

Vol 6 Issue 4 May 2016

ISSN No : 2230-7850

---

International Multidisciplinary  
Research Journal

*Indian Streams  
Research Journal*

Executive Editor  
Ashok Yakkaldevi

Editor-in-Chief  
H.N.Jagtap

---

## Welcome to ISRJ

**RNI MAHMUL/2011/38595**

**ISSN No.2230-7850**

Indian Streams Research Journal is a multidisciplinary research journal, published monthly in English, Hindi & Marathi Language. All research papers submitted to the journal will be double - blind peer reviewed referred by members of the editorial board. Readers will include investigator in universities, research institutes government and industry with research interest in the general subjects.

### Regional Editor

Manichander Thammishetty  
Ph.d Research Scholar, Faculty of Education IASE, Osmania University, Hyderabad.

Mr. Dikonda Govardhan Krushanahari  
Professor and Researcher ,  
Rayat shikshan sanstha's, Rajarshi Chhatrapati Shahu College, Kolhapur.

### International Advisory Board

Kamani Perera Regional Center For Strategic Studies, Sri Lanka	Mohammad Hailat Dept. of Mathematical Sciences, University of South Carolina Aiken	Hasan Baktir English Language and Literature Department, Kayseri
Janaki Sinnasamy Librarian, University of Malaya	Abdullah Sabbagh Engineering Studies, Sydney	Ghayoor Abbas Chotana Dept of Chemistry, Lahore University of Management Sciences[PK]
Romona Mihaila Spiru Haret University, Romania	Ecaterina Patrascu Spiru Haret University, Bucharest	Anna Maria Constantinovici AL. I. Cuza University, Romania
Delia Serbescu Spiru Haret University, Bucharest, Romania	Loredana Bosca Spiru Haret University, Romania	Ilie Pintea, Spiru Haret University, Romania
Anurag Misra DBS College, Kanpur	Fabricio Moraes de Almeida Federal University of Rondonia, Brazil	Xiaohua Yang PhD, USA
Titus PopPhD, Partium Christian University, Oradea,Romania	George - Calin SERITAN Faculty of Philosophy and Socio-Political Sciences AL. I. Cuza University, Iasi	.....More

### Editorial Board

Pratap Vyamktrao Naikwade ASP College Devrukh,Ratnagiri,MS India	Iresh Swami Ex - VC. Solapur University, Solapur	Rajendra Shendge Director, B.C.U.D. Solapur University, Solapur
R. R. Patil Head Geology Department Solapur University,Solapur	N.S. Dhaygude Ex. Prin. Dayanand College, Solapur	R. R. Yaliker Director Managment Institute, Solapur
Rama Bhosale Prin. and Jt. Director Higher Education, Panvel	Narendra Kadu Jt. Director Higher Education, Pune	Umesh Rajderkar Head Humanities & Social Science YCMOU,Nashik
Salve R. N. Department of Sociology, Shivaji University,Kolhapur	K. M. Bhandarkar Praful Patel College of Education, Gondia	S. R. Pandya Head Education Dept. Mumbai University, Mumbai
Govind P. Shinde Bharati Vidyapeeth School of Distance Education Center, Navi Mumbai	Sonal Singh Vikram University, Ujjain	Alka Darshan Shrivastava Shaskiya Snatkottar Mahavidyalaya, Dhar
Chakane Sanjay Dnyaneshwar Arts, Science & Commerce College, Indapur, Pune	G. P. Patankar S. D. M. Degree College, Honavar, Karnataka	Rahul Shriram Sudke Devi Ahilya Vishwavidyalaya, Indore
Awadhesh Kumar Shirotriya Secretary,Play India Play,Meerut(U.P.)	Maj. S. Bakhtiar Choudhary Director,Hyderabad AP India.	S.KANNAN Annamalai University,TN
	S.Parvathi Devi Ph.D.-University of Allahabad	Satish Kumar Kalhotra Maulana Azad National Urdu University
	Sonal Singh, Vikram University, Ujjain	

Address:-Ashok Yakkaldevi 258/34, Raviwar Peth, Solapur - 413 005 Maharashtra, India  
Cell : 9595 359 435, Ph No: 02172372010 Email: ayisrj@yahoo.in Website: www.isrj.org



## IMPACT OF WORK STRESS ON JOB INVOLVEMENT: STUDY OF PUBLIC SECTOR EMPLOYEES



Parul Yadav<sup>1</sup> and Anshu Yadav<sup>2</sup>

<sup>1,2</sup>Assistant Professor (HR&OB), Amity Business School.

### ABSTRACT

Today's workplace is dynamic in nature and is defined by time deadlines, work pressure, work family conflicts and cross-cultural teams, which results in a highly stressed work force. Work related stress is one of the major reasons for the sick leaves taken by the employees. It is not possible to run away from the pressure at work completely. Therefore, employees need to learn the art to manage the stress effectively at work. Because it is the stress that affects one's productivity towards the work which in turn affects involvement in the job. This research tries to assess the relationship between the work stress and job involvement amongst the employees of the public sector. In total 175 responses were taken for the study. The result indicates that there is a significant association between Work Stress and Job Involvement.

**KEYWORDS** :workplace, Work Stress, Job Involvement.

### INTRODUCTION

Today's workplace is dynamic in nature and is defined by time deadlines, work pressure, work family conflicts and cross-cultural teams, which results in a highly stressed work force. Therefore, stress is inevitable. It is also referred to as the changes in the physiological actions in response to some reactive stimuli. Therefore, we need to learn the art to manage the stress effectively at work.

Stress differs from individual to individual. The factor which might be stressful for one person may not be stressful at all to the other individual. Every job has its own level of stress. Workplace stress occurs because of the unwanted demand that stems from time to time which becomes difficult for

employee to manage. Stress not only affects the capability or ability to work, but it constantly affects one's involvement towards the work. The causes of work place stress or job stress may occur because of the factors such as; role ambiguity, time management, work culture, inadequate resources etc.

'Stress are often outlined as a sensory activity development arising from a comparison between the demand on the person and his or her ability to cope an imbalance during this mechanism, therefore overcoming is very important, it provides with a rise to the expert knowledge of stress, and to the strain response'. 'Stress is that psychological and activity response by human being after they understood the scarcity of equilibrium between the stress placed upon them and their ability to fulfil those demands, which over period of time, ends up in bad health'. 'Stress happens once the perceived pressure exceeds or crosses your ability to cope'.

Job Involvement is outlined as "psychological identification with a job". This means that an individual who is totally concerned with their jobs, they sees her or his job "as a vital part of his self-concept". Involvement with completely different areas of lives like work, family, faith or support is characteristic of human race. People tend to urge their concern in various activities once it has seen as having a possibility of satisfying various salient psychological desires.

#### Review of Literature

Now days in most of the organizations the workplace has become highly stressful environment. In the organizations the employees were experiencing high level of stress due to various factors such as workload, ambiguity in roles, work-life balance, time management, task conflict, working environment, work culture, deadlines, high targets, type of work, lack of job satisfaction, long working hours, pressure from the management, etc. Interpersonal conflict at the workplace between the superior and subordinate relationships and also the relationship with the peers, were considered as the reason for stress. Therefore, there are various researchers who have carried out their research work in understanding the various stressors which impact the job involvement level of the employees in the organizations.

#### Job Stress

**Jamadin et al (2015)** had aimed to investigate the impact of work-family conflict on stress and psychological strain among university staffs. The data were analysed using the correlation and multiple regression. The results indicated that both the work to family conflict and family to work conflict have a direct relationship with the stress dimensions and psychological strains. It is found that, the work-to-family conflicts have a high correlation with the criterion variables compared to family-to-work conflict. The regression result also indicated that only the work to family conflict influences the stress levels and the psychological strains. At the end, the research hopes that the knowledge in the realm of work-family conflict on stress and psychological strain amongst the academic staffs in the Malaysian higher institution will be enhanced.

**Devi (2011)** studied the level of stress amongst the IT employees and also identified the stress coping strategies at the organizational level. From this study it has been concluded that the rising level of stress amongst the IT employees is creating an occupational hazard in the fast growing IT Sector, which needs to be addressed without delay. The level of stress can make an individual both productive and constructive when it is identified and well-managed.

**Tiwari et al, (2008)** investigated the role of work stress and health in the prediction of organizational

commitment in railway employees. The result stated that work stress related to interpersonal, physical condition and job interest was found to be higher in officer class than clerks and class four employees. Further, the long job tenure group reported more interpersonal stress than their short job tenure counterparts. More health problems were found amongst the class four and the officers respectively. On the contrary, organizational commitment was identified to be higher in officers than clerks and class four respectively.

**Khattak et al, (2013)**, studied about the specific causes of job stress in the retail banking area should provide greater approach in to both theory and managerial practises. This study has explored the relationship between role ambiguity, job stress and job satisfaction. They also studied to determine the effect of role ambiguity on job satisfaction with job stress as a mediator variable. The results of correlation and regression found that role ambiguity had negative relation with job satisfaction and job stress was playing a mediating role. It indicated that role ambiguity is playing one of the roles of job stressor which leads to job dissatisfaction among employees of banking sector. The findings of the study suggested that to increase the job satisfaction the role stressors should be controlled. When role stressors will be controlled, job stress will inevitably decrease. There is another researcher who has worked on the same area and her contribution is, P. Vanishree, (2014) examined the impact of work stressors on job stress of small and medium sized enterprises (SMEs). The findings of the study revealed that work overload; work ambiguity and work conflict brings out the job stress amongst the workers resulting in poor concentration, poor decision making skills and mental block. On the basis of these findings, it was recommended that SMEs should reduce the work overload, work conflict and role ambiguity through the adoption of job redesign techniques. Support from the organization through various activities such as counselling and stress reduction workshops should also be increased was suggested in this research paper.

#### **Job Involvement**

**Mehta (2011)** studied the job involvement among the working women's. She studied the personal demographic variables on job involvement or working women. And, she also compared the job involvement of women working in different sectors. The findings revealed that the age of working women did not affect the job involvement though the women working in banks with age below thirty years show higher level of job involvement. The women who are doctors and working in the banks with more than ten years of service show higher level of job involvement. All the women who belong from the rural background show high level of job involvement.

**Akinbobola, (2011)** carried out the examination, by analyzing the contribution of staff job satisfaction to their level of job involvement in a private institution. The result of this research showed that job satisfaction and demographic factors jointly predicted 64% significant variance on job involvement. There is also a significant independent prediction of job involvement by age, job satisfaction and some characteristics.

**Liao & Lee , (2009)** studied theories regarding the Big five personality traits and job involvement in an attempt to identify their relationship. The findings from the study shows that the neuroticism relates negatively to employee job involvement, whereas openness, extroversion, conscientiousness and agreeableness relate positively to it.

**McCook, (2002)** studied the integration of the two models of organizational support perceptions, job attitudes, efforts, and employee behaviour. An integrated model was formulated in which Perceived Organizational Support and Perceived Opportunity for Reward impacted the job satisfaction, job involvement and organizational commitment which in turn influenced effort which gradually impacted Organizational Citizenship Behaviours (OCBs) and in-role performance. In this paper the study found out that POS and POR significantly impact the job involvement, job satisfaction and affective organizational commitment. Furthermore, job satisfaction significantly impacted work intensity and job involvement significantly impacted time commitment. None of the dimensions of effort significantly impacted employee behaviour.

#### **Job Stress & Job Involvement**

Jacob (2007) used the university based statistics of performance and self-rated employee productivity as a factor to assess the relationship between stress levels, organizational commitment, health and performance. The result found out that stressors had a negative linear relationship with all the performance measures used. However, this relationship was also influenced by the measure of performance. It also stated that there were variations in the relationship between the performance and stress by category of staff, which influenced the job factors.

**Coetzee et al,(2005)** identified the occupational stressors for the staff members in the higher education institution; to determine the relationship between occupational stress, organizational commitment and ill-health and to carry out the analysis of difference between the groups based on the language and the years of experience. The reliability analysis revealed that all the dimensions were sufficiently internally consistent. The results revealed that the concern of strain which the respondents were constantly troubled by were the lack of commitment that they perceived from the organization. High levels of physical and psychological outcomes of stress were also found. An interesting finding focused on the point that the institution is not committed to the employees, this is because the employees considered themselves that they are highly committed towards their organization. They concluded that the organizational commitment moderated the effect of occupational stress on ill-health.

#### **Research objective**

- To identify the factors of work stress.
- To study the impact of work stress on the job involvement.
- To study the level of job involvement in PSU employees.

#### **Research Methodology**

The research is exploratory and causal. Sample of 175 of employees of various public sector enterprises in Delhi/NCR is used for this study. The sample was collected using convenience sampling technique

#### **Data Analysis**

The data have been collected from the employees of the Public Sector Undertaking and the total number of responses was taken as 175.

Percentage of Work Stress Factors

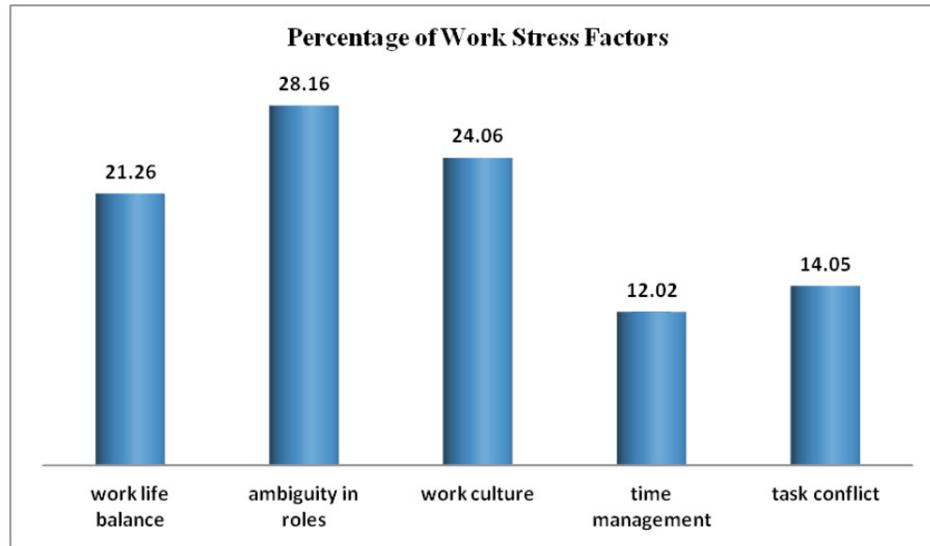


Figure 1

Out of the 175 responses, ambiguity in roles came out to be the major work stress factor, which is 28.16% in PSUs. However, the lack of clear understanding about the work roles is more prevalent among the clerical staffs than the executives, this shows that there is a communication gap between the top level executives and the lower level management.

The next major factor causing work stress amongst the employees is the work culture, which is 24.06% as we all know that the job security amongst the PSU employees is very high. Therefore, the employees in the organization tend to get very careless with the work they are provided with and hence, it leads to the piling up of work and then they need to complete those work at one go, hence it leads to stress amongst them. Therefore, from the analysis we can also conclude that time management does not play a very important role in PSU.

Correlation between Work Stress and Job Involvement

Research Hypothesis

H0: There is no significant relationship between the Work Stress and Job Involvement

H1: There is a significant relationship between the Work Stress and Job Involvement.

Correlations			
		Job_Involvement	Work_Stress
Job_Involvement	Pearson Correlation	1	-.306**
	Sig. (2-tailed)		.000
	N	175	175
Work_Stress	Pearson Correlation	-.306**	1
	Sig. (2-tailed)	.000	
	N	175	175

Correlation is significant at the 0.01 level (2-tailed).

Interpretation: There is negative association between the job involvement and work stress which shows that (-.306) that means if work stress is high then the job involvement of the employee will be

**IMPACT OF WORK STRESS ON JOB INVOLVEMENT: STUDY OF PUBLIC SECTOR EMPLOYEES**

low and it will exert a negative impact on the organization. Work stress can create dissatisfaction and affect the performance and efficiency of the employee and decrease the productivity of the organization. The p value is ( $p < 0.01$ ) which shows a highly significant statistical model. Hence the null hypothesis is rejected.

**Regression Analysis between Work Stress and Job Involvement**

**Hypothesis:**

**H0:** There is no significant impact of work stress on job involvement.

**H1:** There is a significant impact of work stress on job involvement.

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.306 <sup>a</sup>	.093	.088	.42631

a. Predictors: (Constant), Job\_Involvement

ANOVA <sup>a</sup>						
Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	3.237	1	3.237	17.814	.000 <sup>b</sup>
	Residual	31.440	173	.182		
	Total	34.678	174			

a. Dependent Variable: Work\_Stress  
b. Predictors: (Constant), Job\_Involvement

Coefficients <sup>work</sup>						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.184	.210		19.885	.000
	Job_Involvement_1	-.284	.067	-.306	-4.221	.000

a. Dependent Variable: Work Stress

**Interpretation:** - The R value is 0.306 and R square is 0.093 which shows the 9 % variation in the model due to work stress and p value is  $p < 0.01$  which shows some significance and tells us that there is correlation between the employee work stress and job involvements which shows that employee work stress is a predictor of the job involvement. Hence the null hypothesis is rejected.

**Level of Job Involvement among PSU Employees**

I live, eat and breathe my job.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Stongly Disagree	29	16.6	16.6	16.6
	Disagree	38	21.7	21.7	38.3
	Neutral	73	41.7	41.7	80.0
	Agree	22	12.6	12.6	92.6
	Strongly Agree	13	7.4	7.4	100.0
	Total	175	100.0	100.0	

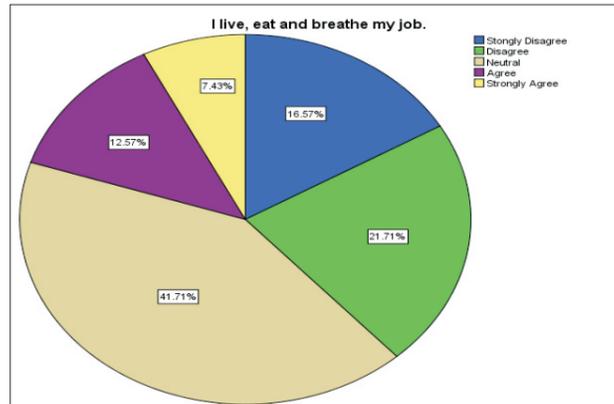


Figure 2

**Interpretation:** The analysis reveals that out of the 175 respondents, 41.71% people neither agree nor disagree, that their job is very important to them all the time, they believe that their job is a very important aspect of their lives, but apart from this they believe that enjoying the social and personal life is also very important. The second highest percentage i.e. 21.71% of the people feels that only the job is not important to them, apart from this they believe that the family life is also very important. Therefore, they believe that one should maintain a balance between the work and personal life, and should devote equal time for both work and family.

I mostly feel uninterested in my job.					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	1	.6	.6	.6
	Disagree	8	4.6	4.6	5.1
	Neutral	5	2.9	2.9	8.0
	Agree	45	25.7	25.7	33.7
	Strongly Agree	116	66.3	66.3	100.0
	Total	175	100.0	100.0	

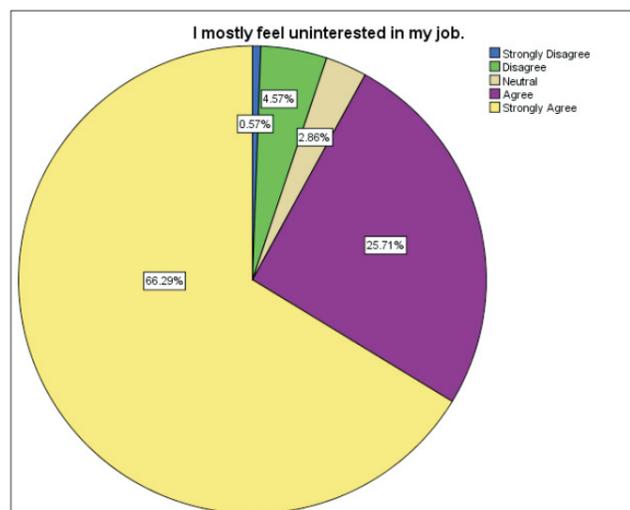


Figure 3

**Interpretation:** From this analysis it is found that, out of the 175 respondents, 66.29% of the employees feel that they find their jobs least interesting, i.e. they 'strongly agree'. And the reason they gave for this is the monotony involved with their jobs. There are many employees who are working for this organization from the last 30 years, and every day they are required to perform the same task again and again, therefore this leads them towards boredom in their jobs. There are also few employees who are nearing their retirement, and because of this they seem to take no interest in their jobs anymore and hence their level of involvement towards their jobs is very low.

### Findings

From the overall analysis it was found out that there is a negative association between the job involvement and work stress which shows that (-.306) that means if work stress is high then the job involvement of the employee will be low and it will exert a negative impact on the organization. Work stress can create dissatisfaction and affect the performance and efficiency of the employee and decrease the productivity of the organization. The p value is ( $p < 0.01$ ) which shows some significant statistical model. Therefore, with the increase in the work stress it is seen that the employee job involvement in the organization is low.

**The main five factors of work stress:** Ambiguity in Roles, Work Life Balance, Work Culture, Time Management and Task Conflict. Out of these five parameters it was found out that the Ambiguity in Roles majorly was the cause of the work stress amongst the employees in the Public Sector Undertaking, because majority of the employees from the clerical post had very less knowledge about their roles in the organization.

The regression between the Work Stress and Job Involvement tells us that, the R value is 0.306 and R square is 0.093 which shows the 9 % variation in the model due to work stress and p value is ( $p < 0.01$ ) which shows significance and tells us that there is correlation between the employee work stress and job involvements which shows that employee work stress is a predictor of the job involvement.

### CONCLUSION

The Work Stress does have a significant relationship with the Job Involvement. From the analysis it can be concluded that there is a negative relationship between the Work Stress and Job Involvement, which means that when the level of Work Stress increases then the level of Job Involvement will automatically will decrease and vice versa.

Further research should be done to understand the underlying mechanism of external stressors that influences job involvement.

### REFERENCES

1. Akinbobola, O.I.(2011). Conflict in Human Capital Relationships: the Impact of Job Satisfaction Job Involvement in Work Place. *International Journal of Social Science and Humanity*, 1(2)
2. Coetzee,S. (2005). Occupational Stress, Organizational Commitment and ill-health of employee at a higher education. *Journal of Industrial Psychology*
3. Devi, T.U. (2011). A study on Stress Management and Coping Strategies with reference to IT Companies. *Journal of Information Technology and Economic Development*. 2(2)
4. Jacobs, P. A. (2007). Predictors of Work Performance Among Higher Education Employees: An Examination using the ASSET Model of Stress. *International Journal of Stress Management*, 14 (2).

IMPACT OF WORK STRESS ON JOB INVOLVEMENT: STUDY OF PUBLIC SECTOR EMPLOYEES

---

5. Jamadin, N., Mohamad, S., Syarkawi, Z., & Noordin. F. (2015). Work - Family Conflict and Stress: Evidence from Malaysia. *Journal of Economics, Business and Management*, 3 (2).
6. Khattak, M.A., Ul-Ain, Q., & Iqbal, N. (2013). Impact of Role Ambiguity on Job Satisfaction, Mediating Role of Job Stress. *International Journal of Academic Research in Accounting, Finance and Management Sciences*, 3(3), 28-39.
7. LIAO, C.S., & LEE.C. (2009), "An Empirical Study of Employee Job Involvement and Personality Traits: The Case of Taiwan", *International Journal of Economics and Management*, 3 (1): 22 – 36.
8. McCook, K.D.(2002). Organizational Perceptions and their Relationships to Job Attitudes, Efforts, Performance and Organizational Citizenship Behavior. *University of Texas*
9. Mehta, D. S. (2011). Job involvement among working women. *International Journal of Multidisciplinary Research*, 1 (2).
10. Tiwari,S.K., Shukla. A., & Pandey, S. (2008). Work stress and health as predictors of organizational commitment in railway employees. *Journal of the Indian Academy of Applied Psychology*, 6(1), 34-50.
11. Vanishree,P.(2014). Impact of Role Ambiguity, Role Conflict and Role Overload on Job Stress. *Research Journal of Management Sciences*, 3(1)

# Publish Research Article International Level Multidisciplinary Research Journal For All Subjects

Dear Sir/Mam,

We invite unpublished Research Paper, Summary of Research Project, Theses, Books and Book Review for publication, you will be pleased to know that our journals are

## Associated and Indexed, India

- \* International Scientific Journal Consortium
- \* OPEN J-GATE

## Associated and Indexed, USA

- Google Scholar
- EBSCO
- DOAJ
- Index Copernicus
- Publication Index
- Academic Journal Database
- Contemporary Research Index
- Academic Paper Database
- Digital Journals Database
- Current Index to Scholarly Journals
- Elite Scientific Journal Archive
- Directory Of Academic Resources
- Scholar Journal Index
- Recent Science Index
- Scientific Resources Database
- Directory Of Research Journal Indexing

Indian Streams Research Journal  
258/34 Raviwar Peth Solapur-413005, Maharashtra  
Contact-9595359435  
E-Mail-[ayisrj@yahoo.in](mailto:ayisrj@yahoo.in)/[ayisrj2011@gmail.com](mailto:ayisrj2011@gmail.com)  
Website : [www.isrj.org](http://www.isrj.org)