

## **Occupational Stress in Service Sector Among Women Employees In Tirunelveli District**

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### **Abstract**

Stress is a common feature in our lives, especially as the pace of development increases. Work is a common term which is applied for all sorts of occupation. Stressful situations in the workplace are a common incidence for all employees especially for the Women. Stress from any source may affect an employee's well-being and their performance at work. The service sector consists of the soft parts of the economy such as insurance, government, tourism, banking, retail, education, and social services. Now-a-days Women working in all the categories of work. So, they are getting stress from working places. In it, an occupational stress can be caused by too much or too little work, time pressure and deadlines, fatigue from physical strains of work environment, excessive travelling, long hours, having to cope with changes in work. This study focuses about the Occupational Stress in Service Sector among the Women Employees in Tirunelveli District. There many sectors doing their works. Due to, lack of time the researcher finds four service sectors only like Education, Banking, Insurance Hospitality and so on. For that, the researcher collected 80 samples by convenient sampling method and used percentage and chi-square test applied for this research.

**Key words:** Job Productivity, Occupational Stress, Women Employees and Workforce etc.

### **Introduction**

Stress at work place is a common feature and majority people experience it. Some jobs are more associated with stress. The persons holding these jobs come under stress and suffer from its consequences. Stress is a reality of our everyday life. People experience stress at home or with friends or from other non-work situations. Stress is highly individualistic in nature. Some people have high tolerance for stress and thrive well in the face of several stressors in the environment. In fact, some individuals will not perform well unless they experience a level of stress which activates and energizes them to put for their best efforts. On the other hand, some people have very low level of tolerance for stress and they become paralyzed when they have to interface with routine everyday factors that appear undesirable to them. The work environment at present is entirely different than what it was earlier due to changes in the economy, technology, communications, information retrieval, healthcare and dramatic changes in the weather. New technology has altered the work environment significantly. Earlier, a worker was exposed to risks of physical injuries, fatal accidents, air and noise pollution and soiled clothes, whereas today's employee is stressed physically and psychologically.

Service sector also known as tertiary sector includes all branches of human activity whose essence is to provide services, thus providing a work, knowledge, financial resources, infrastructure, goods or their combination. The service sector includes Trade and procurement Transport, Shipping and Transportation, Storage, Tourism, Accommodation and Hospitality, Media, information and promotion, Information and communication services, Financial Services, Education, Health and social care, Real estate and infrastructure, Entertainment, Culture and Sport, Advice, Legal and Expert Services, Crafts and repairs and Public administration. The working of women facing many stress by this. Especially, Occupational Stress" is an unavoidable phenomenon in today's world of rapid industrialization. It is a psychophysical condition which affects an women's productivity, effectiveness, personal health and quality of work. Women employee facing specific type of occupational stress. They can be identified as a stressful occupation in this modern challenging world which can adversely affect the health of the women.

### **Statement of the Problem**

Stress is present in all occupations. The privatization and globalization steps of the government have increased the intensity of occupational stress in different sectors. The working environments in service sectors are totally changed. The need of higher targets achievement; increased working hours, strict supervision etc. have increased the stress level of employees, especially women employees. The main reason for analyzing the working women's stress is to understand their difficulties at work place with the personal / managerial activities. This study inculcated the Nature of Occupational Stress, Root causes of Occupational Stress and Impact of stress on physical and psychological/ mental. It also suggests the

organization to give solution for avoiding stress for their employees. Thus the problem under study is stated as “Occupational Stress among Women Employees in service sector - A Study with particular reference to Tirunelveli District.”

### **Review of Literature**

**J. Jerome Wesley & P. Balasubramanian (2021), “An Analysis of Stress among Library Professionals in Tamil Nadu”**, their study concluded that the Job satisfaction or employee’s satisfaction is one of the most key goals of each and every organization to increases the productivity. The job satisfaction happens when an employee towards the job demand & desire more than the expected level that insist the employee to feel job stability, carrier growth and comfortable work-life balance. On the other hand, the dissatisfied employee always harms to the organization due to many reasons such as less productivity, high employee absenteeism, employee turnover, stress, burnout, and lack in adapting the innovative technology to uplift the organization. Based on the findings of this study, the researchers recommend that in order to decrease job stress, the respective educational institution should offer the adequate facilities and infrastructure.

**Smita N. Mutgekar & Dr H. Y. Kamble (2020), “Role of job stress on job satisfaction in the banking sector- a study of working women in nationalized banks concerning Belgaum district”**, The paper concludes that the Belgaum district nationalized bank working women’s are undergoing stress due to several causes. Of them, technological, resource inadequacy & interpersonal relationship factors have exercised relatively more stress across the banks & cadres of women’s working women’s. The job performance of the working women's in the nationalized sectors of Belgaum district banks is at an acceptable level. Their job satisfaction is moderate. The job performance & satisfaction are influenced by many stressors like technological factor, work stress, customer & interpersonal relationship factors & inter role distance. To overcome stress, they have followed several strategies. The important ones to improve are prepared an action plan for work, seek professional help, drink as much water as possible, attend social gatherings, meditation & yoga classes & take short breaks. The future work suggested that In the Belgaum banking sector, there are several groups of banks such as scheduled and non-scheduled banks. The nonscheduled are again divided into different groups such as nationalized, public sector, cooperatives, regional rural, foreign and so on. The future studies may be undertaken on the Women's employees of these banks. The influence of stress over the employees in rural branches may be attempted in the future.

### **Objectives of the Study**

1. To study socio economic background of respondents
2. To know Impact of stress on physical and psychological mental conditions of women
3. To examine the Efforts made by organizations for reducing stress of employees
4. To find the association between Socio-Economic factors and Nature of the works of the respondents

### **Research Design**

The researcher has used descriptive research design. The researcher has taken 80 respondents from the selected area of Tirunelveli District. The researcher has used convenient sampling method for the present study. The researcher has used both Primary and secondary data for the present study. The primary data were collected from the selected respondents from the employees. The secondary data were collected from the books, published articles and websites. For analyzing the data, Percentages and Chi square test were applied.

### **Limitations of the Study**

1. The study is confined to Tirunelveli District alone. Hence the findings may not be generalised for the other parts of the country.

**Results And Discussions****Table 1: Demographic Variables of the Respondents**

Variables	No of Respondents	Percentage	
Age	Upto 30	13	16
	30-40	21	26
	40- 50	24	30
	Above 50	22	28
	<b>Total</b>	<b>80</b>	<b>100</b>
Marital Status	Married	58	73
	Un-married	22	27
	<b>Total</b>	<b>80</b>	<b>100</b>
Educational Qualification	Upto HSC	24	30
	Graduation	21	26
	Post-Graduation	19	24
	Professional	16	20
	<b>Total</b>	<b>80</b>	<b>100</b>
Monthly Income	Less than 10000	12	15
	10001-20000	17	21
	20001-30000	22	28
	30001-40000	19	24
	Above 40000	10	13
	<b>Total</b>	<b>80</b>	<b>100</b>

**Primary data**

Table No.1 shows demographics wise distribution of the respondents. It reveals that Majority of respondents in the age group of 40- 50 years and Upto HSC were high as compared to other Educational groups. Majority of the respondents were Married and 20001-30000 respondents were high as compared to other Income level of the respondents.

**Table 2: Nature of the works**

Sector	No of Respondents	Percentage
Education	14	18
Hospitality	17	21
Banking	13	16
Insurance	7	9
Consulting	12	15
Information Technology	11	14
Media and Entertainment	6	8
<b>Total</b>	<b>80</b>	<b>100</b>

**Primary data**

Table No.2 shows that Distribution of the Sample Respondents. Majority of the respondents were working at Hospitality.

**Table 3: Nature of Occupational Stress among the employees**

Nature of Stress	No of Respondents	Percentage
Psychological and Mental stress	35	44
Physical stress	27	34
Others	18	23
<b>Total</b>	<b>80</b>	<b>100</b>

**Primary data**

Table No.3 shows that Nature of Occupational Stress among the employees. In which majority of respondents getting Psychological and Mental stress from the work places.

**Table No.4: Root causes of Occupational Stress among employees**

Factors	No of Respondents	Percentage
Role Conflict	11	14
Insecurity in job	5	6
long working hours	9	11
Heavy work load	11	14
Unpleasant working	7	9
Worries about family related matters	12	15
Bad interpersonal relation	6	8
Low monetary compensation	11	14
Technological problem at work	8	10
<b>Total</b>	<b>80</b>	<b>100</b>

**Primary data**

Table No. 4 shows that Root causes of Occupational Stress among employees. In which, majority of the respondent's Category is Worries about family related matters among employees.

**Table No. 5: Impact of stress on Physical and Psychological/ Mental conditions of Staff**

Factors	No of Respondents	Percentage
Heart related problem	11	14
High Blood pressure	12	15
Sleep disturbance	11	14
Moodiness	9	11
Depression	7	9
Ulcers	11	14
Workplace aggression	5	6
Back pain and body pain	12	15
Exhaustion	2	3
<b>Total</b>	<b>80</b>	<b>100</b>

**Primary data**

Table No. 5 shows that Impact of stress on physical and psychological/ mental conditions of staff. Majority of the respondent's Category is High Blood pressure and Back pain and body pain.

**Table No. 6: Efforts made by Organizations for reducing stress of employees**

Type	No. of Respondents	Percentage
Health care advocacy	14	18
Training to management officials pertaining to expectations from employees	9	11
Effective Communication system	12	15
Implementation of attractive policies/ programs related to the family of employees	13	16
Frequent launch meeting with employees	11	14
Wellness programs	9	11
Maintaining good interpersonal interactions at work place	12	15
<b>Total</b>	<b>80</b>	<b>100</b>

**Primary data**

Above table shows that Efforts made by organizations for reducing stress of employees. Majority of the respondents were getting Health care advocacy.

**Association Between Socio-Economic Factors And Nature Of The Works Of The Respondents**

The non-parametric chi-square test is applied to find the association between Socio-Economic factors and Nature of the works of the respondents.

**Table-7: Socio Economic Characteristics and Nature of the works of the respondents**

Factors	Calculated Value	Degrees of Freedom	Table Value	Result
Age	13.29	18	28.86	Accepted
Educational Qualification	15.40	18	28.86	Accepted
Income	17.88	24	36.4	Accepted

#### Computed data

From the above table, it is clear that there is significant difference between Nature of the works and socio-economic factors of Age, Educational Qualification and Income. So the null hypotheses were accepted.

#### Findings

1. Majority of respondents in the age group of 40- 50 years
2. Upto Hsc was high as compared to other Educational groups.
3. Majority of the respondents were Married.
4. Rs. 20001- Rs. 30000 respondents were high as compared to other Income level of the respondents.
5. Majority of the respondents were working at Hospitality.
6. Majority of respondents getting Psychological and Mental stress from the work places.
7. Majority of the respondent's Category is Worries about family related matters among employees.
8. Majority of the respondent's Category is High Blood pressure and Back pain and body pain.
9. Majority of the respondents were getting Health care advocacy.

#### Suggestions of the Study

1. Organization need to examine their programs and policies for coping stress. By employing and implementing various management program to relieve Stress.
2. Organizations should continuously provide the learning, mentoring, coaching counselling to their employees.
3. There should be opportunities to employees for self-development, time management to handle the responsibility of home along with office to encourage employees to accept higher responsibilities on new projects.
4. Job rotation can be practiced where by employees are shifted within different sites. Because there is greater variety and wider range of interesting and challenging job. The people should select for job rotation based on their core skills and leadership competencies.
5. There should be priority for the health of employees.

#### Conclusion

The study is conclude that there are various stressors among women employees in service sector such as Role Conflict, Insecurity in job, Heavy work load, Worries about family related matters, Bad interpersonal relation, Low monetary compensation and Technological problem at work. The problem of stress is inevitable and unavoidable in the service sector. In order to manage stress within the organization, it is recommended that the organization encourage employee Development and embark on training interventions for employees. Training specifically related to policies and policy implementation is a key priority. The more informed the employee, the less stress and the more productive the employee will become. A majority of the employees face severe stress- related ailments and a lot of psychological problems. Hence, the management must take several initiatives in helping their employees to overcome its disastrous effect. Since stress in service sector is mostly due to excess of work pressure and work life imbalance the organization should support and encourage taking up roles that help them to balance work and family.

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