

## Work place stress at CPS Textiles Karur, Tamilnadu, South India

Dr. R Baskar

Assistant Professor, Department of Social Work, Bharathiar University, Coimbatore-641046, India.

### Abstract

Stress is a term in psychology and biology, first coined in the biological context in the 1930s, which has in more recent decades become commonly used in popular parlance. It refers to the consequence of failure of an organism – human or animal – to respond appropriately to emotional or physical threats, whether actual or imagined. Stress on individuals ranges from personal life to their organizational activities. Urbanization, industrialization and increase in scale of operations in the society cause increasing stress in changing environment, participation, introduction, transaction, planning and regulation between key issues, each with its own frustrations attached, people feel stress as they can no longer have complete control over what happens in life. There is no escape for stress in modern life. Stress is caused by internal or external demands that upset the balance of an individual and affect his or her physical and psychological wellbeing (Lazarus & Cohen, 1977). The objective of the study was to study the factors that are responsible for occupational stress among the employees. In this descriptive study 50 employees were selected by using stratified random sampling and statistically analyzed. The present study was carried out to find out the factors that responsible for occupational stress among the employees.

**Keywords:** Work place stress, psychology, biology, physical threats

### 1. Introduction

Stress is the general term applied to the pressures people feel in life. The presence of stress at work is almost inevitable in many jobs. It also depends on how people perceive things or the work they are assigned to do in a specific period of time. Interest in the phenomenon of work-related stress has increased markedly during the last few years, as indicated by several reviews of the literature, a number of books, and a rash of public seminars promoting different approaches to stress control (Brief, Schuler, & Van Sell, 1981; Cooper & Marshall, 1976; Kahn, 1981; Levi, 1981; Moss, 1981) <sup>[1,2,11]</sup>. When stress becomes excessive, employees develop various symptoms of stress that can harm their job performance and health and even threaten their ability to cope with environment. Stress leads to physical disorders because the internal body system changes try to cope with the stress experience by a person. Stress can arise from an opportunity, demand, constraint, threat or challenge when the outcome of the event is both important and uncertain (Robbins, 2003: p.577) <sup>[13]</sup>. Therefore it is important that stress, both on and off the job, be kept at a level low enough for the most people to tolerate without disorders. Stress is a complex, multivariate process. Diverse measures of occupational stress such as psychological health, anxiety, and job satisfaction are often used interchangeably (Newton, 1989) <sup>[12]</sup>. Hart, Wearing, and Headey (1993) <sup>[5]</sup> extended this approach in what they described as a dynamic equilibrium theory of stress. This theory defines stress as a state of disequilibrium in the system of variables relating people to their environment that results in a change in people's normal levels of well-being. Hart and Wearing (1995) <sup>[4]</sup> made the point that stress cannot be expressed as a single variable and that elements such as personality characteristics, coping

processes, and positive and negative work experiences must also be considered.

### Nature of Stress

The phenomenon of stress is highly individualistic in nature. Some people have high levels of tolerance for stress and thrive very well in the face of several stressors in the environment, for example, working under deadlines and time pressures, meeting high standards of performance expectation and working with inadequate resources. Infact, some individuals will not perform well unless they experience a level of stress which activates and energizes them to put forth their best efforts and become paralyzed when they have to interface with ordinary everyday factors that appear noxious to them, as for example, having to deal with two customers who arrive at the same time needing assistance.

### Sources of Stress

Stress is a reality of our everyday life. There are both stress and distresses that come from our work and by many others that are the work and non-work domains of one's life are closely interrelated. Thus if one experiences much distress at work, that stress will increase the sense of awareness of even small distresses experienced in a family sphere. Likewise stresses experienced at home or with friends or from other non-work situations can be carried over to the work place which might heighten and multiply the stresses experienced at work. Common sources of stress can be mainly classified into two broad categories.

- **Organizational stressors** - Task demands, physical demands, role demands and interpersonal demands are the various factors in the workplace that can cause stress which are called as Organizational stressors.

- **Life stressors** - The events that are happening outside the organization causes stress in organizational setting is called as life stressors which is generally categorized into life change and life trauma.

### **Aim**

To Study the factors that are responsible for occupational stress with special reference to CPS Textiles, Karur

### **Objectives**

- To study the demographic profile of the employees
- To study the factors responsible for occupational stress among the employees
- To suggest suitable social work interventions for stress management

### **Research design**

A research design is a plan or scheme to carry out action in an orderly way. Descriptive Research Design is concerned with describing the characteristics of a particular individual or a group. The researcher in this study describes the factors that are responsible for occupational stress. Thus the researcher adopted the Descriptive Research Design for this study.

### **Sampling procedure**

The process of drawing a sample from a larger population is sampling. The researcher adopted Probability sampling in which disproportionate stratified random sampling was used to collect the data of 50 employees among 120 employees in CPS Textiles, Karur.

### **Tools of Data Collection**

The researcher employed a self-structured interview schedule to collect the factors responsible for occupational stress among the employees.

### **Findings**

- More than half (68 per cent) of the respondents were in the age group of 31– 40 years.
- It was revealed that majority 88 per cent of the respondents were married and 63 per cent had experience of between five to ten years.
- 92 per cent of the respondents had an educational qualification of SSLC and below.
- 74 per cent of the respondents suffering from upset stomach have more stress and 60 per cent says nervousness as the cause for stress.
- Majority 56 per cent of respondents feels that the performance pressure is a reason for excess stress
- Majority 90 per cent of the respondents are prone to stress due to lack of interpersonal relationship.
- Majority 63 per cent of the respondents agree that the company organizes stress management programmes.
- It was found that there was a significant association between age and the level of stress.
- It was found that there was no significant association between experience and the level of stress.

### **Social Work Intervention**

- To offer more recreational activities and picnics for the employees which help them to improve the interpersonal relationship which has to be arranged by the organization.

- To provide counseling to employees to make effective use of stress buster programmes offered by the organization
- Organize programs and orientations which helps to reduce performance pressures and workload pressures in the organization.
- To promote stress buster programs and other interactive programmes for the employees to cope better during stressful situations
- To prioritize the factors of stress and promote counseling based on the needs of the employees

### **Conclusion**

As stress is an adoptive response to number of external situation that results in physics, psychological and or behavior deviations for organizations participants, the management has to provide necessary steps to the employees to overcome stress and they should be about the negative causes of stress and effects in attaining organization goals as well as their personal goals. In order to make the working conditions more effective the management should provide good polices and optimistic ideas to the human resources.

### **References**

1. Brief AP, Schuler RS, Van Sell M. Managing job stress. Boston: Little, Brown, 1981.
2. Cooper CL, Marshall J. Occupational sources of stress: A review of the literature relating to coronary heart disease and mental ill health. *Journal of Occupational Psychology*. 1976; 49:11-28.
3. Festinger L. A theory of cognitive dissonance. Evanston, Ill.: Row, Peterson, 1957.
4. Hart PM, Wearing AJ. Occupational stress and well-being: A systematic approach to research, policy and practice. In P. Cotton (Ed.), *Psychological health in the workplace* Victoria, Australia: Australian Psychological Society, 1995, 185-216.
5. Hart PM, Wearing AJ, Headey B. Assessing police work experiences: Development of the Police Daily Hassle and Uplifts scales. *Journal of Criminal Justice*. 1993; 21:553-572.
6. Holland JL. Making vocational choices. Englewood Cliffs, N.J.: Prentice-Hall, 1973.
7. Ivancevich JM, Matteson MT, Freedman SM, Phillips JS. Worksite stress management interventions. *American Psychologist*. 1990; 45:252-261.
8. Kerlinger FN. *Foundations of behavioral research*. New York: Holt, Rinehart & Winston, 1967.
9. Lazarus RS. Little hassles can be hazardous to health. *Psychology Today*, 1981; 15(7):58-62.
10. Lazarus RS. *Psychological stress and the coping process*. New York: McGraw-Hill, 1966.
11. Moss L. *Management stress*. Reading, Mass.: Addison-Wesley, 1981.
12. Newton TJ. Occupational stress and coping with stress: A critique. *Human Relations*, 1989; 42:441-461.
13. Robbins SP. *Organizational Behaviour*. 10<sup>th</sup> Edition, Prentice Hall of India Private Limited, New Delhi, 2003.
14. Schuler RS. Definition and conceptualization of stress in organizations. *Organizational Behavior and Human Performance*, 1980; 25:184-215.