

A Correlative Study on ORS among Working Women of Bangalore City



ISBN: 978-1-943295-14-2

Priya Makhija
Elizabeth Chacko
Jain University

Stress causes disruption of physical and mental well-being of individuals. The effective process of identifying and managing stressful events depends on the personality/ characteristics of the people. ORS is a comprehensive tool to elicit data about different role stressors afflicting a respondent. The study was conducted in Bangalore and a sample of 200 each women employees from academia and corporate were used for data collection. The instrument for data collection was the standardized questionnaire developed by Udai Pareek. The data was collected using Likert scale. The data collected was analysed through t test for comparing between the employees.

Keywords: Occupational Role Stress, Service Sector, Academia, Corporate, Working Women

1. Introduction

Women are active penetrate almost in all consistently male-dominated professions and performing effectively. Despite this, the conventional mindset where males view professional role as their principal objective and neglect household responsibilities while females view marriage and motherhood as their immediate objective persists. There obviously exist several impediments in the journey of career-oriented women. Despite being equally qualified and experienced as men, women have to struggle hard to reach the top positions in any profession, they are underpaid as compared to men, face discrimination and discouragement both internally and externally, many a times they are forced to restrict themselves to mundane jobs though they can take up better ones and apart from working have to do the large part of household chores as well. Women who face persistent occupational stress develop cognitive problems (depressive manifestation, insomnia, resentment, irritability, animosity, anxiety, fearfulness, feelings of guilt, shame and retraction), physical problems (congestive heart failure, variation in blood pressure, body ache, tension, headaches, short menstrual cycles, digestive problems and back pain) and dysfunctional observable manifestations (infirmity absenteeism, changing jobs periodically, career disruption etc). Though employed women are likely to get stressed while astonishing a balance between diverse roles (employee, spouse, mother, daughter-in-law, daughter) that they are enforced to do however they still likely to have improved physical and mental fitness as compared to those women who are housewives. This is because these divergent roles add to and enrich women's sense of self and augment psychological well-being. The strain and stress they understand due to one role is balanced by the satisfaction they obtain from other roles.

2. Methodology

Statement of the Problem

Stress is an ordinary segment of life. In microscopic portion stress is good, if it can motivate and help to be more productive. Various studies have posited that negative stress affects women more than men due to their emotional susceptibility. Additionally, there are various other factors that tend to exaggerate the effects of stress on women. In countries like India, most of the women are expected to fulfill their familial obligations in addition to the occupational duties. Most of the women employees have less control in their jobs as they tend to avoid being in senior positions due to their household commitments. Many of the women are precariously employed without proper vision of career growth. More women are engaged in occupations that are demanding in nature causing unavoidable stress among them. The organizational and peer discrimination and bias causes stress among women, irrespective of their seniority at workplaces (Bickford, 2005). The employed women's want to overcome the occupational stress and this could be succeed by understanding the factors which affect the employees which in tune make the ultimate need for the study which is done among different categories of women professionals in Bangalore, like Doctors, Engineers, Lecturers, Bank officers etc.

Need of the Study

The working women's want to overcome the organisational & occupational stress and this could be succeed by understanding the factors which affect the employees which in tune make the ultimate need for the study which is done among different categories of women professionals in Bangalore, like Doctors, Engineers, Lecturers, Bank officers etc. This study allows us to understand the stress causes and level encountered by the working women in the selected service sector & how does it affect their home & family.

Research Objectives

To make a comparative / correlative analysis and its impact of organisational stress level among corporate & academic sector.

Hypothesis

Hypothesis 01: There is no difference in mean rating scores of self –role distance, Inter- role distance, Role stagnation, Role expectation conflict, Role ambiguity, Role overload, Role Erosion, Role (personal) inadequacy factors of organisational stress measurement between employees working in academics and corporate sector.

Hypothesis 11: There is Significant difference in mean rating scores of self –role distance, Inter-role distance, Role stagnation, Role expectation conflict, Role ambiguity, Role overload, Role Erosion, Role (personal) inadequacy factors of organisational stress measurement between employees working in academics and corporate sector.

Sample and Size

- Sample universe: The universe of the study consists of women employees from corporate & education institutes of Bangalore city.
- Sample frame: The collection of data will be done from Banks, IT & education institutes.
- Sample Unit: 200 Women employees each from corporate & academics.

3. Data Specifications

Table 1(a) Results of t-Test between Academic and Corporate Working Respondents with Respect to Organisational Stress

Factor	Type of working	Mean	SD	t-value	p-value
Inter-Role Distance (IRD)	Academic	19.98	1.67	14.733	0.000*
	Corporate	16.74	2.61		
Role Stagnation (RS)	Academic	20.22	1.99	14.024	0.000*
	Corporate	16.81	2.81		
Role Expectation Conflict (REC)	Academic	13.51	1.53	-18.848	0.000*
	Corporate	-	-		
Role Erosion (RE)	Academic	20.36	2.24	11.335	0.000*
	Corporate	17.20	3.24		
Role Overload (RO)	Academic	-	-	-7.755	0.000*
	Corporate	-	-		
Role (personal) Inadequacy (RI)	Academic	9.84	2.08	1.959	0.000*
	Corporate	-	-		
Self –Role Distance (SRD)	Academic	-	-	-16.102	0.000*
	Corporate	17.94	1.72		
Role Ambiguity (RA)	Academic	-	-	-8.688	0.000*
	Corporate	-	-		

* Significant at 5 % level

4. Findings

1. There is a significant difference (see Table 1) in mean scores between Academic and Corporate working women respondents with respect to Inter-Role Distance (IRD) ($t=14.733$, $p<0.05$) at 5% level of significance. Hence, the null hypothesis is rejected and alternative hypothesis is accepted. As the mean score of Academic working women (mean = 19.98) is higher than Corporate working women (mean=16.74), one would conclude that there is a strong acceptance that Academic working women respondents are rating to frequent or always feeling that existence of Inter - Role Distance situation as compared to Corporate women respondents at their respective work place. Here, higher the mean value indicate that a considerable proportion of respondents have rated the option “more frequently or always having the feeling this way” on likert scale.
2. There is a significant difference (see Table 1) in mean scores between Academic and Corporate working women respondents with respect to Role Stagnation (RS) ($t=14.024$, $p<0.05$) at 5% level of significance. Hence, the null hypothesis is rejected and alternative hypothesis is accepted. As the mean score of Academic working women (mean = 20.22) is higher than Corporate working women (mean=16.81), one would conclude that there is a strong acceptance that Academ-

ic working women respondents are rating to frequent or always feeling that existence of Role Stagnation (RS) situation as compared to Corporate women respondents at their respective work place. Here, higher the mean value indicate that the more number of respondents have rated the option “more frequently or always having the feeling this way” on likert scale.

3. There is a significant difference (see Table 1) in mean scores between Academic and Corporate working women respondents with respect to Role Expectation Conflict (REC) ($t = -18.848$, $p < 0.05$) at 5% level of significance. Hence, the null hypothesis is rejected and alternative hypothesis is accepted. As the mean score of Corporate working women (mean = 16.53) is higher than Academic working women (mean=13.51), one would conclude that there is a strong acceptance that Corporate working women respondents are rating to frequent or always feeling that existence of Role Expectation Conflict situation at their work place as compared to those who are working as academicians. Here, higher the mean value indicate that the more number of respondents have rated the option “more frequently or always having the feeling this way” on likert scale.
4. There is a significant difference (see Table 1) in mean scores between Academic and Corporate working women respondents with respect to Role Erosion (RE) ($t = 11.335$, $p < 0.05$) at 5% level of significance. Hence, the null hypothesis is rejected and alternative hypothesis is accepted. As the mean score of Academic working women (mean = 20.36) is higher than Corporate working women (mean=17.20), one would conclude that there is a strong acceptance that women working in academics are rating to frequent or always feeling that existence of Role Erosion (RE) situation as compared to Corporate women respondents at their respective work place. Here, higher the mean value indicate that the more number of respondents have rated the option “more frequently or always having the feeling this way” on likert scale.
5. There is a significant difference (see table 1) in mean scores between Academic and Corporate working women respondents with respect to Role Overload (RO) ($t = -7.755$, $p < 0.05$) at 5% level of significance. Hence, the null hypothesis is rejected and alternative hypothesis is accepted. As the mean score of Corporate working women (mean = 19.06) is higher than Academic working women (mean=17.55), one would conclude that there is a strong acceptance that Corporate working women respondents are rating to frequent or always feeling that existence of Role Overload situation at their work place as compared to those who are working as academicians. Here, higher the mean value indicate that the more number of respondents have rated the option “more frequently or always having the feeling this way” on likert scale.
6. There is a significant difference (see Table 1) in mean scores between Academic and Corporate working women respondents with respect to Role (personal) Inadequacy (RI) ($t = 1.959$, $p < 0.05$) at 5% level of significance. Hence, the null hypothesis is rejected and alternative hypothesis is accepted. As the mean score of Academic working women (mean = 9.84) is slightly higher than Corporate working women (mean=9.45), one would conclude that there is a slightly stronger acceptance that women working in academics are rating to frequent or always feeling that existence of Role (personal) Inadequacy (RI) situation as compared to Corporate women respondents at their respective work place. However, as the mean difference is very narrow, we would as well conclude that even Role (personal) inadequacy dimension of stress exists equally with respect to women working as academicians as well as women in corporate sector.
7. There is a significant difference (see Table 1) in mean scores between Academic and Corporate working women respondents with respect to Self –Role Distance (SRD) ($t = -16.102$, $p < 0.05$) at 5% level of significance. Hence, the null hypothesis is rejected and alternative hypothesis is accepted. As the mean score of Corporate working women (mean = 17.94) is higher than Academic working women (mean=15.10), one would conclude that there is a strong acceptance that Corporate working women respondents are rating to frequent or always feeling that existence of Self –Role Distance situation at their work place as compared to those who are working as academicians. Here, higher the mean value indicate that the more number of respondents have rated the option “more frequently or always having the feeling this way” on likert scale.
8. There is a significant difference (see Table 1) in mean scores between Academic and Corporate working women respondents with respect to Role Ambiguity (RA) ($t = -8.688$, $p < 0.05$) at 5% level of significance. Hence, the null hypothesis is rejected and alternative hypothesis is accepted. As the mean score of Corporate working women (mean = 16.57) is higher than Academic working women (mean=14.71), one would conclude that there is a strong acceptance that Corporate working women respondents are rating to frequent or always feeling that existence of Role Ambiguity situation at their work place as compared to those who are working as academicians. Here, higher the mean value indicate that the more number of respondents have rated the option “more frequently or always having the feeling this way” on likert scale.

5. Conclusion

From the study, it is evident that both women working in corporate as well as academic environment experience occupational stress yet at different levels. Both feel the role conflict, which suggests that there is a need to balance between work and family that could be supported by the employers. Further, women feel that there is a role stagnation as they are unable to avail the opportunities to upgrade their skills. Role expectation conflict that arises out of expectation from clients, peers and management are experienced more by women, at the same time role erosion stress becomes real when their job roles become redundant. Role overload and role inadequacy are the other types of stress that do allow women to be fully functional. There can be more research conducted in this field focusing on independent factors creating stress among women's and various ways the stress level can be reduced by having strategic changes for better working environments.

6. References

1. Afolabi, O. A., & Omole, E. O. (2011). Personality type and workforce diversity as predictors of ethical behaviour and job satisfaction among Nigerian policemen. *Current Research Journal of Social Sciences*, 3(5), 381- 388.
2. Aravindan, A., & Kanthi, M. P. (2012). A Study on the Effect of Occupational Stress & Work life Balance among Women Employees in Mass Media Industry-With Special Reference to Kerala. *Circulation in more than 85 countries*, 1.
3. Bano, B., & Jha, R. K. (2012). Organizational role stress among public and private sector employees: a comparative study.
4. Bakker, A. B., Van Der Zee, K. I., Lewig, K. A., & Dollard, M. F. (2006). The relationship between the big five personality factors and burnout: A study among volunteer counselors. *The Journal of Social Psychology*, 146(1), 31-50.
5. Best, R. G., Stapleton, L. M., & Downey, R. G. (2005). Core self-evaluations and job burnout: the test of alternative models. *Journal of Occupational Health Psychology*, 10(4), 441.
6. Bickford, M. (2005). Stress in the Workplace: A General Overview of the Causes, the Effects, and the Solutions. Canadian Mental Health Association Newfoundland and Labrador Division, 1-3.
7. Calvarese, M. (2015). The effect of gender on stress factors: An exploratory study among university students. *Social Sciences*, 4(4), 1177-1184.
8. Cassidy, C., O'Connor, R. C., Howe, C., & Warden, D. (2004). Perceived discrimination and psychological distress: The role of personal and ethnic self- esteem. *Journal of Counseling Psychology*, 51(3), 329.
9. Chang, K., & Taylor, J. (2014). Do your employees use the right stress coping strategies. *International Journal of Commerce and Strategy*, 5(2), 99-116.
10. Colligan, T. W., & Higgins, E. M. (2006). Workplace stress: Etiology and consequences. *Journal of Workplace Behavioral Health*, 21(2), 89-97.
11. Cooper, C. L. (2005). The future of work: careers, stress and well- being. *Career Development International*, 10(5), 396-399.
12. Cooper, C. L., & Cartwright, S. (1994). Healthy mind; healthy organization - A proactive approach to occupational stress. *Human Relations*, 47(4), 455- 471.
13. Cooper, C. L., Dewe, P. J., & O'Driscoll, M. P. (2001). Organizational stress: A review and critique of theory, research, and applications. Sage.
14. Cosman, D., 2010. Psihologiemedicala, Ed. Polirom, 14(8), pp. 300-302.
15. Darshani, R. K. N. D. (2014). A review of personality types and locus of control as moderators of stress and conflict management. *International Journal of Scientific and Research Publications*, 4(2), 1-8.
16. Dewe, P., & Trenberth, L. (2004). Work stress and coping: Drawing together theory and practice. *British Journal of Guidance & Counselling*, 32, 143-156.
17. Dimitriu, M. C., & Mitovski, A. (2009). Organizational stress management. In the Ninth International Conference, Investments and Economic Recovery.
18. Doherty, E. M., & Nugent, E. (2011). Personality factors and medical training: A review of the literature. *Medical Education*, 45(2), 132-140.
19. Dumitru, V. M., & Cozman, D. (2012). The relationship between stress and personality factors. *Hum Vet Med*, 4, 34-9.
20. El Shikieri, A. B., & Musa, H. A. (2012). Factors associated with occupational stress and their effects on organizational performance in a Sudanese University. *Creative Education*, 3(01), 134.
21. Grimshaw, J. (1999). Employment and health: Psychosocial stress in the workplace. British Library Board.
22. Hodgson, C. S., Teherani, A., Gough, H. G., Bradley, P., & Papadakis, M. A. (2007). The relationship between measures of unprofessional behavior during medical school and indices on the California Psychological Inventory. *Academic Medicine*, 82(10), S4-S7.
23. Jex, S. M. (1998). Stress and job performance: Theory, research, and implications for managerial practice. Sage Publications Ltd.
24. Jeyaraj, S. S., & Ramamoorthy, K. (2013). Study on individual, interpersonal and organizational factors that influence occupational stress among higher secondary teachers in Madurai district, Tamil Nadu. *International Journal of Management and Social Sciences Research*, 2(5).