

A PSYCHOLOGICAL STUDY ON INFLUENTIAL FACTORS OF WORK-STRESS

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ABSTRACT

Over time, several definitions of stress have been put forward. It was first thought to be the result of external pressure, and later it was linked to internal tension. These days, the most widely recognized definition is the one that discusses an individual's interactions with their surroundings. When a person lacks the resources to meet the expectations and stress of their environment, they suffer from psychological and physical strain. As such, stress is more common in particular circumstances and among some people than in others. An individual's or an organization's capacity to achieve its objectives may be hampered by stress.

Our theoretical theories were assessed using information obtained by means of a questionnaire survey that was distributed. Before the formal poll, a pilot study was conducted. Then revised the questionnaire in light of the trial investigation's conclusions. The questionnaire was sent at random among the large number of employed individuals who work for various organizations located in Visakhapatnam City, Andhra Pradesh. Consequently, 174 people were selected to be considered as the study sample. This study aims to explore the psychological factors that affect stress at working environment of different individuals.

KEYWORDS: Behavioural, Job, Mental Health, Organisation, Physical Strain, Psychological, Repercussions, Stress, Well-being, Work stress.

INTRODUCTION

Workplace stress may lead to a variety of negative outcomes, including burnout, low morale, low motivation, lower job satisfaction, physical and mental health issues, low productivity, increased absenteeism, low turnover rates, and interpersonal disputes. Both employee performance and the general performance of the organisation are negatively impacted by workplace stress. Along with suggestions for enhancing both working environments and employee's mental health. In-depth discussions of these negative effects of workplace stress are given below.

TYPES OF STRESS:

There are several sorts of stress, including:

1. Acute stress: This type of stress is defined by extreme intensity and brief duration. Example: Taking a test or starting a new job are two examples.
2. Episodic stress: Tension that manifests as irregular, frequent, and continuous appearances usually connected to type A personalities. Example: showing up for work or scheduling a routine medical appointment.
3. Chronic stress: It is a constant, long-lasting sense of overload and pressure. Example: aches and pains, weakness, insomnia, and decreased socialization.

Based on the nature of the stress

1. Eustress: an affirmative reaction to an intended stressor, such as getting married or starting a new career.
2. Neu stress: When stress is neither beneficial nor detrimental.
3. Extremes of distress: extreme or low.

GIVEN THE DEGREE OF STRESS

Hyper stress: It is the term used to describe extremely high levels of stress.

Hypo stress: Time-sensitive events, such as impending deadlines for assignments or tests, familial responsibilities, or unstable employment, can cause stress.

SIGNS AND SYMPTOMS OF STRESS

Stress may have an impact on one's behaviour, emotions, mental processes, and physical health, among other aspects of one's life. Despite the fact that each person experiences stress and reacts to it differently, there are a number of symptoms that might be linked to it. Indicators of mental illness are cognitive and the symptoms associated with stress include racing thoughts, forgetfulness, difficulty focusing, lack of mental process organization, pessimism, and difficulty making judgments.

Emotional symptoms: These might include irritability, impulsivity, feeling rapidly angry or agitated, loneliness, having thoughts of worthlessness, or even despair.

Physical symptoms: Digestive issues and low energy are two ways that stress can show itself physically. agitation, pains in the chest, irregular heartbeats, insomnia, dry mouth, tense muscles, recurring infections, and so on.

Behavioursymptoms: include twitching of the hair, biting of nails, and other apparent responses to challenging circumstances.

Acute responses to stress can occur in the following domains:

Behaviour (withdrawing, losing motivation, weeping a lot, becoming angry),

Feelings (dread, impatience, anxiety, or tiredness).

Thoughts (difficulties focusing and solving issues).

Multiple system failures are caused by prolonged stress.

REVIEW OF LITERATURE

Nelson and Burke¹(2000) discovered a high association between job anxiety and workplace relations issues, psychological and physical circumstances, interaction, and job conviction, as well as stress and overwork. Distinct forms of interaction have shown variances in PTSD and physical symptoms that have particular impacts on distinct aspects of touch (Stephens and Long², 2000). Subcategory signs of overwhelming stress were analysed at different levels of interaction, and it was found that some of these indicators—such as conventional communication—were troublesome when talking about helpful interactions at work.

A few job-related cognitive antecedents, such as job demands, a lack of control over one's work, interpersonal help, negative friendly connections, and technical challenges, were found by (Ostry and LaMontagne³2009) as being substantially correlated with workplace stress.

Stress at work is more common among employees who have less social support and less control over their work. Velayudhan and Chandru⁴ (2012) identified six stressors among South Indian private hospital staff: job uncertainty, workload pressure, homework interaction, management relationship with others, and performance pressure. Kareem et al. Peshawar⁵ found that a range of factors, such as an excessive workload, a hazardous and toxic work environment, a lack of resources, role conflicts, a lack of professional respect, a lack of opportunities for advancement, inadequate salary and benefits, and problems with one's spouse or home life, might lead to stress in their 2011 survey of female nurses working at public hospitals.

Research by Ahmed 2013 et al.⁶ found that persistently low performance, unfair treatment, a hard workload, uncertainty about obtaining a job after graduation, and fierce competition among students

are the most stresses among Pakistani management graduates. The reasonable explanations for job unhappiness, poor compensation, an excessive workload, a lack of vacation time, and leaves were highlighted by Liu and Onwuegbuzie⁷ (2012).

According to Arshadi and Dabiri⁸ (2013), job stress has a good influence on intent to resign and a negative impact on workplace performance. According to Jung⁹ (2013), employment stressors such as role overburden, role incapacity, and role restriction, as well as the mediating effect of mood regulation on the relationship between them, might affect some precursors of job burnout, such as tiredness and disbelief. Emotional tiredness, role limitation, and role incapacity are all closely related to mood management. On the other hand, somewhat related to incapacity, role limitation, and scepticism.

According to Bhui, Dinos, Miecznikowska, de Jongh, and Stansfeld¹⁰ (2016), poor work environments and organizational policies are the main drivers of job strain. Stress management techniques include unrealistic expectations, a lack of support, unfavourable treatment, a lack of power, a lack of gratitude or enthusiasm, an imbalance between effort and compensation, roles that are incompatible, a lack of clarity, and a lack of interaction (Bhui, Dinos, Miecznikowska, de Jongh and Stansfeld¹¹, 2016). Participating in family activities away from the job may help prevent and manage stress.

Halkos and Bousinakis¹² in 2017 Numerous causes, such as decreasing salary and benefits, longer work hours, a financially successful strategy, behavioural shifts within the company, restructuring, and less prospects for employment or growth, can lead to employee stress. Labor schedule, occupational safety, and the chosen antecedents of excessive labour were shown to be strongly correlated by Vijayan(2018). The association between these chosen antecedents and their effect on employees' performance is greater.

According to Nisar and Rasheed¹³ (2019), there is a negative correlation between work stress, job satisfaction, and job performance (inter- or intra-organizational). The main objective of this study is to draw attention to the significance of and difficulties related to occupational stress. According to Sahni¹⁴ (2020), moral support, community-oriented assistance, and an efficient executive support strategy are critically needed to preserve employees' physical and emotional welfare. Some traits linked to stress, anxiety, and sleep deprivation were recognized by Queirós, fPassos, Bertolo, Marques, da Silva, and Pereira¹⁵(2020) as societal and occupational challenges¹⁶.

METHODOLOGY

To determine the elements that affect work-related stress in the service industry and to examine how people work in different industries perceive different sources of stress and to investigate the disparities according to stress level and demographic factors

Those who are willing to take part in the study are included.

Exclusionary requirements:

- o Individuals with pathological disorders.

- o Part-time workers .
- o People who have psychiatric problems.
- o People who refuse to take part in the study.

DATA COLLECTION AND SAMPLE:

To collect data and assess our theoretical hypotheses, we used a questionnaire survey. A 24-item questionnaire was created specifically for the study, and it asked questions on stress-related characteristics that were evaluated using a variety of items and criteria. Based on task performance, conditional performance, and job avoidance, the employee's job performance was evaluated. Each respondent is asked to provide their personal view. We collected and distributed the information to distribute the surveys via social media. A pilot study was conducted before the official survey was released.

The questionnaire was then updated in light of the trial inquiry's conclusions. then sent at random to the numerous employees from the various working companies' sectors, including healthcare, education, IT, corporate sales, retail, etc. 174 legitimate surveys are therefore, eventually taken into consideration.

ABBREVIATIONS:

Extra (etc), Figure (fig), Occupational Safety and Health Administration (OSHA), Post Traumatic Stress Disorder (PTSD), Table (tab), World Health Organization (WHO).

RESULTS

We employed a descriptive analytical strategy to test our hypothesis. We first carried out a Pearson correlation study before starting the regression analysis; the findings are shown in the following tables.

A) DATA DEMOGRAPHY

Table 1. Distribution according to gender

Gender	Number	Percentage
Male	113	65.2%
Female	61	34.8%
TOTAL	174	100%

B)Distribution based on Age:

Figure 1.Distributing the answer percentage among several age groups.

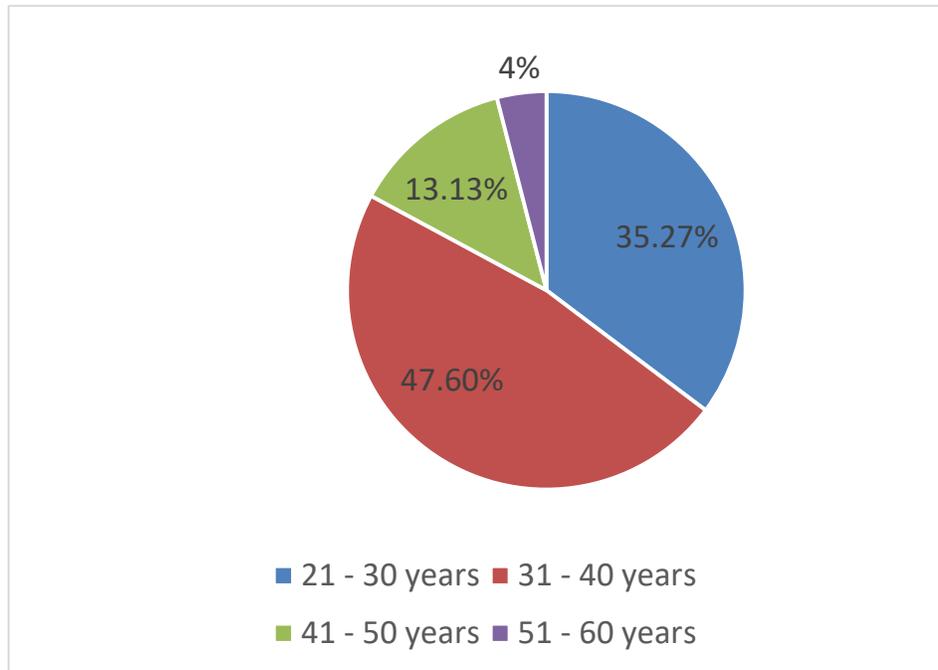
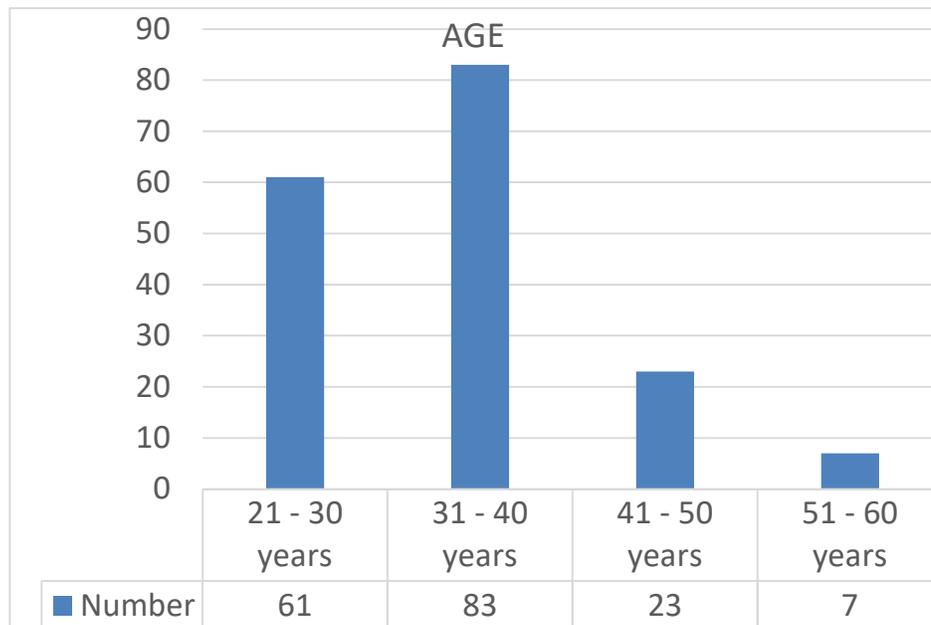


Figure2. Bar graph illustration of many age cohorts.



Place of work:

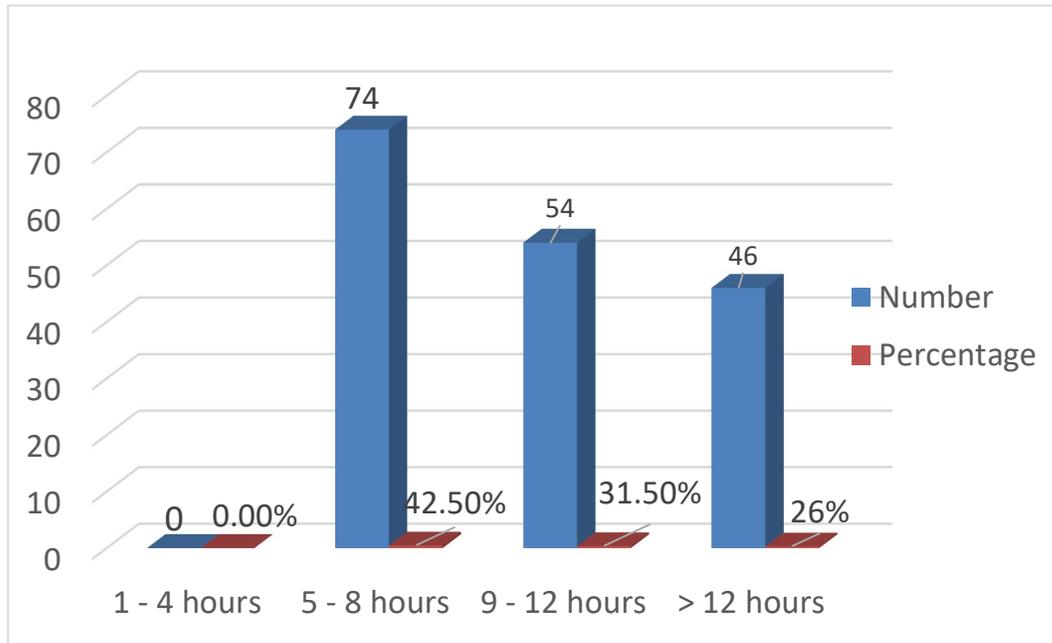
Employees in any sector or area may experience work related stress, which is defined resulting from one’s employment or line of work. Indeed, almost 65% of American workers believe that work is a somewhat or very substantial cause of stress, according to the Occupational safety and Health Administration (OSHA). Variety of circumstances can lead to stress at work, the following are some of the most prevalent causes:

- 1) When demands and pressure of job are unmatched to an employee’s knowledge and abilities,
- 2) When control over their work and method of completion is not granted,
- 3) When support from co workers and supervisors are not received,
- 4) When they are not given the opportunities to participate in decisions that affect their job.

Table 2. Illustration of responses obtained from various working professionals.

Category	Number	Percentage
Medical	42	24.13%
Teaching	30	17.24%
IT/Corporate	61	35.08%
Sales and retails	23	13.21%
Others	18	10.34%
Total	174	100%

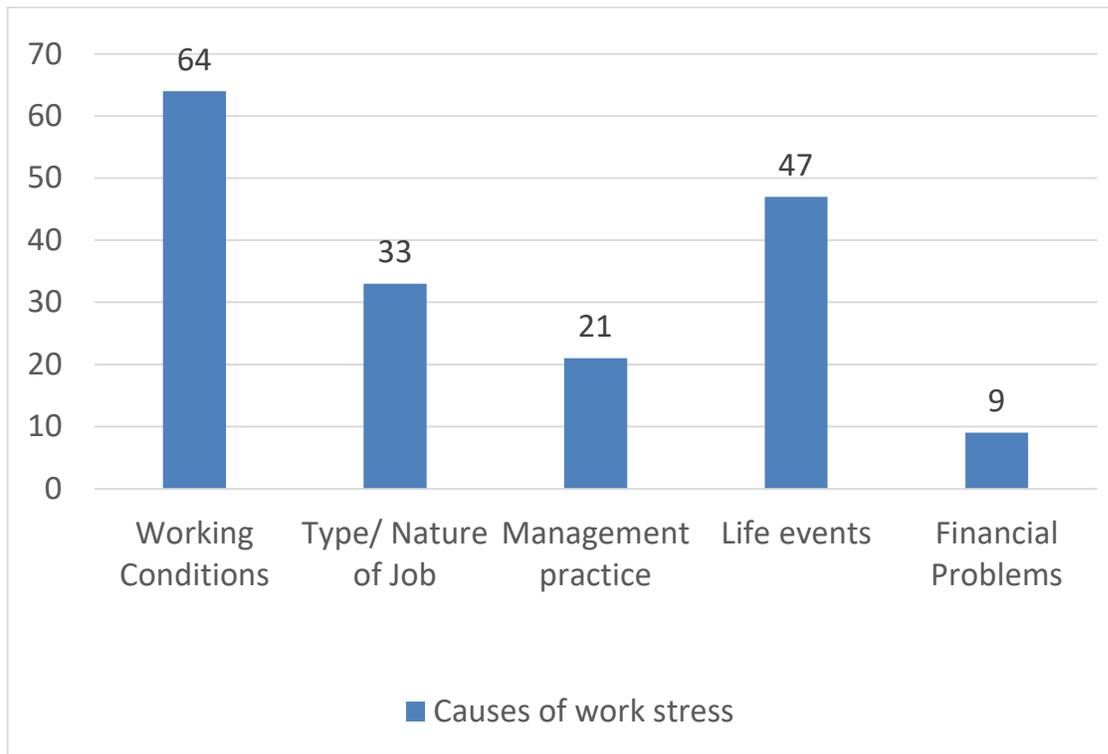
Figure 3.Representation of working hours of different individuals.



CAUSES OF STRESS

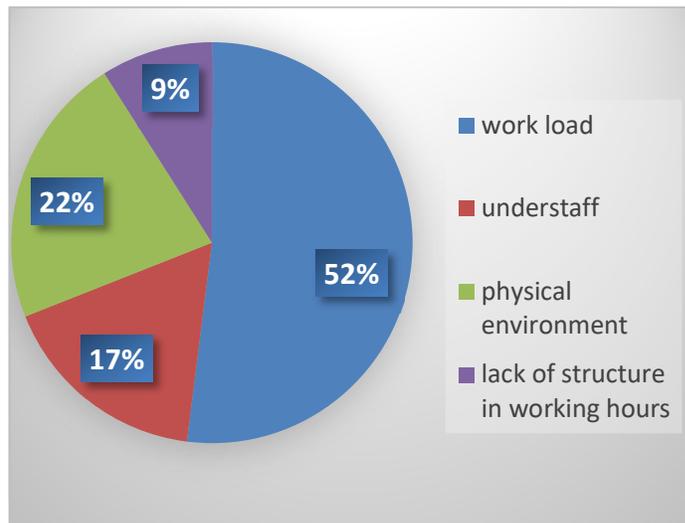
Work-related stress is a growing problem around the world that affects not only the health and wellbeing of employees, but also the productivity of organisations. Work-related stress arises where work demands of various types and combinations exceed the person's capacity and capability to cope.

Figure4. Pictorial representation of main causes of work stress



While there are many different approaches that you can take to help lower your work-related stress, it's not always easy to take that first step to manage work stress. Although it may appear that people are alone responsible for managing stress at work, lowering stress connected to the workplace really necessitates a complete strategy including both employers and employees. But often, especially in more stressful areas like healthcare and customer service, it's not practical for someone to wait for improvements at work to reduce their stress levels. Thus, the following are some possible resources to assist you in managing your stress at work as an employee.

Figure 5. Analysis of working condition



DISCUSSION

The established effects of work-related stress on individuals across various organizations are taken into account. Stress at work is a complicated condition with various underlying causes. The study has considered a number of criteria, including an individual’s demographics. Among 174 samples obtained, 113 (66.2%) of the participants were men, and 61 (34.8%) were women. (Table 1) were the individuals who are employed by various organizations in the city of Visakhapatnam, Andhra Pradesh.

Interestingly, of the working people who completed the survey, 83 (47.60%) were considered bid respondents because they were between the age of 31 – 40 years, as shown in the figure 1 (in percentile) and 2 (numerical distribution), 61 (35.27%) respondents were from the age group of 21- 30 years – ranked second highest respondents, followed by 23 (13.13%) responses from the age group 41- 50 years and 7 (4%) from the age group of 51 – 60 years. the components that make up an employee’s work place and have an effect on them are collectively referred to as the work environment. This aspect of work place has to deal with programs that an organization has put in place to encourage employee involvement, training, leisure. The morale, skills, engagement and productivity of employee are all impacted by these activities. According to the data gathered, out of 174 responses, the majority of respondents are IT/ Corporate 61 (35.08%), followed by those who work in Medical Field(Doctor, Nurse, Paramedical Staff) make up the second highest 42 (24.13%), followed by Teaching Professionals with 30 responses (17.24%), and Sales and Retail Professionals with 23 responses (13.21%).Rest of the Professions included 18 (10.34%) as shown in the table 2.

One’s physical and emotional wellbeing are significantly impacted by the number of working hours; one is obliged to labour. A bad night’s sleep can also be caused by working too many hours. Serious repercussions for both individuals and organizations, productivity can arise from mental health issues at work as shown in the fig 3. An employee's typical exposure hours fall into one of four groups, which

are listed as 1 to 4 hours (0%), 5 to 8 hours (42.50%), 9 to 12 hours (31.50%), and longer than 12 hours (26%) primarily. Of these, 58 hours (42%) are also seen to be a major source of stress.

Considering all 174 responses obtained from the aforementioned data, 64 respondents indicated that their work place or working conditions were the primary source of their stress, 47 responded that stress was caused by personal experiences, of 33 responses stress was caused by factors related to their jobs, for 21 responses stated that stress was due to management practices followed by financial issues in about 9 responses in fig 4.

To get the statistics in details the main causing factor of stress(working conditions) are evaluated in deep,based on the response that obtained and 52% stated that due to work load("the apparent correlation between the quantity of mental resources or processing capacity and the quantity needed for the task").

It can also mean representing the interaction between a team or lone human operator and the requirements of the work. 22% constituted as physical environment followed by 17% are due to under staff an 9% of responses stated that due to lack of structure in working hours. The results of the research on organisational kind of and job stress are consistent, the impact of various organisations styles on work place stress was found to be statistically significant. This study, in keeping with the body of existing literature, discovered statistically significant impact on working environment on job stress¹⁷.

CONCLUSION

According to this research, work-conditions play a key role in the stress and more related with work load understaff, etc. tasks, interpersonal relationships¹⁸, and organizational culture all contribute to stress, after which there is a prolonged recovery period. The organisation should teach its staff stress management or coping strategies in order to get through this predicament. In order to improve performance and achieve a better work-life balance, the business should also discover the positive stressors¹⁹ that lead to a sense of challenge, increased satisfaction, motivation, and effectiveness. Overstressing can result in psychological problems, burnout, hypertension, acid reflux, headaches, etc.

Therefore, more research may be done to determine the other stress factors²⁰, such as role stress, organizational stress, and the effect of stress on job satisfaction and worker performance. The investigation can be further expanded to other industries or, starting with the same chosen service industry, to different regions.

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