RESEARCH ARTICLE

ORGANIZATIONAL ROLE STRESS AMONG GOVERNMENT DEGREE COLLEGE TEACHERS AND BUS CONDUCTORS OF PUBLIC TRANSPOPRT IN BENGALURU: A COMPARATIVE STUDY

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ABSTRACT

A study was conducted to find out the significant difference in Organizational Role Stress among degree college teachers and bus conductors of public sector in Bangalore. It was hypothesized that 1) there will be a significant difference in Organizational Role Stress between college teachers and bus conductors. 2) There will be a significant gender difference in Organizational Role Stress. Data was collected by 40 (20 men and 20 women) teachers and 40 (20 men and 20 women) bus conductors using the Organizational Role Stress Scale by Dr. udai Pareek (2005). Qualitative analysis and the quantitative analysis such as Mean, standard deviation,'t' test were adopted to analyze the results. Findings reveal that there exists a qualitative difference in the level of job satisfaction among the degree college teachers with respect to groups of demographic variables; whereas the quantitative results show that there is no significant difference in the level of job satisfaction among the degree college teachers with respect to groups of demographic variables.

INTRODUCTION

Stress

Is the response to events that disrupt or threaten to physical or psychological functioning (Lazarus & Folk man, 1984; Taylor, 1999). Occupational Stress is a many faceted process that occurs in reaction to events or situations in the environment called stressors.

Roles

Role is defined as the typical behaviors that characterize a person in a social context. In organizations many roles are assigned by virtue of an individual's position within an organization. The person holding the roles is known as role incumbent, and the behaviors expected of that person are known as role expectations.

The role incumbent's recognition of the expectations of his or her role helps avoid the social disorganization that surely would result if clear role expectations did not exist. Sometimes, however, workers may be confused about the things that are expected of them on the job, such as their level of authority or their responsibility which in turn results in role ambiguity. It is typically experienced by new members of organization who have not had much of a chance to learn and often results in job dissatisfaction, a lack of commitment to the organization, and an interest in leaving the job.

Role differentiation results when work groups and social groups develop, the various group members come to play different roles in the social structure. By definition, the division of people into various jobs constitutes role differentiation – different people perform different functions in an organization. In other words, role differentiation can occur on a formal basis in a work group or team.

Scientists have noted that roles tend to be differentiated in some standard ways, they are

A. Task – oriented role – the activities of an individual in a group who, more than anyone else, helps the group reach its goal.
B. Socio – emotional role – the activities of an individual in a group who is supportive and nurturant of other group members and who helps them feel good.
C. Self – oriented role – the activities of an individual in a group who focuses on his or her own good, often at the expense of others.

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Role Stress

An interesting feature of stress is the wide range of physical & psychological reactions that different people have to the same event. Some may interpret the event as stressful, whereas others simply take in stride. Moreover, a particular person may react quite differently to the same stressor at different points of time.

Organizational Role

Organizational Role represents an assigned position in the organization, which is defined by the expectations of the significant people. The other role occupant performs in the organization to fulfill his/her role expectations (Pareek, 2004). Organizational role have an inbuilt potential for stress.

Adverse effect of organizational stress

Stress decreases task performance, deteriorates health, stress results in desk rage, burnout, reduces motivation, depersonalization, physical exhaustion, emotional exhaustion, increases errors and accidents, increases turnover intention and counterproductive behavior, feeling of low personal accomplishment and so on.

Present Study

Irrespective of the organization to which one belongs, while performing their roles are sure to undergo work stress. This stress may differ in degree depending on both personal and environmental factors. Hence, in the present study a comparison is made between two different roles namely lecturers and bus conductors. A sample of 40 lecturers and 40 bus conductors were involved using ORS Scale. The obtained responses were analyzed and implications are drawn.

Operational Definitions

Lecturers

Is one who passes on the information to the respective students as per the syllabus prescribed by university or college? It may include theory, practical, theories, guiding projects and so on. The usual practice is that the lecturer will stand in the front of students to pass on the information relevant to the content.

Bus Conductors

As a common practice they monitor the safety of passengers, provide signal to their driver for safe drive depending on the situations. In particular, they collect fare from the respective passenger and issue tickets.

Organizational Role Stress

Stress resulting from the occupation of an organizational role and performing or not being able to perform therein is known as Organizational Role Stress (ORS) (Pareek.198)

Aim

To study Organizational Role Stress among degree college teachers and bus conductors of public sector transportation.

Objective

1. To study the differences in Organizational Role Stress among degree college teachers and bus conductors.
2. To find out the Gender difference in Organizational Role Stress.

Hypothesis

1. There will be a significant difference in Organizational Role Stress between college teachers and bus conductors.
2. There will be a significant gender difference in Organizational Role Stress between college teachers and bus conductors.

Design

Between group Design was opted for the study.

Sample

In the present study using random purposive sampling technique data was collected from forty degree college teachers (20 men and 20 women) forty bus conductors (20 men and 20 women).

Tools

The Organizational Role Stress Scale (2005)

By Dr. Udai Pareek. This scale consists of 50 items divided into 10 sub scales, 06 are negative and 24 are positive items. Each statement has 5 alternatives from which any one will be chosen by the respondent to express one's response. The construct validity is tested through Factor Analysis, and has Re test reliability. Pareek has identified the following ten stresses based on organization roles:

Role Space Conflicts

Inter- Role Distance (IRD)

Refers to the conflict between the organization role and other roles. **Role**

Stagnation (RS)

Takes place when an individual feels that there are few opportunities for learning and growth in the role.

Self-Role Distance (SRD)

This stress arises out of the conflict between the self-concept and the expectations of the role, as perceived by the role occupant.

Role Set Conflicts

Role Expectation Conflict (REC)

REC means conflicting demands made on the role by different persons in the organization.

Role Erosion (RE)

Is a feeling that some important functions a role occupant would like to perform are being performed by some other person.

Role Overload (RO)

Is the result of large variations between the expected output and the actual output.

Role Isolation (RI)

Emanates due to lack of linkages between one's roles with other roles in the organization.

Personal Inadequacy (PIN)

One may experience this stress when a role occupant feels that he is not prepared to undertake the role effectively.

Role Ambiguity (RA)

When an individual is not clear about the various expectations that people have from his role, he experiences this types of conflict. It may be due to lack of information of feedback to the role occupant.

Resources Inadequacy (RIN)

This stress is experienced due to non-availability of resources needed for effective role performance.

Procedure

After establishing rapport, at their convenient time and place,

Table 1 $H_Y 1$ 1) there will be a significant difference in Organizational Role Stress between college teachers and bus conductors

Sl. No	Sub scales of Organizational Role Stress	Scores	Lecturers	Bus Conductors	t values
	Role Space Conflict				
1	Inter Role Distance (IRD)	Mean SD	8.908.42	8.314.6	0.49
		Interpretation	Medium	Medium	NS
2	Role stagnation (RS)	Mean SD	7.302.96	9.073.48	0
		Interpretation	Medium	Medium	NS
8	Self-Role Distance (SRD)	Mean SD	6.563.74	8.314.35	0
		Interpretation	Medium	Medium	NS
	Role Set Conflict				
3	Personal Inadequacy (PIN)	Mean SD	6.232.82	6.434.02	0.71
		Interpretation	Medium	Medium	NS
4	Role Expectation Conflict (REC)	Mean SD	5.78 3.10	6.353.4	0. 31
		Interpretation	Medium	Medium	NS
5	Role erosion (RE)	Mean SD	8.38 3.43	8.5 3.96	0.83 NS
		Interpretation	Medium	Medium	
6	Role isolation (RI)	Mean SD	7.32 2.74	7.00 4.08	0.57 NS
		Interpretation	Medium	Medium	
7	Role Overload (RO)	Mean SD	7.06 3.49	6.563.96	0.4 NS
		Interpretation	Medium	Medium	
9	Role Ambiguity (RA)	Mean SD	4.973.22	6.703.11	0 NS
		Interpretation	**Low**	Medium	
10	Resource Inadequacy (RIN)	Mean SD	6.35 2.85	6.35 3.26	1.00NS
		Interpretation	Medium	Medium	

Sl. No.	Sub scales of Organizational Role Stress	Scores	Men	Women	t values
	Role Space Conflict				
1	Inter Role Distance (IRD)	Mean SD	17.18 7.11	7.74 3.69	0.71
		Interpretation	**High**	Medium	NS
2	Role stagnation (RS)	Mean SD	15.87 3.54	16.46 3.14	0.44
		Interpretation	Medium	**High**	NS
8	Self-Role Distance (SRD)	Mean SD	14.88 4.62	14.49 3.862	0.69
		Interpretation	Medium	Medium	NS
	Role Set Conflict				
3	Personal Inadequacy (PIN)	Mean SD	12.32 3.63	12.713.31	0.53
		Interpretation	Medium	Medium	NS
4	Role Expectation Conflict (REC)	Mean SD	12.79	11.18 2.51	0.06
		Interpretation	3.84 Medium	Medium	NS
5	Role erosion (RE)	Mean SD	17.58 3.93	15.77 3.40	0.02 NS
		Interpretation	**High**	**High**	
6	Role isolation (RI)	Mean SD	12.88 3.43	14.42 3.60	0.94 NS
		Interpretation	Medium	Medium	
7	Role Overload (RO)	Mean SD	14.04 4.00	12.88 3.34	0.15 NS
		Interpretation	Medium	Medium	
9	Role Ambiguity (RA)	Mean SD	11.48 3.48	11.58 3.07	0.89 NS
		Interpretation	Medium	Low	
10	Resource Inadequacy (RIN)	Mean SD	11.973.18	13.11 2.90	0.1 NS
		Interpretation	Medium	Medium	

the organizational role stress Scale was administered to the subject. Though there is no time limit, the subject is expected to work fast and give honest, frank and spontaneous response to each item.

When the subject responses all the items, the responses are scored and interpreted according to the scoring keys and norms.

Statistical Analysis

Mean, standard deviations'' test are applied & the results are analyzed to find out the level of significance.

Table 1 shows both qualitative and quantitative analysis of organizational role stress of lecturers and bus conductors. Under the role space conflict which is the dynamic inter-relationship between the self and the various roles an individual occupies, 't' values indicates that there is no significant difference between lecturers and bus conductors. Role stress of these groups is at medium level.

The role set conflict is defined by the expectation of significant role senders in that organization, including the individual himself. This role system includes seven sub-scales. Here also, 't' value shows that there is no significant difference between lecturers and bus conductors. Qualitative analysis shows that lecturers have a low level of role ambiguity to that of bus conductors.

There will be a significant gender difference in Organizational Role Stress.

Table 2 shows the 't' value of gender difference for organizational role stress on the whole does not has significant difference. However, the qualitative results under Role Space Conflict indicates high level of Inter Role Distance for men to their counterparts and women have high level of Role stagnation. Under Role Set Conflict both men and women have high level of Role erosion.

CONCLUSIONS

1. There is no significant difference between lecturers and bus conductors.

2. There is no significant difference between men and women in organizational role stress.
3. Low level of stress is found among lecturers.
4. Men have high level of stress under IRD and women under RS.
5. Both men and women have high level of stress under RE.

Limitation

1. This study may be repeated with a large and randomized purposive sample.
2. Classification of groups based on other demographic factors are not included.
3. Sample consists of only urban population.
4. The effect of Organizational Culture is not included.

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