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Research Article

A STUDY ON OCCUPATIONAL STRESS AMONG EMPLOYEES OF PUBLIC AND PRIVATE SECTOR TEXTILE MILLS WITH REFERENCE TO COIMBATORE DISTRICT

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ABSTRACT

Stress in the workplace is not a new phenomenon, but it is a greater threat to employee's health and well-being than ever before. While technology has made aspects of many jobs easier, it has also added to the anxieties of office life through information overload, It is necessary to understand the level of occupation stress based on Emotional Exhaustion, Vulnerability, Physical Fitness, Organisational Commitment, Sociability, Emotional Stability, Health, Relationship have considerable impact among the employees working in Textile mills in Coimbatore. To present the theoretical perspective and determinants of occupational stress the methodology of this study includes the description of research design, sample size, sampling technique, development and description of tool, data collection procedure and method of analysis. Information technology has resulted in a major attitudinal change by revolutionizing the treatment of customers of the banks. it is essential to maintain the competence which may have indirect influence that may be the contributing factor of occupational stress among the respondents working in Public and Private Sector Mills.

INTRODUCTION

Stress in the workplace is not a new phenomenon, but it is a greater threat to employee's health and well-being than ever before. While technology has made aspects of many jobs easier, it has also added to the anxieties of office life through information overload, heightened pressure for productivity, and a threatening sense of impermanence in the workplace. In 1996, the World Health Organization labeled stress a 'worldwide epidemic'. Today, workplace stress is estimated to cost American companies more than $300 billion a year in poor performance, absenteeism and health costs. Stress has existed throughout the evolution. About 4 billion years ago, violent collision of rock and ice along with dust and gas, led to the formation of a new planet. The planet has survived more than 100 million years of meltdown to give birth to microscopic life

Statement of the Problem

Occupational stress arising to an employee is due to non-conducive work environment. In today's era of globalization, the textile mills are facing tough competition in producing quality products on par with global standards. Heart disease and other ailments due to stress. It is necessary to understand the level of occupation stress based on Emotional Exhaustion, Vulnerability, Physical Fitness, Organisational Commitment, Sociability, Emotional Stability, Health, Relationship have considerable impact among the employees working in Textile mills in Coimbatore.

Objectives of the Study

1. To present the theoretical perspective and determinants of occupational stress.
2. To identify the perception of the employees of the textile mills towards occupational stress.
3. To contribute suggestions for policy implications
4. To evaluate the rating on psychological causes felt among private sector bank employees
5. To contribute suggestions to avoid stress among employees of private sector banks.

METHODOLOGY

The study is exploratory in nature and depends upon primary data. The methodology of this study includes the description of research design, sample size, sampling technique, development and description of tool, data collection procedure and method of analysis.

In order to fulfill the objectives set out, a sample study was undertaken by the use of well framed questionnaire and got them duly filled in. The sources of secondary data includes the publications and reports of textile industries in India, various

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other unpublished reports of non-governmental organizations, unpublished research reports, doctorial thesis of various institutions, Books, Journals, articles, etc.

Categories of Stress

'Without stress, one would not meet deadlines, strive to hit sales or production targets, or line up new clients. Meeting the demands and challenges of a job is part of what makes work interesting and satisfying, and it is often what allows people to develop new skills and advance in their careers[6]. However, problems occur when stress is so overwhelming or constant that the tension never abates and one can never get to relax. The present study categorized stress into eight different categories that are

1. Emotional Exhaustion
2. Vulnerability
3. Physical Fitness
4. Organisational Commitment
5. Sociability
6. Emotional Stability
7. Health
8. Relationship

Impact of Technology

Information technology has resulted in a major attitudinal change by revolutionizing the treatment of customers of the banks. With the depth of the geographical distances, the customers can be treated as a customer of the bank and not as a customer of the branch. This is made possible by the usage of IT on a large scale through database in a bank with decentralization.

This implies that Information Technology plays a vital role in the provision of better services to customers, presumably at a lower cost. Particularly, in the emerging competitive global banking scenario technology management hold the key to success. The future leaders in banking will be those who can successfully integrate their technology strategies with the business strategies. The expectations of the customers from the banking industry are numerous and ever increasing. One way of addressing all these important issues is to make both managers and the employees to realize that only through innovative thinking they can contribute significantly to the profitability and survival of the organization.

The dire competition in the banking industry between the public and old private sector banks, new generation private sector banks and foreign banks is mainly through technology innovation, upgrading and modernization. The whole exercise is centered to improve customer relationship and deliver quality services to customers. For making any technology based product or service successful attributes that should be invariably present should be speed, imagination and excellence in execution. The outcome of the prospective thinking is to improve the customer benefits out of the technology convergence. The customer is interested in knowing how the bank and its products are beneficial. It becomes necessary for a bank to differentiate its products from others. Some of the ways in which differentiation can be introduced are through specialization, new products and increasing added value by technology convergence. The operational excellence is a key factor for effective differentiation from the competition with the support of technology.

Table 1 Demographic Variables of The Respondents Working In Various Mills In Coimbatore District

Sl. No.	Demographics	Respondents (916 Nos.)	Percentage (100%)
01.	**Type of Mill respondents working**		
	NTC	90	9.83
	Private Ltd.	826	90.17
02.	**Age**		
	Below 25	194	21.18
	25 to 40	422	46.07
	Above 40	300	32.75
03.	**Gender**		
	Male	646	70.52
	Female	270	29.48
04.	**Marital Status**		
	Married	582	63.54
	Unmarried	334	36.46
05.	**Educational Qualification**		
	Secondary Level	376	41.05
	Higher Secondary	105	11.46
	Graduates	303	33.08
	Post Graduates	28	3.06
	Technical Degree	104	11.35
06.	**Department**		
	HR, Finance and Administration	127	13.86
	Plant and Production	667	72.82
	Supply chain and Marketing	122	13.32
07.	**Monthly Income**		
	Below Rs.10000	224	24.45
	Rs.10000 to 20000	251	27.40
	Rs.20000 to 30000	229	25.00
	Above Rs.30000	212	23.14

Source: Survey Data

ANALYSIS RESULTS

The independent variables chosen for the study were type of mills, gender, age, marital status, educational qualification, department and monthly income. The data thus collected were arranged in simple tabular form suitable statistical tools were employed to analyze the data.

Demographic Variables

From the above table it is clear that majority (90.17%) of the respondents are working in Private Textile Mills and 9.83% of the respondents are working in NTC Mills. Majority (70.52%) of the respondents are male and 29.48% of the respondents are female. Less than half (46.07%) of the respondents belong to the age between 25 and 40 years, while 32.75% of the respondents belong to the age above 40 years and the remaining 21.18% of the respondents belong to the age below 25 years. Most (63.54%) of the respondents are married and 36.46% of the respondents are unmarried. Less than half (41.05%) of the respondents have qualified upto secondary level, 33.08% of the respondents are qualified with graduation, 11.46% of the respondents are qualified with higher secondary, 11.35% of the respondents are qualified with technical degree and the remaining 3.06% of the respondents are post graduates. Majority (72.82%) of the respondents are working in Plant and Production departments, while 13.86% of the respondents are working in HR, Finance and administration departments and the remaining 13.32% of the respondents are working in supply chain and marketing department. Maximum (27.4%) of the respondents are having income between Rs.10000 and 20000, 25% of the respondents income is from Rs.20000 to 30000, 24.45% of the respondents monthly income is below Rs.10000 and the remaining 23.14% of the respondents monthly income is above Rs.30000.

Summary of the Results

- Majority of the respondents are working in Private Textile Mills, while most of the respondents are male, less than half of the respondents belong to the age between 25 and 40 years and most of the respondents are married. It is evident that less than half (41.05%) of the respondents have qualified upto secondary level, majority (72.82%) of the respondents are working in Plant and Production departments, maximum of the respondents are having income between Rs.10000 and 20000.
- It is found that based on emotional exhaustion the highest rank was for the statement “getting very nervous when they face role ambiguity in their job requirements” and the least rating was towards “finding extremely difficult to take decisions”
- It is found that based on vulnerable leading to stress was highest for the statement “getting upset and thinking that not able to prosper” and least for the statement “given enough time to do what is expected of them on their job”.
- It is found that based on impact on physical fitness due to stress was highest for the statement “becoming restless and felt the difference in respiratory conditions” and the least rating was “having frequent headache while doing the job”.
- It is found that based on impact on stress on organizational commitment was highest for the statement “feeling proud to tell people about the work place” whereas, the least rating was for the statement “Feel that, the company should change in some policies and perspectives”.
- It is found that based on impact on stress on sociability was highest for the statement “Enjoy spending long period of time socially and within” whereas, “Loss of interest or pleasure in normally enjoyable activities” was found to be the least.
- It is found that based on stress disturbing the emotional stability was highest for the statement “ability to do things like other people” and the least factor was “Thinking self as unlucky”.
- It is found that based on stress having impact on Health situations was least for the statement “having increased physical complaints such as muscle aches or more frequent illnesses” and the most stress factor was “suffering from depression, or having felt depressed such as sadness or loss of motivation”.
- It is found that based on stress having impact on relationship factor was least for the statement “having less time to contact / spend time with friends” and the highest level of stress was towards “feeling negative changes in behavioural pattern at home, caused by work related stress”.

Suggestions

There are eight contributing factors of occupational stress measured based on the perception of the respondents which shows that the respondents “finding extremely difficult to take decisions” does have very high impact on emotional exhaustion that leads towards organisational stress.

- It is important to assist the respondents in the work, the management shall train these respondents and help them overcome their negligence or unforced errors in the areas they are suffering from which may help them to overcome the emotional exhaustion faced in their job and manage their occupational stress in the Textile Mills.
- With respect to physical fitness factors, the respondents need to be provided with sufficient rest and proper restroom with suitable rest timings.
- The change is the need of the hour and it is recommended that the company shall adopt policies, which is not stringent to comply with or not a stereotype.
- The higher level of stress is the suffering from depression or having felt depressed such as sadness or loss of motivation. Therefore, the management needs immediate attention to eradicate the occupational stress caused by physical and psychological factors.

CONCLUSION

The demographics such as age, gender, educational qualification, experience, income, etc. are taken into consideration to compare with the contributing factors for stress such as Emotional Exhaustion, Vulnerability, Physical Fitness, Organizational Commitment, Sociability, Emotional

Stability, Health and finally, Relationship which are considered to be the determinants to measure the level of stress among the employees of select Textile mills in Coimbatore. it is essential to maintain the competence which may have indirect influence that may be the contributing factor of occupational stress among the respondents working in Public and Private Sector Mills. The study concludes that if the recommendations are taken for implementation by the management of the Textile mills by providing the specialized support to their employees to overcome stress and prosper to lead a stress free life.

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