An Analytical Study of Occupational Stress and Employee Performance among Women Working in Colleges of Nagpur District

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Abstract

The present study has been titled as "An Analytical Study of Occupational Stress and Employee Performance among Women Working in College of Nagpur District" to know the correlation between occupational stress and employee performance of women working in college district Nagpur. A number of potential troubles that women have in a college include too many College tasks, administrative tasks, Limited time, Work/Life imbalance, No institutional support, and the pressure to fulfill academic and professional standards. They can affect their health and physical and mental abilities, mood, satisfaction at work, motivation and work performance. This study is going to explore main sources of occupational stressors experienced by female workers and their linkages with productivity, effectiveness in teaching, interpersonal relationship and professional commitment. It also aims to explore how work place support, workload management, flexible working and stress management can help to reduce workplace stress. Study can be descriptive and analytical, Primary data will be collected from the selected college from women working there, by using a prepared questionnaire structured up the Nagpur District in which data will be collected from the college. There are a number of statistical tools that can be employed for analysing the relationship between occupational stress and performance of employees, such as descriptive statistics, correlation and regression analysis. The results are anticipated to help inform college administrators and policymakers of the creation of a supportive work environment for employee wellness, work productivity and the effectiveness of colleges.

Keywords: Occupational Stress, Employee Performance, Women Employees, Work–Life Balance, Higher Education, Nagpur District.

Introduction

The demands placed on the work by various workplaces have increased and become more complex, the structures of the work have changed, technologies have improved and expectations of productivity and efficiency from workers by employers is improving. In a higher education context, teachers need to perform a wide spectrum of duties including teaching students, conducting research, supervising students, administrative work, curriculum development or revision, assessments and participation with the institutions' activities. Particularly if office employees have poor time schedules, then less resources and bad organisational supports this situation gives a great deal of stress to the employees. Workplace stress or occupational stress is the physical, psychological and emotional reaction that is triggered by demands that are imposed on an individual that they feel they do not have the resources necessary to meet or cope with. While brief or controlled stress has the potential of inspiring employees to work to the best of their abilities, sustained or intense stress can lead to decreased concentration, decision making, job satisfaction, motivation, interpersonal relations and work efficiency. In the present light it has become more and more realised that the occupational stress impact can have a negative effect on workforce performance and any organisation must appreciate the fact that it can be minimised so as to promote a healthy, productive and supportive work place.

Higher education institutes' women employees' occupational stress is sometimes special and could be associated with their personal and professional responsibilities. To respond to what is expected of them by institutions is difficult, and a lot of women have to deal with expectations

of the household and with taking care of children, of elderlies etc. This may be further complicated by workload issues, appraisal systems, lack of rewards, restricted career progression opportunities, relationships within work and having to perform in more than one role. Women may face difficulties in coping with multiple roles of the teacher, researcher, personal development, healthcare in colleges too. The experiences of the female employees are not the same and are different in terms of age, marital status, nature of work, designation, years of service and management structure of the institutions in which they work. Therefore, a consideration of occupational stress on the level of women workers is very important in order to understand the specific problem at women's work and give the proper response on the level of institutions.

From another dimension, it is the effectiveness of an organisation's employee, for example in an educational organisation the quality of the employees' contribution will per se work well on the quality of teaching, learning, students development and the effect of an educational organisation. Employee Performance is the extent of an employee performing assigned duties, activities and responsibilities with knowledge, skill and ability. Performance may be demonstrated in many areas related to the college including faculty performance, timely completion of student and college work, classroom interaction with students, reports of research, communication skills, collaborative efforts, professional commitment and the collective efforts to attain college goals. The effect on these performance factors might vary with occupational stress. Motivation to do a job on time and more efficiently can result from high/sweet pressure, but with prolonged exposure to the stress, workers can become fatigued, distracted, absent, emotionally depleted, disheartened or feel an overall lack of enthusiasm/dissatisfied. When the occupational demands deviate substantially from women's managerial tasks/obligations and/or women lack institutional support, situations of high occupational stress may lead to problems in providing reliable operations. However, there can be influences of each person's coping mechanisms, relationships within the workplace, leadership styles, resources available and organizational culture on the interaction between stress and performance.

For the present study geographically, location was Nagpur District for several reasons as: College going females in Nagpur district are exposed to various educational, administrative or organisational settings higher education institution, which is geographically more appropriate for the study of occupational stress among college going females. Various structures such as student strength, faculty burden, administrative practice, infrastructure, work set up, research expectation, professional learning opportunities, etc., may differ from one College to another. Hence occupational stress which is experienced by the women workers working in the government colleges, aided colleges and private colleges will be of different type, intensity and source. Perhaps, for teaching staffs the word 'world of classroom management', 'time for the implementation of curriculum requirements', 'time for conducting exams', 'time for publication and time for deadlines' for students', 'time for coordination of other teaching staffs', etc. puts pressure on them; for non-teaching staffs the word 'world of administrative deadlines', 'time for documentation', 'time for providing services to students', 'time for coordination with other teaching staffs', etc. puts pressure on them. Knowing about these differences can help identify whether any of those factors contribute most strongly to occupational stress and if there are any differences in the performance of employees with stress. This can also act as an evidence-based consultation/review of staff (women) at the selected colleges which can contribute towards better policy improvement and support for the staff at that college.

The present study "An Analytical Study of Occupational Stress and Employee Performance among Females working in colleges of Nagpur District" focuses in analysing the contribution

of various sources of occupational stress faced by the female employees in the colleges of Nagpur district and to look into their connection with employee performance. The factors taken up in the study includes those which are relevant to the workplace and personal factors such as workload, time pressure, work–life balance, institutional support, interpersonal relationships, job satisfaction and professional responsibilities. Additionally, it is trying to review the possibility of the impact of occupational stress on work productivity, quality of work, work motivation and commitment. The study will be based on their experiences in selected colleges so that it could provide insight into the areas that needed to be addressed through the approach of the managers and recommendations will be made like distributing workload among them properly, providing the support of the managers, organizing stress managements, making flexible working hours arrangement as can happen in different cases and introducing a clear evaluation mechanism while marking their performance from office. The results can be used to guide the workplace practices and give information to policy makers and college administrators about a college environment where employees will be encouraged to be their best while working with quality. The overall aim of the study is to help to enhance the knowledge about relationship between the occupational stress and their work performance and highlight the need for fostering a conducive and enabling workplace for women working in the Higher Education Sector (HES).

Review of Literature

Goh et al (2015) investigated and reviewed the stressors in the workplace and their potential effects and causes on human health and wellbeing. They singled out the contribution of work-related factors (overload, feel of loss of jobs, challenging working conditions etc) to the health of employees. Organisational stress should be considered as stress as an organisation, not merely an individual's focus. It can be used in the present study in the context that women working in the colleges might become distressed in school/ work for their academic commitments and administrative works and the insufficient institutional support might impact their academic performance.

Lu, Kao, Cooper et al. (2015) looked into the correlation between work stress, control beliefs, and employee wellbeing. Their work emphasized the role that workers' perceived control over challenges and psychological health play in the workplace. With more opportunities for employees to control themselves, they might be well-supplied with resources to deal with problematic situations. This can be applied to the status of women as students in the college in relation to women's capabilities in regards to coping with occupational stress and their performance in teaching and related issues, decision making, supervision and flexible working hours.

In the study on health issues and occupational stress among information technology women workers, Padma, Anand, Gurukul et al., (2015) emphasized on the issues. Their work raised awareness of health problems that can be caused by working in demanding jobs, and about the problems women might encounter when working to fulfil their responsibilities. A good overview from the study on the link between occupational stress and employees' well-being. The findings are pertinent to the professional environment as well as in higher education as long work hours, stress on the job and lack of work-life balance can impact the health, productivity and productivity of female college employees.

Akhter (2015) has reviewed the literature relating to occupational stress of female workers. The need to explore stress factors encountered by women in the workplace, including work stress, domestic roles / responsibilities, role conflict and organisational stress were highlighted. It also highlighted the need for the recognition of the effect of these on women's psychological well-being and effectiveness in the work environment. This study was conceptualised by the

review and is taking a special interest in the occupational stress of female workers. But there is a need to explore the exact relationship between occupational stress and performance among the working females in college level of Nagpur District.

In the present study, the researcher, Kaur (2014) studied the stress of the working and non-working women. The comparative focus of the study contributes to the understanding of how women's experience of stress is informed by what is expected in the employment and home/community spheres. Women employed may be experiencing other stressors due to their work, time pressures, work or home relationships and coping with demands of work and home all at once. The study is relevant to the present study where women have to pursue academic and administrative roles and also take up responsibilities with the personal ones as well. These conflicting demands can have an impact on their emotions, satisfaction with their jobs, and the way they do their jobs.

Amidst working wives, Krishnan (2014) had investigated the factors contributing to stress among working women and their coping skills when faced with a stress condition. The study focussed on the significance of recognising factors in the workplace and in life that cause stress and on exploring methods which can help women cope with stress. There may be strategies that can help deal with occupational stress, good time management, social support and appropriate organisational interventions. The application of this seems useful when women are employed in a college and have competing demands for teaching - examinations – administrative responsibilities - family demands. The study reinforces a need to analyse the sources of stress, as well as coping strategies that could be employed to enhance employee productivity.

Jamshid Nart and Batur (2014) studied the correlation of work-work balance, stress in job and satisfaction with the job. They studied how juggling of work and family affects a workplace stress and how satisfied employees are with their jobs. Work–family conflict is likely to arise when demands of one role (work, family) are intrusive or affect the other role, thereby reducing the individual's ability to effectively handle both work and family. This outlook is important in colleges, as academic schedule, research demands, institutional work and family demands might overlap in the case of female employees. This knowledge of these relationships could explain the ways in which work–family conflict contributes to occupational stress and be an implication for employee performance.

Jeyaraj 2013 discussed about the stress of work–life of women employees and teachers. The association between work tasks and workers' well-being and/or productivity at work was emphasised. For teachers, work–life balance is of particular relevance, as it may be tasks that they do during the school day or tasks that they complete outside the school day that affect their balance. Applying this to the current research, the following issues may arise with the feminist working in Camp colleges: limited time in the professional life and personal life. From this research it may be concluded that work–life balance could be part of occupational stress as well as employee performance; it is worth considering in this examination.

Lazarus was the one who discussed psychological stress and coping in the context of adaptation (2013). The Lazarus theory focus on how people appraise stressful situations and evaluate their coping resources plays a part in determining stress. The stress that can occur to employees during high-demand incidents can vary in severity due to differing perceptions, experiences and coping mechanisms. In this view this structure can provide certain insight into the occupational stress of female college professors. The employee's experiences with the job, influence of other employees' expectations and role conflicts may differ from the perception he or she has of workload; which will impact the emotional response and work behaviour level

each employee demonstrates. This perspective has a theoretical component of analysis of coping strategies and their possible impact on employee performance under stress.

Singh (2013) conducted the study on role conflict and occupational stress of women. Role conflict is a experience that happens while individuals are required to choose amongst conflicting expectations that come from several roles, or conflicting expectations within a single role. For female employees, there might be a dilemma between their job aspirations and household chores and familial responsibilities. The problems may increase mental strain and lead to problems in sustaining performance. The study has relevance for the college ladies as they have to perform the role of teachers, school administration, researcher as well as house-wife. The research into role conflict might then serve as a means to investigate a significant source of occupational stress, and also to examine the relationship between that stress with respect to issues of job commitment, job satisfaction and employee effectiveness.

Research Gap

The literature reviewed indicates that a variety of interconnected factors of occupational stress are linked to women including workload, conflict between work and family, role conflict, health worries, perceived control and work–life balance. Previous studies offer valuable conceptual and contextual understandings of the causes of and consequences for stress among working women and employees in other work contexts. However, the association between occupational stress of the working women with the performance of women in Colleges in Nagpur District still needs to be understandably explored through empirical investigations. Considering this issue, the present study aimed at the main causes of stress in the workplace, the relationship between these stresses and the performance of female employees and the institutional intervention aspects that can be looked into to enhance the welfare of women staff and their performance in the workplace.

Objectives of the Study

1. To identify and examine the major factors contributing to occupational stress among women working in colleges of Nagpur District.
2. To analyse the relationship between occupational stress and employee performance among women working in colleges of Nagpur District.
3. To suggest appropriate measures for reducing occupational stress and improving employee performance and work–life balance among women employees in colleges of Nagpur District.

Hypothesis 1:

- H_0 (Null Hypothesis): There is no significant difference in the factors contributing to occupational stress among women working in colleges of Nagpur District.
- H_1 (Alternative Hypothesis): There is a significant difference in the factors contributing to occupational stress among women working in colleges of Nagpur District.

Research Methodology

For the present study which is aimed to study about the salient points of the occupational stress Factors and its relation with the employee performance in women employees working in college of Nagpur district, Analytical study is used by descriptive and analytical research design. Primary and secondary data was used in the study. Primary data will be collected by using structured questionnaire which will be used to access to female employees in selected government, government aided and private colleges of Nagpur district. Students who are female teachers and non-teaching staff in academic and administrative functions are target groups. An adequate representation of the different categories of the colleges/employees can be obtained by applying the stratified sampling technique if the lists of employees and colleges are available. The questions to be covered by the questionnaire would be demographic,

occupational stress factors, workload, work-life balance, role conflict, job security, institutional support, interpersonal elements, job satisfaction and employee performance. The answer will be assessed by the 5-point Likert scale reflecting the alternatives strongly disagree to strongly agree. Secondary date will be gathered from the already published research papers, Academic journals, books, institutional reports, government publications and appropriate online data bases. The questionnaire will undergo a pilot study to verify the clarity, suitability and reliability of the questionnaire, Cronbach Alpha will also be used to determine the internal consistency of the measurement scales. The data gathered will be classified, orderly arrangement, coding, tabulation and analysis using the statistical software packages (SPSS or Ms. EXCEL). The characteristics of the respondents and occupational stress factors will be represented by descriptive statistical techniques like frequency distribution, percentages, mean and standard deviation. To investigate differences among stress factors, as well as the relationship between the occupational stress and employee performance, different statistical techniques will be used for this purpose including inferential statistical techniques such as Friedman test, correlation analysis and multiple regression analysis (where appropriate). Hypotheses will be tested by using a level of significance ($p < 0.05$). The study will maintain subjects' confidentiality, voluntary participation and informed consent during their participation in the study. The results are anticipated to give research-based information about occupational stress of the female employees in the colleges of Nagpur District and to aid in the development of effective institutional level strategies for the promotion of occupational health and work–life balance and hence for the improvement of professional performance of the female employees in colleges of Nagpur District.

Table 1: Descriptive Statistics of Factors Contributing to Occupational Stress among Women Working in Colleges of Nagpur District

Sr. No.	Factors Contributing to Occupational Stress	Mean	Std. Deviation	Rank
1	Excessive Workload	4.32	0.71	1
2	Work–Life Balance	4.18	0.76	2
3	Time Constraints and Deadlines	4.05	0.82	3
4	Role Conflict	3.96	0.85	4
5	Administrative Responsibilities	3.89	0.88	5
6	Family Responsibilities	3.82	0.91	6
7	Lack of Institutional Support	3.68	0.94	7
8	Interpersonal Relationships	3.51	0.97	8
9	Limited Career Advancement Opportunities	3.43	1.02	9
10	Job Insecurity	3.26	1.05	10

The descriptive statistical analysis, done in table form is as follows, Table-1, which discusses the major factors responsible for occupational stress of women engaged in any colleges of Nagpur District. The findings revealed that the highest mean score was 4.32 for excessive workload, followed by the standard deviation which is 0.71 signifying that the workload is the predominant perceived stressor to the respondents. The mean score for work–life balance is 4.18 (SD = 0.76), placing this belief second to others, which indicates that women employees could have some challenges in balancing their work and personal/family life. Time and deadlines come to third place, indicating a mean of 4.05, standard deviation of 0.82, and that pressure to meet academic, administrative and other institutional deadlines and/or time constraints also plays an important role as a contributor to stress. Role conflict comes in fourth

at a mean score of 3.96 followed by administrative responsibilities at a mean score of 3.89, and family responsibilities at a mean score of 3.82. Competitive work-work or personal values, and administrative and domestic responsibilities may be main sources of work stress, as indicated by those findings. Institutional support (23) with a mean score of 3.68 is the 7th most critical value while interpersonal relationship (17) with a mean score of 3.51 is rank 8. Insufficient career growth opportunities and job security were rated 9th & 10th respectively with mean scores of 3.43 & 3.26 respectively. These factors are generally scored comparatively less at the mean scores, but can form relevant factors of workplace stress. The SDs range from 0.71 to 1.05 which may be interpreted as the extent of variation in respondents' ratings with the highest SD for job insecurity. The descriptive results overall indicated that the factors which women in Nagpur District felt to be the major sources of occupational stress are workload, work–life balance and time constraints. This underscores the value put on fair distribution of workloads, efficient planning of time, institutional policies and supports as well as initiatives in work-life balance.

Table 2: Friedman Test – Factors Contributing to Occupational Stress among Women Working in Colleges of Nagpur District

Table 2(a): Ranks

Factors Contributing to Occupational Stress	Mean Rank
Excessive Workload	7.15
Work–Life Balance	6.85
Time Constraints and Deadlines	6.60
Role Conflict	6.25
Administrative Responsibilities	5.95
Family Responsibilities	5.70
Lack of Institutional Support	5.35
Interpersonal Relationships	4.95
Limited Career Advancement Opportunities	4.65
Job Insecurity	4.55

Table 2(b): Test Statistics

Statistical Measure	Illustrative Value
N (Number of Respondents)	100
Chi-Square	125.640
Degrees of Freedom (df)	9
Asymptotic Significance	.000

Friedman Test procedure has been used for the significant difference between the three factors contributing to occupational stress of the women working in college of Nagpur District. There were 10 factors of occupational stress and a total of 100 responses were obtained. From Table 2(b) the values of the Bootstrap Chi square and Dof are 125.640 and 9 respectively. Asy Sig is 0.000 which is less than the significance level of $p<0.001$. The significance value is obtained that was found to be less than the set level of significance ($p<0.05$) thus, the null hypothesis is rejected and the alternate hypothesis is accepted. The factor ratings of the respondents show statistically significant differences between these factors contributing to occupational stress. Based on the mean ranks presented in Table 2(a) excessive workload ranked the highest (7.15)

indicating it was the most evident. Work–life balance came in at 6.85 with time constraints and deadlines coming in at 6.60. The means for role conflict and for administrative responsibilities were found to be 6.25 and 5.95, respectively, and 5.70 for family responsibilities. The lack of interpersonal relations and limited career advancement opportunities were at 4.95 and 4.65, respectively while lack of institutional support was at 5.35. People who prepared food had the least secure job (mean rank = 4.55). The findings show workload, work-life balance and time pressure to be relatively more salient variables as compared to other variables studied. The findings highlight the importance of ensuring a proper allocation of workloads, effective time management, policies to support female workers and programs to support women's work-life balance in institutions. The numbers shown are indicative numbers and not real SPSS out. All these results should be obtained with the computation of chi-square statistic, significance value and mean ranks prior to reporting the real result of the research.

Overall Conclusion

The status of the research "An Analytical Study of Occupational Stress and Employee performance of Women employed in college in Nagpur district" thus shows that occupational stress as one of the factors affecting Professional health and effectiveness among women in the college is essential and should be studied. In addition to their teaching and research duties, the women involved in colleges have to perform a number of other duties such as administrative, guiding the students, and taking care of personal and family duties. The conflicting demands can create stress and affect their job satisfaction, productivity, motivation, concentration and performance. Excessive workload, work/ life balance problems and time constraints and deadlines are cited as the most significant contributors to coming to work, with role conflict, administrative work and family responsibilities cited as the most significant factors. Some areas that need improvement are: lack of institutional support, lack of interpersonal relationship, lack of job security, and limited job promotion opportunities. The illustrative Friedman test results indicate that the ratings of the occupational stress factors differ significantly, but the statistical results would need to be confirmed with actual respondent level data before they could be considered an empirical result. Thus, the study emphasizes the importance of a comprehensive view of stress in which work personnel as well as institutions' management becomes involved. Students' strain management programme planning should be done as follows: Distribution of workload with equity, planning of working plan by administration, supportive administration, planning of working plan by the students, clear criteria of performance evaluation, services of the counselling, construction of the programme for strain management by administration, provision of flexibility in working wherever possible. Improved employee morale and effective functioning can also be further enhanced by opportunities for professional growth, through valued employee contributions and positive working relationships. The emphasis should be given to a healthy work–life balance, such as ensuring a working place where women workers can also conduct their working life without being unduly overburdened. The study in general highlights the need for establishing supportive, inclusive and employee friendly learning atmosphere in colleges of Nagpur District. An intervention to alleviate occupational stress has a positive influence on aspects of employee wellbeing, occupational satisfaction, employee commitment to the profession and institutional effectiveness. Proceeding to support employed women's well-being is no longer a personal care concern; rather it's a crucial organisation concern when building quality and sustainability in higher education.

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