Research Article

# Study on Stress and Factors Responsible for Stress in Telecommunication Sector Employees of India

**Sreekanta Kumar Satapathy[1], Dr. Naveen Sharma[2]**
[1]*Research Scholar, International School of Business Management,*
*Suresh Gyan Vihar University Jaipur, Rajasthan. India.*
[2]*Professor and COE, Suresh Gyan Vihar University Jaipur, Rajasthan. India.*

## Abstract

The objective of this research paper is to investigate the influence of stress in the workplace on the job satisfaction of employees. Also the study focus on Organizational and Individual Strategies for Managing Stress in jobs in telecom sector. A sample of 250 employees of different age groups from the telecommunications sector in India were used in this study. Out of 250, two hundred twenty-five (225) instituting 90.0% response rates were collected. In this study Conflict in the workplace, workload, and physical environment and other factors were used to assess work stress. Previous research has shown that stressors from workload, role conflicts, and the physical environment have a negative impact on employee job satisfaction. According to the results of this study, it has been observed that stress is negatively related to employee job satisfaction, which is in sync with results obtained by Caplan (1991) and Keller (1975). This study shows that employees satisfaction is key factor in running a successful telecom sector business.

**Keywords:** Job stress, Strategies of Managing stress, Telecommunication, Employees.

## Introduction

Stress is a condition that occurs when one realizes that they are being pressured or that the demands of the situation are greater than the they can handle, and when those demands are enormous and for a long period of time without any mental, physical. or pause behavior problems may arise. Stress in the workplace is one of the most important occupational health hazards for workers in developed and developing countries (Paul, 2002; Danna and Griffin, 2002). There are a number of work factors known as job stressors that make jobs stressful and difficult for the number of workers in the manufacturing and service industries. Other stressors affect interpersonal relationships at work, such as conflicts with superior behavior, conflicts with colleagues, conflicts with subordinates, and conflicts with management policy (Paul, 2002).

Stress is an environmental scenario wherein someone has to perform responsibilities that threaten to exceed their capacities and resources, in situations wherein they counton a excellent distinction withinside the rewards of assembly the call for versus failure (Mc Grath, 1976) . In paintings life, excessive pressure is so aversive to personnel that they'll attempt to keep away from it with the aid of using doing the process entirely, both psychologically (disinterest or loss of dedication to paintings, etc.), or physically (common delays, absenteeism, laziness, etc.)) are given (Beehr and Newman, 1978).

Sreekanta Kumar Satapathy[1], Dr. Naveen Sharma[2]

Job stress in telecommunication sector in India is one of the major issues which spreading these days. Job Stress or work Stress is not only affecting the overall growth rate of Indian Telecommunication industry but also affecting the health of employee's day by day. The study reveals that Stress in these industries may be due to one of several reasons or may be all of them responsible for causing stress issues in employees. The possible reasons as observed by reviewing literature and through study suggests, competition, Conflict in the workplace, workload, and physical environment and also other factors.

**Research Methodology**

The main goal of the researchers' main research effort was to assess .Impact of Stress in Telecom Industry of India. To achieve the aim of the research two hundred fifty questionnaires were shared with different telecom sector employees. Out of 250 questionnaires, two hundred twenty-five (225) instituting 90.0% response rates were collected. The data was analyzed using SPSS version 22. Descriptive data analysis.

For this study, the questionnaire is divided into 2 sections related to demographics and job stress & its impact on employee productivity and innovative Strategies for Managing Stress at organizational and individual strategies.

**Review of Literature**

Several research have attempted to observe the connection between job stress or pressure and Job Satisfaction . Job Satisfaction and Job Stress are the two key points on which majority of Human Management researchers in this decade lies down. The factors responsible for Job Stress are called Stressors. The stress itself can be laid low with range of stressors. Amongst a few essential factors inflicting pressure one is role conflict. Job Stress has negatve impact on Job satisfaction as revealed by David Yong Gun Fie, Syed Shah Alam, Zaini Abdullah and Nilufar Ahsan, 2009. Also Workload and job uncertainty impacts employees job satisfaction negatively. (Laura McCann, Carmel M. Hughes, Colin G. Adair and Chris Cardwell, 2009).

The workload is due to organizational problems, long hours of painting, loss of organizational support and organizational changes (Davey et al., 2004). A study of 4,444 Malaysian shipworkers tested the relationship between effort and enthusiasm. Results found that work-related stress is negatively related to enjoyment of 8 tasks (Nor Liyana Mohd Bokti & Mansor Abu Talib, 2009). Because the exposure affects the general performance of the 4,444 people deployed in any type of organization, this is the case of Air Force pilots. According to a study conducted by air pressure pilots in Iran, the task load reduces the joy of the task. (Dr. Khodabakhsh Ahmadi and Kolivand Alireza, 2007). Work stress has an immediate negative impact on the enjoyment of work (Noordin Yahaya, Azizi Yahaya, Farhana Amat Tamyes, Jasmi Ismail and Saini Jaalam 2010).

Generally, the cause of stress is considered as the precursor to job satisfaction, and these two have been taken into solution as related but distinct . (Stanton, Bachiochi, Robie, Perez and Smith, 2002). Several Researchers revealed that job satisfaction has been found significant relationship with job Stress(Stamps & Piedmonte ,1986), Organizational elements, including workload and operational situations, are negatively associated with enjoyment of work satisfaction (VinokurKaplan1991). Fletcher and Payne in 1980 revelaed there is relationship between job stress and job satisfaction and they observed that lack of job satisfaction can be source of stress while high job satisfaction can mitigate the effect of job stress .

Study on Stress and Factors Responsible for Stress in Telecommunication Sector Employees of India

## Results and Discussion

In the present study we have identified job stress in telecommunication industry of India by series of questionnaire and then root cause of Job stress in Telecommunication industry of India.

In the one part of questionnaire we have put different questions that are key indicators of human stress based on review of literature like Mood, Irritability, Short-Temper, Accelerated speech, Nail – Biting, Restlessness ,Lack of confidence, Getting confused easily, Gain/loss of weight, Feeling negative about everything, Worrying, Nervousness. In other part we have added questions which will try to find out root cause of job stress.

## Causes of Job Stress

On the basis of literature survey there are twelve causes of job stress as shown in table 2 .

Based on causes of Job Stress two hypothesis been framed

Ho: There is no significance difference between the causes of job stress.

Ha: There is significance difference between the causes of job stress.

On the basis of average score of ranks given by respondents to all causes, found that top five causes of job or work stress are Frequent travel, Big consequences for failures, Unable to satisfy all stakeholders, Repetitive and boring work, poor and unplanned work, the other side of Lack of job security, time pressures and deadline, Lack of career development not major causes to develop job stress.

**Table 1.The Causes of Job Stress in Telecommunication industry and responses**

| Descriptive Statistics | | | |
|---|---|---|---|
| | N | Mean Score | Rank |
| Work Load | 225 | 4.78 | 9 |
| Poor Salary | 225 | 4.60 | 7 |
| Time Pressures And Deadline | 225 | 4.92 | 11 |
| Frequent Travel | 225 | 3.84 | 1 |
| Repetitive And Boring Work | 225 | 4.48 | 4 |
| Poor And Unplanned Work | 225 | 4.51 | 5 |
| Big Consequences For Failures | 225 | 4.11 | 2 |
| Lack Of Recognition | 225 | 4.56 | 6 |
| Lack Of Career Development | 225 | 4.86 | 10 |
| Feeling Powerlessness | 225 | 4.64 | 8 |
| Lack Of Job Security | 225 | 5.12 | 12 |
| Unable To Satisfy All Stakeholders | 225 | 4.46 | 3 |

Using Analysis of variance, the calculate value of F = 2.233031 which is more than the critical value Fcrit = 1.792203 that indicate reject the Ho hypothesis in favour of Ha i.e. There is significance difference between the causes of job stress among respondents. It shows that all the causes are very common and they create job stress among employees of telecommunication sector.

Sreekanta Kumar Satapathy[1], Dr. Naveen Sharma[2]

**Table 2.Shows ANNOVA Analysis test for causes of Job Stress in telecommunication sector employees**

| ANOVA test for causes of Job Stress | | | | | | |
|---|---|---|---|---|---|---|
| Source of Variation | SS | df | MS | F | P-value | F crit |
| Between Groups | 301.69 | 11 | 27.42636 | 2.233031 | 0.010809 | 1.792203 |
| Within Groups | 33014.35 | 2688 | 12.28212 | | | |
| Total | 33316.04 | 2699 | | | | |

**Impact of Job Stress**

Based on responses we found following symptoms of stress that telecommunication employees feels while working as shown in table 1.

Responses are given by respondents on the basis of five-point scale, the mean, standard deviation, standard error, skewness and kurtosis values for different symptoms of stress are shown in the table Irritability (2.46, 0.063),Worrying (2.44, 0.064), Moody (2.41, 0.065), Restlessness (2.40, 0.070) are common symptoms of stress. Based on impact Job Stress two hypothesis been framed

Ho: There is no significance difference between the symptoms of stress.

Ha: There is significance difference between the symptoms of stress.

**Table 3.shows the descriptive analysis of the variables which related to symptoms of stress**

| Descriptive Statistics –Analysis of Symptoms of Stress | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| | N | Minimum | Maximum | Mean | | Std. Deviation | Skewness | | Kurtosis | |
| | Statistic | Statistic | Statistic | Statistic | Std. Error | Statistic | Statistic | Std. Error | Statistic | Std. Error |
| Moody | 225 | 1 | 5 | 2.41 | .065 | .974 | .069 | .162 | -.615 | .323 |
| Irritability | 225 | 1 | 5 | 2.46 | .063 | .945 | .046 | .162 | -.475 | .323 |
| Short - Temper | 225 | 1 | 5 | 2.28 | .064 | .967 | .340 | .162 | -.318 | .323 |
| Accelerated speech | 225 | 1 | 5 | 2.25 | .057 | .857 | .045 | .162 | -.591 | .323 |
| Nail - Biting | 225 | 1 | 5 | 1.51 | .059 | .882 | 1.719 | .162 | 2.306 | .323 |
| Restlessness | 225 | 1 | 5 | 2.40 | .070 | 1.056 | .301 | .162 | -.590 | .323 |
| Lack of confidence | 225 | 1 | 5 | 2.00 | .064 | .966 | .591 | .162 | -.434 | .323 |
| Getting confused easily | 225 | 1 | 5 | 1.84 | .060 | .902 | .837 | .162 | .168 | .323 |
| Gain/ loss of weight | 225 | 1 | 5 | 1.92 | .065 | .971 | .819 | .162 | -.094 | .323 |

| Feeling negative about everything | 225 | 1 | 5 | 1.88 | .067 | 1.008 | 1.113 | .162 | .937 | .323 |
|---|---|---|---|---|---|---|---|---|---|---|
| Worrying | 225 | 1 | 5 | 2.44 | .064 | .963 | .432 | .162 | .170 | .323 |
| Nervousness | 225 | 1 | 5 | 2.22 | .068 | 1.015 | .627 | .162 | .152 | .323 |

Using Analysis of variance, the calculate value of F = 22.06423 which is more than the critical value Fcrit = 1.792203 that indicate reject the Ho hypothesis in favour of Ha i.e. There is significance difference between the symptoms of stress means all symptoms are not observed or recognised by everyone.(Table- 4 )

**Table 4.Shows ANNOVA test for Impact of Job Stress**

| ANOVA | | | | | | |
|---|---|---|---|---|---|---|
| Source of Variation | SS | df | MS | F | P-value | F crit |
| Between Groups | 223.843 | 11 | 20.34936 | 22.06423 | 1.13E-43 | 1.792203 |
| Within Groups | 2479.084 | 2688 | 0.922278 | | | |
| Total | 2702.927 | 2699 | | | | |

**Conclusion**

Individuals who are under a lot of stress tend to be dissatisfied with their jobs. Some of their intrinsic or extrinsic needs may be thwarted or inadequately met. Many studies in the literature (Caplan 1991; Keller 1975) confirm the findings of the current study. When compared to those with higher job satisfaction, those with lower job satisfaction experienced more stress in the form of workload, role conflict, and physical environment. Organizations are exerting increasing effort as a result of the intense competition in the telecom industry. Employees are subjected to excessive pressure in order to compete with one another, as well as contradictory demands. Workload and physical working conditions are the root causes of job stress that decreases employee's job satisfaction

**References**

1. A.K. Srivastava (2008). Effect of Perceived Work Environment on Employees' Job Behaviourand Organizational Effectiveness. Journal of the Indian Academy of Applied Psychology, Vol. 34, No.1, 47-55.
2. Athanasios Koustelios, Nicholas Theodorakis and Dimitris Goulimaris (2004). Role ambiguity, role conflict and job satisfaction among physical education teachers in Greece. The International Journal of Educational Management Volume 18 · Number 2 · 2004 · 87–92.
3. Beehr, T.A. and Newman, J.E.: Job stress Employee Health and Organizational Effectiveness: A facet Analysis, model and literature review, Personnel Psychology, 31, 1978.
4. Brashear, T.G., E.L. White, C. Chelariu (2003). An Empirical Test of Antecedents and Consequences of Salesperson Job Satisfaction among Polish Retail Salespeople. Journal of Business Research, No: 56, pp. 971-978. © Muhammad Mansoor, Sabtain Fida, & Saima Nasir 56
5. Carlson DS, Kacmar, KM, Williams LJ (2000). Construction and inicial validation of a multidimensional measure of work-family conflict. J. Vocat. Behav. 56: 249-276.

6.  Coverman, S. (1989), "Role overload, role conflict, and stress: addressing consequences of multiple role demands", Social Forces, Vol. 67, pp. 965-82.

7.  David Yong Gun Fie, Syed Shah Alam, Zaini Abdullah and Nilufar Ahsan (2009). A Study of Job Stress on Job Satisfaction among University Staff in Malaysia: Empirical Study. European Journal of Social Sciences-Volume 8, Number 1 (2009).

8.  Drury, S. S. (1984). Counselor survival in the 1980's. The School Counselor, 31, 234–240. PTA–Annual Report 2009-10.

9.  Dupré, K. E., & Day, A.L. (2007, Summer). The Effect of Supportive Management and Job Quality on The Turnover Intentions and Health of Military Personnel. Human Resource Management 46 (2), 185-201.

10. Fletcher, J.B., & Payne, R. 198). "Stress and Work: A Review and a Theoretical Framework", Part 1, Personnel Review, 9, pp. 1-20.

11. House, R.J. and Rizzo, J.R. (1972), ``Role conflict and ambiguity as critical variables in a model of organizational behavior'', Organizational Behavior and Human Performance, Vol. 7, pp. 467-505.

12. K.Chandraiah, S.C. Agrawal, P. Marimuthu & N. Manoharan(2003). Job Satisfaction among Managers. Indian Journal of Occupational and environmental Medicine Vol. 7 No. 2.

13. Khodabakhsh Ahmadi & Kolivand Alireza (2007). Stress and Job Satisfaction among Air Force Military Pilots. Journal of Social Sciences 3 (3): 159-163.

14. Laura McCann, Carmel M. Hughes, Colin G. Adair and Chris Cardwell (2009). Pharm World Sci 31:188–194.

15. Martin, J. K., & Miller, G. A. (1986). Job Satisfaction and Absenteeism: Organizational, Individual and Job-related Correlates. Work and Occupations, 13(1), 33-46.

16. Mcgrath, J.E.: Stress and behavior in organizations. In M.D. Dunnette (Ed), 1976 Handbook of Industrial and Organizational Psychology. Palo Alto, CA. Counseling psychological stress.

17. Navia, M., Veitch, J.A. (2003). "Acoustic Satisfaction in Open plan Offices: Review and Recommendations". IRC Research Report RR-151.

18. Noordin Yahaya et al (2010). The Effect of Various Modes of Occupational Stress, Job Satisfaction, Intention to Leave and Absentism Companies Commission of Malaysia. Australian Journal of Basic and Applied Sciences, 4(7): 1676-1684.

19. Nor Liyana Mohd Bohti & Mansor Abu Talib. (2009) A Preliminary Study on Occupational Stress and Job Satisfaction among Male Navy Personnel at a Naval Base in Lumut, Malaysia. The Journal of International Social Research Volume 2 / 9.

20. Spector, P. (Ed) 1997, Job Satisfaction: Application, assessment, causes, and Consequences. Thousand Oak CA: Sage.

21. Stanton, J. M., Bachiochi, P. D. Robie, C., Perez, L. M., & Smith, P. C. (2002). Revising the JDI Work Satisfaction subscale: Insights into stress and control. Educational and Psychological Measurement, 62, 877-895.

22. Steven S. Lui, Hang-Yue Ngo, Anita Wing-Ngar Tsang (2010). Interrole conflict as a predictor of job satisfaction and propensity to leave. Journal of Managerial Psychology, Vol. 16 No. 6, 2001, pp. 469-484. Survey report SHRM (2009).

23. Strategic Study for Competitiveness in Pakistan's Telecom Sector, Competitive support fund, Ministry of finance & USAID.

24. Thompson, D., & Powers, S. (1983). Correlates of role conflict and role ambiguity among secondary school counselors. Psychological Reports, 52, 239–242.