

Research Article

**An empirical study on Occupational Stress and Coping Strategies.**

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**Abstract:**

Due to the impact of latest innovation in technology, globalization and highly competitive environment, economic recession caused a great deal of stress. In Today's Scenario the stress level were increasing at a faster rate. Excessive stress on employees will create health issues like depression, diabetes, ulcers, high blood pressure, anxiety, dissatisfaction, loss of concentration and etc. Butts, Pines (2009), NIOSH, (1999). Many organizations wanted to reduce and prevent the occupational stress. Organizations may have different initiatives to reduce stress with related illness, absenteeism and staff turnover. The employee job satisfaction has been found significant relationship with job stress. Lasky (1995). This study examines different form of coping strategies adopted by employees. The cross- sectional descriptive survey design was adopted and various coping strategies as they influence occupational stress were examined. The questionnaire was selected using simple random sampling of 130 employees from the selected selectors in Delhi. Descriptive data were analyzed using frequency and simple percentages. Potential hypothesis were framed in association between some of the independent variables (e.g. gender, age, income, Qualification, counseling ,lunch break, annual leave and canteen service and level of stress) were discussed and analyzed using SPSS software.

**Keywords:**

Occupational stress, Coping strategies and Job satisfaction.

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### **Introduction:**

Job is one of the important parts of our daily lives which cause a great deal of stress. Due to the impact of latest innovation in technology, globalization and highly competitive environment were caused a great deal of stress. In Today's Scenario the stress level were increasing at a faster rate. Excessive stress on employees will create health issues like depression, diabetes, ulcers, high blood pressure, anxiety, dissatisfaction, loss of concentration and etc. Butts, Pines (2009), NIOSH (1999). Workers who are stressed are also more likely to be unhealthy, poorly motivated, and less productive at work. Organizations may have different initiatives to reduce stress with related illness, absenteeism and staff turnover. The employee job satisfaction has been found significant relationship with job stress. Lasky (1995)

### **Literature Review:**

Stress is increasing at faster rate mainly due to worldwide completion, globalization and new technology innovation, which affects all the employees in the world. (Bharatai and Newman 1978).

Alexandros-Stamatioset al.,(2003). In their research they mentioned, Workers faced occupational stress through the role stress related to how individuals perceive the expectations and includes role ambiguity and role conflict.

Leena Jenefa (2018). The women employees' plays major role, like managing home, husband heath care, child care and their job. Nowadays women were forced to work due to uplift the family.

S Michael et al (2019) Stress symptoms can be identified easily. Employees who are feeling depressed throughout the day will leads to heart problem, anxiety and headaches. In order to avoid stress the activities like sports, educational tour etc will avoid and minimize the stress among the school students.

### **Research Methodology:**

**Research design:** This research study was adopted a cross-sectional survey research design.

**Sample size and sampling procedure:** The universe of the population includes the respondents who are working in Hospital, Information Technology, Transport, Education, Banking, Airlines, Retail outlets and other sectors in Delhi NCR were selected by multi- stage sampling. One hundred and thirty employees were selected from eight different sectors in Delhi by simple random sampling and then the employees were selected by stratified random sampling.

**Sources of Data.**

The primary data were collected using structured questionnaire.

Secondary data were collected using books and journals.

**Tools for analysis.**

The following statistical tools were used in the study.

- a) Percentage analysis
- b) Chi- square analysis

**Analysis and Interpretation:**

**Demographic Factor.**

Descriptive statistics is used to describe the nature of the population. In this part of analysis, descriptive statistics tools such as frequency table, cross tabulation were used to analyze the data.

**Table 1: Demographic Factor**

Variable Factors		Frequency	Percent
Gender	Male	78	60.0
	Female	52	40.0
	<b>Total</b>	<b>130</b>	<b>100.0</b>
Age	Less than 25 years	23	17.7
	25-50 years	78	60.0
	Above 50 years	29	22.3
	<b>Total</b>	<b>130</b>	<b>100.0</b>

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Income	Less than Rs10,000	21	16.2
	Rs10,000-20,000	39	30.0
	Rs20,000-30,000	38	29.2
	Rs30,000 -40,000	10	7.7
	Rs40,000-50,000	13	10.0
	Above Rs 50,000	9	6.9
	<b>Total</b>	<b>130</b>	<b>100.0</b>
Qualification	Graduate	8	6.2
	Post Graduate	115	88.5
	Professional	7	5.4
	<b>Total</b>	<b>130</b>	<b>100.0</b>
Status	Unmarried	30	23.1
	Married	100	76.9
	<b>Total</b>	<b>130</b>	<b>100.0</b>
Experience	Below 5 years	12	9.2
	5 to 10 years	32	24.6
	10 to 15 years	31	23.8
	15 to 20 years	31	23.8
	Above 20 years	21	16.2
	6.00	3	2.3
	<b>Total</b>	<b>130</b>	<b>100.0</b>
Sectors	Banking Sector	22	16.9
	Education Sector	16	12.3
	IT Sector	22	16.9
	Hospital Sector	18	13.8
	Transport Services	17	13.1
	Airlines Sector	8	6.2
	Retail Outlets	19	14.6
	Others	8	6.2

	<b>Total</b>	<b>130</b>	<b>100.0</b>
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**Source: Primary Data**

**Inference:** Majority of 60 percent of respondents belongs to male and remaining 40 percent of respondents were belongs to female. The majority of the respondents were in the age group of 25- 50 years (60%). The majority of the respondents were in the income group of INR ₹10,000-20,000(30%). The majority of the respondents were post graduate (88.5%).The majority of the respondents were married (76.9%). The majority of the respondents were 5 to 10 years of experience (24.6%). The majority of the respondents were selected from banking and IT sectors (16.9%)

**Table 2: Level of Stress among working employees**

Stress	Low	16	12.3
	Moderate	64	49.2
	High	50	38.5
	<b>Total</b>	<b>130</b>	<b>100.0</b>

**Source: Primary Data**

**Inference:** Majority of 49 percent of respondents having moderate level of stress, 38 percent of respondents having high level of stress and 12 percent of respondents having low level of stress in their working environment.

**Table 3: Respondents option about their Work culture support from organization to reduce the Stress.**

Respondents option towards work culture to reduce stress		Frequency	Percent
Work Culture	Mostly	92	70.8
	Rarely	31	23.8
	Sometimes	3	2.3
	Not at all	4	3.1
	<b>Total</b>	<b>130</b>	<b>100.0</b>

**Source: Primary Data**

**Inference:** The majority of the respondents choose mostly towards their work culture support from organization to reduce stress. (70.8%)

**Table 4: Respondents option about their Work culture feeling in the Organization.**

Respondents option towards work culture		Frequency	Percent
Feelings about Work culture	Great	37	28.5
	Satisfied	84	64.6
	Unable to Concentrate	5	3.8
	Frustrated	3	2.3
	Depressed	1	.8
	<b>Total</b>	<b>130</b>	<b>100.0</b>

**Source: Primary Data**

**Inference:** The majority of the respondents were satisfied towards work culture feeling in the organization. (64.6%)

**Table 5: Respondents option towards taken leave in the past 12 months due to work related Stress**

Respondents option towards stress		Frequency	Percent
Taken leave due to work related stress	Yes	68	52.3
	No	60	46.2
	<b>Total</b>	<b>130</b>	<b>100.0</b>

**Source: Primary Data**

**Inference:** The majority of the respondents were taken leave due to work related stress. (52.3%)

**Table 6: Respondents option towards Workload hours per week**

Respondents option towards Work load per week		Frequency	Percent
<b>Workload hours per week</b>	Less than 40 hours	87	66.9
	40-50 hours	37	28.5

	50- Above hours	6	4.6
	Total	130	100.0

**Source: Primary Data**

**Inference:** The majority of the respondents working less than 40 hours per week (66.9%)

**Table 7: Workload has changed during last three years**

Respondents option towards Work load		Frequency	Percent
<b>Workload has changed during last three years</b>	Workload has decreased	67	51.5
	Remained the same	12	9.2
	Workload increased	51	39.2
	Total	130	100.0

**Source: Primary Data**

**Inference:** The majority of the respondents were mentioned their work load has decreased (51.5%)

**Table 8: Respondents option towards Stress is related to Demand**

Respondents option towards stress		Frequency	Percent
Stress is related to Demand	Dealing with Customers	50	38.5
	Administration	30	23.1
	Achieve Targets	47	36.2
	Complete within Deadlines	3	2.3
	Total	130	100.0

**Source: Primary Data**

**Inference:** The majority of the respondents (38.5%) having stress when they were dealing with customer.

**Table 9: Cross tabulation -Distribution of Employees Gender Rating towards Counseling**

Organizational copying strategies		Distribution of Employees Gender Rating towards Counseling					Total
		Very effective	Fairly effective	Sometimes	Almost Never	Never	
Gender	Male	26	20	22	7	3	78
	Female	15	14	20	3	0	52
Total		41	34	42	10	3	130

Source: Primary Data

**Inference:** The majority of the respondents belonging to very effective and they are male.

**Hypothesis framed**

H0: There is no association between Gender and Effectiveness of Counseling given to the employees

H1: There is an association between Gender and Effectiveness of Counseling given to the employees

**Table 10: Chi-Square Tests: Association between Gender and Effectiveness of Counseling given to the employees**

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	3.651 <sup>a</sup>	4	.455
Likelihood Ratio	4.717	4	.318
Linear-by-Linear Association	.029	1	.865
N of Valid Cases	130		

a. 3 cells (30.0%) have expected count less than 5. The minimum expected count is 1.20.

Source: Computed data

**Inference:** Since the p-value is greater than our chosen significance level ( $\alpha = 0.05$ ), we do not reject the null hypothesis. We conclude that there is no association between gender and effectiveness of counseling given to the employees. Since the calculated value (Pearson Chi –



square value) of 3.651 is lesser than the table value of 9.488; we accepted the null hypothesis at a 0.05 significance level.

**Table 11: Distribution of Employees of Gender rating towards Lunch break given to the employees**

Organizational copying strategies		Distribution of Employees Gender Rating towards Lunch break					Total
		Very effective	Fairly effective	Sometimes	Almost Never	Never	
Gender	Male	12	19	28	12	7	78
	Female	10	13	19	7	3	52
Total		22	32	47	19	10	130

**Source: Primary Data**

**Inference:** The majority of the respondents mentioned sometimes lunch may reduce stress in organization.

**Hypothesis framed**

H0: There is no association between Gender and Effectiveness of lunch break given to the employees

H2: There is an association between Gender and Effectiveness of lunch break given to the employees

**Table 12: Association between Gender and Effectiveness of Lunch break given to the employees**

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	.777 <sup>a</sup>	4	.941
Likelihood Ratio	.790	4	.940

Linear-by-Linear Association	.664	1	.415
N of Valid Cases	130		
a. 1 cells (10.0%) have expected count less than 5. The minimum expected count is 4.00.			

Source: Computed data

**Inference:** Since the p-value is greater than our chosen significance level ( $\alpha = 0.05$ ), we do not reject the null hypothesis. We conclude that there is no association between gender and effectiveness of lunch break given to the employees. Since the calculated value (Pearson Chi – square value) of .777 is lesser than the table value of 9.488; we accepted the null hypothesis at a 0.05 significance level.

**Table 13: Distribution of Employees of Gender rating towards Annual Leave given to the employees**

Organizational copying strategies		Distribution of Employees Gender Rating towards Annual leave					Total
		Very effective	Fairly effective	Sometimes	Almost Never	Never	
Gender	Male	40	26	4	4	4	78
	Female	21	18	8	4	1	52
Total		61	44	12	8	5	130

Source: Primary Data

**Inference:** The majority of the respondents mentioned annual leave were very effective to reduce stress.

**Hypothesis framed**

H0: There is no association between Gender and Effectiveness of Annual leave given to the employees.

H3: There is an association between Gender and Effectiveness of Annual leave given to the employees.

**Table 14: Association between Gender and Effectiveness of Annual leave given to the employees**

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	5.527 <sup>a</sup>	4	.237
Likelihood Ratio	5.532	4	.237
Linear-by-Linear Association	.758	1	.384
N of Valid Cases	130		
a. 5 cells (50.0%) have expected count less than 5. The minimum expected count is 2.00.			

Source: Computed data

**Inference:** Since the p-value is greater than our chosen significance level ( $\alpha = 0.05$ ), we do not reject the null hypothesis. We conclude that there is no association between gender and effectiveness of annual leave given to the employees. Since the calculated value (Pearson Chi – square value) of 5.527 is lesser than the table value of 9.488; we accepted the null hypothesis at a 0.05 significance level.

**Table 15: Distribution of Employees of Gender rating towards Canteen Service given to the employees**

Organizational copying strategies		Distribution of Employees Gender Rating towards Canteen Service					Total
		Very effective	Fairly effective	Sometimes	Almost Never	Never	
Gender	Male	49	17	3	7	2	78
	Female	17	28	4	1	2	52
Total		66	45	7	8	4	130

Source: Primary Data

**Inference:** The majority of the respondents were mentioned canteen services were very effective to reduce stress.

**Hypothesis framed**

H0: There is no association between Gender and Effectiveness of Canteen service given to the employees

H4: There is an association between Gender and Effectiveness of Canteen service given to the employees

**Table 16: Association between Gender and Effectiveness of Canteen Service given to the employees**

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	18.382 <sup>a</sup>	4	.001
Likelihood Ratio	18.875	4	.001
Linear-by-Linear Association	1.695	1	.193
N of Valid Cases	130		
a. 6 cells (60.0%) have expected count less than 5. The minimum expected count is 1.60.			

Source: Computed data

**Inference:** Since the p-value is lesser than our chosen significance level ( $\alpha = 0.05$ ), we reject the null hypothesis. We conclude that there is an association between gender and effectiveness of canteen service given to the employees. Since the calculated value (Pearson Chi – square value) of 18.382 is more than the table value of 9.488; we reject the null hypothesis at a 0.05 significance level.

**Hypothesis framed**

H0: There is no association between Gender, Age, Income, Qualification and level of occupational stress.

H5: There is an association between Gender, Age, Income, Qualification and level of occupational stress.

**Table 17: Socio-demographic determination for level of stress**

Socio-demographic determination for level of stress						
					Total	Chi-square (P value)
		Low	Moderate	High		
Gender	Male	11	37	30	78	.638 Accept Null hypothesis
	Female	5	27	20	52	
<b>Total</b>		<b>16</b>	<b>64</b>	<b>50</b>	<b>130</b>	
Age	Less than 25 years	6	14	3	23	14.469 Reject Null hypothesis
	25-50 years	7	32	39	78	
	Above 50 years	3	18	8	29	
<b>Total</b>		<b>16</b>	<b>64</b>	<b>50</b>	<b>130</b>	
Income	Less than Rs10,000	3	12	6	21	16.698 Accept Null hypothesis
	Rs10,000-20,000	5	20	14	39	
	Rs20,000-30,000	4	16	18	38	
	Rs30,000 -40,000	1	2	7	10	
	Rs40,000-50,000	3	10	0	13	
	Above Rs 50,000	0	4	5	9	
<b>Total</b>		<b>16</b>	<b>64</b>	<b>50</b>	<b>130</b>	
Qualification	Graduate	2	4	2	8	3.525 Accept null hypothesis
	Post Graduate	13	55	47	115	
	Professional	1	5	1	7	
<b>Total</b>		<b>16</b>	<b>64</b>	<b>50</b>	<b>130</b>	

Source: Computed data

**Inference:** Since the p-value is greater than our chosen significance level ( $\alpha = 0.05$ ), we do not reject the null hypothesis. We conclude that there is no association between gender and level of stress in selected organization in Delhi. Since the calculated value (Pearson Chi – square value) of .636 is lesser than the table value of 5.99; we accepted the null hypothesis at a 0.05 significance level.

Since the p-value is greater than our chosen significance level ( $\alpha = 0.05$ ), we do not reject the null hypothesis. We conclude that there is no association between Income and level of stress in selected organization in Delhi. Since the calculated value (Pearson Chi – square value) of 16.698 is lesser than the table value of 18.31; we accepted the null hypothesis at a 0.05 significance level.

Since the p-value is greater than our chosen significance level ( $\alpha = 0.05$ ), we do not reject the null hypothesis. We conclude that there is no association between Qualification and level of stress in selected organization in Delhi. Since the calculated value (Pearson Chi – square value) of 3.525 is lesser than the table value of 9.49; we accepted the null hypothesis at a 0.05 significance level.

Since the p-value is lesser than our chosen significance level ( $\alpha = 0.05$ ), we reject the null hypothesis. We conclude that there is an association between Age and level of stress in selected organization in Delhi. Since the calculated value (Pearson Chi – square value) of 14.469 is greater than the table value of 9.49; we reject the null hypothesis at a 0.05 significance level.

### **Conclusion:**

This study identified that all the employees are under stress and mainly due to economic crises, recession in the industry and global competition. This study found that organizational coping strategies such as canteen have a reducing effect on occupational stress but lunch breaks, annual leave and counseling does not. On the other hand, the study found that female employees having less stress compare to men employees. In this research shown that all the selected organization

supported their employees towards work culture and reduce their work load per week by giving holiday on Saturday to reduce work leded stress.

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