

A STUDY ON EXPECTATIONS OF WORKING WOMEN (MARRIED) FROM THEIR ORGANIZATIONS REGARDING STRESS AT WORKPLACE

Lata S P. Singh, Research Scholar,
School of Commerce & Management, IIMT University, Meerut
Dr. Ashu Saini, Assistant Professor,
School of Commerce & Management, IIMT University, Meerut

ABSTRACT

Occupational stress is a typical occurrence in any corporate organization, occupation, or trade. Many businesses nowadays are unduly stressful, which has a severe impact on the physical and emotional health of female employees. Many commercial groups experience higher levels of stress. These stressors are a necessary and generally inevitable part of the work. Information Technology (IT) firms are an excellent illustration of this. Employees in IT businesses work in one of the most stressful jobs, with the necessity to adapt to others' demands and time constraints, and with little control over any occurrence. So the primary goal of this study is to determine the expectations of working women (married) from their employers in terms of occupational stress management. In this study, working women in Delhi/NCR were asked what they anticipated from their employers in terms of occupational stress management measures. They listed seven things they expected their organizations to provide: counseling, training and development activities, proper job recognition, opportunities for career advancement, an effective performance management system, open communication, and adequate management support.

Keywords: *IT companies, Occupational stress, counseling, training & development, career development, management system, communication, support etc.*

INTRODUCTION

Pressure at work is an unavoidable reality given the demands of today's work environment. To some level, pressure may be regarded as appropriate and may even aid in keeping organizational members attentive, motivated, and eager to learn. However, when pressure becomes severe or overwhelming, it causes stress, which can have a negative impact on an employee's health and performance. Until the middle of the nineteenth century, the workplace was generally stress-free. However, work stress has increased dramatically during the last few decades. In the simplest terms, occupational stress is defined as the damaging physical and emotional response that happens when job requirements exceed the worker's skills, needs, or resources. Technological advancements, growing globalization, fierce global market competitions, global financial crises, and automation of work processes and systems have all contributed to an increase in occupational stress, which now affects almost all countries, professions, and employee categories, as well as families and societies. As a result, it has become critical to address the issue of occupational stress.

Stress has been defined as a stimulus, a reaction, a stimulus-response combination, or a transactional interaction between people and their environment. As a stimulus, stress may be defined as the characteristics of the environment that are deemed upsetting and elicit strain reactions in a person exposed to such circumstances. In this way, stimulus-based theories of stress focus on what occurs to the individual on a physical level rather than what happens within the person. Stress is evaluated intellectually and psychologically as a response, taking into account an individual's psychological reactions to stresses. A third perspective on stress is based on the larger concept of the stimulus-response connection. Stress is viewed here as an interplay between the individual and the sources of demands that dilute an individual's well-being, rather than as individual responses to external factors. The 'interactionist' perspective to stress (Cooper and Cartwright, 1997) views stress as the outcome of a structural mismatch between the individual's wants and expectations and those of his or her environment.

To recap, occupational stress is caused by exposure to external stimuli. Second, it entails the subjective evaluation of external stimuli (appraisal). Third, occupational stress impairs mental, emotional, physical, and/or behavioural functioning (strain). In a nutshell, job stress is a dynamic process in which subjective cognitive assessments of job-related stressors result in poor health and/or behavioural strain (R. Kahn & P. Byosiére, 1992).

Information Technology (IT) firms have faced a number of issues and challenges in this setting. IT personnel cannot escape workplace stress since systems, methods, and new technology are becoming increasingly difficult. Every person in an IT business is unable to cope with the changes occurring in their professions, resulting in occupational stress.

Various technological advances have become a source of professional stress, making it a tough challenge for IT firms to separate occupational stress from their enterprises. As a result, in today's organizational landscape, managing occupational stress has become a need for creating an efficient and enjoyable work environment. In today's IT firms, managing occupational stress through the implementation of appropriate stress management strategies or the use of different stress management techniques is critical. Occupational stress is similar to an additive; it is only beneficial in limited levels. As a result, there is a need to prevent stress spiralling and keep it within safe limits in order to avoid its negative effects while still reaping its benefits. The primary goal of occupational stress management methods and approaches is to help employees manage the stress of their daily lives. There are numerous ways and tactics that may be used to deal with occupational stress. To maintain a positive corporate climate, effective occupational stress management strategies or procedures are required (Sathasivam and Kumaraswamy, 2014).

LITERATURE REVIEW

Smith (2011) investigated the impact of demographic and diversity data on stress and concluded that there is a need to develop a uniform definition of felt stress since it implies various things to different individuals. Research has yet to yield a universal explanation or function for individual differences.

Wirtz et al. (2013) studied whether occupational role stress correlates with various levels of the stress hormone. The findings showed that occupational role stress, specifically role ambiguity, functions as a background stressor and is related with higher HPA-axis response to acute stress.

Yongkang (2014) investigated the association between role conflict, ambiguity, role overload, and job stress among middle-level cadres in the Chinese local government. A sample of 220 employees was chosen. The findings revealed that time constraint was substantially associated with role conflict and role overload. In addition, the study found that job anxiety and job stress were significantly and positively related to role ambiguity, role conflict, and role overload; role ambiguity had a significant and positive effect on job anxiety and job stress; and role conflict and role overload had a significant and positive effect on time stress, job anxiety, and job stress.

Priyasha Jain and Akhil Batra (2015) conducted a survey of Quincy workers to determine the amount of job stress for corporate personnel as well as the disturbing factors that impact them. The study focused on the areas investigated by workers, supervisors, and those who were able to improve the situation, hence reducing stress factors. They discovered that recurrent excessive workloads, unjust job allocation, work monotony, deadline pressures, underutilization of abilities, and working relationships are some of the key factors of work stress that affect the mental or emotional well-being of Indian employees. They have also stated that a welcoming environment will reduce stress caused by job overload.

Nair and Krishnan's (2016) study on stress in the IT sector found that respondents are content with the environment in which they work and with the excellent teamwork among employees. Employees are pleased with their working hours, which include both the night and morning shifts. To keep staff happy and enthusiastic, the organization might focus on stress-relieving activities. And they believe that the personnel are under mild tension, which might boost their working approaches.

Saxena, A., et al. (2020) investigate the association between workplace spirituality and job stress among Indian oil and gas personnel, both offshore and onshore. The sample size for the current study was 202 respondents. It includes 128 onshore and 74 offshore personnel from oil and gas businesses. The findings indicate that all six categories of workplace spirituality are significantly adversely linked with stress among onshore employees. However, a sense of camaraderie and thankfulness were shown to be insignificantly connected with stress not offshore personnel. Stressful offshore conditions and excessive specialization may prevent offshore personnel from valuing the workplace community as well as the virtue of gratitude. Offshore employees may experience a sense of appreciation and camaraderie, but this is insufficient for them to report a reduced degree of work-related stress. The findings suggest that regular working settings (onshore workplace) provide many opportunities for workplace spirituality to transcend its influence on work stress.

Aruldoss, A. et al. (2021) study the association between quality of life (QWL) and work-life balance

(WLB). The hierarchical regression findings showed that QWL is adversely connected to job stress, favourably related to job satisfaction, and positively related to job commitment. The findings also revealed that job stress is adversely connected to WLB, whereas job satisfaction and job dedication are positively related to WLB. In addition, the results suggest that job stress, job satisfaction, and job commitment are somewhat mediated in the link between QWL and WLB.

Dodanwala, T.C., and Santoso, D.S. (2022) investigate the mediating role of occupational stress on the correlation between satisfaction with job facets and the intention to leave of construction project individuals in Sri Lanka. Data has been collected from a cross-sectional survey of 274 project-level staff members in 10 construction organizations in Sri Lanka. To analyze the research speculations, a path able to analyze model is developed. The findings confirm the mediation model of job stress, which holds that contentment with supervision and job stability directly related to a decrease in stress levels, which in turn reduced the desire to leave. Full mediation is noticed from supervision, whereas partial mediation is observed from job security. Satisfaction with compensation and coworkers directly indicated a decrease in turnover intentions. Contrary to their assumptions, the authors were unable to identify a substantial influence of promotion on job stress or turnover intention. The findings also revealed that demographic characteristics such as gender, age, and organizational tenure influence employee stress levels.

Hosseini Z. et al. (2023) investigate the elements that contribute to work-family conflicts among women who work. They discovered 3967 items in the databases specified. After deleting duplicates, the titles and abstracts of 2573 articles were examined, and 34 full-texts were evaluated, yielding a final selection of 31 papers (13 qualitative studies and 17 quantitative studies). Then they looked for papers that quoted any of the initially included research, as well as references to the predominantly included studies; however, no further publications were discovered during this stage.

Che Noordin et al. (2023) highlight the elements that lead to occupational stress in the private sector, focusing on the management level, which is critical for guaranteeing smooth daily operations. Employees in the private sector have the most influence over their work stress levels. The study identifies conflict at work, job expectations, and employment environment as key variables. The study's findings can assist managers and company owners in the manufacturing industry understand the elements that generate employee and job stress, as well as inspire them to focus on implementing stress-reduction techniques in the workplace.

Gunasekara, K.A., et al. (2024) look into the management of occupational stress among QSs working for contractors. The study used a mixed strategy, including semi-structured interviews and a questionnaire survey for female and male CQSs, to identify, validate, and rank the stressors and symptoms of occupational stress in CQSs, as well as stress-management techniques, based on their significant levels. Manual content assessment and mean weighted rating were employed to analyze the acquired data. Heavy workload was the most major occupational stressor for CQSs, with sleeping difficulties serving as their primary symptom. Creating a regular work schedule was selected as the most successful stress-management method for both male and female CQSs. This study demonstrates that many site QSs are stressed due to

their excessive workloads and job requirements, and that their stress-related characteristics differ considerably according on their gender.

Adeyemi et al. (2024) investigate the levels of work-related stress among critical care unit personnel in a hospital. The study was a cross-sectional descriptive one done at Lagos State University Teaching Hospital (LASUTH). The study included a sample of 108 critical care professionals. The data was collected using a pre-tested, semi-structured self-administrated questionnaire, and the analysis was performed using the statistical software for social sciences, SPSS version. The results suggest that LASUTH critical care professionals had an average incidence of stress.

OBJECTIVES THE STUDY

To determine the expectations of working women (married) from their companies on work stress reduction.

RESEARCH METHODOLOGY

The descriptive research design was adopted in this study. The suggested study is centred on research to be conducted in Delhi-NCR, which is regarded as an IT hotspot. Members of all sizes of organizations experience occupational stress. However, the reasons' interest is in investigating the character, expectations of working women, and level of occupational stress in IT organizations, which have mostly been overlooked by organizational studies. The entire sample included 300 respondents from the research region.

DATA ANALYSIS AND INTERPRETATIONS

Table 1: Counseling

Response	N	%
Yes	202	67.33
No	98	32.67
Total	300	100.00

Source: Primary data

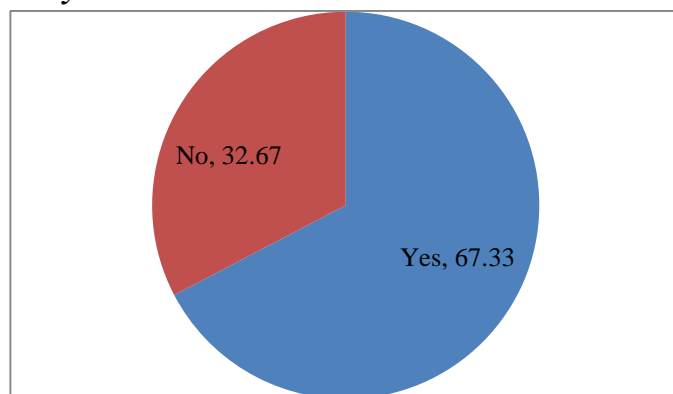


Fig. 1: % of respondents on expectations of counseling

Counselling can assist persons who believe they have a problem. By consulting and discussing daily

thoughts, fundamental beliefs, and fundamental mental schemas, the coach assists clients in changing inappropriate ideas and replacing them with more objective thinking in order to improve their sensations and behaviour in various situations, as well as reduce stress. Of the 300 respondents, 202 (67.33%) approved the notion of their organization providing counselling services, whereas 98 (32.67%) did not request it.

Table 2: Training and development

Response	N	%
Yes	152	50.67
No	148	49.33
Total	300	100.00

Source: Primary data

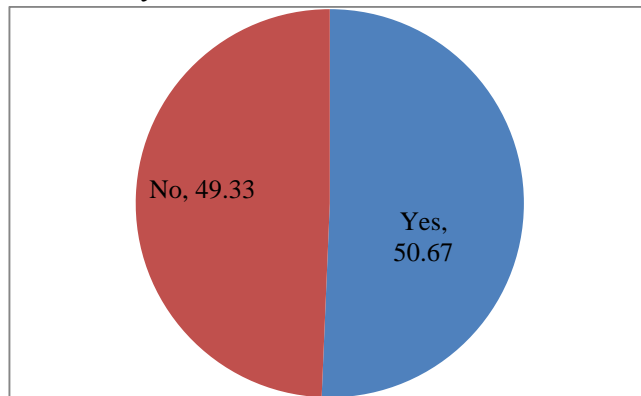


Fig. 2: % of respondents on expectations of training and development

The training and development process is an organizational effort that aims to improve the performance of people and groups within an organization. Training involves teaching particular skills, whereas development focuses on enhancing the employee's personality and managerial skills. Encouraging both processes in the workplace may help get things done while also reducing stress levels, allowing employees to execute their jobs better and identify solutions. Data reveal that of the total 300 participants, the proportion who wanted more learning and growth activities in the company and those who didn't was about equal, with 152 (50.67%) asking for these activities and 148 (49.33%) declining.

Table 3: Career Development

Response	N	%
Yes	166	55.33
No	134	44.67
Total	300	100.00

Source: Primary data

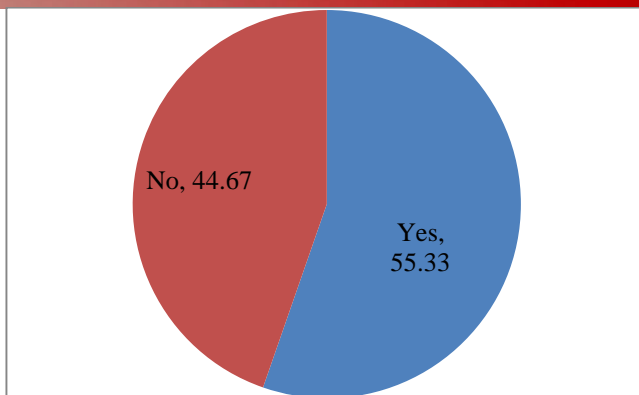


Fig. 3: % of respondents on expectations of opportunities for career development

A lack of options for job advancement is another pet gripe of many organization employees, which can contribute to occupational stress. According to our statistics, 166 (55.33%) of the 300 respondents desired greater job prospects, whereas 134 (44.67%) did not perceive this as a serious issue.

Table 4: Performance Management System

Response	N	%
Yes	171	57.00
No	129	43.00
Total	300	100.00

Source: Primary data

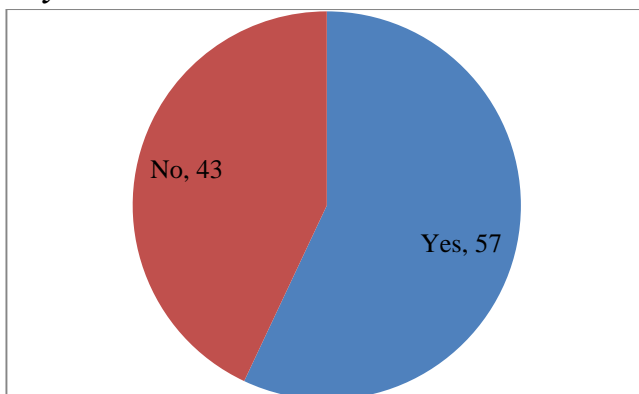


Fig. 4: % of respondents on expectations of effective performance management system

The performance management system is a scientific technique for analyzing employee performance. It is used to communicate organizational objectives to employees, assign individual responsibilities, and evaluate their performance. When management performance and its effects on the company improve, employee and organizational performance improve as well, resulting in employee satisfaction and less stress. Our findings show that out of 300 respondents, 171 (57%) want an effective performance management system in their individual firms, whereas 129 (43%) don't.

Table 5: Communication

Response	N	%
Yes	164	54.67
No	136	45.33
Total	300	100.00

Source: Primary data

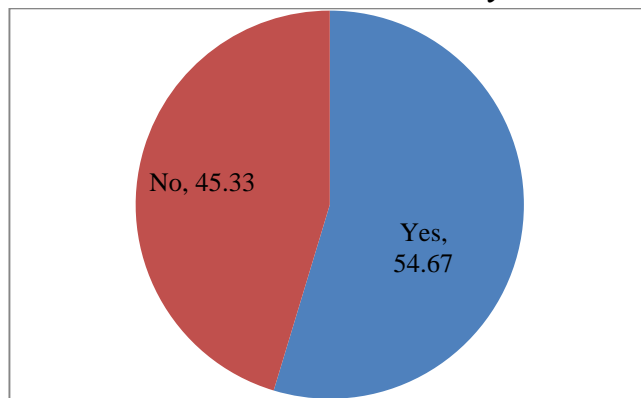


Fig. 5: % of respondents on expectations of open communication

It is often accepted that open communication helps reduce workplace stress. Positive communication and interactions between employees and the company that promote positive relationships and minimize employee stress. According to the above data, out of 300 respondents, 164 (54.67%) desire an inclusive dialogue system in their particular firms, while 136 (45.33%) do not.

Table 6: Recognition of work

Response	N	%
Yes	146	48.67
No	154	51.33
Total	300	100.00

Source: Primary data

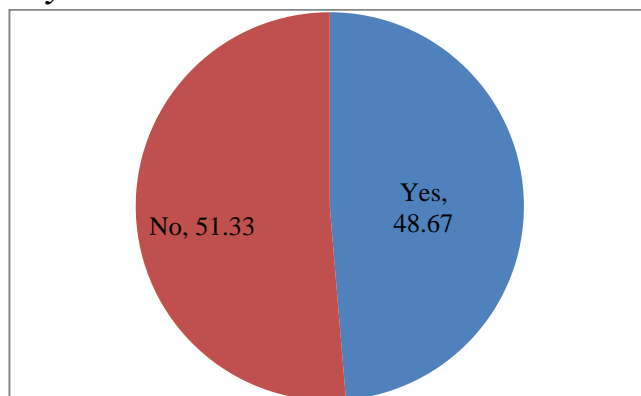


Fig. 6: % of respondents on expectations of proper recognition of their work

Employees can feel alienated from their organizations and their jobs if they believe their contributions to the company have not been recognized and appreciated. As a result, individuals may want adequate recognition of their labour in monetary or non-monetary terms. Data reveal that of the total 300 respondents, the proportion of those who wished higher acknowledgment by the organization and those who did not believe it was an issue was relatively close, with 146 (48.67%) asking for it and 154 (51.33%) declining.

Table 7: Support

Response	N	%
Yes	169	56.33
No	131	43.67
Total	300	100.00

Source: Primary data

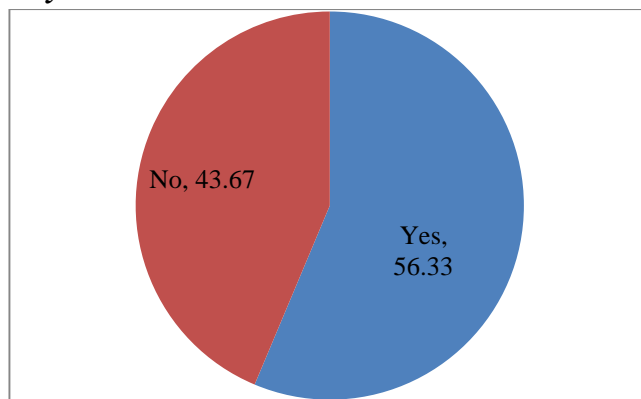


Fig. 6: % of respondents on expectations of sufficient support

Having a support system indicates the presence of a network of individuals who give an individual with practical or emotional assistance. In an organizational setting, having supportive supervisors and organizations reduces employee stress and fear, improving performance. The findings show that out of 300 respondents, 169 (56.33%) desire greater support systems in their workplaces, whereas 131 (43.67%) do not.

CONCLUSIONS

The study's findings revealed that, in addition to the aforementioned organizational and individual level strategies, IT employees expected stress management strategies from organizations such as counselling, education and growth. activities, proper acceptance, opportunities for career development, an effective performance management system, open communication, and adequate management support. As a result, the majority of respondents in our sample want their employers to provide counselling, management of performance, and open communication.

REFERENCES

- Smith, A. (2011). Perceptions of stress at work Human Research. *Human Resource Management Journal*, 11(4), 74-78.
- Satpathy, Patnaik & Mitra (2014). Stress Management in IT Sector. *Indian Journal of Applied Research*. 4(2).
- Wirtz, P.H., Ehlert, U., Kottwitz, M.U., & Semmer, N.K. (2013). Occupational role stress is associated with higher cortisol reactivity to acute stress, *Journal of Occupational Health and Psychology*.18(2), 121-31.
- Youngkang, K. (2014). How do work stress and coping work? Toward a fundamental theoretical reappraisal. *British Journal of Guidance & Counselling*, 32(2),223-234.
- Hosseini Z, etal. (2023) Investigating the Factors Related to Work-Family Conflicts Experienced by Working Women: A Systematic Review. *Health Scope*. 2023;12(1):e129738. <https://doi.org/10.5812/jhealthscope-129738>.
- Che Noordin, etal. (2023). Occupational Stress and Work-Life Balance in the Manufacturing Industry. *Information Management and Business Review*, 15(3(I), 59-69.
- Cooper, C. L. and Susan Cartwright (1997). "An intervention strategy for workplace stress". *Journal of Psychosomatic Research*, vol. 43, No. 1, pp. 7-16
- Kahn, R. and P. Byosiere (1992). "Stress in organizations". in M. Dunnette, & L. Hough (Eds.), *Handbook of industrial and organizational psychology* (2nd ed., Volume 3, pp. 571-650). Palo Alto, CA: Consulting Psychologists Press.
- Sathasivam, K., & Kumaraswamy, N. (2014). Coping strategies of job stress among managers of electronics industries in Malaysia. *Journal of Asian Scientific Research*, 4(10), 534-540. Retrieved from [http://www.aessweb.com/pdf-files/JASR-1-2014-4\(10\)-534-540.pdf](http://www.aessweb.com/pdf-files/JASR-1-2014-4(10)-534-540.pdf)
- Jain, P. and Batra, A. (2015). "Occupational Stress at Workplace: Study of the Corporate Sector in India". *IOSR Journal of Business and Management*, 17 (1), pp. 13-21. Retrieved from <https://s3.amazonaws.com/academia.edu.documents/36777408/B017131321.pdf?AWSAccessKeyId=AKIAIWOWYYGZ2Y53UL3A&Expires=1544042873&Signature>
- Gunasekara, K.A., Perera, B.A.K.S. and Kurukulasooriya, I.N. (2024), "Gender-specific occupational stress management in construction professionals: a comparative analysis of contractor quantity surveyors work at site", *Construction Innovation*, Vol. ahead-of-print No. ahead-of-print. <https://doi.org/10.1108/CI-11-2022-0290>
- Adeyemi, Samuel Sogo, and Adeyemi, Ayopo Felicia, and Ogunbanwo, Ogadinma Mary, and Oshunpidan, Adekunbi, Omowunmi, and Fatungase, Oluwabunmi Motunrayo, (2024) Assessment of Levels of Occupational Stress among the Intensive Care Workers in a Selected Hospital in Lagos State. *Journal of Scientific Research and Reports*, 30 (5). pp. 823-842. ISSN 2320-0227

- Dodanwala, T.C. and Santoso, D.S. (2022), "The mediating role of job stress on the relationship between job satisfaction facets and turnover intention of the construction professionals", Engineering, Construction and Architectural Management, Vol. 29 No. 4, pp. 1777-1796. <https://doi.org/10.1108/ECAM-12-2020-1048>
- Aruldoss, A., Kowalski, K.B. and Parayitam, S. (2021), "The relationship between quality of work life and work-life-balance mediating role of job stress, job satisfaction and job commitment: evidence from India", Journal of Advances in Management Research, Vol. 18 No. 1, pp. 36-62. <https://doi.org/10.1108/JAMR-05-2020-0082>
- Saxena, A., Garg, N., Punia, B.K. and Prasad, A. (2020), "Exploring role of Indian workplace spirituality in stress management: a study of oil and gas industry", Journal of Organizational Change Management, Vol. 33 No. 5, pp. 779-803. <https://doi.org/10.1108/JOCM-11-2019-0327>