



# Stress Management among employees working in Private Educational Institutions in Jabalpur

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## Abstract

Stress during work could be considered as a big problem for employees and the organization. A good work organization and a good management can provide a solution to the problem of stress and they will help in prevention of stress. Many a times the employees are in stressful situation and they keep on facing them, it is also important that their managers are aware about the stress which the employees are facing so that they could take up some measures and help in reduction of stress. There are many employees who are into stress mainly related to their work. At times, the abilities and knowledge which a person has may or may not match with the tasks being given to them and this creates a situation of stress that lasts for a longer duration and it might even result in some health issues or even the employee might think of leaving the job. It becomes a challenge for the employees to carry out work when it is not related to their abilities and knowledge. Training can be provided to the employees so that they could learn a lot about the task and they will be able to perform better on them. Stress increases when the supervisors and other colleagues do not support the employees who are facing stress nor they think of helping them in coming out of stress. The employees should be given proper training in facing any kind of challenge in their work life and also to face any unknowing situation. Stress management practices should be employed in different companies belonging to different sectors so that the employees could work being tension free. The stress at home and workplace are very high and some employees might be having less and some have more stress. There are certain factors which lead to stress at workplace such as long working hours, job insecurity, unrealistic deadlines and continuous change, such factors could lead to serious issues for the employees. The main aim of this study is to understand various factors which stimulate level of

stress among employees working in different Private Educational Institutes.

**Keywords:** Stress management, Coping stress, ANOVA

## I. Introduction

Stress in any workplace is a common issue among employees of different cadre. Stress could affect the working of executives who are working at the base level or even those who are working at the higher level in any organization. The level of stress might vary among the employees working in different sectors and in various organizations. Job stress affects mental and physical health. Stress can have a different form for different people and it might vary in frequency or duration for them. Stress is condition wherein a human gets confronted with demand or opportunity related to their desires and outcome from them is perceived as important and uncertain. The sampling technique used in this study is convenience sampling. A sample size of 110 respondents has been considered in this study. This study is based on primary data which is collected through a structured questionnaire. In this study the statistical tool like Percentage, frequency and ANOVA has been applied. The main reason for stress in private sector may not be only salary, the reason could be time pressure and workload.

There is occurrence of workplace stress due to an imbalance in perceived pressures and demands of working environment. The employees working in different companies are sometimes unable to gather the ability for coping up with the working environment and it leads to lot of stress in their work life. The experience of an individual at work place also controls the level of stress a person has or faces in an organization. The working conditions at different level in the organization varies and so does the stress level among the employees. The level of stress can be reduced when the employees are able to control the working



conditions. Stress also reduces when they get support from their peers at the work place and strategies which they are using for responding to work pressure. Every employee feels that he or she should get pleasure of working in the organization and as such the level of competition in each organization is increasing. Competition generates a lot of stress as employees start comparing their performance with the others working in their organization. In the teaching field there are so many employees who may not think so competitively and the management of their organization would compare their performance for appraisal. Male and female employees both face stress in their work life. It is important to give time to their families and they need to maintain work life balance. Many health issues are coming up which are being faced by the employees working in different sectors. The same situation is in the education field also. Heart diseases are also becoming common among male as well as females. Main causes of stress in work life could be value conflict, stress related to work, living standard, work type, nutrition and also lack in physical exercise. There are various health issues being faced by the employees at their work place like body ache, psychosomatic effect, weight gain etc.

## II. Review of Literature

**Singh et al.,(2009)**This study has made an attempt to compare the level of job satisfaction amongst teachers of Physical Education who are employed in different type of schools like public schools, private and government schools. The area of study is Haryana. A sample of 300 teachers who are into teaching of physical education has been considered in the study. Out of them, 116 teachers who are working in government schools and 92 teachers from the public and private sector schools have been considered. The result indicated that there is a significant difference in job satisfaction which exists among categories of teachers. This study indicated that the government school teachers teaching physical education differed significantly from counterparts in the public schools. This study conclude that teachers of Physical education working in the government schools have higher job satisfaction among the teachers of physical education in public and private school.

**Nadeem Malik (2011)**described occupational stress which is experienced by public and private sector banks. Stress gives a negative impact on organization and employees. Sample has been collected from 200 employees based on random

sampling from public and private banks. Occupational stress was found to be high among the employees in private bank employee in comparison with public banks. Among different types of occupational stress, role authority, lack of support from senior level and role authority contributes more towards occupational stress. This study conclude various limitations which were a part of this study, still the researcher has put in all efforts have been put in for data collection. This study draws attention from the policy makers and eminence in related fields for resuming further researches.

**Uma Devi (2011)** has undertaken this study for finding stress among the IT employees. There is lot of stress among employees working in different fields. The main reason of stress could be changing need and social factors related to life style. There is a lot of stress related to work among the IT professionals. The tasks given to the IT professionals is based on high target and they find themselves under heavy pressure as per the result of this study. Stress might make a person constructive and productive, in case it is identified properly and also managed well. Main aim in this study is to understand the stress being faced by the IT employees and also suggesting strategies which could help in coping stress. In the study data has been collected from 200 employees working in IT companies. The study suggested few strategies for coping stress and it includes stress management program, physical activity which are planned in job designs, programs for modification in life style, finding stressors and triggers, supportive cultural organization, spiritual and stress counseling programme.

**GeetaKumari et al., (2011)** in their case study have studied about work and analysis is carried out mainly about stress management at Avtar steel industries. A total of 100 employees have been considered in this study. This study is based on primary as well as secondary data. Most respondents are males and most of them are in the age group of 50 and even above. Most respondents here were under graduates. Mostly the employees have been associated for 10-15 years with organization. Almost all were found to be satisfied with psychological and physical working conditions in the organization. Very few employees were found to be dissatisfied with psychological working conditions of organization. This study concluded that training programs that were conducted by selected



organization is better based on the response received from respondents.

### III. Statement of the Problem

Stress is an integral part among every employee working in private sector. The competition in this sector is increasing regularly and this has increased the level of stress among the employees. The employees face a lot of stress in the organization and this has affected the health of the individuals. Current study intends to find factors which cause employees working in Private Educational Institutions. The researcher is making an attempt to find the way stress would impact health of employees and also to understand the impact that stress has on behavioral changes. Generally every individual is having stress nowadays, the level of stress might vary among them. There is a need that every employee has the understanding the stress which he or she is facing and it includes behavior, feelings and thoughts. The techniques for coping stress are social and psychological in nature, the social means deal with stress which people have. This study is based on analysis of attitude and experience of respondents toward impact which stress has and strategies that help in coping from stress.

### IV. Scope of the study

This study is about stress management related to work which exist in every organization. This study has been conducted on employees working in different Private sector organizations. It also helps in identifying factors which led to stress. This provides strategies which help in coping from stress or for managing stress among private employees. This study plays a very important role as

employees working in different organizations are stressed out from job security, overwork, increase in life's pace and also information overload. The study captured relationship between level of satisfaction among employees and the stress which they face while working in the organization.

### V. Objectives of the Study

1. To identify different causes of stress which effect the working of employees
2. To understand the strategies adopted by employees for coping stress
3. To suggest ways for managing stress

### VI. Research Methodology

This study is focused on identification of different causes of stress which effect the working of employees and to understand the strategies adopted by employees for coping stress. This study is descriptive in nature. The employees of different Institutes have been facing stress in their work life and the main aim of this study is to understand the causes which lead to stress among the employees working in different Private Institutes in Jabalpur. There are some ways of coping from the stress which exists in work life and they are being followed by many employees of Private Institutions. This study is based on primary data and the data has been collected through a structured questionnaire. This questionnaire is based on some close ended questions and some questions based on likert scale. A sample of 110 has been considered in this study and they are employees in different Institutes in Jabalpur. In this study the statistical tool like Percentage, frequency and ANOVA has been applied.

### VII. Data Analysis

#### 7.1 Age of the employees

Sr. no.	Age group	No. of employees	%
1	20-30 years	32	29.09
2	31-40 years	58	52.73
3	41 - 50 years	12	10.91
4	51 - 60 years	8	7.27
5	61 and above	0	0.00
<b>Total</b>		<b>110</b>	<b>100</b>

The majority of employees selected in this study are in the age group of 31-40 years i.e. 52.73%. The age group plays an important role in

evaluating the level of stress an employee is facing. Sometimes the lower age group i.e. 20-30 years may not be able to face the stress in the working



environment and tend to leave job without gaining much experience. The higher age group who are having lot of experience in the Institute might face challenges much easily as compared to those who

are in the middle age group. It is important to evaluate the level of stress based on the age group so that the actual reason for stress could also be understood.

### 7.2 Gender of the employees

Sr. no.	Gender	No. of employees	%
1	Male	67	60.91
2	Female	43	39.09
<b>Total</b>		<b>110</b>	<b>100</b>

Majority employees in this study are males i.e. 60.91% and the remaining are females. In this study, males and females, employees of both the genders have been considered. Sometimes the level of stress among the employees of different genders could vary. At times the females find it very

difficult to maintain work life balance. The work culture in the organization is same for the females and males, but the reaction of employees from both the genders would be different. It is important to understand the level of stress which is being faced by the employees of both the genders.

### 7.3 Designation of the employees

Sr. no.	Designation	No. of employees	%
1	Assistant Professor	81	73.64
2	Associate Professor	3	2.73
3	Professor	18	16.36
4	Head of Department	8	7.27
<b>Total</b>		<b>110</b>	<b>100</b>

Majority employees in this study are Assistant Professor i.e. 73.64%. The level of stress at different levels in the organization is different. The employees working at the top level might be facing some other problems like target, revenue generation etc. The employees working at the lower level might be facing some other pressure which could be a result of absence of some employees,

work pressure, inability to maintain work life balance etc. The employees working in every organization are under stress, the reason might vary. The employees are having some or the reason in their work life which leads to stress. The level of stress is different even among the employees working on the same level.

### 7.4 Salary slab (Annual) of employees

Sr. no.	Salary slab (Annual)	No. of employees	%
1	Less than 300000	72	65.45
2	300001 - 500000	18	16.36
3	More than 500000	20	18.18
<b>Total</b>		<b>110</b>	<b>100</b>

Majority of employees are having annual salary less than Rs. 300000 i.e. 65.45%. Employees having lower salary might be having stress due to their financial conditions. Every employee is having stress, the level of stress might vary among them. The employees having higher salary also might be having

stress, the reason of stress might be different. The salary package in Educational Institutes is not very high in the selected district. The salary slab which is being followed in the Private Institutions have not been defined properly and this has created a big



reason for being dissatisfied and this has led to higher stress level among the employees.

### 7.5 Stress among employees

Sr. no.	Stress among employees	Rarely	Sometimes	Never	Often	Always	Total
1	Heavy Work Load	4	11	5	23	67	110
2	Lack in Autonomy	6	9	2	72	21	110
3	Role is not clear	14	12	3	19	62	110
4	Efforts not being Recognized	7	10	2	23	68	110
5	Pressure to take up results	8	9	4	65	24	110
6	Organizational change	14	67	5	14	10	110
7	Not a good relation with HOD	23	45	12	14	16	110
8	Not a good relation with colleagues	16	59	7	16	12	110
9	Lack in Involvement	12	15	1	17	65	110
10	Not a good working Environment	13	15	9	41	32	110
11	Increase absence in Job	12	15	25	21	37	110
12	Financial Problems	11	18	2	38	41	110

#### 7.5.1 Heavy Work Load

The stress among selected employees has been understood through 5 point likert scale ranging from rarely to always. Some employees feel that they feel so stressed out due to some or the other reason. In this study majority employees feel that they “always” feel stressed due to “heavy work load” i.e. 60.91%. Many a times the employees are very stressed out due to the workload on them. Sometimes few employees are on leave and the load gets distributed among those who are in the Institute. With growth of the Institute, the number of students also increase and many a times they are handled by few employees.

#### 7.5.2 Lack in Autonomy

The stress among selected employees has been understood through 5 point likert scale ranging from rarely to always. Some employees feel that they feel so stressed out due to some or the other reason. In this study majority employees feel that they “often” feel stressed due to “Lack in Autonomy” i.e. 65.45%. Responsibility goes with authority, hence the employees should be given authority with responsibility so that they could fulfill their tasks easily. Autonomy is very important and the employees should always try to complete their tasks within the defined limit.

#### 7.5.3 Role is not clear

The stress among selected employees has been understood through 5 point likert scale ranging from rarely to always. Some employees feel that they feel so stressed out due to some or the other reason. In this study majority employees feel that they always feel stressed due to “Role is not clear” i.e. 56.36%. The roles of the employees should be very clear so that they can perform better and as per the expectations. When there is some confusion about the role among the employees they get confused about their functioning.

#### 7.5.4 Efforts not being Recognized

The stress among selected employees has been understood through 5 point likert scale ranging from rarely to always. Some employees feel that they feel so stressed out due to some or the other reason. In this study majority employees feel that they always feel stressed due to “Efforts not being Recognized” i.e. 61.82%. The efforts put in by the employees should be given importance so that they feel encouraged about the same and continue their hard work for longer tenure in the Institute. Sometimes an employee try to start a new course and it is important that they get recognition for the same.

#### 7.5.5 Pressure to take up results



The stress among selected employees has been understood through 5 point likert scale ranging from rarely to always. Some employees feel that they feel so stressed out due to some or the other reason. In this study majority employees feel that they often feel stressed due to “Pressure to take up results” i.e. 59.09%. The pressure among the employees is very high among the employees as at times the tasks are assigned to only a few employees of the Institute and it becomes difficult for them to manage the pressure under which they are working.

#### **7.5.6 Organizational change**

The stress among selected employees has been understood through 5 point likert scale ranging from rarely to always. Some employees feel that they feel so stressed out due to some or the other reason. In this study majority employees feel that they “sometimes” feel stressed due to “Organizational change” i.e. 60.91%. There has been a lot of change in the educational Institutes and the teaching style has also changed due to Covid 19 pandemic. The mode of teaching has shifted to online instead of traditional methods. There are many employees who have been finding it difficult to teach online as they have been teaching through chalk and duster method.

#### **7.5.7 Not a good relation with HOD**

The stress among selected employees has been understood through 5 point likert scale ranging from rarely to always. Some employees feel that they feel so stressed out due to some or the other reason. In this study majority employees feel that they “sometimes” feel stressed due to “Not a good relation with HOD” i.e. 40.91%. There are only a few employees who feel stressed and are not having a good relation with the HOD. It is important to work in a team and the HOD of the department guides the employees based on the objectives of the Institute as a whole. It is important to maintain a good relation with the employees as well as their head so that the functioning of the department could become smooth.

#### **7.5.8 Not a good relation with colleagues**

The stress among selected employees has been understood through 5 point likert scale ranging from rarely to always. Some employees feel that they feel so stressed out due to some or the other reason. In this study majority employees feel that they sometimes feel stressed due to “Not a good relation with colleagues” i.e. 53.64%. There are only a few employees who feel that they are not having a good relation with their colleagues. The employees

need to always work in a team and it is important that they all have a good relation with the other employees. The employees need to understand the latest teaching pattern which needs to be followed and they have to mold themselves as per the required standard.

#### **7.5.9 Lack in Involvement**

The stress among selected employees has been understood through 5 point likert scale ranging from rarely to always. Some employees feel that they feel so stressed out due to some or the other reason. In this study majority employees feel that they always feel stressed due to “Lack in Involvement” i.e. 59.09%. The employees at times feel that they are not getting involved in the tasks being assigned to their department. When the employees feel that they are not being involved, they are unable to encourage themselves to work for the betterment. The employees should not only be the followers, they should also get the opportunity to lead the events being organized in the Institute.

#### **7.5.10 Not a good working Environment**

The stress among selected employees has been understood through 5 point likert scale ranging from rarely to always. Some employees feel that they feel so stressed out due to some or the other reason. In this study majority employees feel that they often feel stressed due to “Not a good working Environment” i.e. 37.27%. Many a times the employees feel that the working environment is not good in their Institute. It is important that all of them get an opportunity for their future. When the employees feel that their career is bright in the organization and they feel that they will be rewarded for their efforts being put in, they find it encouraging to work in the organization.

#### **7.5.11 Increase absence in Job**

The stress among selected employees has been understood through 5 point likert scale ranging from rarely to always. Some employees feel that they feel so stressed out due to some or the other reason. In this study majority employees feel that they always feel stressed due to “Increase absence in Job” i.e. 33.64%. The absence in job sometimes increases when the employees are having lots of stress while working. The employees should be ready to face the challenges which come in their way while they are working. At times the employees feel stressed due to work load, or absence of other employees. The employees feel stressed from



various reasons and some of them even feel stressed due to the salary which they are being paid.

#### 7.5.12 Financial Problems

The stress among selected employees has been understood through 5 point likert scale ranging from rarely to always. Some employees feel that they feel so stressed out due to some or the other reason. In this study majority employees feel that

they always feel stressed due to “Financial Problems” i.e. 37.27%. The employees working in Private Institutions have a lot of stress due to the workload being assigned to them and they expect that they should be paid in accordance with the tasks dedicated to them. There is an increase in inflation every year and this should be associated with the salary being given to the employees. Salary could be the main reason of stress for many employees.

#### 7.6 Technique for coping stress

Sr. no.	Technique to cope from Stress	No. of respondents
1	Yoga/meditation	24
2	Entertainment	21
3	Deep sleep	9
4	Physical exercise	15
5	Away from stress environment	2
6	Playing with pet animals	12
7	Prayer	4
8	Speaking with likeminded persons	7
9	Time management	2
10	Listening song	9
11	Spending time with family	2
12	Positive thinking	1
13	Long drive	2
<b>Total</b>		<b>110</b>

Majority employees feel that Yoga/ meditation is the best technique to cope up from stress i.e. 21.82%. Every employee in an Institute is under stress, the level of stress might vary with individuals due to different reasons. Though the majority employees practice Yoga/ meditation for reducing stress, there are other different techniques which help in coping up with stress. Some employees prefer to perform exercises or they use some technique of entertainment like watching movie, television or any other such activity. It is very important to reduce stress to a certain level as higher stress level might lead to health issues also.

#### VIII. Testing of Hypothesis

$H_{01}$  - There is no association in stress faced by employees based on their gender

$H_{11}$  - There is an association in stress faced by employees based on their gender

The above hypothesis has been tested using ANOVA through SPSS 20. The association between stress faced by employees on the basis of gender has been understood through ANOVA. The stress being faced by the employees has been understood based on 12 parameters. The mean of the response given by the employees has been considered for finding out the association among the two groups i.e. male and female.



ANOVA

Stress					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	1.309	1	1.309	.623	.021
Within Groups	227.055	108	2.102		
Total	228.364	109			

The significant value in the above table is 0.021 which is less than 0.05 (based on 5% level of significance). This indicates that the null hypothesis has been rejected i.e.  $H_{01}$  - There is no association in stress faced by employees based on their gender and the alternate hypothesis has been accepted i.e.  $H_{11}$  - There is an association in stress faced by employees based on their gender. At times the females find it very difficult to maintain work life balance. The work culture in the organization is same for the females and males, but the reaction of employees from both the genders would be different. It is important to understand the level of stress which is being faced by the employees of both the genders.

$H_{02}$  - There is no association in stress faced by employees based on their designation

$H_{22}$  - There is an association in stress faced by employees based on their designation

The above hypothesis has been tested using ANOVA through SPSS 20. The association between stress faced by employees on the basis of designation of the employees has been understood through ANOVA. The stress being faced by the employees has been understood based on 12 parameters. The mean of the response given by the employees has been considered for finding out the association among the employees of different designations like Assistant Professor, Associate Professor, Professor and Head of Department.

ANOVA

Stress					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	8.560	3	2.853	1.376	.034
Within Groups	219.803	106	2.074		
Total	228.364	109			

The significant value in the above table is 0.034 which is less than 0.05 (based on 5% level of significance). This indicates that the null hypothesis has been rejected i.e.  $H_{02}$  - There is no association in stress faced by employees based on their designation and the alternate hypothesis has been accepted i.e.  $H_{22}$  - There is an association in stress faced by employees based on their designation. The employees working at the lower level might be facing some other pressure which could be a result of absence of some employees, work pressure, inability to maintain work life balance etc. The employees working in every organization are under stress, the reason might vary. The employees are having some or the reason in their work life which leads to stress.

**IX. Findings**

- The higher age group who are having lot of experience in the Institute might face challenges much easily as compared to those who are in the middle age group.

- The work culture in the organization is same for the females and males, but the reaction of employees from both the genders would be different.

- The employees working at the lower level might be facing some other pressure which could be a result of absence of some employees, work pressure, inability to maintain work life balance etc.

- The salary slab which is being followed in the Private Institutions have not been defined properly and this has created a big reason for being dissatisfied and this has led to higher stress level among the employees.

- Sometimes few employees are on leave and the load gets distributed among those who are in the Institute. This becomes a major reason of stress.

- Autonomy is very important and the employees should always try to complete their tasks within the defined limit.

- The roles of the employees should be very clear so that they can perform better and as per the expectations.



- The efforts put in by the employees should be given importance so that they feel encouraged about the same and continue their hard work for longer tenure in the Institute.
- The mode of teaching has shifted to online instead of traditional methods and many employees were finding it difficult to teach online.
- There is an association in stress faced by employees based on their gender
- There is an association in stress faced by employees based on their designation

### X. Conclusion

Stress during work could be considered as a big problem for employees and the organization. A good work organization and a good management can provide a solution to the problem of stress and they will help in prevention of stress. The working conditions at different level in the organization varies and so does the stress level among the employees. The level of stress can be reduced when the employees are able to control the working conditions. Stress also reduces when they get support from their peers at the work place and strategies which they are using for responding to work pressure. Every employee feels that he or she should get pleasure of working in the organization and as such the level of competition in each organization is increasing. The higher age group who are having lot of experience in the Institute might face challenges much easily as compared to those who are in the middle age group. The employees working in every organization are under stress, the reason might vary. The employees are having some or the reason in their work life which leads to stress. The level of stress is different even among the employees working on the same level. Responsibility goes with authority, hence the employees should be given authority with responsibility so that they could fulfill their tasks easily. Autonomy is very important and the employees should always try to complete their tasks within the defined limit. On the basis of the result indicated by ANOVA, there is an association in stress faced by employees based on their gender and there is an association in stress faced by employees based on their designation.

### Limitations of the study

- Employees working in Private sector Educational Institutions have been a part of this study, the findings may not be applied to employees of other sectors.

- The sample considered in the study is 110, in further studies more employees could be a part of the study
- The area of study is Jabalpur and other districts and cities have not been a part of the study.

### Suggestions

- The management of various Institutions should understand the financial problems faced by employees so that the employees do not face any kind of stress.
- The management should try to focus more on rewards and recognition so that the employees are happy to work with more energy and satisfaction in their working environment.
- The employees face stress due to organizational changes, hence the employees should be communicated properly so that their stress could be reduced.
- Employees could exercise on regular basis and they should take enough sleep so that they could easily cope up from stress.
- The employees should try to analyze the main reason for their stress and make an attempt to solve the problems which lead them towards stress.
- The employees should make an attempt to be positive in their personal and professional life so that they do not face any kind of stress.
- Rewards and recognition should be implemented and encourage open channel of communication to deal work related stress.

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