

A Study on the Role of Job Related Aspects in the Causation of Stress among BPO Employees

G.Revathi,

Assistant professor, Anna Adarsh college for women,
Research scholar in commerce, Bharathiyar University, Coimbatore

&

Dr.D .Venkatrama Raju

Professor in Management studies, Bharathiyar University, Coimbatore

ABSTRACT

Stress has become significant due to dynamic social factor and changing needs of life styles. The work place is a challenging job assignment followed by moderate doses of others and a way in which individual cope, or deal with stress at work is called stress management. The aim of the study is to analyse the impact of position of the employment for the stress. The research instrument used in this study is questionnaires. The sampling units are the employees of BPO. Sample size for the survey is 300 respondents selected on the basis of convenient sampling. The data is analysed with the help of ANNOVA statistical tool. The present study concludes that stress has more impact on the junior level due to their over burden in the achievement of objectives. The management has to identify the impact of stress on each level of employees and provide necessary remedial measures.

INTRODUCTION

Today work place stress is becoming a major issue and a matter of concern for the employees and the organisation. It has become a part of life for the employees, as life today has become so complex at home as well as outside that it is impossible to avoid stress. Stress is the way one reacts physically, mentally and emotionally to various conditions, changes and demands in his/her life. Stress is the highest for those individuals who perceive that they will win or lose and lowest for those individuals who think that winning or losing is certainty. Stress is an unavoidable consequence of modern living. Stress is a condition of strain that has a direct bearing on emotions, thought process and physical conditions of a person.

REVIEW OF LITERATURE

- K. Tamilzharasi and Dr.uma rani (2014) have conducted a study on work stress and job performance evaluation of BPO employees. They found that salary, job task, colleagues, work environment, autonomy and workload are the major variables to produce stress among the employees. Consequently, every employee is expected to work for long hours, perform multiple jobs, available for 24 hours in seven days. These reasons give a mental as well as physical problems to the employees. When these problems increases, then it gives a pressure, strain, anxiety, tension, trauma to the employees and ultimately the productivity of the employees decreases. More over, women get high stress than men.
- T. Thirumaleswari (2013) has conducted a study on job stress among employees of software industries in Chennai. The total sample size for the study is 100 chosen by random sampling method in Chennai city. She has found that employee becomes stressed when he or she is allotted with unachievable targets and are unable to manage the given situation. The researcher identified few initiatives for effectively handling stress. Work should be properly delegated to the employees to avoid overload of work, employees should be maintained by giving rewards for their excellent performances.
- P. Deepa ananda priya (2013) emphasized a study on job stress of women employees in IT and ITES industries, Tamilnadu. 384 respondents were selected for this study from various districts of Tamilnadu, India. Convenience sampling method is used for this study. She has found that

due to job stress the women employees are experiencing more psychological stress than the physiological stress. The organisation can improve the stress management strategies to reduce job stress. It helps to improve the employees engagement.

OBJECTIVES

- To identify the role of job related aspects in the causation of stress to the BPO employees.
- To analyse the impact of position of the employment for the stress.

RESEARCH METHODOLOGY

The aim of the study is to analyse the impact of position of the employment for the stress. The data used in this study involve both primary and secondary data. The research instrument used in this study is questionnaires. It is designed pertaining to the problem of the study. The questionnaire contains choices in a likert's five point scale. The sampling units are the employees of BPO. Sample size for the survey is 300 respondents selected on the basis of convenient sampling. The data is analysed with the help of ANNOVA statistical tool.

DATA ANALYSIS

DATA ANALYSIS FOR WORK STRESS AMONG BPO EMPLOYEES

Table no: 1 ANOVA on the influence of work stress among BPO employees at senior level

		Sum Squares	of df	Mean Square	F	Sig.
Nature	Between Groups	.602	2	.301	1.331	.266
	Within Groups	66.926	296	.226		
	Total	67.528	298			
Shift	Between Groups	.360	2	.180	1.892	.153
	Within Groups	28.215	297	.095		
	Total	28.575	299			
Targets	Between Groups	.066	2	.033	.141	.868
	Within Groups	69.058	297	.233		
	Total	69.123	299			
Workload	Between Groups	1.250	6	.208	3.392	.003
	Within Groups	17.990	293	.061		
	Total	19.240	299			
Deadline	Between Groups	.197	2	.098	1.373	.255
	Within Groups	21.228	296	.072		
	Total	21.425	298			
Quality	Between Groups	.069	2	.035	.636	.530
	Within Groups	16.230	297	.055		
	Total	16.299	299			
Feedback	Between Groups	.284	2	.142	1.990	.138
	Within Groups	21.192	297	.071		
	Total	21.476	299			

Involvement	Between Groups	.441	2	.221	3.487	.032
	Within Groups	18.798	297	.063		
	Total	19.240	299			
Training	Between Groups	2.089	6	.348	1.553	.161
	Within Groups	65.439	292	.224		
	Total	67.528	298			
Recognition	Between Groups	8.520	6	1.420	6.866	.000
	Within Groups	60.603	293	.207		
	Total	69.123	299			
Consequences for failure	Between Groups	.859	6	.143	1.514	.173
	Within Groups	27.716	293	.095		
	Total	28.575	299			
Individual work efficiency	Between Groups	.043	6	.007	.099	.996
	Within Groups	21.381	292	.073		
	Total	21.425	298			
Travel to organisation	Between Groups	.564	6	.094	1.750	.109
	Within Groups	15.735	293	.054		
	Total	16.299	299			
Working condition	Between Groups	.622	6	.104	1.455	.193
	Within Groups	20.854	293	.071		
	Total	21.476	299			
Safety and security	Between Groups	.103	2	.051	.715	.490
	Within Groups	21.322	296	.072		
	Total	21.425	298			
Travel security	Between Groups	.348	2	.174	2.735	.067
	Within Groups	18.892	297	.064		
	Total	19.240	299			

Source: Primary Data

From the above table it is found that the work stress among BPO employees are significantly influence the position in the organization at SENIOR level ($F=6.866$, $P=0.000$) at 5% level of significance. The mean wise comparison indicates that the recognition of the employee at the senior level very strongly agreed. Recognition of the employee at the work place is one of the important strategies to retain the employees.

Table no: 2 ANOVA on the influence of work stress among BPO employees at Middle level

		Sum Squares	of df	Mean Square	F	Sig.
Nature	Between Groups	8.520	6	1.420	6.116	.000
	Within Groups	50.601	293	.207		

	Total	59.121	299			
Shift	Between Groups	.494	2	.247	2.614	.075
	Within Groups	28.081	297	.095		
	Total	28.575	299			
Targets	Between Groups	2.018	2	1.009	4.465	.012
	Within Groups	67.106	297	.226		
	Total	69.123	299			
Workload	Between Groups	.438	2	.219	3.086	.047
	Within Groups	20.987	296	.071		
	Total	21.425	298			
Deadline	Between Groups	.245	2	.123	2.269	.105
	Within Groups	16.054	297	.054		
	Total	16.299	299			
Quality	Between Groups	.859	6	.143	1.514	.173
	Within Groups	27.716	293	.095		
	Total	28.575	299			
Feedback	Between Groups	.438	2	.219	3.086	.047
	Within Groups	20.987	296	.071		
	Total	21.425	298			
Involvement	Between Groups	.043	6	.007	.099	.996
	Within Groups	21.381	292	.073		
	Total	21.425	298			
Training	Between Groups	.564	6	.094	1.750	.109
	Within Groups	15.735	293	.054		
	Total	16.299	299			
Recognition	Between Groups	2.832	2	1.416	6.345	.002
	Within Groups	66.291	297	.223		
	Total	69.123	299			
Consequences for failure	Between Groups	.245	2	.123	2.269	.105
	Within Groups	16.054	297	.054		
	Total	16.299	299			
Individual work efficiency	Between Groups	.138	2	.069	.961	.384
	Within Groups	21.338	297	.072		
	Total	21.476	299			
Travel to organisation	Between Groups	.097	2	.049	.756	.470
	Within Groups	19.142	297	.064		
	Total	19.240	299			
Working condition	Between Groups	.043	6	.007	.099	.996

	Within Groups	21.381	292	.073		
	Total	21.425	298			
Safety and security	Between Groups	.564	6	.094	1.750	.109
	Within Groups	15.735	293	.054		
	Within Groups	15.735	293	.054		
	Total	16.299	299			
Travel security	Between Groups	.279	2	.139	2.184	.114
	Within Groups	18.961	297	.064		
	Total	19.240	299			

Source: Primary Data

From the above table it is found that the work stress among BPO employees are significantly influence the position in the organization at MIDDLE level for recognition ($F=6.345, P=0.002$) and for nature of job ($F=6.116, P=0.000$) at 5% level of significance. The mean wise comparison indicates that the recognition of the employee at the middle level very strongly agreed. The employee willing to work and their level of stress in the organizational level is based on the nature of the job and recognition for the performance of the job.

Table no: 3 ANOVA on the influence of work stress among BPO employees at junior level

		Sum Squares	of df	Mean Square	F	Sig.
Nature	Between Groups	20.531	2	10.266	6.745	.000
	Within Groups	48.592	297	.164		
	Total	69.123	299			
Shift	Between Groups	.438	2	.219	3.026	.047
	Within Groups	10.987	296	.071		
	Total	11.425	298			
Targets	Between Groups	2.018	2	1.009	4.405	.012
	Within Groups	57.106	297	.226		
	Total	59.123	299			
Workload	Between Groups	.138	2	.069	.961	.384
	Within Groups	11.338	297	.072		
	Total	11.476	299			
Deadline	Between Groups	.097	2	.049	.756	.470
	Within Groups	16.142	297	.064		
	Total	16.240	299			
Quality	Between Groups	.197	2	.098	1.373	.255
	Within Groups	21.228	296	.072		
	Total	21.425	298			
Feedback	Between Groups	2.696	2	1.348	5.970	.000
	Within Groups	25.879	297	.087		

	Total	28.575	299			
Involvement	Between Groups	.245	2	.123	2.269	.105
	Within Groups	26.054	297	.054		
	Total	26.299	299			
Training	Between Groups	.103	2	.051	.715	.490
	Within Groups	21.322	296	.072		
	Total	21.425	298			
Recognition	Between Groups	.120	2	.060	1.098	.335
	Within Groups	16.179	297	.054		
	Total	16.299	299			
Consequences for failure	Between Groups	1.862	2	.931	4.100	.002
	Within Groups	19.613	297	.066		
	Total	21.476	299			
Individual work efficiency	Between Groups	.859	6	.143	1.514	.173
	Within Groups	18.716	293	.095		
	Total	18.575	299			
Travel to organisation	Between Groups	8.520	6	1.420	2.866	.042
	Within Groups	10.603	293	.207		
	Total	19.123	299			
Working condition	Between Groups	.043	6	.007	.099	.996
Working condition	Between Groups	.043	6	.007	.099	.996
	Within Groups	11.381	292	.073		
	Total	11.425	298			
Safety and security	Between Groups	.564	6	.094	1.750	.109
	Within Groups	15.735	293	.054		
	Total	16.299	299			
Travel security	Between Groups	.622	6	.104	1.455	.193
	Within Groups	20.854	293	.071		
	Total	21.476	299			

From the above table it is found that the work stress among BPO employees are significantly influence the position in the organization at JUNIOR level for nature of job ($F=6.345$, $P=0.002$) and target ($F=4.405$, $P=0.012$) at 5% level of significance. The mean wise comparison indicates that the recognition of the employee at the junior level very strongly agreed. The employee willing to work and based on the nature of work and the target fixed to the employee. Due to the target and nature of job junior feel level of stress is higher.

CONCLUSION

The employees of an organisation irrespective of their gender, age, position, level are influenced and affected by the stress. There are various factors which have influence on the stress of

employees. But each level of employee may be influenced by the stress in a different dimension. The present study concludes that stress has more impact on the junior level due to their over burden in the achievement of objectives.

SUGGESTION

The management has to identify the impact of stress on each level of employees and provide necessary remedial measures.

REFERENCES

1. Tamilzharasi. K and Dr. Uma rani (2014).A study on work stress and job performance evaluation of BPO employees. **International journal of advanced research in computer and communication engineering vol3 ,issue1, January 2014, pp 5093-5100.**
2. Thirumaleswari . T (2013) . A study on job stress among employees of software industries in Chennai. **International research journal of business and management vol 3, September 2013, pp 1-6.**
3. Deepa ananda priya. P (2013). A study on job stress of women employees in IT and ITES industries, tamilnadu. **Asia pacific journal of research vol 1 issue 7, july 2013, pp 9-17.**
4. Sugumar. D, C.K. Muthu kumaran, P. Jeya raj and S. Joseph Xavier (2013). A study on addressing health related challenges faced by the business process outsourcing employees due to stress. **African journal of business management, vol.7(12), pp.906-914, 28 march, 2013.**
5. Uma narang. Dr (2014), a study on analysis of the impact of stress on job satisfaction in BPO's. **International journal of multidisciplinary consortium, vol 1 issue-2 , September 2014, pp 11-17.**
6. Murali Krishna.S.M. Dr , Dr. K. Sudesh kumar(2013). Stress is the order of day- A critical analysis of BPO employees,**IFSMRC AIJRM, vol- 1- no 1, jan – june 2013, pp 1-7.**
7. Murali Krishna.S.M. Dr (2013). Perspectives of stress management on job stress v/s role stress an in- depth analysis of BPO employees, **International journal of logistics and supply chain management perspectives, vol 2, no 4, October- December 2013.**
8. Mohsin Aziz. Dr (2013). Factors causing stress of Indian call centres. **Academic journal of interdisciplinary studies MCSER Publishing, Rome Italy.**
9. Latha.G and N. Panchanatham (2010). Call center employees: Is work life stress a challenge, **sabaramuwa university journal, vol 9, no 1, December 2010, pp 1-9**
10. Sushma suri and saba rizvi (2008). Mental health and stress among call center employees, **journal of the Indian academy of applied psychology, july 2008,vol. 34, no 2, pp 215-220.**
11. Shefali Maihotra and Omesh chadha (2012). Stress in the context of job satisfaction: An empirical study of BPO sector, **International journal of research in IT & Management, vol 2, issue 1 january 2012, pp 24-38.**