



Types of workplace stressors identified by women working at food junction

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Abstract

The food junction sector covers a wide range of different businesses, caterers in various industrial and commercial premises, fast-food takeaways, cafes and canteen. It plays an important role as a job creator in the service sector. The food junction sector includes a range of tasks and jobs that pose different risks. As the food junctions is an emerging sector is the society where females are actively involved so there is a great need to study the type of workplace stress they face. The research design followed in the present study was descriptive cum exploratory research design. The multistage purposive random sampling was used to select the sample. The sample was collected from different food junctions in Lucknow city. The sample size for the present study was 80. Self-constructed interview schedule, Workplace stress scale (The Marlin Company, American Institute of Stress) was used to collect the data. There was non-significant difference between type of workplace stressors and marital status. As the ANOVA value is negative and $p > 0.005$ thus our null hypothesis was accepted. And there highly significant difference between type of workplace stressors and age group. As the ANOVA value is positive our null hypothesis was rejected.

Keywords: food junction, workplace stress, women

Introduction

Women in India have served a lot after independence. From just an experienced homemaker, women today have gained skills and potential of not just being a homemaker but being at parity with their male counterpart. Along with varying roles while working, they have preserved the conventional work culture of household. In spite of having the recent technologies and services, women feel to be work loaded and stressed (Joshi S. 2014) ^[4].

While India has always been a food-loving country with each region having its own special cuisine, Indians have never been very big on eating out. But all that is changing now. The restaurant industry in India has been growing at a rapid rate over the last decade or so and the growth story is set to continue for the next foreseeable future.

Usually when we feel we have too much to do and too much on our minds, or other people are making unreasonable demands on us, or we are dealing with situations that we do not have control over. The situation which makes us to become stress is known as Stressors. Signs expression of stress can be seen in people's changing behaviour. Acute responses to stress may be in the areas of feelings (anxiety, depression, irritability, fatigue), behaviour (being withdrawn, aggressive, tearful, unmotivated), thinking (difficulties of concentration and problem solving) or physical symptoms (palpitations, nausea, headaches). If stress persists, there are changes in neuroendocrine, cardiovascular, autonomic and immunological functioning, leading to mental and physical ill health (anxiety, depression, heart disease) ^[4].

Our bodies are designed, pre-programmed if you wish, with a

set of automatic responses to deal with stress. This system is very effective for the short term "fight or flight" responses we need when faced with an immediate danger. The problem is that our bodies deal with all types of stress in the same way. Experiencing stress for long periods of time (such as lower level but constant stressors at work) will activate this system, but it doesn't get the chance to "turn off". The body's "pre-programmed" response to stress has been called the "Generalized Stress Response" and includes

- Increased blood pressure
- increased metabolism (e.g., faster heartbeat, faster respiration)
- decrease in protein synthesis, intestinal movement (digestion), immune and allergic response systems
- increased cholesterol and fatty acids in blood for energy production systems
- localized inflammation (redness, swelling, heat and pain)
- faster blood clotting
- Increased production of blood sugar for energy
- Increased stomach acids ^[3].

Objective

1. To identify the type of job profile of respondent.
2. To identified the type of workplace stressors of the respondents.

Hypothesis

1. There exists no significant difference between the selected independent variable and workplace stressors causing stress among respondents.

Limitation of the study

1. The study was restricted to Lucknow city.
2. The present study was limited to a female working respondent.

Review of literature

Joshi *et al.* (2014) ^[4] Conducted the study on working women due to her dual role in education field. To achieve the objectives of the study 50 Assistant Professors were selected. Self-designed questionnaire was distributed to them. For analysis of data percentage, mean score were computed with the help of bar diagram. The result showed that the major stressors for working women were excessive work. 60% suffer with stress related diseases. Most of them have full support from family. 70% agreed that they have stress due to upgradation of education in the institute. 85% managed their stress by watching television.

Lavanya S. (2013) ^[5] studied the occupational stress in hotel industry and analyzed the level of occupational stress amongst workers in the hotel industry - and to investigate their perceptions of stress, their approach to manage stress and their organization responsibility/ strategy towards reducing stress. Different factors such as interpersonal relationship, working environment, relationship between workload and stress have been analyzed to find out the level of stress. This study is descriptive and through stratified random sampling a sample

of 110 employees has been selected. Results indicate that working in the hospitality industry can be stressful and that many workers are exposed to stress in terms of long working hours, less manpower and low wages. Collected data have been analyzed using Anova and Manova tests. The result from Manova test indicates that when comparing the variables Years of experience and income with reverence to reasonable work load and management setting high standards to achieve there exists no significant difference.

Methodology

Descriptive cum exploratory research design was adopted in the present study. The present study was conducted in Lucknow city and women working in food junctions (pizza hut, McDonald, café coffee day etc. were selected to conduct the research. The sample for study was consist of 80 respondents working in different food junction. The multistage purposive random sampling was used to select the sample from the selected food junctions of Lucknow. A self-constructed and pre- tested in interview schedule along with checklist. The workplace stress scale (the Marlin Company, North haven, ct. and the American institute of stress). Exploratory and relational statistics ANOVA test and Correlation was used to analyze the data to study the relationship between dependent and independent variables using SPSS Statistics 20 version.

Result

Table 1: Distribution of the respondent on the basis of independent variables.

S. No	Independent variables of the respondents	F% N=80
1.	Age of the respondent	
(a.)	20-25 years	53(66.3)
(b.)	26-30years	9(11.3)
(c.)	31-35years	0(0)
(d.)	more than 35 years	18(22.5)
2.	Marital status of the respondents	
(a.)	Unmarried	51(63.8)
(b.)	Married	29(36.3)
3.	Working hours of the respondents	
(a.)	2-4 hr.	13(16.3)
(b.)	4-8 hr.	55(68.8)
(c.)	More than 8hr.	12(15)
4.	Experiences of the respondents	
(a.)	Less than 3 year	47(58.8)
(b.)	3-6 year	6(7.5)
(c.)	6-9 year	9(11.3)
(d.)	More than 9 year	18(22.5)
5.	Monthly income of the respondents	
(a.)	5000-10000rup.	49(59.8)
(b.)	10000-15000rup.	13(15.9)
(c.)	15000-20000rup.	18(22.0)
6.	Education of the respondents	
(a.)	Intermediate	6(7.5)
(b.)	Graduate	25(31.3)
(c.)	Post graduate	29(36.3)
(d.)	Specific diploma degree	20(25.0)
7.	Job type of the respondents	
(a.)	Permanent	34(41.5)
(b.)	Contractual	6(7.3)
(c.)	Temporary	40(48.8)

Data in table1 showed that more than half of the respondents 66.3 percent were belonging to age group 20-25 years and 22.5percent respondents were more than 30 years and only 11.3percent respondents were belonging to age group of 26-30 years. Clearly observed that 63.8 percent respondent were unmarried and 36.3 percent respondents were married. More than half of the 68.8percent respondents worked for 4-8 hours and very few respondents 15 percent worked for more than 8 hours. While only 16.3 percent respondents worked for 2-4 hours. More than half of the respondents 58.8percent experience were have less than 3 years. While 22.5 percent respondents were having work experience of more than 9years, fewer

respondents 11.3 percent were having 6-9 years of working experience. 36.3 percent respondent were post graduate.31.3 percent respondents were graduated. And only 25.0 percent respondents were specific diploma degree. Very few 7.5 percent respondents were intermediate. More than half of the respondents were getting their monthly income between Rs.5000-10000. While 22 percent were getting monthly income between Rs. 15000-20000. Few respondents 15.9 percent were getting monthly income between Rs. 10000-15000. Less than half 48.8 percent respondents were temporary job. While 41.5 percent respondents were permanent job and only 7.3 percent respondents were contractual job.

Table 2: Distribution of the respondent on the basis of types of workplace stressors.

S. No.	Types	Frequently	Rarely	Never
1.	Work pressure	51(63.8)	27(33.8)	2(2.5)
2.	Job insecurity	0(0)	56(70)	24(30)
3.	Lack of co-operation from colleagues	0(0)	1(1.3)	79(98.8)
4.	Lack of co-operation from supervisor	0(0)	1(1.3)	79(98.8)
5.	Low payment	10(12.5)	23(28.8)	47(58.8)
6.	Payment not on time	18(27.5)	34(42.5)	28(35.0)
7.	No in between breaks	22(27.5)	25(31.3)	33(41.3)
8.	Lack of knowledge of equipment use	24(30.0)	2(2.5)	54(67.5)
9.	Too much noise and crowd	27(33.8)	14(17.5)	39(48.8)
10.	New in job	7(8.8)	4(5.0)	69(86.3)
11.	Gender biasnes	10(12.5)	13(16.5)	57(71.3)
12.	Workplace abuse	24(30.0)	10(12.5)	46(57.5)
13.	Overtime	23(28.8)	14(17.5)	43(53.8)
14.	Unpaid overtime	16(20.0)	12(15.0)	52(65.0)
15.	Very few leaves	19(23.8)	3(3.8)	58(72.5)
16.	Inflexible working schedule	3(3.8)	32(40.0)	45(56.3)
17.	Misbehavior by client	28(35.0)	25(31.3)	27(33.8)
18.	Long working hours	27(33.8)	13(16.3)	40(50.0)

Data in table 2 showed that more than half of the 68.8 percent respondents were accepted too much workplace stress has frequently increased just because of work pressure and 33.3 percent respondents were accepted too much workplace stress has rarely increased just because of work pressure. Very few respondents 2.5 percent never faced workplace stress just because of work pressure. Majority of the respondents 70 percent were accepted too much workplace stress has rarely increased just because of job insecurity. Less than half of the 30 percent respondents were never faced workplace stress just because of job insecurity. Same Majority of 98.8 percent respondents were accepted never faced workplace stress just because of lack of co-operation from colleagues and lack of co-operation from supervisor.

Table 3: Frequency distribution of respondents on the basis of workplace stress scale scores

S. No	Workplace stress scale scoring	F (%)
1-	Chilled out/relatively calm less than 15	5(6.3)
2-	Fairy low stress16-20	38(47.5)
3-	Moderate stress21-25	26(32.5)
4-	Severe stress26-30	11(13.8)

Data in table 3 revealed that nearly half of the respondents 47.5 percent were having fairly low stress while 32.5 percent

respondents were having moderate stress. Few respondents 13.8 percent were having severe stress and very few respondents 6.3percent were relative.

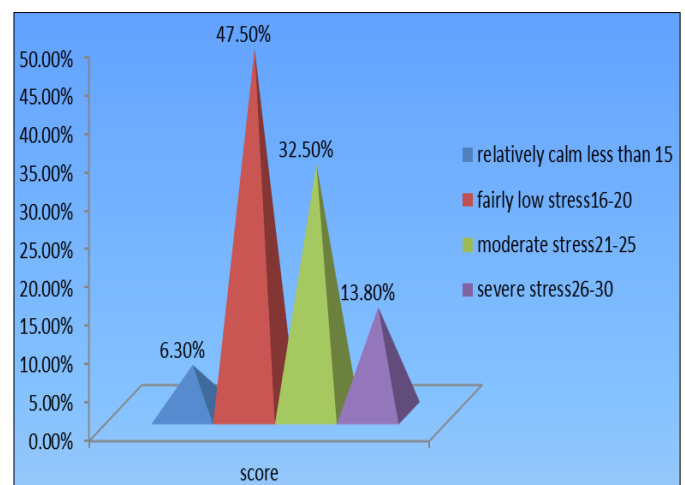


Fig 1: Distribution of workplace stress scale scoring.

Hypothesis testing-

Ho 1- There exists no significant difference between selected independent variables and type of workplace stressors.

Table 4: ANOVA value between independent variable age and type of workplace stressors.

S. No.	Age	Mean	Std.	F Cal	Sig	Conclusion
1.	20-25 years	28.98	3.500	28.495	.000**	S
2.	26-30 years	36.33	.500			
3.	31-35years	0	0			
4.	more than 35years	28.00	.000			

Significant at 0.001 level.

The above table showed that as $p < 0.001$ this indicates that there is highly significant difference between groups. Thus null hypothesis was rejected. It means that there was significant difference in the type of workplace stressors and different age group. Findings of this study were at par with the study conducted by and Anantharaman (2006) which conducted that there was significant difference among different age groups and workplace stressors.

Table 5: ANOVA value between independent variable marital status and type of workplace stressors.

S. No.	Marital status	Mean	Std.	F Cal.	Sig	Conclusion
1.	Unmarried	29.01	3.569	3.307	.073	NS
2.	Married	30.58	3.932			
3.	Widow	0	0			
4.	Divorced	0	0			
5.	Separated	0	0			

Significant at 0.005 level.

The above table revealed that as $p > 0.005$ this indicates that there is no significant difference between the marital status and type of workplace stressors. The mean value also depicted the same. Thus null hypothesis was accepted. Findings of this study was at par with the study conducted by Joshi and Banerjee 2014 which concluded that there was no significant difference between marital status and workplace stressors.

Conclusion

Stress in the work place is a commonality throughout world in every business. Managing that stress becomes vital in order to keep up job performance as well as relationship with co-workers and family members. Changing the work environment relives work stress. Making the environment less competitive between employees decreases some amounts of stress.

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