



THE SOURCES AND THE IMPACT OF OCCUPATIONAL STRESS AMONG INSURANCE COMPANY EMPLOYEES

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Abstract

Occupational stress in the common and important type of stress in people. In the modern society, measurement of satisfaction level of job in insurance company seeks to identify the present scenario of the insurance market and to study the various causes which produce stresses among employees in insurance company. The objective of this study is to identify the definitions, sources and impact of occupational stress among the employees in insurance sector.

Introduction

Today, people's wants have exceeded the requirement of these basic needs – Food, Clothing and Shelter. Comforts and luxuries have been added to these basic needs, making them dealer for everyone in the bargain. We all struggle today for a modernized need of the same things that our forefathers desired previously. Only that now, it has become more difficult and stressful to accomplish our goals and look forward to a future that we see.

All of this has led to Stressful Living. Stress, is a word that is very commonly used for all age group today. It is regarded as a necessity for earning livelihood. If is looked upon a common occurrence is every individual's life. "No Gain, Without Pain" is the motto of today's life. We have forgotten today of a life that can be lived without stress.

Due to rapid economic growth, urbanization and popular education (Chan, 2002) the insurance industry expanded considerably in the 19th century, resulting in acute competitiveness and rivalry between companies (Chan, 2002; Lia, Chan, Ko&Boey, 2000). The impact of this competitiveness is felt amongst employees in the insurance industry be engendering general feelings of distrust, tension, strain in interpersonal relations, jealousy from colleagues, interpersonal conflicts and coping with sustained pressure to produce/perform (Lia et al., 2000).

Definition of Occupational Stress

Caplan Cobb, and French (1975) have accordingly defined occupational stress as "any characteristics of job environment which poses a threat to the individual". Copper and Marshall (1976) have expressed that "by occupational stress is meant negative environmental factors or stressors associated with a particular job".

The definition proposed by Margolis, Kores, and Quinn (1974) falls in this category. They defined stress as "a condition at work interacting with worker's characteristics to disrupt his psychological or physiological homeostasis." Similarly, Beehr and Newman (1978) described job stress as "a condition wherein job related factors interact with the worker to change (disrupt or enhance) his psychological conditions such that the person is forced to deviate from normal functioning." Parasuraman and Alluto (1981) also reported that job demands, constraints, and job related events or situations were not in themselves stressful, but that they may be capable of producing psychological stress and strain, depending upon personal attributes and other factors.

Research Methodology

For the present study both primary and secondary data have been used. The primary data collected through structured questionnaire and interviewing the employees. Secondary data is taken from books, journals, online articles and previous study.

The sample size of 50 respondents has been chosen for the study. The data analysis has done using percentage, the analyzed data have been represented in a table and graph wherever required. pie chart have been used and analyzed data has been interpreted.

Sources of Occupational Stress

McGrath (1976) has suggested the following six sources of occupational stress:

1. Task-based stress (difficulty, ambiguity, load, etc.,).
2. Role-based stress (conflict, ambiguity, load, etc.,).



3. Stress intrinsic to behavior setting (e.g. effect of crowding or under manning, etc.)
4. Stress arising from the physical environment itself (e.g. extreme hot/cold, hostile forces, etc.,).
5. Stress arising from social environment in sense of interpersonal relations (e.g., interpersonal disagreement, privacy, isolation, etc.).
6. Stress within the person system, which the focal person brings with him to the situation (e.g., anxiety, perceptual style, motivation, experience, etc.).

Cooper and Marshall (1976) have described following seven categories of the sources of managerial stress:

1. **Factors intrinsic to the job:** Work overload under load, poor physical working conditions, time pressure, having too many decisions to make.
2. **Career development:** Over promotion, under promotion, lack of job security, fear of redundancy, thwarted ambition.
3. **Role in the organization:** Role ambiguity, role conflict, responsibility for people.
4. **Relationships at work:** Poor relations with boss, colleagues, and subordinates, lack of trust and supportiveness, difficulties in delegating responsibilities.
5. **Organizational structure and climate:** Lack of effective consultation, restrictions of behavior, poor communication, no sense of belonging and little or no participation in decision making.
6. **Extra-organizational sources:** Family problems, conflict of personal belief with that of company, conflict of company with family demands, marriage patterns, and relocation and mobility.
7. **Characteristics of the individual:** Type A personality, extremes of competitiveness, striving for achievement, impatience, haste, hyper-alertness, low self, esteem, lack of ability to cope or adapt to stress situation etc.,

Impact of occupational Stress on selected insurance company employees.

Table –1, Do you feel that you are under stress at your workplace ?

Sl.No.,	Content	No of Respondent	% of Respondent
1	To great extent	8	16
2	To some extent	22	44
3	Negligible	9	18
4	Not at all	11	22
TOTAL		50	100

Analysis and Interpretation

From the above table it is found that 44% of the respondents are under stress at their work place, 22% of the respondents not at all under stress, 18% of the respondents are negligible and 16% of the respondents are to great extent they are under stress.

Table – 2, What are the factors that is causing you to be stressed out?

Sl.No.,	Content	No of Respondent	% of Respondent
1	Working in changed circumstances	20	40
2	Impossible Standards	06	12
3	Experiencing job insecurity	05	10
4	Working with a disagreeable person	13	26
5	Too much responsibility	--	--
6	Too heavy workload	06	12
	Total	50	100

Analysis and Interpretation

From the above table it is found that 40% of the respondents says that working in changed circumstances is the factor causing to stress out where as 5% of the respondents say job insecurity is the factor causing to stressed out.

Table – 3, what do you think are the effects of stress on you?

Sl.No.,	Content	No of Respondent	% of Respondent
1	Mentally	46	92
2	Physically	4	8
TOTAL		50	100



Analysis and Interpretation

From the above table it is found that 92% of the respondents think effects of stress is on mentally and 8% of the respondents says that effects of stress is on physically.

Table – 4, Level of Job Related Stress.

Sl.No.,	Content	No of Respondent	% of Respondent
1	Low	7	14
2	Moderate	31	62
3	High	12	24
	Total	50	100

Analysis and Interpretation

From the above table it is found that 62% of the respondents says level of job related stress is moderate and 24% of the respondents says that job related stress is high where as 14% of the respondents says that job related stress is low.

Table – 5, Level of job satisfaction.

Sl.No.,	Content	No of Respondent	% of Respondent
1	Low	--	--
2	Moderate	32	64
3	High	18	36
	Total	50	100

Analysis and Interpretation

From the above table it is found that 64% of the respondents says level of job satisfaction is moderate and 36% of the respondents says that level of job satisfaction is high.

Table – 6, Level of job stress perceived.

Sl.No.,	Content	No of Respondent	% of Respondent
1	Low	6	12
2	Moderate	35	70
3	High	9	18
	Total	50	100

Analysis and Interpretation

From the above table it is found that 70% of the respondents says level of job stress perceived is moderate and 18% of the respondents says that job stress perceived is high where as 12% of the respondents says that job stress perceived is low.

Findings

1. From the above study it is found that 44% of the respondents are under stress at their work place, 22% of the respondents not at all under stress, 18% of the respondents are negligible and 16% of the respondents are to great extent they are under stress.
2. 40% of the respondents says that working in changed circumstances is the factor causing to stress out where as 5% of the respondents says job insecurity is the factor causing to stressed out.
3. From the above study it is found that 92% of the respondents think effects of stress is on mentally and 8% of the respondents says that effects of stress is on physically.
4. 62% of the respondents says level of job related stress is moderate and 24% of the respondents says that job related stress is high where as 14% of the respondents says that job related stress is low.
5. From the above study it is found that 64% of the respondents says level of job satisfaction is moderate and 36% of the respondents says that level of job satisfaction is high.

Conclusion

This study is used to identify the definitions, sources and impacts of occupational stress on selected insurance company employees. The method used in this study is questionnaire as primary data and secondary data is taken from books, journals, online articles and previous study.



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