

A Study on Occupational Stress among the Female Employees of Southern Railway - with Special Reference to Madurai Division

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Abstract

Indian railway is one of the income creating industries in India. The industry is a triumph on account of its productive staff. They are important resources of the industry and the way to progress. The women employees in the Indian railway are encountering a tremendous measure of weight at the work place. Expanded workloads, extra time, antagonistic work environment and move work are only a couple of reasons for stressful working conditions. In such a circumstance it is important to study the occupational stress of railway employees supposing that not controlled, it can influence the individual's family or social life, health, performance and so on subsequently in the study an endeavor has been made to discover the major sources and reasons for stress and accumulate knowledge about the methods to bring down stress. The stress is consuming issue in present day society. The impact of stress is a deviation from the current physical and psychological state of human life. The stress is viewed as an unavoidable result of employee usefulness. The occupational stress antagonistically influences the health and performance of the employees of an organization. Stress destructively impacts the human lives, including workers. Hence, the present study has been focused to address the occupational stress among the female employees of Southern Railway with special reference to Madurai division and the study based on both primary and secondary sources of data collections.

Keywords: Job Tenure, Work Responsibility, Adverse effects on Health, Occupational Stress, Work-life Balance and Life Changes and Challenges.

Introduction

Indian Railways is taken to be train of national development. It has been appraised the occupations into four classes: dynamic jobs, low-strain jobs, inactive jobs and high-strain jobs. The jobs of railway motor pilots at first sight go under the fourth classification as they need to perform extended periods of obligation and need to pursue unbending methodology and are permitted little scope for taking severs or time for individual needs. Regular outcomes of stress incorporate individual and organizational results as well as burnout. Singular outcomes are passionate responses, psychological responses, psychological and physiological introductions. Organizational outcomes present as decrease in performance, withdrawal (non-appearance and stopping) and turnover, diminished inspiration and fulfillment. Maybe the greatest and inestimable expenses of occupational

stress are human causalities because of mistakes made by workers. It is basic for the Indian Railways to create stress management systems that can outfit the human resource with viable coping styles. For creating compelling stress management procedures, it seemed attractive to study occupational stress among railway motor pilots, as they are legitimately identified with train tasks.

Provision of occupational health services plays a basic role in employee maintenance, inspiration and job fulfillment. Work related health and security needs of railway employees in India have not gotten the due consideration. Absence of far reaching framework for examination and scarcity of logical writing regarding the matter is a bottleneck for definition and implementation of powerful approaches around the subject. This audit paper offers a framework for further thought of the government. In the first of its sort work, the paper additionally introduces an interesting and complete point of view of the obligations, logical factors and rising needs with respect to occupational health difficulties of railway workers. Choosing a complete occupational health strategy, limit working of key partners, normal supervision, reinforcing of data management framework and encouraging exploration and development regarding the matter has the possibility to pay rich dividends over the long haul not exclusively to singular workers yet additionally to the economy and the railway industry. Along these lines, it is mandatory to know about the organizational stress among the female employees of Southern Railway in Madurai Division.

Research Objectives

The present study aimed with following objectives:

1. To know about Madurai Division of Southern Railways and its demographic values.
2. To study the work stress of female workers of railway industry.
3. To analyze various factors associated with the study.
4. To suggest the stress management strategies for the women employees of Southern Railway Madurai Division.

Operational Definitions

Stress can hit anybody at any degree of the business and late research shows that work-related stress is across the board and isn't kept to specific sectors, jobs or industries.

Well-planned, organized and managed work is beneficial for us however when inadequate consideration regarding job structure, work organization and management has occurred, it can result in work-related stress.

Workplace stress then is the unsafe physical and enthusiastic reactions that can happen when there is a contention between job demands on the employee and the measure of control an employee has over gathering these demands. By and large, the blend of high demands in a job and a low measure of authority over the circumstance can prompt stress.

Reviews of Related Literature

KDV et al. (2016) the examination study presents the result of a near investigation on reasons for occupational stress among the Men and Women employees and its impact on the employee performance at the workplace of Information Technology Sector (ITS), Hyderabad. An overview of 200 employees comprising 110 Men and 90 Women working in the IT sector was completed to survey the six autonomous stress causing factors Job related, Organizational Related, Career, Physiological, Behavioral and Individual factors and its impact on employees' Performance award factor. The unmistakable investigation, relationship strategies and parametric measurements like t-test, F-test and various relapse examination completed to land at the ends. To gauge the dependability of the scale utilized for this study, and inside textures of the review survey, the unwavering quality static Cronbach's alpha (C-alpha) and Spearman-Brown split-half unwavering quality measurements were assessed. The general C-alpha is 0.89 while the Spearman-Brown split half measurement is 0.83. The C-alpha qualities went from 0.62 to 0.76 for Men and 0.60 to 0.74 for Women, for all the 6 free and one ward factor. The consequences of the study demonstrate that the medium level occupational stress exists at the workplace when all is said in done, affecting the performance reasonably. Health-wise, some employees created constant neck and back agony, an impact of long sitting hours at work. The study affirms that Women will have more stress than Men, anyway the factors causing the stress among the Men and Women are not comparative.

Naveed, Md and Ramakrishna, Dr. (2016) Stress at work is basic for many callings. While some stress is a typical piece of work, unreasonable stress or significant levels of stress over delayed timeframes can meddle with employee's efficiency and have genuine ramifications for the physical and enthusiastic health of the individual. As a worker, monitoring your very own stress levels is now a significant advance towards the avoidance of sicknesses and increment of the profitability. Work stress has become a subject of intrigue as of late. It tends to be defended by 2 reasons. Right off the bat, stress is an autonomous variable impacting employee fulfillment and performance. Secondly, it is occupant on management to improve nature of life of organizational individuals. As stress is connected to coronary illness, a decrease in stress is relied upon to improve the life span of workforce. In this maner, the issue of our study is to study the degree of work stress among the different employees of the organization.

Zarra-Nezhad et al. (2010), has researched that Work and family are the two most significant viewpoints in women's lives. Adjusting work and family roles has become a key individual and family issue for many social orders. There are many aspects in working mother's lives that liable to stresses. They manage home and family issues as well as job stress regularly. Unevenness among work and family life emerges because of various factors. Different factors seem to fortify the brunt of weight on women. The inquiry was

raised whether there is a connection between occupational stress and family troubles of working women in Iran. The reason for this study was to evaluate the connections between occupational stress and family challenges in working women. An example of 250 wedded working women with at least 2 youngsters took part in this study during 2010 of every one of the biggest city of Iran, Ahvaz. A non-experimental, cross-sectional study configuration was led utilizing Demographic Information structure, The Sources of Work Stress Inventory (SWSI) and Family Adaptability and Cohesion Evaluation Scales-II (FACES-II). Utilizing connection and relapse examination, results proposed that there were noteworthy positive connection between levels of occupational stress and family challenges in working women. With respect to woman's family unit assignments and families duty, it is imperative to gauge the degree of occupational stress in working women and survey connection between occupational stress and family challenges so as to acquire knowledge for health care suppliers to offer help to the working women and their families. There is an extraordinary requirement for look into on working women, particularly concerning the impact and event of job stress on kids' mental health. Longitudinal information on youthful childbearing families is expected to analyze the complex issues of work-family encompassing the family in this day and age.

Profile of the Study Area

Madurai railway division is a railway division having a place with the Southern Railways (SR), India. Formally made in 1856, it ranges more than 1,356 km (843 mi) making it the biggest railway division of the Southern Railways. Before the provision of the Thiruvananthapuram railway division which was cut out of the division, it was one of the biggest railway divisions in the entire of the nation. At present it conceals to 12 areas of Tamil Nadu and 1 in Kerala. Its base camp is in Madurai. The division won the between divisional generally productivity - Best Division - grant for its performance and income in the financial year of 2013. The all out beginning profit for the year 2013-14 is Rs 576.29 crore as against the 2012-13 genuine of Rs 523.68 crore prompting a 10% development in generally speaking income. On the timeliness front, the division accomplished 96.2% for express and mail trains and 96.8% for traveler trains against the objective of 96 percent. Money grants and legitimacy declarations were conveyed to officials and stations for their performance and support. Railway school students performed social occasions during the festivals.

Work Stress of Female Workers of Railway Industry

Stress is the inestimable toxic substance for human life known to man. It can upset any one's physical, mental, passionate and behavioral balance. Stress can harm various pieces of human body from tissues, muscles to organs and veins. It can accelerate beat rate and breath. It can raise circulatory strain and internal heat level. It can likewise meddle with the body digestion, assimilation, hunger, rest, sexuality and even fruitfulness. There

are many issues which contact the railway sector all inclusive. The real developmental procedures (quick changes in the field of innovation, travelers' demand, management, expanding economical requirements, weight of the general supposition, and so forth) adding to the development of steady and intermittent stress of the train drivers who have the duty of conveying a large number of life to their goals. This overabundance of stress and its results cost extremely high to the organization. In many railways today, there are less individuals doing likewise measure of work because of expanded number of trains and excursions attributable to expanded stacking targets. The ramifications of which is managing the work by the equivalent group of employees who frequently have expanded stress, out of dread of cutbacks due to being overworked. The study has been done on the foundation of expanding work load and management push because of developing challenge, expanding traffic and expanding weight of supposition from the media and open with clear explanation behind development of stress.

Studies have demonstrated that workplace stress is a noteworthy factor that may influence organizational performance. Workplace stress is a questionable issue that may influence performance. It is additionally contended that workplace stress could impact employees' mentalities, lead to non-appearance, expectation to leave, disappointment, low profitability and high work turnover. Stressful working conditions are related with expanded truancy, tiredness and goal of employees to stop their job. There are many factors which can trigger stress in the workplace. One of such factors is role strife. Role struggle is a stressor that happens because of numerous roles. Substantial workload and vulnerability are additionally factors which could unfavorably impact on employees' performance. Bad form and shamefulness influences individual and corporate performance. Other relieving sources of workplace stress incorporate absence of recognition or engagement; long work hours, lacking preparing, poor time management; poor association with directors and partners; disparity; job weakness. It is vital that organizations give mediations against these factors in order to guarantee job fulfillment and expanded profitability. Job fulfillment or absence of it is fundamental to the aim of employees to remain or stop a job. It is likewise a pointer to poor employee performance and low job commitment. Possibly, expanded degree of job stress could mean diminished job fulfillment. This is on the grounds that employees are bound to be submitted, innovative and beneficial at work when they are sensibly happy with their jobs.

Analysis Part of the Study

Table 1: Analysis on the factors influencing Stress affecting the attitude Women Workers at Workplace

Factors	SA	A	NA	DA	SDA
Self Role Distance	20	35	30	15	0
Role Stagnation	25	62	13	0	0
Role Overload	26	28	32	10	4
Role Isolation	10	67	15	7	1
Role Expectation Conflict	43	24	30	3	0
Role Erosion	12	58	25	5	0
Role Ambiguity	18	42	21	11	8
Resource Inadequacy	22	38	35	5	0
Personal Inadequacy	14	40	26	18	0
Inter Role Distance	36	14	35	12	3

Source: Primary data

SA - Strongly Agree; A - Agree; NA - Neutrally Agree; DA - Disagree and SDA - Strongly Disagree

Table 2: Analysis on Occupational Stress Scale of Women Workers of Madurai Division Southern Railway according to their Marital Status with Influencing Factors

Factors	Marital Status				t-value	p-value
	Married		Unmarried			
	Mean	S.D.	Mean	S.D.		
Self Role Distance	33.20	6.17	20.14	5.52	10.83	0.001
Role Stagnation	22.80	4.87	19.09	4.60	2.86	0.01
Role Overload	31.83	5.33	18.37	5.15	9.67	0.001
Role Isolation	25.71	6.36	21.70	6.20	2.70	0.01
Role Expectation Conflict	32.71	9.45	20.12	8.49	9.87	0.001
Role Erosion	20.84	6.39	18.96	6.06	2.60	0.01
Role Ambiguity	11.91	3.17	10.72	3.18	0.73	NS
Resource Inadequacy	13.05	4.12	12.55	3.91	0.91	NS
Personal Inadequacy	24.55	5.17	20.91	4.27	2.81	0.01
Inter Role Distance	17.79	6.20	15.81	6.12	2.49	0.01

Source: Primary data

Table 3: Analysis on the Variables related to the Occupational Stress of the Women Workers of Southern Railway Madurai Division

Variables	Factors Loading					h ²
	F1	F2	F3	F4	F5	
Openness to Expectation	.732	.328	.224	-.215	.187	.774
Conscientious	.237	.221	.614	-.198	.223	.571
Extraversion	.358	.217	.158	-.323	.541	.597

Agreeableness	.293	.615	.266	-.217	.325	.688
Neuroticism	-.144	-.173	-.243	.553	-.318	.517
Role Ambiguity	-.566	-.177	-.332	.326	-.133	.587
Role Overload	-.193	-.455	-.247	.311	-.196	.440
Role Insufficiency	-.591	-.237	-.388	.379	-.221	.748
Role Boundary	-.223	-.511	-.313	.176	-.364	.572
Role Responsibility	-.188	-.165	-.611	.236	-.350	.614
Physical Envisages	-.073	-.071	-.171	.342	-.127	.173
Vocational Strain	-.495	-.355	-.319	.384	-.216	.667
Psychological Strain	-.367	-.411	-.446	.442	-.326	.804
Interpersonal Strain	-.511	-.493	-.331	.316	-.319	.815
Physical Strain	-.144	-.378	-.107	.266	-.114	.259
Recreation	.237	.214	.153	-.197	.228	.216
Self-care	.245	.187	.198	-.239	.107	.203
Social Support	.568	.398	.279	-.346	.334	.790
Rational Copping	.461	.154	.347	-.338	.216	.517

Source: Primary data

Table 4: Analysis on Occupational Stress to Burnout and its affecting factors of the Women Workers of Southern Railway Madurai Division

Factors	H	C	E	RS
	Mean Value			
Workplace gossip and criticism	2.96	2.87	2.70	2.85
Work related pressure from various work spot	3.05	2.93	2.41	2.79
Unscheduled time of work	3.05	2.66	2.85	2.44
Unexpected additional work	2.84	2.54	3.00	2.75
Poor understanding of peer and superior	3.01	2.93	2.41	2.86
Multiple reporting system	2.74	2.82	2.74	2.86
Ill treatment at work places	3.22	2.58	3.56	3.28
Health Hazards	2.68	2.82	2.73	3.30
Family disturbances during work time	2.68	2.82	2.61	2.86
Passenger irritation and complaint	3.05	2.66	2.62	2.67

Source: Primary data

(H - Healthcare; C - Communication; E - Education and RS - Retail Services)

Suggestions of the Study

- There is requirement for Southern Railways of Madurai division to expand the degree of social help among female employees. Some potential methodologies may incorporate preparing Heads of Operations and Business Development Managers on proactive supervision, struggle management and group fabricating; and proper utilization of staff withdraws.

- Railway authority ought to investigate other offbeat systems, for example, muscle unwinding preparing, reflection, directing and emergencies mediation preparing on the off chance that they are to guarantee a gainful workforce and a healthy work organization.
- Every worker ought to be urged to go for yearly leave when suitable. This will diminishes stressful sentiments and feelings by enabling workers to go on vacation and put their work related stress aside for quite a long time.
- Occupational stress board of trustees ought to be initiated in Madurai division of Southern Railways. This advisory group ought to incorporate both employees and management and participation should cut over all departments and units who meet on an on-going premise to figure technique for improving work circumstances and work conditions.

Conclusion

Occupational stress is a worldwide issue with suggestions for employees, business and society. In the event that stress isn't managed appropriately, it will make sick impacts both employee and the organization. It is basic for all the organizations to give stress management offices to their employees and it is significant for the employees to utilize an assortment of coping techniques by and by to manage stress. In the period of dynamic and aggressive world, the mankind is uncovered all sort of stresses as the stress is found in all the sectors. This examination study was gone for to study the impact of occupational stress on the female employee performance at the workplace of railway sectors. The study propose that Railway sector female employee are increasingly influenced due to workload, role over-burden, profession, organizational atmosphere, absence of job control, and specifically job uncertainty, while rural sector employees are influenced as a result of nature - climatic change, exhausting water resources and different factors like hereditary decent variety which out of scope of this paper. These issues should be tended to by the top management of the Southern Railways - Madurai Division to comprehend the communications among humans and different elements of a framework, and the calling that applies hypothesis, standards, information and techniques to configuration so as to upgrade human well-being and by and large framework performance. We have additionally watched women will have more stress in view of their double roles working and assuming the liability of the family at home - role strife. Legitimate systems should be created thinking about working on adaptable hours, relational relationship and supervision and investment of the employees in the stress management might be useful to cope the stressors.

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