ORGANISATIONAL ROLE STRESS AND WORK LIFE BALANCE OF EMPLOYEES

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Abstract

Today's highly competitive environment, boasts the importance of work-life balance and organisational role stress management which are highly desirable among the employees and thus lacking creates frustration on both personal front, professional aspects creating adverse problems on all dimensions of life. Hence the process of reducing the stress by balanced life started gaining its importance, through which the organisations could get better productivity and growth. Thus purpose of the present study is to ascertain the association concerning Organisational Role Stress, Socio-demographic variables and its influence on Work-life balance. The concept was examined at the employees of jewellery retail pioneer, Thangamayil Jewellery Limited; employees widespread across the state, with the help of statistical tools like Pearson correlations and F-Test to identify the significance. On thorough evaluation, identified that variation in socio demographic conditions are reflecting on employee's level of Organisation Role Stress (ORS) and also on Work-life balance (WLB); using the statistical tools. Specifically, the present study identifies the socio-demographic factors that impacts work-life balance level. Although maintaining the least level of organisational role stress.

Introduction

In recent days, retail employees are facing dynamism in expectations continuously, leads to carry the stress from work to home creates problem caring the child, old aged parents, various domestic requirements and thus reflecting on job aspects too. Thus carrying stress from home to work and work to home creates caustic effects. The response to the stress by employees differs from one to one greatly and a set of people are more likely to face these highly stress creating jobs and withstanding to it. On detailing these level of differences at various study identified that key changes in their socio demographic conditions like age, gender, education, type of job, income, experience, family type, living society, marital status and recognitions received for achievement at job plays critical effects on role stress. Sociological factors are collection of traits that leverages the individual to face any situation, take control on personal life space and at workplace too.

Research Questions

The following research questions have come into sight...

- Do the employees from Thangamayil Jewellery Limited (TMJL) have Organisational Role Stress?
- If so, what is their level of Organisational Role Stress?
- Do the employees of Thangamayil Jewellery Limited, have Work-life Balance?
- If so, what is their level of Work-life Balance?

- Is there any correlation between Organisational Role Stress and Work-life Balance?

Aim

The purpose of this study is to identify the existence of relationship between the level of Organisational Role Stress and Work-life Balance among the employees of Thangamayil Jewellery Limited with respect to below objectives.

Specific Objectives

- To understand the selected socio demographic profile of the employees.
- To measure the level of Organisational Role Stress and Work-life Balance of the employees.
- To find out the relationship between the Organisational Role Stress and Work-life Balance of the employees.

Research Design

The author has used Descriptive Research design for the present study. An attempt has been made to describe the socio demographic profile of the employees, to study the Organisational Role Stress, Work-life Balance of the employees and to find out their association. Hence most suitable design would be Descriptive Research design.

Research Hypotheses

After having carefully reviewed various literatures, the following research hypothesis has been formulated.

- Higher the Organisational Role Stress lesser will be the Work-life Balance of the employees.

Universe

All the employees from the Corporate Office of Thangamayil Jewellery Limited constitute the universe.

Inclusion Conditions

- Permanent employees.
- Serving for more than 2 years.

Exclusion Conditions

- Those who are not cooperating till the completion of Research study.
- Employees who are designated as Manager and above.

Sampling

- By using inclusion and exclusion conditions, the researcher has identified the total no of eligible employees (183) for this study.
- The research tools for data collection were distributed to all the 183 employees.
- After data collection is over the researcher has found out that all data were not provided by 9 employees, 5 employees have given stereo type of answers. Hence the data from 13 employees have been removed from analysis for the study. Thus simple random sampling using inclusion and exclusion conditions for the study.

Tools for Data Collection

To understand the selected socio, economic and demographic profile the author has prepared a semi-structured interview in consultation with the experts, for the employees of Thangamayil Jewellery Limited.

- To measure the level of Work-life Balance, a scale developed and standardised by Udai Pareek and Surabhi Purohit (2010), consists of 36 items with 5 point responses was used. This scale has six sub dimensions namely Social Needs, Personal Needs, Time Management, Team Work, Compensation & Benefits and Works along with Total Score. The authors have established high reliability validity.
- To measure the level of Organisational Role Stress the scale developed and standardised by Surabhi

Purohit (2010) was used. This scale has got 50 items with 5 point ratings which have 10 sub dimensions namely Inter Role Distance, Role Stagnation, Role Expectation Conflict, Role Erosion, Role Overload, Role Isolation, Personal Inadequacy, Self Role Distance, Role Ambiguity, Resource Inadequacy. The author has established high sense of reliability and validity for the tool.

Methods of Data Collection

After finalizing the sample frame the researcher has distributed the tools to the employees with instructions. The researcher helped them in case of difficulty at the time of providing information. It took on and average 45 to 50 minutes by an employee to fill one set of questionnaire.

Data Analysis

After completing the data collection from the employees, questionnaires were edited properly to make them fit for further processing. By using the Evaluative Trail Version of Statistical Packages for Social Sciences Ver. 14.0 (SPSS), the appropriate statistical tests were employed to verify the formulated hypothesis.

Results

Table: T-1: Correlation results for the Sub dimensions of Organisational Role Stress and Work Life Balance

S.No.	Dimensions of Organisational role stress	Wlb: Total score
1	Inter Role Distance (IRD)	-0.395(**)
2	Role Stagnation (RS)	-0.241(**)
3	Role Expectation Conflict (REC)	-0.288(**)
4	Role Erosion (RE)	-0.272(**)
5	Role Overload (RO)	-0.345(**)
6	Role Isolation (RI)	-0.274(**)
7	Personal Inadequacy (PI)	-0.145(**)
8	Self Role Distance (SRD)	-0.229(**)
9	Role Ambiguity (RA)	-0.291(**)
10	Resource In adequacy (RIn)	-0.336(**)
	Total Score	-0.340(**)

** Correlation is significant at the 0.01 level (2-tailed).

- The sub dimensions of the Organisational Role Stress are correlated with total Work-life Balance. It has been observed that all the sub dimensions of the Emotional Intelligence are negatively and significantly associated with Work-life Balance.
- It could be inferred that Organisational Role Stress is negatively, not significantly correlated with Work-life

Balance. Also indicates that when the scores of Organisational Role Stress increase, the scores of Work-life Balance decrease significantly. Similarly a study infers that occupational role stress negatively effects work-life balance, Pattnaik, Ranjan (2016).

Table: T-2: Monthly CTC of the Respondents and Subject Variables – F Test

Group	Monthly CTC (Rs)	N	Organisational Role Stress (ORS)		Work-Life Balance(WLB)	
			Mean %	S.D	Mean %	S.D
Gp. 1	Below Rs 10,500	38	59.39	11.33	57.51	10.79
Gp. 2	Rs 10,500 to Rs 13,500	68	49.37	12.18	64.12	10.79
Gp. 3	Rs 13,500 & Above	64	40.69	10.12	69.54	10.33
	Total	170	55.46	11.44	64.55	10.42
Statistical Result F- Ratios & Level of Significance			9.84 p<.001 Sig		8.67 p<.001 Sig	
Post – Hoc Results			Gp 1 Vs 2 3 Gp 2 Vs 3		Gp 1 Vs 2 3 Gp 2 Vs 3	

(Source: Primary data)

- The mean, standard deviation for the variables namely Organisational Role Stress and Work-life Balance based on the monthly CTC of the employees clearly indicates that employees who are earning lesser have more Organisational Role Stress (59.39%), and experiencing a least level of Work-life Balance (57.51%), when compared to employees having more the monthly income. This observed difference is statistically significant as the F ratios are significant at (0.01) level.

- It could be inferred that have Post Graduate Qualification have lesser the Organisational Role Stress and experiencing high level of Work-life Balance. The finding also suggests that higher the educational qualification, lesser will be Organisational Role Stress and higher will be the level of Work-life Balance. Similarly a study states that low Salaries causes for more stress at employees and low salary is significantly impacting their stress level at work (Aakriti Rathore, 2017). Adhering to the above results higher the Organisation Role Stress affecting the level of Work-life Balance, a study results also defines that the Organisational Role Stress results in Work-life Balance issues (Latha J, 2015).

Table: T-3: Total Experience of the Respondents and Subject Variables – F Test

Group	Total Experience In Months	N	Organisational Role Stress(ORS)		Work-Life Balance (WLB)	
			Mean %	S.D	Mean %	S.D
Gp. 1	Below 36	36	67.03	10.73	51.52	10.29
Gp. 2	36 – 72	84	49.71	11.80	60.31	9.58
Gp. 3	72 & Above	50	37.33	10.24	69.04	9.12
	Total	170	55.46	11.44	64.55	10.42
Statistical Result F- Ratios & Level of Significance			10.24 p<.001 Sig		9.85 p<.001 Sig	
Post – Hoc Results			Gp 1 Vs 2 3 Gp 2 Vs 3		Gp 1 Vs 2 3 Gp 2 Vs 3	

(Source: Primary data)

- The mean, standard deviation for the variables namely Organisational Role Stress and Work-life Balance based on the employee's total experience clearly indicates that who have least level of experience have more level of Organisational Role Stress and also their Work-life Balance level is very less, when compared to those employees having more experience. This observed difference is statistically significant as the F ratios are significant at (0.01) level. Similarly a study details that more the experience length of service predict high level of stress as compared to other groups with lesser work experience. And since stress and work life balance are both having a cause and effect relationship with each other, or are intertwined terms the adverse outcomes of stress has a negative impact on individuals work life balance (Prokreeti Mitra, 2015).

- It could be inferred that employees who have more experience have lesser the Organisational Role Stress and experiencing high level of Work-life Balance. The finding also suggests that higher the experience, lesser will be Organisational Role Stress and higher will be the level of Work-life Balance. Similarly a study on Implications of work life balance and job stress among software professionals clearly elucidates that employees having more experience do handle the job effectively, driving away the stress than other lower experience batches (Ankireddy Sailaja, 2016).

Suggestions

Based on the findings of the present study, it is suggested that the employers and employees should be on the same page to attain solutions supporting proper organisation climate and policies to maximize the productivity with employee's reduced level of stress, their life on all dimensions.

Implications

The implications of this research will definitely be beneficial to the retail organisations in India. Retail organisations continuously growing and spear-heading the economy in our country. This research will enable to address the challenges faced in people facets and thus solutions of this research will help the retail organisations to increase performances and grow further.

Conclusion

The entire analysis uncovers that there are vital role related factors which denotes the different set of variables considered in the present study. The theoretical significance of the findings of this study is significant, as it has tried to explore the antecedents of organizational role stress among the retail employees. It has also pointed out to give emphasis on providing opportunities for performance, empowerment and learning opportunity to its employees. Monthly income and Tenure (length) of service plays a vital role in the reduction of role stress in an organization. Always possession of stress beyond a level always is a threat to the quality of work life tends to both physical and psychological well-being. A high level of occupational stress, not only adversely influence the quality, productivity and creativity of the employees. It also impacts negatively on employee's health, well being and mainly the morale. Hence, job related stress needs to be identified and addressed as early as possible. The results conclude that there is a need for more proactive HR policies to adhere and lessen the role stress and burnout. And counseling should be provided on a case to case basis so that individuals may be helped with their cognitive restructuring. Tables represent the descriptive statistics, calculated to identify the associations between the sub-dimensions of Organisational Role Stress and Work-life balance. Thus correlation results confirm the persistence of relationship between the dimensions of Organisational Role Stress and the Work-life Balance. Results are confirming the significant relationship that persists between the dimensions of ORS and WLB factors.

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