IMPACT OF JOB STRESS ON THE EMPLOYEES WORKING IN BPOS

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ABSTRACT

This paper has made an attempt to find out the impact of job stress on employees working in BPOs. For this research study sample has been collected from 100 employees working in various BPOs around Chennai city. The business process outsourcing (BPO) industry in India has always been characterized by ungodly hours, monotonous job, low perceived value, dispirited efficiency resulting to high attrition level. Notwithstanding the ever rising attrition rate, it has become critical for the companies to satisfy their employees in order to retain them. The data collected was analyzed properly to reveal the true result of the study. The various factors creating job stress was identified by the researcher to overcome the job stress.
Key words: job stress, Employees, Performance, work load, Absenteeism.

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INTRODUCTION

The term "stress" was first used by the endocrinologist Hans Selye in the 1930s to identify physiological responses in laboratory animals. He later broadened and popularized the concept to include the perceptions and responses of humans trying to adapt to the challenges of everyday life. In Selye's terminology, "stress" refers to the reaction of the organism, and "stressor" to the perceived threat. Stress in certain circumstances may be experienced positively.

Stress is a biological term which refers to the consequences of the failure of a human or animal body to respond appropriately to emotional or physical threats to the organism, whether actual or imagined. It includes a state of alarm and adrenaline production, short-term resistance as a coping mechanism, and exhaustion. It refers to the inability of a human or animal body to respond. Common stress symptoms include irritability, muscular tension, inability to concentrate and a variety of physical reactions, such as headaches and accelerated heart rate.

Stress refers to the strain from the conflict between our external environment and us, leading to emotional and physical pressure. In our fast paced world, it is impossible to live without stress, whether you are a student or a working adult. There is both positive and negative stress, depending on each individual's unique perception of the tension between the two forces.

REVIEW OF LITERATURE

1. Meera sharma, R.L.Raina and Ravindra Sharma(2011) conducted a study on " job stress of call centre employees" . The objective of the study is to assess the stress level of call center employees and to find out the general causes of stress at work. Findings of the study showed that the productivity decreases due to various stressors at work place. The stress levels of the call centre employees are very high.

2. K.S Sathyanarayanan and Dr.K. Maran (2012) conducted a study on "stress management in IT industry". The objective of the study is to find out the factors influencing job stress and to find out the difference between stress variable with reference to gender category. The result of the study showed that, the major factors causing stress in the work place are work load, vulnerability and low physical conditions. There is no difference in stress resizable with references to gender. Both the gender is experiencing stress.

3. Dr.A. Chandramohan,K.D. Balaji and T.kishore kumar (2012) conducted a study on "stress management". The study made an attempt to study the relationship between stress and self-esteem and impact of job stress on personal health of the employees working in

it industry. The outcome of the study revealed that the employees with high and medium self-esteem expired high level of stress. Long working have work pressure, erratic food intervals anxiety were found to be the reasons affecting personal health.

4. N. Sujatha & Dr. D. Venkatraman Raju(2013) conducted a study on " Stress Management of employees working in MNC's of Chennai city. The study revealed that IT professionals are independent of their age, gender in present position, total length of service in the field and income. Irrespective of above mentioned factors all the employees are experienced stress in their job.

5. S. Uma Maheshwari & Dr. N.R.V. Prabhu(2011) conducted a study on "Job stress among employees of IT & ITES in Chennai". The objective of the study was to find out the causes and consequences of job stress among the IT & ITES employees. The outcome of the study was much of the stress at work is caused not only by work overload and time pressure but also by lack of rewards and praise, and more importantly by not providing individuals with the autonomy to do their work as they would like.

OBJECTIVES OF THE STUDY

1. To find out the various factors creating job stress in the BPOs.
2. To identify the level of job stress of the employees working in BPOs.
3. To find out the causes of stress in the work place.

Statement of the problem

Due to too much of work load , high pressure on the work assigned to employees, poor work environment , conflict with the colleague , unexpected behaviors of the superiors etc., leads to get disturbance in the routine work and in the clear mind of the working people, thus it results stress. So the researcher proposed to check the acceptability, reliability of the above statement. It is important for the researcher to analyze certain points to prove and to conclude the facts.

METHODOLOGY

The study was entirely based on primary data. To strengthen the concept of the topic the secondary data were also been collected from published articles, websites, magazines and newspapers.

LIMITATIONS

The study includes both primary data and secondary data. The study area covers only the Chennai district and the people who work with in the Chennai city. Only 100 questionnaires were issued to the employees working in various BPOs in Chennai city.

FACTORS OF STRESS

1.Job insecurity, 2. high demand for performance,3.excessive travel,4.techno stress,5.work place culture,6.personal family problem,7.termination fears,8.terrible bosses,9.job designs,10.lousy feed back,11.unpleasant co – workers,12. Work overload, 13. Work underload, 14.role ambiguity, 14. Personal inadequacy, 15. Resource inadequacy, 16. Role shrinkage, 17. Role isolation, 18. Under utilization of skill, 19.organizational politics, 20.over responsibility, 21.evaluation of job performance, 22. Organization structure and climate, 23. Shift work, long working hours, 24.risk and danger, 25. Insufficient support from top management.26. . Bullying or harassment.27. Feeling powerless and uninvolved in determining one's own responsibilities,28. Continuous unreasonable performance demands,29. Lack of effective communication and conflict resolution. 30. Excessive time away from home and family.

Tables and interpretations

The collected data were put in a table form and the information was interpreted properly to get the result.

Level of stress in the work place

Stress in the work place is common, that too it's very common in BPOs. Stress may affect the employees work life as well as personal life.

Table NO: 1 Factors creating job stress at work place

S.No	Opinion	Job Stress	Long hour of work	No interaction due to stress	Absenteeism	Ineffective work
1.	Strongly Agree	28	36	33	31	27
2.	Agree	62	53	55	51	61
3.	Disagree	8	8	9	13	2
4.	Strongly Agree	2	3	3	5	3
	Total	100	100	100	100	100

Source: Primary Data

The above table shows the opinion of the employees regarding the factors creating job stress. Majority 80% (28 % &62%) of the employees agree that stress is high in their work. Stress has become common in day to day life and it has become very common in BPOs. In BPOs expectation from employee is very high. So it will lead to stress very easily. One of the reason for high stress is the employees are expected to work for a long hour. If the employees are working for a long hour they cannot able to take rest and they may not find the time to spend with their family. This situation may affect the employees' physical as well as mental health. Majority 89% (36% & 53%) of the employees agree that long hour of working leads to stress. Even though the employees in BPOs are working for a long hour they cannot able to interact with other employees because of their heavy work load. From the respondent majority 82% (31% & 51%) of the employees agree that they are taking leave to come out from their stress. So it is clear that job stress may leads to absenteeism in the organization. Majority 88% (33% &55%) of the employee agree that they are not interacting with other employees because of their work stress. Majority of the employees around 88% (27% & 61%) agree that the stress in the work place affect their performance. They cannot able to work effectively. To give better performance the employee must have good physical and mental health. But these two things were affected by stress in the work place.

So, from the table it is clear that long hour of work is one of the factors creating stress in the work place and it's clear that the employees in the BPOs are having stress in the work place.
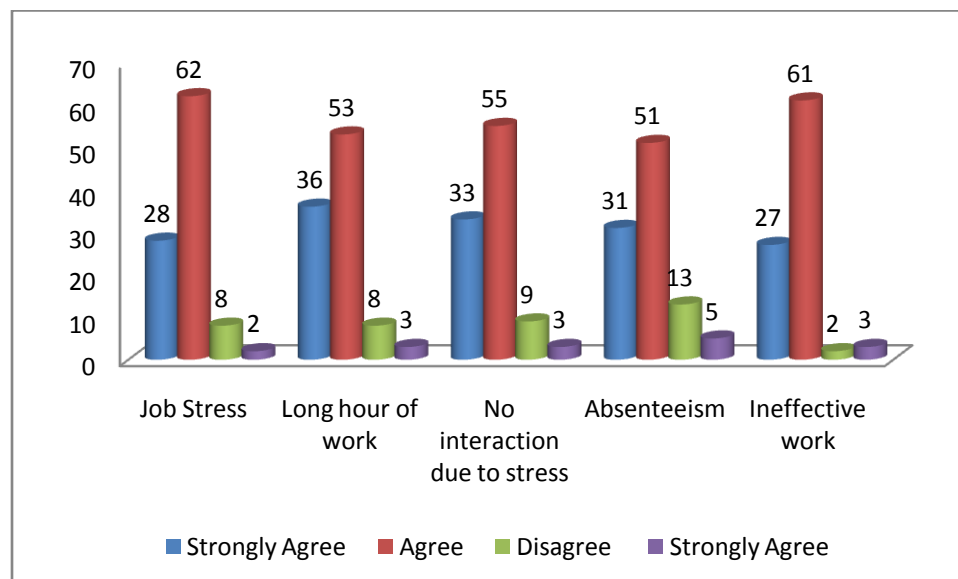
The above figure also indicate that majority of the employees are having stress in their work place. The employees agree that they are working for long hours. Because of the stress they cannot able to interact with each other. The level of stress in the work place leads to absenteeism and ineffective work.

FINDINGS

1. Majority of the employees agree that the job stress in their work place is high.
2. Majority of the employees agree that they are working for long hours due to their heavy work load.
3. Majority of the employees agree that they cannot able to interact with their colleagues because they don't have enough time.
4. Majority of the employees agree that job stress leading to absenteeism.
5. Majority of the employees agree that job stress is affecting the work efficiency.

SUGGESTIONS

The management can change the factors creating stress in the work place. As we discussed earlier stress in the BPOs is very common, here majority of the employees agree that their level of stress is high. The management can reduce or avoid giving additional work to the employees. To avoid stress the employees can interact with their colleges for relaxation. Both the employer and the employee should contribute equally to reduce the stress in the work place. So that it helps to avoid absenteeism and can improve the work efficiency of the employees.

CONCLUSION

The study has been concluded that we cannot able to avoid stress but we can able to manage or reduce the stress. We can convert our stress in to positive stress. So, we can able to do our work effectively and efficiently. The result of the study shows that stress in the work place is high and it leading to absenteeism and low efficiency in work. It can avoided or reduced by following the stress coping strategies like yoga, meditation, exercise etc,..

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