

Occupational Stress on Psychological Well – Being, Job Satisfaction and Work Commitment: A Study of Textile Industries of Northern India

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Abstract: *The present investigation was aimed to see the influence of occupational stress on psychological well-being, job satisfaction, and work commitment with particular reference to textile manufacturing industries of Northern India. Thus, for the present study, total sample consisted of two hundred thirty (N=230) comprising male (n=136) and female (n=94) textiles weavers were randomly selected from different textile industries located in and around Mau – an Industrial Town of Mau, Uttar Pradesh(U.P.), Northern India where different qualities of Sarees and other textile goods are being manufactured. Total respondents' age were ranged between 21 – 55 years. Four sets of questionnaires, viz., 'Occupational Stress Assessment Scale, Psychological Well – Being Scale, Job Satisfaction Scale and Work Commitment Scale along with self-prepared Biographical Information Blank (BIB) were used for data collection. Having collected the data on the questionnaire schedules from the textiles weavers, the individual's scores were summed up and given for statistical treatment for obtaining the results. The finding of the study revealed that there was a significant effect of occupational stress on psychological well-being and there was also a significant influence of occupational stress on job satisfaction and work commitment too. Moreover, it is important to be mentioned here that significant difference was not found in the perception of male and female respondents on the influence of occupational stress on their psychological well being. Based on the findings of the study, it is suggested that organizational support system that could help the employees' physical, social, and psychological effects of occupational stress on psychological well-being and other workers' behavior. In such circumstances, industrial counseling services should be introduced in order to provide therapeutic services that may help reducing the effects of occupational stress on employees' psychological well – being for maintaining over all organizational efficiency.*

Keywords: *Psychological Well-Being, Job Satisfaction, Work Commitment and Textiles Industries. Occupational Stress*

1. Introduction

In the present day world 'job life' has become probably the most significant aspect of one's life because people keep themselves engaged in some job where they spend more time than in any activity but sleeping. Those who are working in any industry or organization may develop apprehensions and fuzzy as a result of various unpleasant stressful and threatening work situations. Therefore, the phenomenon of stress, in general, and occupational stress in particular, is more important to be studied in relation to psychological well-being, work commitment and job satisfaction especially, in the work situation. It is because of the fact that the issues of burnout and occupational stress have attracted the attention of the organizational behaviorists in the recent times.

These days research interest in occupational stress, coping and health grown considerably. It is undoubtedly fact that job related stress is inevitable in working life today. It occurs whenever a person has inadequate stress management and need frustrating work environment. It is indeed that in many job situations, particularly in

human services, high levels of stress are an integral and largely unavoidable component of the work (**Cooper and Payne, 1978**). The literature on occupational stress has revealed many different classes of job related stressors and related them to such issues as job satisfaction and worker productivity (**Beehr and Bhagat, 1985; Brandy and Cox, 2002**).

The term 'stress' emanated from Latin literature. It was first used in English during 17th century. The term means distress, oppressions, and hardships. During the 18th and 19th century the meaning of stress shifted to natural sciences and engineering to represent force, pressure or strain, and or strong influence acting on a physical object or person which an individual resists in an attempt to maintain his original state.

Stress has become a part of our life. Nowadays, everyone seems to be talking about stress. We also hear it not only in daily conversation but also through television, radio, the news papers, conferences, stress centers, and university courses devoted to the topic. Remarkably, few people define the concept the same way and hardly bother to attempt for a clear-cut definition. In general, stress occurs when biological and physiological needs, as well as external demands and pressures are greater than the ability of the individual to adapt. According to **Basowitz, et. al. (1955)** stressful situations do not always produce responses in individuals. In the light of this view **Panchanathan and Shanmugaganesan (1992)** have inferred that stress is a reaction to something that is happening to an individual. Moreover, it is one's way of coping with environment and threatening situations that he faces daily.

Selye (1956) in his pioneering work used the concept of stress in a manner relevant in social sciences. Selye expounded his biological concept of stress as the 'General Adaptation Syndrome' (GAS):- a three phase response to stress that begins with an alarm, continues with resistance, and terminates with exhaustion. This three phase response to stress incorporates the orchestrated set of physical and chemical changes which prepare an individual to fight or flee. This fight or flight label grows out of an evolutionary analysis of the origins of the stress response when our cave dwelling ancestors had only two options for dealing with the stress or "fight or flight response". The major concerns of our ancestors were found protecting themselves from environmental hazards and wild animals. It is a centuries old programmed-response to threat that is a master piece of survival engineering, and yet is tragically flawed in the sense that while the human nervous system is still responding the same way to environmental stressors, the stressors are not the same and the environment is radically different. The present day world abounds with uncertainties, which include natural calamities as well as unpredictable events and incidents.

It has been, in all times, a universal truth that the world is changing which is very much evident in the present era. Thus, the change and its effects have become the dominant features as the various authors have written on the Age of discontinuity (**Drucker, 1968**), the Age of Uncertainty (**Galbraith, 1977**) and the Age of Anxiety (**Albrecht, 1979**). However, the change is a continuous process which in itself is a great stressor in human life. In view of **Lazarus (1966)** stress is a universal human and animal phenomenon. A review of definition on stress reveals that stress has been one of the important aspects that everyone has experienced but few could define, **Lazarus** stated that stress results in intense and distressing experience that appears to have tremendous influence on behavior.

Thus, stress is a dynamic condition in which an individual is confronted with an opportunity, demands or resources related to what the individual desires and for which the outcome is perceived to be both uncertain and important (**Robbins and Judge, 2007**). Most of the studies demonstrated the effects of stressors in relation to job anxiety and satisfaction (**Cohen, 1984; Powell, 1972**). Moreover, important studies conducted by **Decker & Webb (1994); Felton & Cole (2008); and Aldbridge (2005)**, they viewed that stressful work life were related to receiving psychiatric care, and that in the united kingdom, the some of incapacity for men suffering from psychoneurotic and personality disorder, nervousness, migraine headaches, and smoking accounted for 22.8 million work days loss alone. **Kahn and Quinn (1979); Margolis, Kroes and Quinn (1994) and Smith (2011)** pointed out that occupational stress is a strong factor behind various diseases experienced by industrial workers,

which tend to manifest during active work life on retirement. Although, it is often observed that excessive workload, feeling, undervalued and communication issues are common and bullying some sources of stress.

2. Objective of the Present Study

Various studies on occupational stress and its stressors in relation to different psycho- social and organizational aspects have been studied (**Ahmad, 1994; Pestonjee & Singh, 1982; Pareek, 1983; Maddi and Kobasa, 1984; Misra & Singh, 1987; Dharmangadan, 1988, etc.**) but the sample undertaken for the present investigation is of utmost value and still has not been studied with reference to textiles weavers working with textiles manufacturing industries. It is important to be mentioned that having scanned the review of literatures on the phenomena, it has been found that the present study differs significantly from above mentioned reviewed researches as the reviewed studies investigated stress as it impacted worker's health, morale, job satisfaction and performance effectiveness at work place. Hence, the present study was aimed at studying the occupational stress in relation to psychological well-being, job satisfaction and work commitment with reference to weavers working in textiles manufacturing industries. No doubt, the present study will fill the void of knowledge in the area chosen by present investigator and the whole study will help in making congenial environment to stress free life especially in textiles manufacturing industries of Northern India.

3. Hypotheses

On the basis of broad objectives of the present study following hypotheses were formulated:

1. There will be no significant relationship between occupational stress and psychological well-being among the weavers working in textiles manufacturing industries.
2. There will be no significant relationship between occupational stress and job satisfaction among the weavers.
3. There will be no significant relationship between occupational stress and work commitment among the weavers of textiles manufacturing industries.
4. There will be no significant difference between male and female weavers' perceived reactions on their degree of occupational stress, psychological well being, job satisfaction and work commitment.

4. Methodology

4.1. Sample

For the present piece of research work total sample consisted of two hundred thirty weavers (N=230) comprising male (n=135) and female (n=94), randomly selected from different area of locality of Mau – a well known industrial town of Uttar Pradesh. Mau is famous for Saree manufacturing textile industries where different qualities of saree and other textiles products viz., zari cloths, lungies, etc. are being manufactured using power looms and handlooms. Total subjects' age were ranged 21 – 55 years.

4.2. Tools Used

The following tools were used to carry out the present piece of research work

- **Occupational Stress Index:** For measuring levels of occupational stress and its dimensions or stressors, an occupational stress index developed by **Srivastava and Singh (1981)** was used which consisted of 46 items covering 12 dimensions of occupational stress. These dimensions have been stated by the authors as sub-scales (or occupational stressors) are - (1) role overload, (2) role ambiguity, (3) role conflict, (4) unreasonable group and political pressures, (5) responsibility for persons, (6) under participation, (7) powerlessness, (8) poor peer-relations, (9) intrinsic impoverishment, (10) low status, (11) strenuous working conditions, and (12) unprofitability. Covering above stated 12 – sub-dimensions as stressors, in all, occupational stress index consisted of 46 items as stated above which had to be rated on a 5-point

scale “ranging from” strongly agree to strongly disagree out of 46 items, 28 are true-keyed items and the remaining 18 items are false-keyed items . The reported split-half reliability of the scale is .94; hence, it confirms the efficacy of the scale.

- **Psychological Well-Being Scale:** For measuring weavers’ psychological well-being, a scale developed by *Verma, et al., (1983)* was used. It is a 20 item scale, which measures the subjective well-being. The scoring of the scale is very simple. The more number of ‘yes’ indicates higher level of subjective well-being. The reliability of the scale is 0.86.
- **Job Satisfaction Scale:** For measuring job satisfaction of the weavers, a 6-items scale developed and validated by *Tsui, Thomas and Edward (1992)* was used. In this 5-point scale higher the score indicate higher degree of job satisfaction.
- **Organizational Commitment Scale:** For measuring commitment, "Organizational Commitment Questionnaire (OCQ)" developed by *Mowday, Steers and Porter (1979)* was used. This schedule consisted of 15 items with seven alternative responses ranging from "Strongly disagree" to "Strongly Agree". In this questionnaire, six items were negatively phrased with reversely scored items whereas; the high score indicated the higher degree of organizational commitment. The reliability of the scale was tested with the split- half method and it was found to be .78 which was highly significant.
- **Biographical Information Blank (BIB):** For taping information regarding the weavers’ biographies , a “Biographical Information Blank” (BIB) was also prepared that included age , marital status, salary (basic and gross), qualification designation , total experience (in years), present experience (in years) and number of dependents and the respondents were requested to furnish these information.

4.3. Procedure

The above four test materials along with self-prepared biographical information blanks were in printed form and were administered individually on all the weavers of Mau district as cited above. All the weavers were assured by taking in to confidence that provided information would be kept strictly confidential and would be used for research purposes only.

Having collected the responses to the items of the scales, they were scored according to the procedure and the individual scores were obtained. Finally scores were given statistical treatment using Mean, SD, t and correlation by using product moment of correlation formula and presented in tables. The obtained results were presented in the tables to test the formulated hypotheses and discussed in detail.

5. Results and Discussion

In quest of achieving the objectives of the present study, the obtained results presented in table -1 & 2. Table - 1 indicated that occupational stress had a negative relationship with psychological well-being among the weavers of textiles manufacturing industries of Mau from where the present research work has been carried out as the obtained $r = -.372$ has been found statically significant at .05 level of confidence.

TABLE I: Showing Mean, SD and Pearson Product Moment Correlations of Weavers’ Psychological Well – Being, Job Satisfaction, Work Commitment with Occupational Stress

VARIABLES	N	MEAN	SD	r	Sign. Level
Occupational Stress	230	128.78	36.35	-.372	.05
Psychological Well-being	230	16.27	5.38		
Job Satisfaction	230	17.34	6.21	-.323	.05
Work Commitment	230	87.28	11.34	.342	.05

Hence, the proposed hypothesis that there will be no significant relationship between occupational stress and psychological well-being among weavers stands rejected. This implies that the psychological well – being of the weavers has been affected by the stress. Moreover, it can also be observed from the table – 1 that occupational stress had significantly negative influence on weavers’ job satisfaction as the obtained $r = -.323$ is

found to be significant at .05 level of confidence. The hypothesis No. 2 cited above also stands rejected. Table – 1 also indicate that there is significant positive relationship between occupational stress and work commitment among weavers of textiles manufacturing industries especially from where the present sample has been withdrawn. Thus, the proposed hypothesis .i.e there will be no significant relationship between occupational stress and work commitment among the weavers of textiles manufacturing industries stands rejected as the $r = .342$ has also been found statistically significant at .05 level of confidence.

The above results obtained regarding the relationship between occupational stress with psychological well – being, job satisfaction and work commitment that could be interpreted in the sense that the pressure emanated from the job has considerably influenced the perceived level of job satisfaction and commitment. The finding of the study presented in table – 1 revealed that occupational stress has had a deleterious effect on the psychological well – being of the weavers of textiles manufacturing industries. The finding of the study supports **Smith (2011); Coleman (2012); Cole (2010)** who determined that work related stress impacted the health and psychological well-being of the workers. Thus, the impact of occupational stress tend to manifest in various psychopathological symptoms, which causes headache, dizziness, mental disorder, fatigue, and other related health problems that’s why the results obtained seem to be logical that occupational stress and psychological well-being had significant relationship but negative effect to each other especially from where the present piece of research work has been carried out.

The finding of the study as presented in table – 1 also indicated that occupational stress had negative impact on weavers’ job satisfaction and positive effect on work commitment. Hence, the present study supports **Olagunju (2010); Dunhem (1992); and Parkes (2002)** who viewed that stress tend to cause damage that could make working environment to be less conducive for workers. Thus, the interacting effect of occupational stress on work-relationship tends to cause gradual loss in role interaction with regard to the output of the workplace. Hence it seems that occupational stress influenced by work commitment for weavers’ community of textiles manufacturing industries.

TABLE II: Showing Significant Difference between the Group of Male and Female Weavers Working in Textiles Manufacturing Industries on Occupational Stress, Psychological Well-Being, Job Satisfaction and Work Commitment

VARIABLES	N	Weavers	Mean	SD	t- value	Sig. Level
Occupational Stress	136	Male	129.67	37.45	0.69	Insignificant
	94	Female	126.53	31.16		
Psychological Well-Being	136	Male	15.27	4.36	2.65*	Significant at 0.05
	94	Female	13.76	4.21		
Job Satisfaction	136	Male	17.21	8.39	0.02	Insignificant
	94	Female	17.23	8.37		
Work Commitment	136	Male	87.26	11.23	0.25	Insignificant
	94	Female	86.89	11.21		

Table – 2 of the obtained results depicts the clear cut picture regarding significance of difference between the group of male and female weavers working in textiles manufacturing industries of Mau – a district of Uttar Pradesh on occupational stress, psychological well – being, job satisfaction and work commitment. It can be observed the table that none of the variables taken for the present piece of research work has been found significant except the variable viz., psychological – well – being as the **t – value 2.65** has been found statistically significant at .05 level of confidence. Therefore, the formulated hypothesis, that is, there will be no significant difference between male and female weavers’ perceived reactions on their degree of occupational stress, psychological well being, job satisfaction and work commitment also stands rejected.

In addition to the results obtained presented in table – 1, table – 2 indicated with regard to the significant difference between the group of male and female weavers in terms of occupational stress, psychological well – being, job satisfaction and work commitment. It could be observed from the table – 2, none of the variables has been found significant except the variable, viz., psychological well – being as the hypothesis formulated that

there will be no significant difference between the group of male and female weavers in terms of perceived reactions of occupational stress, psychological well – being, job satisfaction and work commitment stands rejected. The present trend of results seems to be logical that both male and female weavers have been affected by occupational stress with its subsequent effects on attitude to work. The finding of the study however matches with the studies of **Davies (2012); Coleman (2012); Smith (2011) and Olagunju (2010)** who viewed that stress is a noticeable of both male and female individuals to pollute basic needs of life in an environment of competing needs. An overall finding clearly shows that work related stress tends to have harmful effects on weavers attitude to work as well as their condition of health.

6. Conclusion

On the basis of the results obtained and its interpretations the following conclusion has been summed up:

- Negative significant relationship has been found between occupational stress and psychological well-being among weavers working in textiles manufacturing industries.
- Occupational stress has been found to have negative influence on job satisfaction among weavers community in Mau district – an Industrial town of Uttar Pradesh.
- Occupational stress has been found as a function of work commitment among weavers who are associated with textiles manufacturing industries from where the present piece of research work has been carried out.
- So far as the significant difference between the male and female weavers' perceptions towards occupational stress, psychological well-being, job satisfaction and work commitment are concerned, only the variable, viz., psychological well-being has been found significant.
- Observations revealed the fact that problem of occupational stress has become a burning issue among weavers working in textiles manufacturing industries upon which over all organizational efficiency and achievement rotates in order to achieve the organizational goals.

7. Limitations and Suggestions

There may be several limitations in the present study which in turn provide opportunities for future research in this area concerning weavers' community.

- First, this research is only focused in the district of Mau – a well known industrial town of U.P. However, the choice is justified because Mau is one of the fast developing districts of Uttar Pradesh and is popularly known for manufacturing high quality of Sarees and other textiles products. Thus there is a possible of further development in socio-economic especially in the provision of human capital development and infrastructure.
- Secondly, the present piece of research work is only limited to selected weavers of Mau district mainly because the majority of the population in this district are weavers belonging to Muslim community.
- Third, the respondents are limited to Muslim male and female weavers only. However it is the purpose of the present investigator to look at the perception of the weavers' occupational stress on psychological well-being, job satisfaction and work commitment.
- Therefore, for future research, this study can be conducted on other ethnics and religions group comparatively in a wider area or districts of Northern India.
- Based on the findings of the present study, it is suggested that industrial counseling services by industrial psychologist especially in Mau – a district of Uttar Pradesh be introduced by the state Government in all textiles manufacturing industries in particular and for weavers community in general in order to provide therapeutic services that tend to reduce the effect of work related stress on weavers' health welfare.

8. References

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