



# Occupational Stress Study in Telecom sector Employees in India

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## Abstract

The primary objective of this research paper is to identify the sources of occupational stress in the telecom industry and to assess the impact of occupational stress on telecom employees' physical and mental health, as well as their personal lives and well-being (Amadi ,2007). This analysis drew on a sample of 250 employees from India's telecom sector. Occupational stress has been quantified in terms of workplace conflict, workload, and physical environment. Previous research indicates that stressors such as workload, role conflict, and physical environment all have a detrimental effect on employee job satisfaction. The findings of this study indicate that stress has a detrimental effect on employee job satisfaction.

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## Introduction:

The study of occupational stress is relatively recent." It can be argued that the earlier work on stress can be attributed to Walter Cannon, but the scientific investigation is more recent. However, the study of stress is regarded as being accomplished by Hans Selye, also known as the 'the father of stress', in the 1950s.' (Bewell,2014,)

Stressful occupations have their own terms that allow different combinations of important variables and concepts to be described. The stress was 'tighten' from the Latin word 'stresse,' meaning 'to tension or strain. The word stress, according to the definition, is a signifier of an environment that requires an employee to respond. When expectations exceed the capabilities, one can experience stress in the other hand. Stress is a bodily strain that can, leading to mental breakdowns and disease. Stress is both a tool

that keeps us safe and a and a natural survival mechanism for our species. The word stressor refers to situations that may theoretically requiring employee adaption, and a strain defines several negative employee reactions to stressors. A neutral or even reaction to a stressor is not considered an issue. (Ibem et al.,2011, Goel et al 2021)

In terms of psychological stresses, work frustration, feelings of stress, and depression can all be thought of as distinct examples. congestion, but on the continuum from mild illnesses (e.g., tension) to severe issues such as cardiovascular disease. Absenteeism and low performance go handlings can also be classified in this class of negative effects. Stress can stimulate the drive to get things done, encourage us, and invigorate us, all at the same time. Stress is generally believed to be a factor in almost any modern sickness. New research in the last three decades has



shown that stress plays a significant role in up to half of all medical visits, as well as 50% of illness. (Chovwen 2013, Ekundayo,2014 )

The best part of a job is getting the everyday sense, as well as getting the money. The experience of working has both a qualitative and a quantitative component, and an effect on your stress levels. It is perhaps not surprising that the job and hierarchy of a co-relationships worker's are at the top of most stressors on a worker's to-do list (Verma et al ,2020)

Not only is it the case that people are different in their willingness to do things, but their motivation, too. The motive of the individual people is shaped by the intensity of their needs, desires, intentions, or impulses

#### **India's Telecommunication Industry**

Currently, India is the world's second-largest telecommunications market with a subscriber base of 1.16 billion and has registered strong growth in the last decade. The industry has witnessed exponential growth over the last few years primarily driven by affordable tariffs, wider availability, roll-out of Mobile Number Portability (MNP), expanding 3G and 4G coverage, evolving consumption patterns of subscribers and a conducive regulatory environment.

The Government has emphasized bolstering India's domestic telecom manufacturing capacity. Efforts are also underway to develop a foundational network for 5G technology deployment in India. The Indian telecommunications industry has enjoyed a high rate of market liberalisation and growth since the 1990s and is now the most competitive and rapidly growing telecom market in the world. In just ten years this industry has grown over 20 times, from fewer than 37 million subscribers in 2001 to more than 846 million in 2011. As of September 2017, India has the second largest user base for mobile communications with more than 1183,04 million users. At 324 million as of September 2017, it has the second largest internet user base in the world.

The introduction of the telegraph started telecommunications in India. The Indian postal and telecommunications sector is one of the oldest in the world. In 1850, Calcutta and Diamond Harbor began to run on the first experimental electrical telegraph line. The British East India company was opened in 1851. The Department of Posts and Telecoms occupied a short corner of the Department of Public Works.

In November 1853, construction of telegraph lines began for 4,000 miles (6,400 kilometres). These connected Kolkata (now Calcutta) and Peshawar in the north; Agra, Mumbai in Sindwa Ghats (then Bombay) and Chennai in the south; Ootacamund and Bangalore. Their goal was to bring them into contact with the north. The pioneering telegraph and telephone designer William O'Shaughnessy was a member of the Public Works Department, working to develop telecommunications in India. When telegraph facilities were opened to the public, a separate department was opened in 1854.

In 1880 the government of India was approached by two telephone companies, the Oriental Telephone Company Ltd. and the Anglo-Indian Telephone Company Ltd. to establish telephone exchanges in India. It rejected the permission on the grounds of the government's own monopoly on telephones and the work of the government. In 1881, the Government later revoked its earlier decision and granted a licence for the establishment of a telephone exchange in Calcutta, Bombay, Madras and Ahmedabad for East Telephone Company Limited of England and established the first formal telephone service in the country. The opening of the telephone exchanges in Calcutta, Bombay and Madras was declared by Major E. Baring, Member of the Governor General of India's Council on 28 January 1882. In its early stage there were 93 subscribers in the exchange in Calcutta called the Central Exchange. Bombay also saw a telephone exchange open later in the year.



## Literature Review

A number of studies have attempted to establish the relationship between job stress and job satisfaction. Workload, conflict at work, and physical stress are three different types of variables used to determine job strain. people working under high levels of stress are generally less satisfied with their jobs is a controversial on a number of counts because (1) his views on theories have been radically criticised, (2) Caplan (1991) is notorious for being condemned, (as is widely assumed), and (3) he's been blasted for the bulk of his theories have been heavily critiqued (although mostly he's been just mentioned but not even remotely denounced) (1975). research has concluded that employees are equally as important as customers when it comes to retaining business in today's business environment (Aftab et al., 2012,).

Role conflict is an issue that must be considered to any time a person has more than one job (Butler & Constantine, 2005). unresolved expectations are in conflict with each other two or conflicting roles; or in this case, when there are such disparate expectations that there is only a minimization of other roles that can be attained through agreements with expectations (Mubashe et al., 2013).

There is both gender and role conflict involved in the lower levels of job satisfaction among men and women (Olagunju,2010). Work conflict has a greater effect on the extent of how satisfied employees are with their jobs, especially those who have a primary responsibility for their families (Rouse et al , 2016).

When you have an employee whose expectations conflict with those of the company are brought to light because of their role, it can lead to twofold inconsistency issues: one, as the organisation plans on getting him/leads him to act in a certain way, and desires him to perform differently from how he expects to, and second, his actions actually go in the opposite direction he

expects. This may happen when an increasing levels of sales personnel are assigned, while they are also given divergent tasks or don't have the capacity to complete all of their responsibilities (Brashear et al., 2003).

Many of the work related pressures to which a person may be subject include such as high job demand, physical or mental demands, lack of recognition, stress, and low pay or not getting enough autonomy are barriers to workplace effectiveness, for the employee because the employee doesn't fit the work environment (Pediwal, 2011).

Research on human resources has turned a lot of attention to job satisfaction and stress, two aspects which were formerly overlooked. There is only a finite amount of stress that can be created by a specific number of stressors. Role conflict is a significant source of stress among important aspects of daily life for some people. Employees who are negatively impacted by working conditions are at a high risk of not enjoying a long and satisfying career (Syverson , 2011).

Stress in occupations is believed to lead to the development of burnout, and its implications are such as excessive tiredness, weary, or feelings of exhaustion (Ngoka,2000, Segal,2016; Ojeleye, 2016).

It has also been strongly associated with both short and long-term illnesses, such as pain in the head, lower immunity, and sadness, hypertension, as well as shorter and/chronic illnesses, such as headaches, dizziness, reduced resistance to sickness, and infection, and depression (Kotteeswari,2014)

## ResearchMethodology

The main goal of the researchers' main research effort was to assess .

- i. the sources of occupational stress in telecom Industry.
- ii. To study the impact of occupational stress on the physical and



mental health of telecom employees.

- iii. Impact of stress on productivity of telecommunication employees

To achieve the aim of the research two hundred fifty questionnaires were shared with different telecom sector employees. Out of 250 questionnaires, two hundred twenty-five (225) instituting 90.0% response rates were collected. The data was analyzed using SPSS version 22. Descriptive data analysis.

For this study, the questionnaire is divided into 2 sections related to demographics and job stress & its impact on employee productivity.

**1. HYPOTHESIS:**

- 1. Occupational stress has no significant impact on the physical and mental health of telecom employees.
- 2. Occupational stress does not adversely affect the personal life and wellbeing of telecom employee

**Results and discussion**

Demographic details of respondents as shown in table 1 revealed that 74.2% of respondents are male, whereas 25.8% are female respondents. It is also discovered that maximum respondents (employees) were within the age profile of 36-45 years (49.3%), followed by 26-35 years (42.7%), and below 26 & above 45 are (8.0%). The statistics about the education level of employees disclose that most of the respondents (61.8%) were Bachelor's Degree with B-Tech/B.Sc./BCA, followed by M-Tech/MBA/M.sc/MCA (24.9%), ITI and Diploma holders are (4.0%) and (9.3%) respectively. The table correspondingly shows that the majority of respondent's job experience is 11-15 years (34.2%), followed by 5-10 years (28.4%), 16-20 years (23.6%), 15-20 years (9.6%) less than 5 years (8%) and above 20 years (5.8%). The statistics regarding Monthly Income maximum respondents were earning less than Rs. 50,000 (31.6%), Rs. 50001 - Rs. 100000 (27.6%), Rs. 100001 - Rs. 150000 (17.3%), Rs. 150001 - Rs. 200000 (8.9%) and above Rs. 200000 (14.7%). Married (87.1%) and Unmarried (12.9%) in the sample.(Table 1)

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**Table 1. Data Analysis of Respondents Sample based on Demographic Variables**

Parameter		Frequency	Percentage
<b>Gender</b>	Female	58	25.8
	Male	167	74.2
<b>Age</b>	Upto 25 Years	10	4.4
	26 - 35 Years	96	42.7
	36 - 45 Years	111	49.3
	46 - 55 Years	8	3.6
	Above 55 Years	0	0.0
<b>Education Qualification</b>	ITI	9	4.0
	Diploma	21	9.3
	Bachelor's Degree	139	61.8



	Master's Degree	56	24.9
<b>Job Experience</b>	Less than 5 years	18	8.0
	5 - 10 years	64	28.4
	11 - 15 years	77	34.2
	16 - 20 years	53	23.6
	More than 20 years	13	5.8
<b>Monthly Income</b>	< Rs. 50000	71	31.6
	Rs. 50001 - Rs. 100000	62	27.6
	Rs. 100001 - Rs. 150000	39	17.3
	Rs. 150001 - Rs. 200000	20	8.9
	> Rs. 200000	33	14.7
<b>Marital Status</b>	Married	196	87.1
	Unmarried	29	12.9
<b>Family Type</b>	Nuclear Family	91	40.4
	Joint Family	134	59.6
<b>Number of Dependants</b>	< 4	130	57.8
	4 - 5	65	28.9
	> 5	30	13.3

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### Symptoms of Stress and Factors Influencing Work Stress)

A person having stress or not? the symptoms of stress indicates that a person is in stress or not. if a person having stress than it is very important to find the causes, is it job stress or other stress. So, to analyse the symptoms

stress and identify the factors influencing work stress various stress related questions were asked in questionnaire related to anger ,Mood , confidence, nervousness and other behaviour changes they observe in day to day life. The observation received were analysed statistically in Table 2.

**Table 2. The descriptive analysis of the variables related to symptoms of stress**

Descriptive Statistics - The symptoms of stress that you experience										
	N	Minimum	Maximum	Mean		Std. Deviation	Skewness		Kurtosis	
	Statistic	Statistic	Statistic	Statistic	Std. Error	Statistic	Statistic	Std. Error	Statistic	Std. Error
Moody	225	1	5	2.41	.065	.974	.069	.162	-.615	.323
Irritability	225	1	5	2.46	.063	.945	.046	.162	-.475	.323



Short Temper	225	1	5	2.28	.064	.967	.340	.162	-.318	.323
Accelerated speech	225	1	5	2.25	.057	.857	.045	.162	-.591	.323
Nail - Biting	225	1	5	1.51	.059	.882	1.719	.162	2.306	.323
Restlessness	225	1	5	2.40	.070	1.056	.301	.162	-.590	.323
Lack of confidence	225	1	5	2.00	.064	.966	.591	.162	-.434	.323
Getting confused easily	225	1	5	1.84	.060	.902	.837	.162	.168	.323
Gain/loss of weight	225	1	5	1.92	.065	.971	.819	.162	-.094	.323
Feeling negative about everything	225	1	5	1.88	.067	1.008	1.113	.162	.937	.323
Worrying	225	1	5	2.44	.064	.963	.432	.162	.170	.323
Nervousness	225	1	5	2.22	.068	1.015	.627	.162	.152	.323

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Responses are given by respondents on the basis of five-point scale, the mean, standard deviation, standard error, skewness and kurtosis values for different symptoms of stress are shown in the table . Irritability (2.46 ,0.063),Worrying (2.44, 0.064), Moody (2.41, 0.065), Restlessness (2.40, 0.070) are

Table 3 : Statistical analysis of Stress in Telecom Employees

Source of Variation	SS	df	MS	F	P-value	F crit
Between Groups	223.843	11	20.34936	22.06423	1.13E-43	1.792203
Within Groups	2479.084	2688	0.922278			

common symptoms of stress.

Ho: There is no significance difference between the symptoms of stress.

Ha: There is significance difference between the symptoms of stress.



Total 2702.927 2699

Using Analysis of variance, the calculate value of  $F = 22.06423$  which is more than the critical value  $F_{crit} = 1.792203$  that indicate reject the  $H_0$  hypothesis in favour of  $H_a$  i.e. There is significance difference between the symptoms of stress means all symptoms are not observed or recognised by everyone.

### Conclusions and findings

The results above clearly shows that in telecom sectors of India ,employees are facing very much stress .Although stress symptoms are not same in individuals and

varies from post to post in telecom sectors. We have also identified that due to stress, majority of the employees of the telecommunication companies has a negative effect on their productivity. They also agreed that work overload has an adverse effect on their productivity. The majority of the respondent agreed that hostile working environment has an inverse effect on their productivity. Contract employment accounts for 38.2% while the majority of the respondents 61.8% are permanently employed by these telecommunication companies

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