

Workplace Stress and its Impact on Psychological Well Being of Women Working at Food Junctions

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Abstract: *The food junction sector covers a wide range of different businesses, caterers in various industrial and commercial premises, fast-food takeaways, cafes and canteen. It plays an important role as a job creator in the service sector. The food junction sector includes a range of tasks and jobs that pose different risks. It is important to manage the risks and prevent the causes of accidents and ill health in the food junction sector. As food junction is an emerging sector is the society where females are actively involved so there is a great need to study the type of workplace stress they face. To get an insight into the workplace stress and how it affects the psychological well-being. The research design followed in the present study was descriptive cum exploratory research design. The multistage purposive random sampling was used to select the sample. The sample was collected from different food junctions in Lucknow city. The sample size for the present study was 80. Standardized psychological well-being scale prepared by Carol Ryff were used to collect the data. There was negative correlation between workplace stress and psychological well-being. It meant that when workplace stress increased psychological well-being decreased. As the r value is negative and $p > 0.005$ thus our null hypothesis was accepted.*

Keywords: food junction, psychological well-being, workplace stress, women

1. Introduction

Women in India have served a lot after independence. From just an experienced homemaker, women today have gained skills and potential of not just being a homemaker but being at parity with their male counterpart. Along with varying roles while working, they have preserved the conventional work culture of household. In spite of having the recent technologies and services, women feel to be work loaded and stressed. (Joshi S.2014)

While India has always been a food-loving country with each region having its own special cuisine, Indians have never been very big on eating out. But all that is changing now. The restaurant industry in India has been growing at a rapid rate over the last decade or so and the growth story is set to continue for the next foreseeable future.

Usually when we feel we have too much to do and too much on our minds, or other people are making unreasonable demands on us, or we are dealing with situations that we do not have control over. The situation which makes us to become stress is known as Stressors. Signs expression of stress can be seen in people's changing behaviour. Acute responses to stress may be in the areas of feelings (anxiety, depression, irritability, fatigue), behaviour (being withdrawn, aggressive, tearful, unmotivated), thinking (difficulties of concentration and problem solving) or physical symptoms (palpitations, nausea, headaches). If stress persists, there are changes in neuroendocrine, cardiovascular, autonomic and immunological functioning, leading to mental and physical ill health (anxiety, depression, heart disease). [2]

Being well, is good health physically, mentally and emotionally, with balanced state of mind.

Psychological or subjective well being is the focus of intense research attention research. Health is a state of complete physical, mental and social well being and not nearly the absence of disease infinity. Psychological well being in a objective term that means different things to different people for the study. It is defined as the individual on interpretation and evaluation their past life and their happiness.

Psychological well being studied extensively as there is a need to improve the states of mental condition of people wellness in generally use to mean a healthy balance of mind, body and spirit and it result in an overall feeling of well being. In other words wellness in a view of health that emphasis that states of the entire being and its ongoing development. Harvey says as most of the workplace stress problems affecting psychological well-being at work (eg depression, anxiety and substance abuse) are treatable and can be preventable, when the workplace is perfect place to start addressing these issues. "The workplace is an ideal forum to think about prevention of mental health issues. This involves a combination of reducing known risk factors and increasing resilience." [4]

Objective

- 1) To identify the type of job profile of respondent.
- 2) To assess the workplace stress of the respondents.
- 3) To assess the psychological well-being of the respondents.

Hypothesis

There exists no relationship between workplace stress and psychological well being of respondents.

2. Review of Literature

Joshi et al. (2014) Conducted the study on working women due to her dual role in education field. To achieve the

objectives of the study 50 Assistant Professors were selected. Self designed questionnaire was distributed to them. For analysis of data percentage, mean score were computed with the help of bar diagram. The result showed that the major stressors for working women were excessive work. 60% suffer with stress related diseases. Most of them have full support from family. 70% agreed that they have stress due to upgradation of education in the institute. 85% managed their stress by watching television.

Lennon (2014) conducted a study on the role of work conditions in mediating the effect of employment status on married women's psychological well-being. Employed wives and full-time homemakers are compared on characteristics of their daily work activities and the consequences of these work conditions for psychological well-being. Using data from a national survey of employed wives and homemakers, I find that full-time housework involves more autonomy, more interruptions, greater physical effort, more routine, fewer time pressures, and less responsibility for matters outside one's control than paid work. Differences in work activities between employed wives and homemakers also have direct implications for well-being. Two of the dimensions examined-the extent to which the worker is responsible for things outside her control, and the amount of routine entailed-are associated with greater depressive symptoms among women, regardless of work status. It appears that, as compared to employed wives, full-time homemakers benefit from having less responsibility for things outside their control. Employed wives appear to benefit from having less routinized work than homemakers. As a result of the different configurations of their work characteristics, employed wives and homemakers experience on average similar levels of depressive symptoms.

Chiang and Hsieh, (2012) conducted in 513 hotel employees in Taiwan, the relationship between the perceived organizational support and job performance, organizational citizenship behaviour and psychological strengthening was investigated by the survey model; and it was found that both the perceived organizational support and psychological strengthening affected organizational citizenship behaviour positively and significantly, and perceived organizational support did not affect job performance positively, and organizational citizenship had partial mediator effect on the perceived organizational support and job performance .

3. Methodology

Descriptive cum exploratory research design was adopted in the present study. The present study was conducted in Lucknow city and women working in food junctions (Pizza Hut, Mc'Donald, Café Coffee Day) were selected to conduct the research. The sample for study consist of 80 respondents working in different food junction. The multistage purposive random sampling was used to select the sample from the selected food junctions of Lucknow. Standardized tool like psychological well-being scales prepared by Carol Ryff were used to collect the data and The workplace stress scale (The Marlin Company, North haven, ct and the American Institute of Stress). Descriptive statistics like frequency, percentage and relational statistics like

correlation were used to find the results using SPSS 20 version.

4. Result

Table 1: Distribution of the respondent on the basis of independent variables

S. No	Independent variables of the respondents	F% N=80
1-	Age of the respondent	
(a-)	20-25 years	53(66.3)
(b-)	26-30 years	9(11.3)
(c-)	31-35 years	0(0)
(d-)	more than 35 years	18(22.5)
2-	Marital status of the respondents	
(a-)	Unmarried	51(63.8)
(b-)	Married	29(36.3)
3-	Working hours of the respondents	
(a-)	2-4 hr.	13(16.3)
(b-)	4-8 hr.	55(68.8)
(c-)	More than 8hr.	12(15)
4-	Experiences of the respondents	
(a-)	Less than 3 year	47(58.8)
(b-)	3-6 year	6(7.5)
(c-)	6-9 year	9(11.3)
(d-)	More than 9 year	18(22.5)
5-	Monthly income of the respondents	
(a-)	5000-10000rup.	49(59.8)
(b-)	10000-15000rup.	13(15.9)
(c-)	15000-20000rup.	18(22.0)
6-	Education of the respondents	
(a-)	Intermediate	6(7.5)
(b-)	Graduate	25(31.3)
(c-)	Post graduate	29(36.3)
(d-)	Specific diploma degree	20(25.0)
7-	Job type of the respondents	
(a-)	Permanent	34(41.5)
(b-)	Contractual	6(7.3)
(c-)	Temporary	40(48.8)

Data in table 1 showed that more than half of the respondents 66.3 percent were belonging to age group 20-25 years and 22.5 percent respondents were more than 30 years and only 11.3 percent respondents were belonging to age group of 26-30 years. Clearly observed that 63.8 percent respondent were unmarried and 36.3 percent respondents were married.

More than half of the 68.8 percent respondents worked for 4-8 hours and very few respondents 15 percent worked for more than 8 hours. While only 16.3 percent respondents worked for 2-4 hours.

More than half of the respondents 58.8 percent experience were have less than 3 years. While 22.5 percent respondents were having work experience of more than 9 years, fewer respondents 11.3 percent were having 6-9 years of working experience. 36.3 percent respondent were post graduate. 31.3 percent respondents were graduated. And only 25.0 percent respondents were specific diploma degree. Very few 7.5 percent respondents were intermediate.

More than half of the respondents were getting their monthly income between Rs.5000-10000. While 22 percent were getting monthly income between Rs. 15000-20000. Few

respondents 15.9 percent were getting monthly income between Rs. 10000-15000. Less than half 48.8 percent respondents were temporary job. While 41.5 percent respondents were permanent job and only 7.3 percent respondents were contractual job.

Data in table 2 revealed that nearly half of the respondents 47.5 percent were having fairly low stress while 32.5 percent respondents were having moderate stress. Few respondents 13.8 percent were having severe stress and very few respondents 6.3percent were relatively calm.

Table 2: Distribution of respondents on the basis of scores obtained on workplace stress scale

S. No	Workplace stress scale scoring	F(%)
1-	Chilled out/relatively calm less than 15	5(6.3)
2-	Fairly low stress16-20	38(47.5)
3-	Moderate stress21-25	26(32.5)
4-	Severe stress26-30	11(13.8)

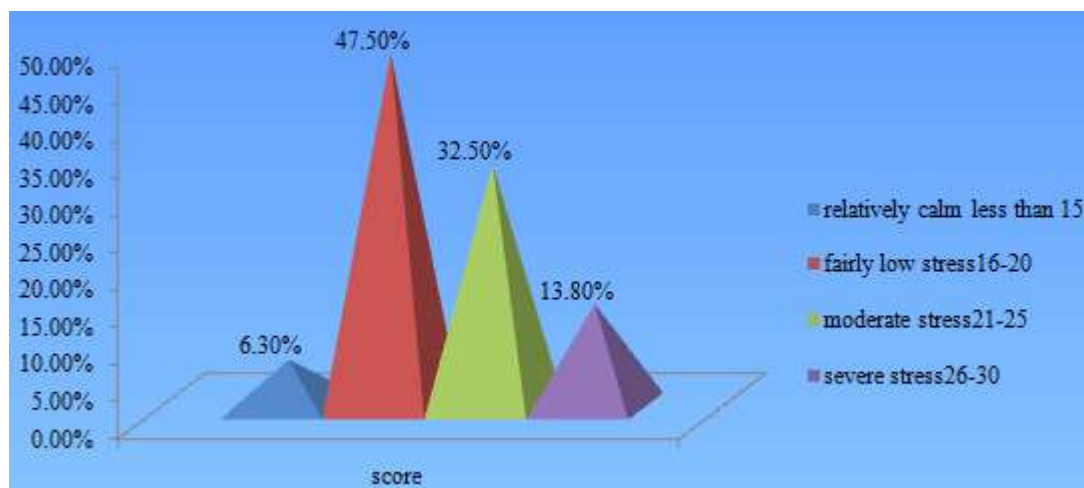


Figure: Distribution of respondents on the basis of scores obtained on workplace stress scale

Table 3: Distribution of respondents on the basis of scores obtained on psychological well being scale

S. No.	Category	F(%)
1-	Poor(18-45)	12(14.6)
2-	Average(46-81)	42(52.2)
3-	Good(82-108)	26(32.7)

Data in table 3 revealed that half of the respondents 52.2 percent were having average psychological well being while 32.7 percent respondents were having good psychological well being. Few respondents 14.6 percent were having poor psychological well being due to workplace stress.

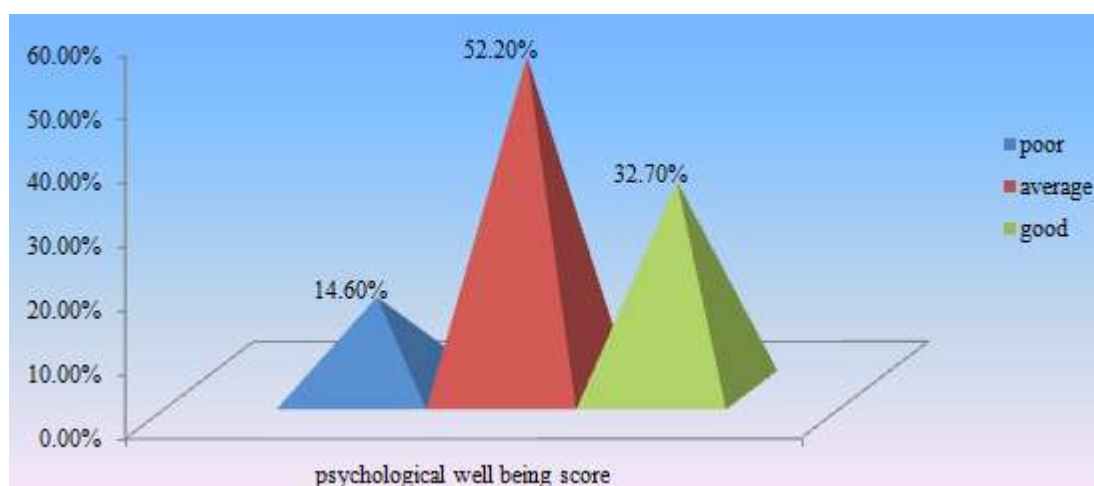


Figure: Distribution of respondents on the basis of scores obtained on psychological well being scale

Ho -There exists no relationship between workplace stress and psychological well being of respondents.

Table 4: Correlation value between workplace stress and psychological well being of the respondent

Dependent Variables	Mean	S.D.	r	Significant value	Conclusion
Workplace stress	20.95	2.03	-0.189	0.093	NS
Psychological well being	62.53	4.975			

$r = -0.189$, $N = 80$ $p > 0.005$

Result in table indicate there was negative correlation between workplace stress and psychological well being. It meant that when workplace stress increased psychological well being decreased. As the r value is negative and $p > 0.005$ thus our null hypothesis was accepted.

5. Conclusion

It was concluded that workplace stress affect the psychological well being, but if proper and healthy workplace environment is developed, this workplace stress can be reduced to a extent.

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