

Chapter-V

Conclusions and Suggestions

This chapter concentrates mainly on the outcome of the thesis where all the research questions are examined and objective of the research is being discussed by the researcher. A summation of the research related to the dimension of the stress, sector and managerial level facing the high stress is provided here. The most popular method for stress management along with the suggestions and future direction for the research are outline.

5.1 Introduction

In this chapter, conclusions and suggestions are framed on the basis of the data analysed. Limitation of the study and scope for the future research are also focused along with the suggestions on ways to manage stress used by working women in Education, Finance and Hospitality service sectors at different managerial levels.

5.2 Summary

The concept of dual career is a fast increasing phenomenon in India since a couple of decades. The pursuit of higher education by women, increase in equal employment opportunities and the tendency of becoming professional have the impact on working women professionally, physically, mentally and socially. The main objective of the research is to examine the implications of the factors of stress being faced by the working women in selected sectors.

Researcher started the study with the framework to find out the answers to certain questions.

Research Question 1: What are the factors/dimensions responsible for causing stress among the working women in the selected service sector?

Research Question 2: Is there any influence of demographic factors on different dimensions of stress?

Research Question 3: Which dimension of stress has more influence on working women in the selected sector at different managerial level?

Research Question 4: Which is the most popular method for stress management adopted by the working women?

The objective of the study was achieved by structuring the thesis in different chapters.

Chapter one presents the historical background of the women, work and stress management and how the unmanaged stress affects the individual. This chapter also discusses the methods being adopted by the working women to handle it.

Chapter two aims to comprehensively review the existing research done in the area of the stress management with respect to the sector and managerial level.

Chapter three explains and justifies the methodology used in conducting this research. It begins with the research purpose, methodology and strategy being followed. Further, it explains research objective, research hypotheses, data collection method, sampling technique and sample size.

The objectives of the research were:

- To identify the factors responsible for stress among the working women.
- To study the influence of demographic factors on different dimensions of stress.
- To analyse the stress level among the working women in selected sectors.
- To assess the stress among the working women at different managerial levels.
- To identify the stress management methods adopted by working women.
- To provide with the most popular way to manage stress used by the working women in selected sectors.

Chapter four Part- A was an attempt to identify the factors/dimension of stress and their reliability where out of 44 structured questions, 21 questions were found suitable for doing factor analysis.

Research question 1 was answered where four dimensions of stress were identified namely

Organisation Related Stress exists among the working women because of the role ambiguity, personal development, interpersonal relationship, organisation climate and gender, lack of coordination, grievance handling, job security, participation in management and group cohesiveness (*Jayashree, 2008*)and (*Sree, 2013*). During the factorization process Organisation Related Stress scores had` mean value of 2.30. When the organisation handles the grievances of the employees it becomes like a support system for them and they get more confidence in the management. During the interview session, researcher got the information that in hospitality sector management is trying to make the work culture more suitable for the women employees by organizing one day in every month as women day where they assemble and try to find the solution for their grievances.

Work Related Stress occurs among the working women due to dual responsibility, workplace harassment, poor working condition, work overload, role ambiguity, lack of participation, salary, leadership style, transfers, interpersonal relationships (*Pathade, 2010*) and (*Sudhakar, 2012*). The mean score of Work Related Stress scores is 2.63. In the current scenario, talent acquisition and retention are becoming the biggest challenge. Organisations are now concentrating on this by providing better working conditions. Different recreational activities, sports or family get-togethers are organized so that interpersonal relationships among the employees can be improved.

Family Related Stress is based on the type of family, education of spouse, spouse employment status information anxiety, relationship (*Mane & Sawant, 2013*). The mean score of Family Related Stress is 3.105, which is highest. In the modern society where the

concept of nuclear families is at high, it is becoming the cause of stress too. Since the working women are playing the dual role; sharing responsibilities can help. Understanding partner's / spouse is always a good sign for balancing the work and life.

Self Related Stress arises because of irresponsible behaviour, negative attitude or feeling/unrealistic expectation and recognition (*Ali, Raheem, & Nawaz, 2014*). The mean score of Self Related Stress is 2.90. Nowadays, we get less time for self-introspection and analysis. Amidst our busy schedule, we should try to take time for our hobbies as it gives happiness. Sometimes our introvert behaviour makes us stressed so self-realization is important.

Part-A had provided the answer to different research questions been raised during the literature review and became the base for the research.

Research Question 2 related with influence of demographic factors on different dimensions of stress is answered here

Findings are subjected to hypotheses testing which has been examined and evaluated through data analysis techniques like principle component analysis and other statistical tools. The researcher has used factor analysis method, multiple comparison analysis and R- Model to get the inference about the study.

Work Related Stress is more among the working women at their middle age. There is a relation between age and the level of stress (*M, 2013*). The analysis of the data also reveals that there is no significant difference between the ages and Work Related dimension of stress. Married Women are more under stress compared to single (*Neil & Davis, 2011*) and (*Parveen, 2009*) . Married working women are more worried as they are busy in fulfilling the dual responsibilities at work and the home front.

Research Question 3 regarding which factor/dimension of stress has more influence on working women in the selected sector at different managerial level is answered with the help of different statistical model.

The interpretation of the data was analysed and it indicates that the working women at the middle level of management are having more stress (*Singh & Singh, 2012*). Family Related Stress (*Sharma & Dayal, 2015*) is more among the working women. In Financial Sector they find the very less time for themselves and for their family. Work-life balance becomes difficult for them. In the current scenario when the living standards are increasing then the financial portfolio and stability also become an important factor. Most of the working women are dependent on domestic help (*Krishnan, 2014*) and compatibility with the spouse and extended family is also important. Sometimes they feel they are not giving sufficient time to family.

Research Question 4 is answered in the Part-B analysis stating to the most popular method for stress management being adopted by the working women.

The most common method for managing the stress is Meditation (*Krishnan, 2014*), recreational activity and positive thinking (*Sharma & Nair, 2015*) towards profession. The demographical, sector and level wise analysis reveals that most of the working women opined that positive thinking towards the work and profession is the best way to manage the stress. Some of the respondents agreed that counseling is also the effective way to manage the stress as it helps in sharing the problem and seeking the professional help if needed.

5.3 Conclusions

The findings of this study perceive the stress factors and a reaction of the working women towards it. With the increase in work force population especially women and change in the priorities towards the work and family commitments, the real-time problem of managing the dual responsibilities arises. In today's industrial society, at some point in

time, because of a dual role, the feeling of stress and loneliness arises. With the advancement in the technology, women feel exhausted but then they are proving themselves and breaking the glass ceiling by achieving the goals. Women working in all the sectors at different managerial levels have stress and the nature of stress differs from sector to sector as the requirement, organisation structure of the sector, job profile and family set up play important role. Workplace stress affects the performance of the brain including work performance, memory, concentration and learning. It can lead to mental health sufferings. Stress is dependent on personal reaction to pressure and person's reaction to pressure.

Stress is directly related with the constraints and demands. Stress is a normal psychological and physical reaction to the demands of life. A less or minimal amount of stress is good for the performance and motivating a person for better achievement in life. But multiple challenges can push a person beyond the ability to cope. The human brain has an alarm system for protection. When the brain perceives a threat, it signals the body to release a burst of hormones that increase the heartbeat rate. This is fight or flight response to deal with stress. We should not wait until stress damages our health, relationship or quality of life. The best way to manage stress is to learn healthy coping strategies.

The result of the analysis indicates that working women are facing stress from the different factors like Organization, Work, Family and Self. The existence of stress is felt in all the three service sectors taken for the purpose of the study. Under different dimensions of the stress analysed on the basis of the demographical profile, sector and managerial level of the working women, it is concluded that women working in the financial sector at middle-level face more stress. Most of the respondents feel that extended family is one of the major factors for the concern. Financial portfolio of the working women is also important as sometimes their position is analyzed on that basis.

In the hospitality sector, women at the top level are more exposed towards the Family Related Stress as when they move to the higher ladder in managerial level, accountability towards work increases and they find lesser time for the family. Work Related Stress is a multifaceted problem that can be linked to the organization, physical and social characteristics of work and the work environment. In the education sector, Work Related Stress is often linked to violence, bullying, harassment and unacceptable students' behaviour. In the education sector, women at the middle level have more of work-related stress as most of the time; they are overloaded with the academics and administrative work.

Self Related Stress also exists as it becomes difficult to balance the work and home front but they are trying to perform well by fulfilling work and family responsibilities. Raising a family can be rewarding and demanding, so stressful times can make things much more challenging.

Different ways to manage stress used by the respondents were also analyzed on the basis of demographic profile, sector and managerial level. Most of the respondents agree that positive outlook towards the life and work helps them in maintaining work-life balance. Life is challenging. Counselling and sharing problems with others are also considered to be the best way to handle the stress and it may offer solutions to the problems. Maintaining a healthy lifestyle will help in managing the stress. Stress won't disappear from our life but by paying attention to what causes stress and practising ways to relax we can overcome some of the bad effects of stress and increase the ability to cope with challenges. It does not matter which relaxation technique we choose, but it is always helpful to select a technique that works for us and practice it regularly.

In the light of the findings of the study, the present chapter gives suggestions for further research.

5.4 Suggestions

The study examines the stress faced by working women in three service industries. The daily interactions with responsibility, demands from the profession often lead to pressure and challenges. This study is one step towards the aim to find out the coping strategy being followed. Stressors can be of various types. Organization Related Stress can be reduced by better interpersonal relationship and encouraging peers to decrease role isolation. There should be an encouragement for relaxation and meditation session for the employees so that they can feel relieved and relaxed from the workload and stress. Self-related stressors are difficult to control due to changing personalities.

On the basis of analysis conducted and its subsequent findings in Chapter IV, it can be said that for effective management of stress individual's self-change is absolutely necessary. For effective reduction of stress, employees, as well as an organisation, should know the capability of the employees well in advance. Stress does not necessarily come from the professional life only. The personal lives of the workforce are also equally important. Proper care should be taken so as to reduce the level of stress that the employees may face from their personal lives. A counselling session after an interval may prove to be effective in this regard. It is better if the organisation becomes more innovative to deal the situation of stress and tries to implement the new age stress management policies which are more employees friendly. One of the important policies can be more participation of employee's family member. This will bring "feel good factor" and the family members also come to know the nature of the job that they are doing. However, it should be recorded that there is no end of problems and improvement. A continuous effort should be made to deal with stress-related problems. The focus should be on creating an atmosphere where stress can be viewed as an instrument rather than a negative instrument.

Since working women play multiple roles that could result in professional and personal role imbalance, training could be given to them to use the appropriate coping methods that would have a positive effect. Organizations need to make the appropriate change in

certain organizational policies and procedures for the benefits of both. Ways to manage stress helps in reducing or minimizing the harmful consequences of stress which results from different factors. If long working hours and workload are the one factor for work-related stress then we should follow the professionalism in our work and avoid backbiting and gossip; it will save time and help in completing the assigned task in allotted time without stress.

Any technical advancements and innovations in the domain area should not be taken as a burden. The employees should try to explore and learn it to update their knowledge. This uplifts their morale and satisfaction level which reduces the stress effect experienced by them in various psychological aspects. Sometimes stress occurs due to non-availability of recognition and reward. So, to overcome this career counselling cell or unit should be established where the guidance should be given about the future prospects and enhancement.

Cooperation is the key for success and if we do not experience this, the problem can be minimized by learning "Self- help" technique to manage the behaviour like improving communication and sharing information with colleagues and family members to reduce uncertainty about the job and future. The organisation should ensure the distribution of workload happens as per the ability, efficiency, responsibility, accountability and availability of resources. Time frame for performing the task is important but unrealistic deadlines should be avoided. Employee friendly work culture always helps in improving the productivity. Opportunities for social interaction should be encouraged. We should avoid wearing "too many hats" as unclear roles and responsibility end up with stress creation. As a woman, they should try to reduce job stress by taking care of themselves. When stress at workplace interferes with the ability to perform the task, it adversely affects the personal life which in turn has adverse impact on health. The better we feel, the better we are equipped and we will manage work stress without becoming overwhelmed. A small act can lift the mood, increase the energy and make us feel like that life is under control and we are back in driver's seat. On some occasion, working

women should try for "ME - TIME", "SELF- TALK", and "SELF-ANALYSIS" for effectively managing the behaviour and stress.

Close relationships are vital in helping to get through the stress. Sometimes sharing feelings face to face with another person can help in relieving the stress. Accepting support is not a sign of weakness and it is not a burden.

When workplace environment grows increasingly stressful, then they should retain a large measure of self-control and self-confidence by understanding and practising emotional intelligence.

Adopting 3C's exercise of reducing conflict, operating the right control to take the right action for right choice can help in leading stress-free healthy and happy life.

5.5 Limitations of the study

1. The study is confined only to Women Employees of these three sectors.
2. The study is limited to Bangalore City only.
3. Stress can be either temporary or long-term, so the level of stress can vary at any time.
4. The personal bias of the respondents might have an impact on the data collected due to the respondents' reluctance to answer the questions.
5. Findings of the study are based on the assumption that respondents have provided with correct information.
6. Some of the factors of stress like salary, number of dependents, distance from workplace and mode of transport are not covered in the study.

5.6 Direction for Future Research

The present study focuses on the three service sectors at Bangalore and only on women employees. Further, a comparative analysis of various categories of sectors can be undertaken in other sectors too. Indeed, additional sources, effects and coping strategies can be explored and interrelationships between them can be worked out. The present research work has not analyzed post effect of stress management methods.