

To Study the Impact of Stress and Excessive
Workload on Health of Working Youth Population

By

Akshay Kumar

*Dissertation submitted for the partial fulfillment of the
MBA Pharmaceutical Management*

Academic year, 2017-2019



The IIHMR University, Jaipur

1, Prabhu Dayal Marg, Sanganer, Airport
Jaipur 302029, Rajasthan
Ph: 0141 3924700, Fax: 3924738
Website: www.iihmr.edu.in

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1, Prabhu Dayal Marg, Sanganer, Airport
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TO WHOMSOEVER MAY CONCERN

This is to certify that **Mr. Akshay Kumar** student of MBA Pharmaceutical Management, The IIHMR University, Jaipur has undergone internship training at **IQVIA Consulting and Information Services India Pvt. Ltd**, from 4th February 2019- 3th May 2019.

The Candidate has successfully carried out the study designated to him during internship training and his approach to the study has been sincere, scientific and analytical.

The Internship is in partial fulfilment of the course requirements.

I wish his all success in all his future endeavours.

A handwritten signature in dark ink, appearing to read 'Sandeep Narula'.

Dr. Sandeep Narula

Dean of Pharmaceutical Management

The IIHMR University, Jaipur

A handwritten signature in blue ink, appearing to read 'Rahul Sharma'.

Mr. Rahul Sharma

Assistant Professor

The IIHMR University, Jaipur

IQVIA Consulting and Information Services India Pvt. Ltd.

Unit No.902, 9th Floor, 'B' Wing

Supreme Business Park, Supreme City

Hiranandani Gardens, Powai

Mumbai 400 076, India

Tel : +91 22 7109 7200, Fax +91 22 7109 7222

CIN: U74140MH2003PTC142482

iqvia.com

Date May 16, 2019

PROVISIONAL CERTIFICATE

This is to certify that **Akshay Kumar** is associated with **IQVIA Consulting and Information Services India Pvt. Ltd** as an **Intern** and the internship period is from **Feb 04, 2019 till June 03, 2019**.

This certificate is issued in recognition of successful completion of his/her **Dissertation** in the department of **Public Health**.

Yours Sincerely,

For IQVIA Consulting and Information Services India Pvt. Ltd



S. Yamini Krishnan

Director Human Resources, South Asia

THE IIHMR University, Jaipur

Certificate by Scholar

This is to certify that the dissertation titled **To Study the Impact of Stress and Excessive Workload on Health of Working Youth Population** and submitted by (Name) **Akshay Kumar** Enrollment No **092** under the supervision **Mr. Hemant Choudhary (Manager)** of for award of MBA in Pharmaceutical Accomplishment of the University carried out during the period from 4th February 2019 to 4th May 2019 .embodies my original work and has not formed the basis for the award of any degree, diploma associate ship, fellowship, titles in this or any other institute or other similar institution of higher learning .



Signature

Acknowledgement

My vision at the period of starting my dissertation is to explore about Public Health research and opportunities in this sector.

I am obliged to thank to Mr. Lokesh Sharma (Senior Principle) for proving me this opportunity to carry out my study as-dissertation and for his continuous support and motivation.

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Dissertation

To Study the Impact of Stress and
Excessive Workload on Health of
Working Youth Population

Executive Summary

Introduction

In current scenario, organizations are doing Multifaceted objectives which are often tough to reconcile: to achieve competitive advantage, become more productive and profitable. Intensification of work has been major problem for workers by putting higher demand on their cognitive, psychological and physical abilities. Young working professionals are required to perform multiple tasks within a limited time, which are subjected to physical workload as well as information, technical and communication overwork. The main purpose of the current study is to determine the consequence of stress and workload on health among working youth population.

Objective

The objectives of the current study were:

- To determine the consequence of stress and excessive workload on health among working youth population.
- To identify the ways to reduce stress and excessive workload.

Methodology

The current study is a descriptive cross-sectional study. This study is based on primary data. A sample size of 199 covered and structured self-administered form were distributed to all the respondents. The supplement criteria of the respondents were those who are working in any organization from past 3 months.

Findings

Respondents are asked about their self-recognition of work type and workload they have if any, due to that job. It is found that 80 (40%, n=199) respondents reported for excessive workload, while 36 (18%) responded that sometimes they have excessive workload while 83 (42%) said they have no workload.

Impact of stress and workload on health behavior is analyzed in this study and results state Unfair distribution of work 97 (48.7%), Repetition of work 83(41.7%) and Meeting deadlines counts more than 91 (45.7%) proportion for stress and excessive workload. Respondents are asked about their perception on risk over health due to workload, and results state that 58 respondents think their health is at risk, while 71 respondents state sometimes their health is at risk and 71 respondents think that their health is not at all at risk and when asked about sick leave in last two months, 102 respondents said, they have taken sick leave. From these two tables capacity has a significant impact on health of employees. It is found that 46% people think, they don't have work life balance and when asked about reason for uneven work life balance it is counted that 32.6% people don't have any control over their job and only 28% people are satisfied first three points asked to them regarding their job, rest all disagree with work life balance in one or other terms.

Response on areas to be worked upon is asked from respondents and analysis states that Lack of training, lack of knowledge and repetition of works are factors which contribute more than 40% of response, other major contributing factors are poor decision-making process and conflicting work demands and lack of authority and poor communication.

From the above analyses done, it is conclusive that stress and excessive workload is playing important role in individual as well as professional life of an employee.

It is implied that if an employee is under stress then he/she can't be productive and fulfil demands of the company. Hence from this study it is found that both employer and employee has to think on this issue, as this issue is growing globally and is related to many every member and organizations.

Recommendations

- Complete Excessive capability by ensuring that your staffing levels are adequate.
- Inspire and offer regular breaks as break are essential to the health and well-being of your employees and overall quality of work.
- Make some environment as a relaxing staff space or some sort of sanctuary where staff are inspired to take a break can be good way to reduce stress.

Segment work with others or ask someone for support and divide your workload with them

Introduction

In current scenario, organization are doing Complicated objectives which are often tough to reconcile: to achieve competitive advantage, become more productive and profitable. Intensification of work has been major problematic for workers by putting higher demand on their cognitive, psychological and physical abilities. Young working professionals are required to perform multiple tasks within a limited time, which are subjected to physical workload as well as information, technical and communication overwork. Organizations are conducting various objectives at a time which demands a lot from their employees, various means of communication like emails, phone calls and meeting are adding a lot of pressure on an employee

Stress and excessive workload can be defined as one of the major issues an employee is facing in companies. There can be various factors for stress and excessive workload like poor supervision, Lack of appreciation, repetition of work, unsocial working hours, Bulling at workplace, uneven work-culture, under-paid and under-valued.

From various study it is observed that stress has direct effect on health and well-being of a person. High attrition-rate, increasing health issues among working youth population.

Stress can be recognized on merely an indicator. It is combination of management, sociology and psychology. Stress decreases productivity and increases workload on an employee. interpersonal work relations may cause high stress levels, when employees are subject to team compression and express opinions not embraced by the work group.

Aim of the present study is to identify the prevalence of stress and excessive workload amongst working youth problem then further to analyze about the reasons for stress and extreme workload and effect of these on health of working youth population.as solution to this, areas on which work should be done is also stated in this study.

Literature Review

In current scenario, organization are doing many-sided objectives which are often tough to reconcile: to achieve competitive advantage, become more productive and profitable. Intensification of work has been major problem for workers by putting higher demand on their cognitive, psychological and physical abilities (Hamon-Cholet and Roussgerie, 2000).

Lack of physical action and exercise are known determinants and risk factor for many diseases and disorders. For example-overweight, obesity, cardiovascular diseases, diabetes and some forms of cancer. Globally more than one billion adults are overweight (i.e., having a BMI more than 25kg/m²) and the figures are continuously rising³. For those who are physically inactive, becoming active is important to alleviate overweight related health problems and to decrease chances of developing cardiovascular diseases and diabetes. Physical action and exercise may also mitigate the symptoms of distress, depressive mood and sleeping problems, eliminate back pain and this all will contribute towards productivity at workplace.

Over a period, a time certain number of work-related health and safety problems has been identified in various working areas (Asakenazy and Gianella, 2000). Workload or we can term it as Excessive workload has been identified as a common denominator in psychological and physical terms among the working age group.

Most of the internal and external resources which are available for workers has been affected by intensification and consequences of workload. This can in turn generate a downward spiral in the workplace and in worker's health and safety.

A report by Surgeon General (1996) on Physical action and Health says Physical action of a type that improves cardiovascular endurance reduces the risk of developing or dying from cardiovascular disease, hypertension, colon incubation period of merely days and its clinical course generally completes within weeks. Chronic health

condition is a general term that comprises both chronic diseases and impairments (Hoffmann, Rice, Sung 1996).

Stress is an important psychological concept that can affect health, well-being and job performance in negative aspects, (Mojoyinola, 1984; and Olaleye, 2002). Stress faced by workers at job is called as job stress. It may be due to number of factors such as poor working conditions, excessive workload, Shift work, long hours of work, role ambiguity, role conflicts, poor relationships, with the boss, colleagues, sub ordinate officers, risk and danger, to mention a few. Certain responses indicate the existence of job stress in an individual, or group. It may occur in form of headache, sleep disturbances, difficulty in concentration, short temper, upset stomach, job frustration and low morale. Other indications of job stress comprise muscular tension and ache, tightness in the chest, high blood pressure, heart problems, snapping and arguing with others, aggressive behavior, blaming other, administration for tension, absenteeism and high attrition rate of employees.

The above explanations can be clearly observed in health professionals, which may lead to negative behavior towards their health, individual and organizational behavior

Excessive workload and stress which leads towards high attrition rate, turnover of employees and absenteeism (Bakker, Damourite, Shauffeli, 2003) and work performance problems (Dyne, Jehn, Cummings, 2002). Workload can be measure in variety of ways, some of them can be performance-based measures, Self-report, behavioral observation and by psychological measures. In some cases, psychological indicators can be more sensitive than performance-based measures for finding initial changes in psychological workload. In this situation psychological measures can show increased activation before the existence of relevant performance indicators. Generally increased cardiovascular measures like heart beat and blood pressure are found at increased rate in relationship with workload or demanding nature of work. This situation a IQVIA at investment on mental resources for employees who desires to maintain their level of performance in response to increasing level of workload and stress.

In an era where service sector is achieving the utter most important level, the value of employees is at peak. Employees having specialism on certain skills have large demand and gain special attention in industry, as productivity and performance of company or organisation banks on health of such employees. In a highly competitive corporate environment, absenteeism of employees due to sickness, due of excessive workload. Sedentary lifestyle cannot be affordable by any company or organisation.

Performing at unrealistic workload level will certainly lead to a breakdown. This is already happening in some of the workplaces and is becoming obvious in some large sector agencies. Technology has been a major factor in the dramatic increase in workload and burnout. With the insertion of cellphone, Pagers, Fax machines and email employees are never far from their work. They can't escape from work and relax. Phone call is causing additional burden on the employee as it interrupts his concentration on a specific project and distract the flow of a routine. This can be a major stress factor, as the quality of work time is as important as quantity of work time.

Employees must now find time for attending e-mails and voice mails, staying quick on fast moving technologies and otherwise dealing with vast areas of work. The AP reported in May 1998 state that average business Accomplisher receives 190 messages a day, this can be a perfect example of work overwork.

The information technology field is a perfect model of work overwork in consequence. companies are trying to do whatever they can do with the minimum amount of staff possible says Maria Schafer, Program Director at Meta Group, Inc.

Adopting systems from different vendors by IT departments, which results in more Multifaceted projects and greater difficulty in completing them, is one of the major reason of overwork. Added to this, is the need of many employees in large metropolitan areas to spend up to several hours a day commuting and from work, making the average work day in all practicality, much longer then needed.

As one can see, work overwork has a negative consequence on the organisation or company as well as on employers and employees, this results in absenteeism and has direct consequence on the productivity within the organisation or company. Hence, the need for prevention work overwork is quite clear.

(<http://www.ecst.csuchico.edu/ddahl/paper.html>)

Lack of physical action (PA) are known indicators and are major risk factors for several diseases and disorders. For example- overweight and obesity, cardiovascular diseases, diabetes and some type of cancer. As we have discussed earlier that globally one billion adults have BMI less than 25kg/m² and this number is continuously increasing. Person who are physically inactive, it is must for them to be active to deal with overweight related health problems and to decrease the chances of developing cardiovascular diseases and diabetes. Activities and exercise may also eliminate the symptoms of distress, depressive mood and sleeping problems, backpain which all will contribute towards productivity at work.

Lifestyle factors like use of alcohol, tobacco and drugs, diet and other non-occupational factors like hereditary, age, gender and climate can interact with occupational factors causing increase in health risk of working youth population. This will all lead towards health figure of nation and will also attract towards increase in percentage of non-communicable diseases and chronic pulmonary diseases.

Objectives and Methodology

Objectives: -

1. To determine the Consequence of stress and excessive workload on health of working youth population.
2. To identify the way to reduce stress and excessive workload.

Methodology: -

Study type: Descriptive Cross-Sectional Study

Study Area-IQVIA, Barakhamba, New Delhi

Sample size:

A sample size of 199 was covered and structured self-administered questionnaire were distributed to all the respondents. The inclusion criteria of the respondents were those who are working in any organization from past 3 months. Out of 250 only 199 respondents give their response.

Sample Selection: All Working Professionals of IQVIA were comprised in the study.

Sampling Procedure: Purposive sampling method was use and questionnaire were distributed to target group.

Data Collection Tool: Self-administered questionnaire.

Data analysis: Data analyzed by using Excel software

Analysis and Results

Demography of the respondents: -

Table-1 (Gender of Respondents)

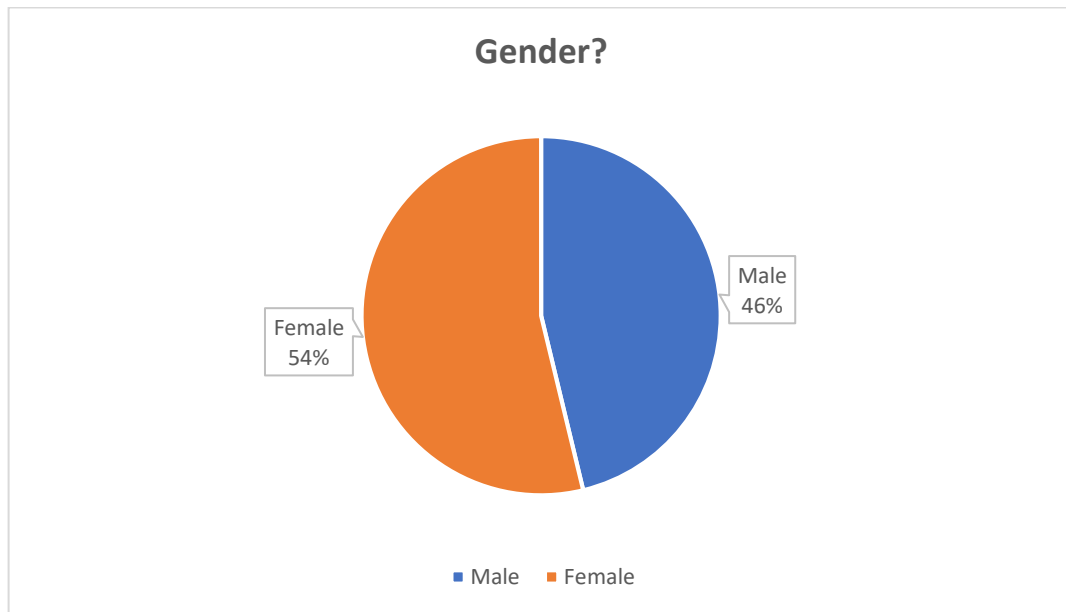


Table-2 (Age of Respondents)

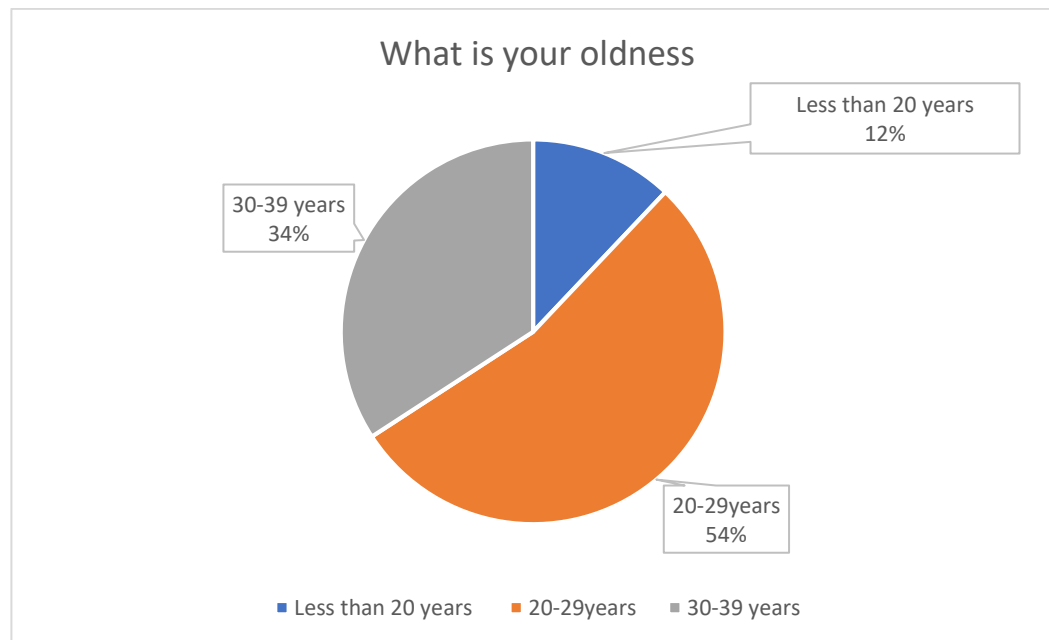
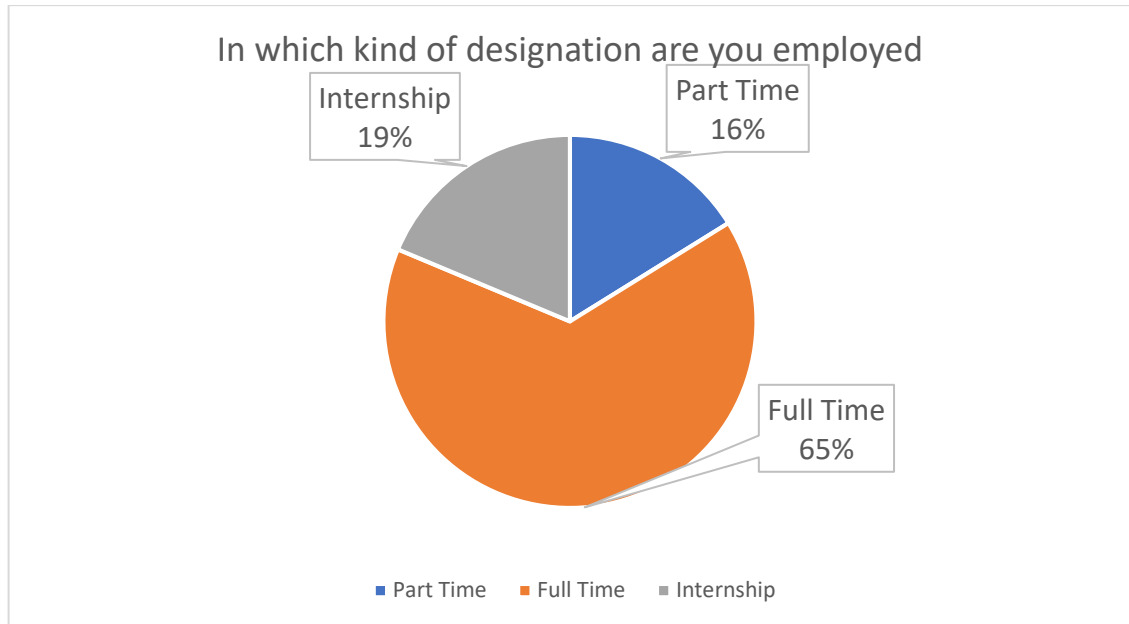


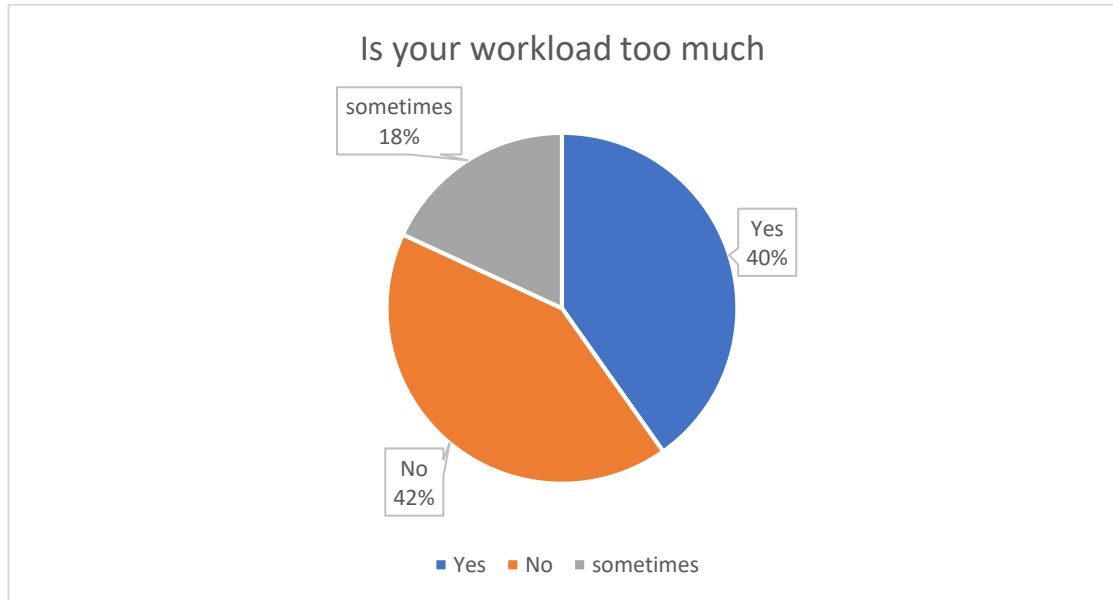
Table-3 (Nature of Respondent's Job)



In the above Tables (1to3), Gender, Age and Nature of job they are doing is analyzed for 199 responses received out of 250 approached. From analysis it is found that 65% persons are doing full time job, rest 35% are engaged in either part-time or internship. Age group lies mainly between 20-29 years as 54% of total population lies between this age and rest between 30-39 years and less than 20 years. If we talk about gender than percentage of working women in population is more than male population as by 8%.

Self-recognition of excessive workload: -

Table-4 (Responses on workload)



In the above table 4, respondents are asked about their self-recognition of work type and load they have if any, due to that job. It is found that 40% respondents reported for excessive workload, while 18% responded that sometimes they have excessive workload while 42% said they have no workload.

Reasons for Stress and Excessive workload

Table 5 (Reasons for Stress and Excessive workload)



In the above Table- 5, respondents report reasons for their stress and excessive workload. From analysis it is found that Unfair distribution of work 48.74% responded as they did not get work in uniform pattern and as per their qualifications, Repetition of work as they have to do same work for more than one time without any reason and Meeting deadlines counts more than 45% as most of the time they have to deal with this type of situation proportion for stress and excessive workload.

Effect of excessive workload on Health and Personal life of employee:

Table-6 (Response on work life balance)

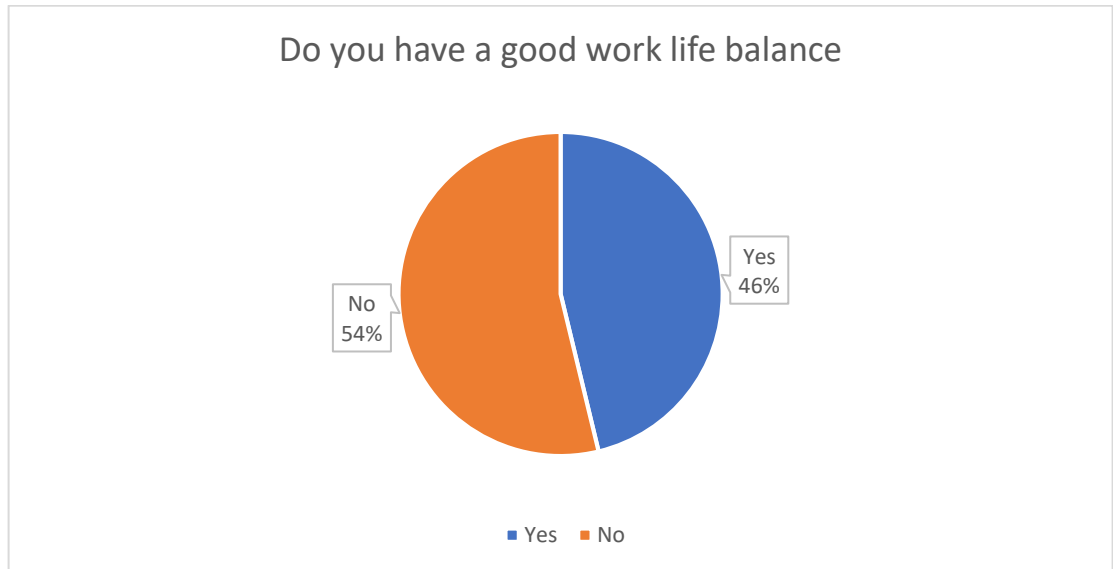
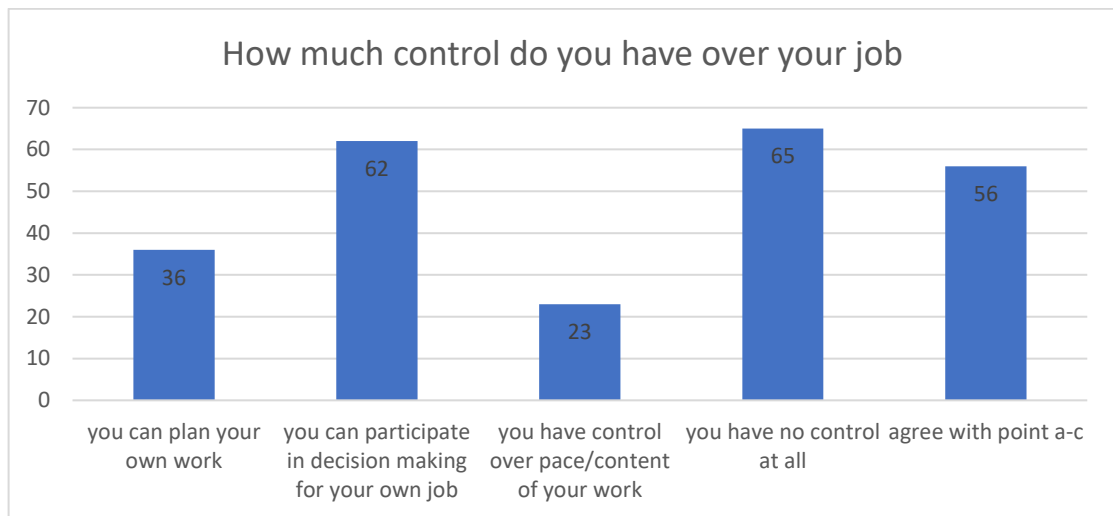


Table-7 (Responses on control over Job)



From above Table-6 and 7, it is found that 46% people think, they don't have work life balance and when asked about reason for uneven work life balance it is counted that 32.6% people don't have any control over their job and only 28.1% people are satisfied first three points asked to them regarding their job, rest all disagree with work life balance in one or other terms.

Table-8 (Response on health)

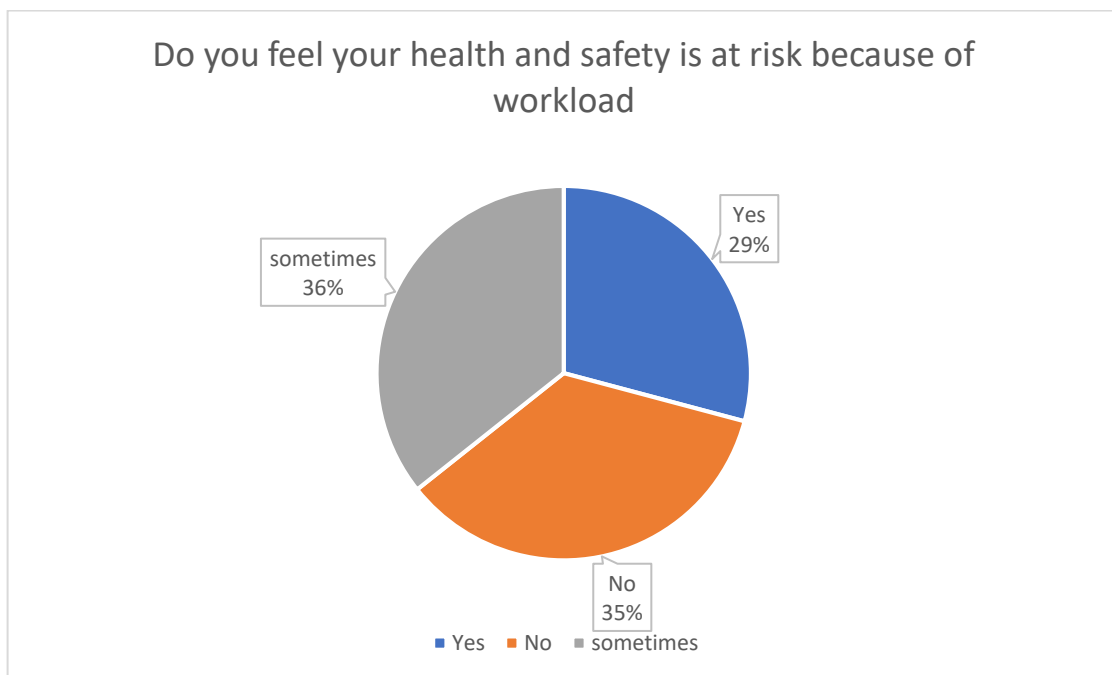
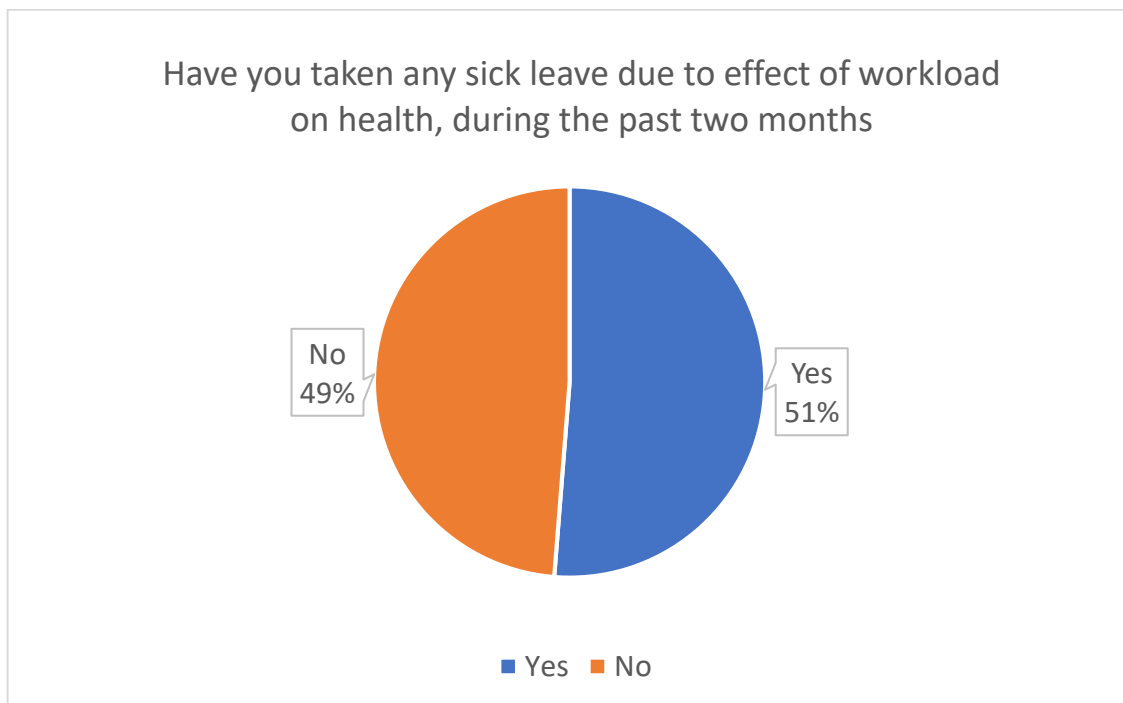


Table-9 (Responses regarding sick- leave)



In above Table-8 & 9, respondents are asked about their perception on risk over health due to workload, and results state that 29% think their health is at risk as they face many problems and have to take medications, while 36% state sometimes their health is at risk and 35% think that their health is not in risk as they are not facing any kind of health issues and enjoying their work and when asked about sick leave in last two months, 51% said, they have taken sick leave. From these two tables workload have a significant impact on health of employees.

Reasons for availing leave

In table-10, reasons for availing sick leave is analysed and it is found that most of the employees who said yes to excessive workload took leave due to depression, elevated stress, exhaustion, headaches, gastrointestinal and joint pain. And those who said no to excessive stress also took leave due to headaches, trouble sleeping and exhaustion.

Table-10 (Reasons for availing sick leave)

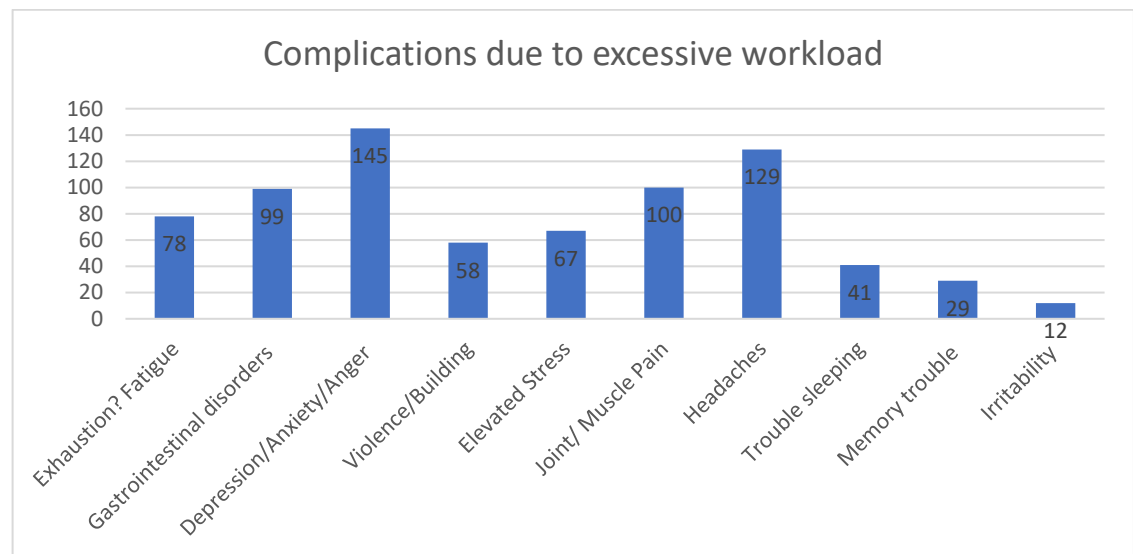


Table-11 (Responses on Hours of sleep)

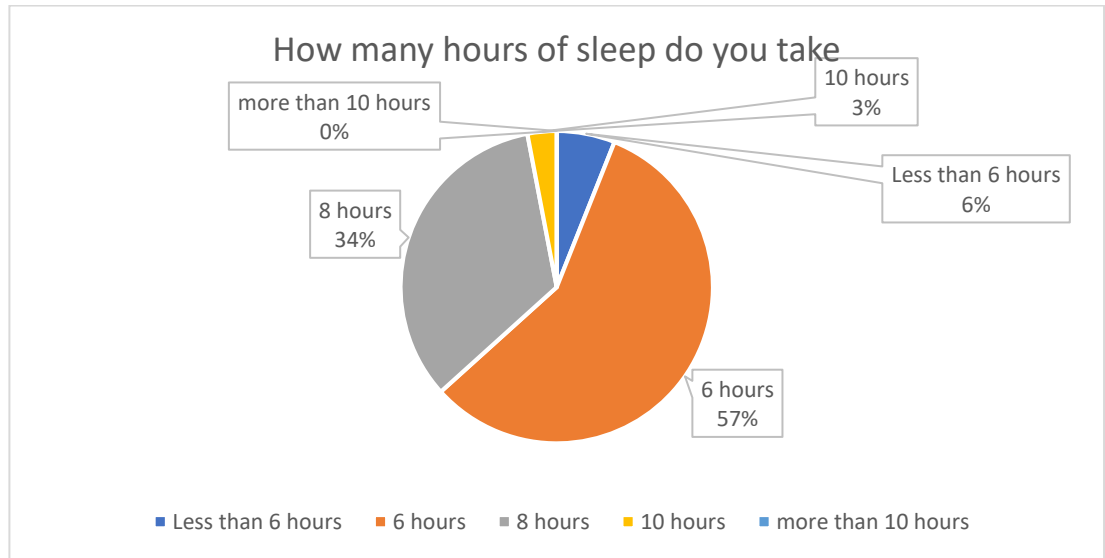
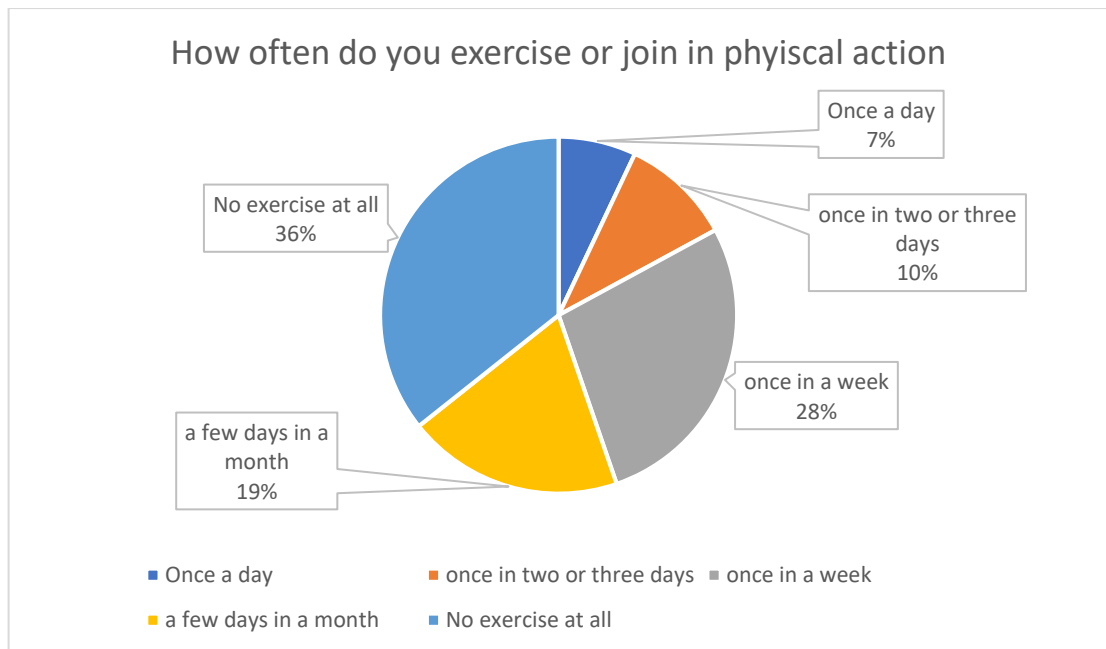


Table-12 (Responses on Physical action)



We all know that appropriate hours of sleep are necessary for our body to maintain proper health and well-being and physical activities like sports, yoga, exercises are most important element in order to keep our body and mind healthy. From the above Table- 11 &12, it is analyzed that most of the employees doesn't take proper hours of sleep and do physical activities. 63% respondents take less than 8 hours of sleep, 36%

respondents don't have time for physical action and only 10% respondents do daily physical action. From this we can say how health of an employee is under risk due to excessive workload and lack of time for personal activities.

Cause of Stress and how it affects health: -

Table-13(Responses on Job Satisfaction)

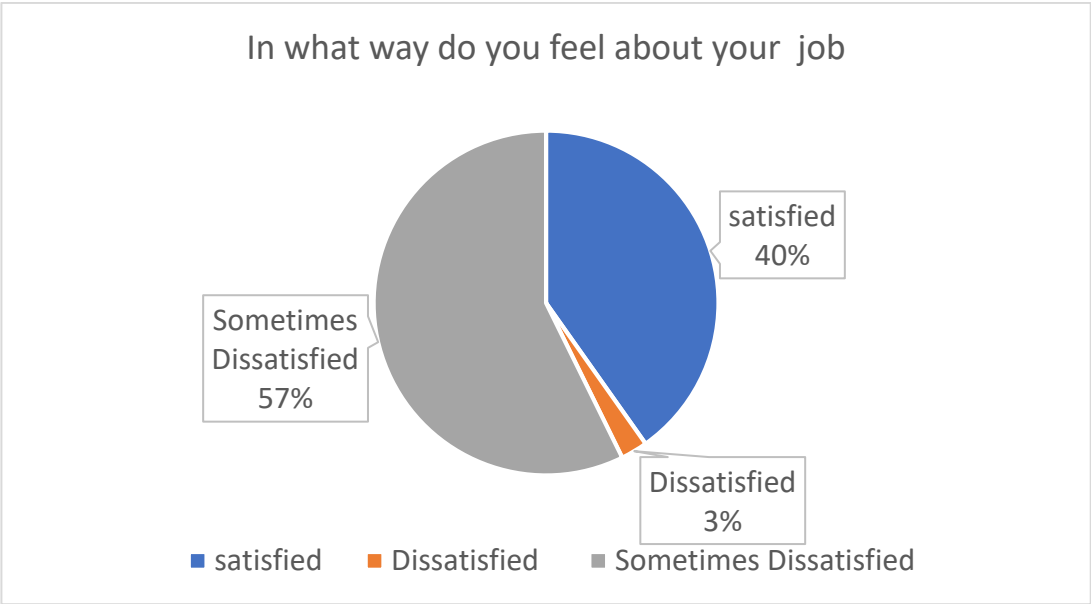


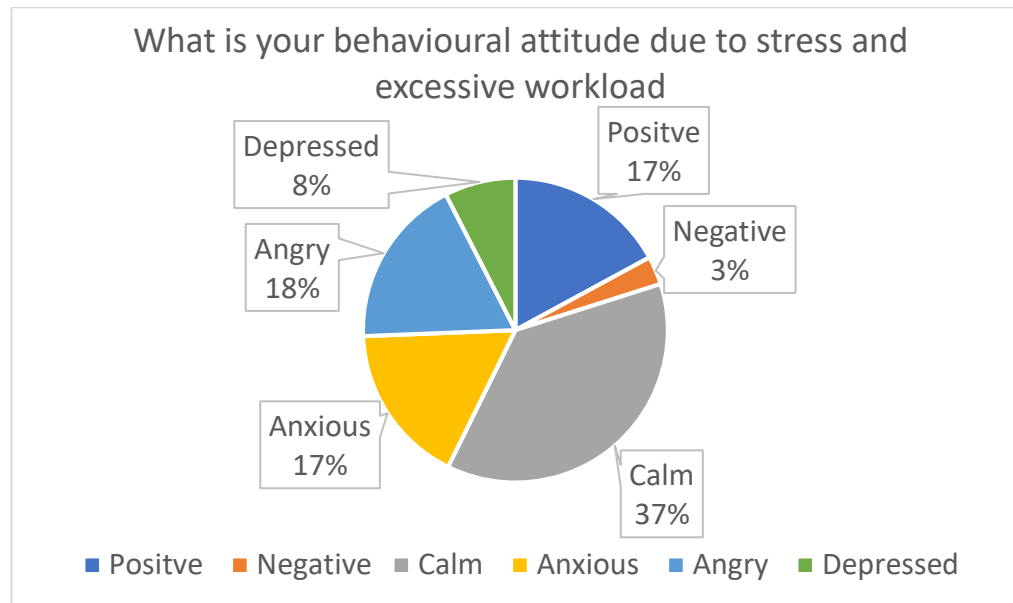
Table-14(Reasons for Stress)



We all know how important Job satisfaction is for maintaining low stress level and stress can be due to many reasons at workplace, in the above Table- 13 &14, it is analyzed that more than 40% of employees are dissatisfied or sometimes dissatisfied from their job which boost their level of stress to maximum and when analyzed for reason being dissatisfied, found that 40% of total respondents are either underpaid or unvalued.

Behavioral attitude due to stress and excessive workload: -

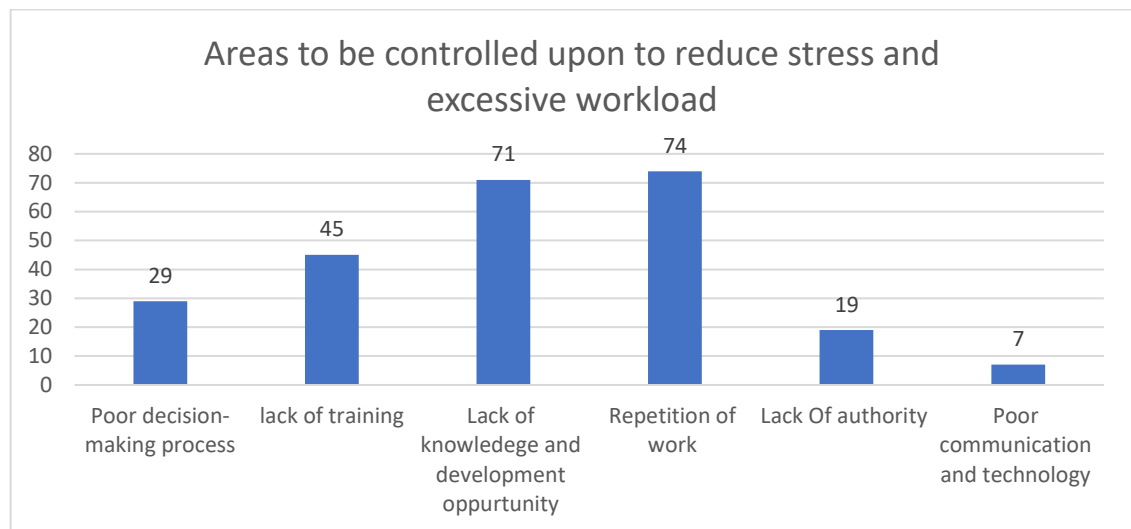
Table-15(Responses on Behavioral attitude)



Behavior of a person varies under circumstances, in Table-15, behavior of the respondents due to stress and excessive workload has been analyzed and results state that merely 17% have positive attitude rest all have change in their attitude. Major elements contributing towards change in behavior are being calm 37%, depressed 8% and anxious 17%. This shows how stress and excessive workload has behavioral impact on life of an employee.

Areas to be work on by company/Organization to reduce impact of stress and excessive workload on health of working youth population:

-Table-16(Responses of area to be worked on)



In the above Table-16, response on areas to be worked upon is asked from respondents and analysis states that Repetition of work, lack of knowledge and development opportunities are factors which contribute more than 40% of response, other major contributing factors are poor decision-making process and conflicting work demands.

Discussion

Decreases productivity is an important consequence of presence of health problems. On the other hand, several health problems can be prevented with appropriate continuous physical action. The impact of workload on health behavior and performance is analyzed in this study. This study will also put glimpse on stress, overall health and absenteeism of employee.

In the protecting healthcare system employee is slow as an imperious part as they can act as value creator, growth importance of health services as they can set role model by performing physical and mental events for declining incidence of chronic diseases and creating a healthy heaven.

Today we can see that efficiency of an employee is weakening day by day due to stress and excessive workload and it also decreases overall efficiency of company/organization.

We all know that several illnesses can be forbidden with the help of physical action. Respondents are asked about their selfrecognition of work type and load they have if any, due to that job. It is found that 40% respondents conveyed for excessive workload, while 18% responded that sometimes they have unnecessary workload while 42% said they have no workload

Impact of stress and workload on health behavior is analyzed in this study and results state Biased circulation of work 48.74%, Recurrence of work and Meeting deadlines counts more than 40% for stress and unnecessary workload.

Respondents are asked about their awareness on risk over health due to workload, and results state that 29% respondents think their health is at risk, while 36% respondents state sometimes their health is at risk and 35% respondents think that their health in not at risk and when asked about sick leave in last two months, 51% respondents said, they have taken sick leave. From these two tables workload have a significant impact on health of employees. It is start that 46% people think, they don't have work life balance. when asked about reason for uneven work life balance it is counted that 32.6% people don't have any switch over their job and only 28.1% people are fulfilled first

three ideas asked to them regarding their job, rest all disagree with work life balance in one or other terms.

Response on areas to be worked upon is asked from respondents and analysis states that Repetition of work, lack of knowledge and development opportunities and Lack of training are factors which contribute more than 40% of response, other major contributing factors are poor decision-making process and conflicting work demands.

Recommendations

Recommendations for organization

- Accomplish Extreme workload by ensuring that your employment levels are adequate.
- Inspire and provide regular breaks as break are essential to the health and well-being of your employees and overall quality of work.
- Make some environment as a relaxing staff space or some sort of sanctuary where staff are inspired to take a breakdown can be good way to reduce stress.
- Reduce meeting duration as most of the productive hours are lost due to this. As for an already stressed employee, losing valuable time to meetings that last longer than needed can increase that stress.
- Inspire health and good of employees.
- Set clear opportunities since employees.
- Maintain proper authority and supervision.
- Inspire open communication as encouraging various ways of communication will not only ensure effective communication but also provides platform for employees to speak out their heart regarding work and stress.
- Inspire comradery such as social outings, team breakfast to provide stress free and social working environment within company/organization.
- Run employee assistance program to cope with range of work and personal problems associated with stress and work having effect on health of employee.

Recommendations for Employee

There remain several things which an employee can do to manage up with stress and excessive work load. They are:

- Work has to be distributed with others or ask colleague for support and divide your work with them.
- Avoid headset call to keep phone missed as much as possibl during working hours.
- Instead of doing all work collectible, divide work in sectors/parts with appropriate interval as it will assist in saving of stress and workload.

- Try yoga and other physical activities as it will effort as stress reliever and keep your mind and body fresh and active.
- Engage mechanically in any kind of sport and musical therapy to decrease Stress
- Participate in competitions which need you both psychologically and physically as it will help in growing your productivity, participance and eliminate stress

Limitation of the study

- Generalization of the study is not feasible as the model size in not too much and exercise is on limited samples.
- Time is also a restriction as study has to be finalized with scheduled time frame.

Conclusion

There are several difficulties related to workplace, but stress and excessive workload can be counted as one of the major prevailing problem. Work stress is

stretching from work to home and is becoming the problem of whole world and somehow each employee either working fulltime, parttime or working in public sector or isolated sector. Roots and losses from stress and workload is evident from study done. Workload is increasing day by day in every sector. Actively is now fetching a common factor in every organization and it is also expected and accepted now. Impact of this can be found in employee's individual life, in organization and in society. Improved attrition rate, a greater number of divorce cases, poor health and growing out of pocket outflow of people are evident to justify the effect of stress and workload on life of an employee. One of the solutions to this can be stress deed, another can be done from organization's side like essential roles and tasks clearly, supervision and work distribution should be appropriate and as per qualification. All these will help in development of healthy workplace, which will lead in development of healthy labor force.

From the present study, it is noticeable that stress and excessive workload is playing significant role in health of employee which must be resolved from both employee and employer sideways. There should be departure, sports doings, physical actions, healthy workplace and by growing support to persons by ensuring good career and staff progress strategies and promoting formal and casual social support.

Occupation pressure and excessive workload is unfavorably associated with health and wellbeing of employee.

Due to presence of strain we can find cases of physical and mental illness. Performance of employee also get hampered due to stress and workload which decreases efficiency.

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Annexures

Annexure-1 **Questionnaire**

To Study the Impact of Stress and Excessive Workload on Health of Working Youth Population

- 1) In which kind of designation are you employed
 - a) Part Time
 - b) Full Time
 - c) Internship
- 2) Gender
 - a) Female
 - b) Male
- 3) What is your oldness
 - a) Less than 20 years
 - b) 20-29 years
 - c) 30-39 years
 - d) Above 40 years
- 4) Is your workload too much
 - a) Yes
 - b) No
 - c) Sometimes (more than three days a week)
- 5) What are the reasons of your stress level and excessive workload (You can choice more than one as applied to you)
 - a) Shiftwork
 - b) Inadequate break times/mealtimes
 - c) Unsocial hours
 - d) Unfair distribution of work
 - e) Repetition of work
 - f) Meeting deadlines
 - g) Underutilization of skills
 - h) Poor supervision
- 6) Do you have a good work life balance
 - a) Yes
 - b) No
- 7) How much control do you have over your job

- a) You can plan your own work
 - b) You can participate in decision making for your own job
 - c) You have control over pace/content of your work
 - d) You have no control at all
 - e) Agree with point a-c
- 8) Do you feel that:
- a) You are underpaid
 - b) You are undervalued
 - c) You receive appreciation for good work
 - d) All the above
 - e) None of the above
- 9) In what way do you feel about your job:
- a) Satisfied
 - b) Dissatisfied
 - c) Sometimes dissatisfied
- 10) How many hours of sleep do you take
- a) Less than 6 hours
 - b) 6 hours
 - c) 8 hours
 - d) 10 hours
 - e) More than 10 hours
- 11) Do you feel your health and safety is at risk because of workload
- a) Yes
 - b) No
 - c) Sometimes
- 12) Have you taken any sick leave due to effect of workload on health, during the past two months
- a) Yes
 - b) No
- 13) Have you had any of the following complications due to excessive workload, in the last two months (Tick more than one if applies to you)
- a) Exhaustion/Fatigue
 - b) Gastrointestinal disorders
 - c) Depression/Anxiety/Anger
 - d) Violence/Bulling
 - e) Elevated stress
 - f) Joint/Muscle pain
 - g) Headaches
 - h) Trouble sleeping
 - i) Memory Trouble
 - j) Irritability
- 14) How often do you exercise or join in physical action
- a) Once a day

- b) Once in two or three days
 - c) Once in a week
 - d) A few days in a month
 - e) No exercise at all
- 15) What is your behavioral attitude due to stress and excessive work load
- a) Positive
 - b) Negative
 - c) Calm
 - d) Anxious
 - e) Angry
 - f) Depressed
- 16) According to you, which areas to be controlled upon to reduce stress and excessive workload
- a) Poor decision-making process
 - b) Lack of training
 - c) Lack of knowledge and development opportunity
 - d) Repetition of work
 - e) Lack of authority
 - f) Poor communication and technology

Annexure-2

Functioning Characterizations

Fatigue/Exhaustion:

Fatigue is physical and/or mental overtiredness that can be generated by stress, medication, overwork, mental and physical illness or disease.

Gastrointestinal disorders:

A disease that relate to the gastrointestinal tract are categorized as digestive diseases.

Depression:

It is a state of low mood and hatred to action.

Anxiety:

It is a multisystem answer to be supposed as threat or danger.

Anger:

It is an emotional reaction considered as extreme annoyance, rage, indignation or unfriendliness.

Violence:

Application of physical force to injure or abuse.

Bullying:

It is a method of aggressive behavior demonstrated using force or coercion to affect others, particularly when actions are habitual and involves an unevenness of power.

Stress:

It is the body's response to a change that requires a physical, mental or emotional adjustment or response. Stress can come from any state of affairs or thought that makes

you feel frustrated, angry, nervous or anxious. Stress is caused by an existing stress-causing factor or stressor. Dealing with a solemn illness or caring for someone who can reason a great deal of stress.

Positive attitude:

It is one that gives confidence and determination. It is a willing heart and joyful spirit no matter the situation.

Negative attitude:

It is a result of lack of imagination. A negative attitude is characterized by a great condescension for everything, someone who continuously points out the negative in everything.

Calm attitude:

Nearly or entirely motionless, undisturbed, not enthusiastic or agitated.

Anxious:

Full of mental suffering or uneasiness because of fear of danger.

Work life balance:

Trying to schedule an equal number of hours for each of your numerous work and individual activities.

Prevalence:

The total number of cases of a disease in each population at a detailed time.