

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

By

Pranav Keshan

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

Academic year, 2016-2018



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TO WHOMSOEVER MAY CONCERN

This is to certify that **Mr. Pranav Keshan** student of MBA Rural Management from The IIHMR University, Jaipur has undergone internship training at **IQVIA CONSULTING AND INFORMATION SERVICES PRIVATE LIMITED, NEW DELHI** from 1st February 2018 to 30th April, 2018.

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

The Internship is in fulfillment of the course requirements.

I wish him all success in all his future endeavors.



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The certificate is awarded to

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in recognition of having successfully completed his Internship in the
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and has successfully completed his Project on

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

Date- 1st Feb,2018 – 1st May,2018

IQVIA Consulting and Information Services India Private Limited

He comes across as a committed, sincere & diligent person who has a strong
drive & zeal for learning

We wish him all the best for future endeavors


Project Supervisor




Principal Public Health

THE IIMMR UNIVERSITY

CERTIFICATE BY SCHOLAR

This is to certify that all ethical issues have been considered while collecting data for my dissertation titled "A STUDY ON IMPACT OF STRESS AND EXCESSIVE WORKLOAD ON HEALTH OF WORKING YOUTH POPULATION"

Pranav Keshan

Signature of student

Acknowledgement

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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, organisations 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 140 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 organisation from past 3 months, through Google forms.

Findings

Respondents are asked about their self-recognition of work type and load they have if any, due to that job. It is found that 31(26.5 Percent, n=117) respondents reported for excessive workload, while 57(48.7Percent) responded that sometimes they have excessive workload while 29 (24.8Percent) 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 (17.9Percent), Repetition of work and Meeting

deadlines counts more than 50Percent(n-229) proportion for stress and excessive workload. Respondents are asked about their perception on risk over health due to workload, and results state that 37 respondents think their health is at risk, while 43 respondents state sometimes their health is at risk and 37 respondents think that their health is not at all at risk and when asked about sick leave in last two months, 40 respondents said, they have taken sick leave. From these two tables workload has a significant impact on health of employees. It is found that 45.2Percent people think, they don't have work life balance. (n-115) and when asked about reason for uneven work life balance it is counted that 18.8Percent people don't have any control over their job and only 12Percent 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 Repetition of work, lack of knowledge and development opportunities and poor communication are factors which contribute more than 50Percent of response, other major contributing factors are poor decision-making process and conflicting work demands.

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 employee and organizations.

Recommendations

- Accomplish Excessive workload by ensuring that your staffing 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 ambience 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 help and divide your workload with them

Introduction

In current scenario, organisations 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. 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 issue 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 undervalued.

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 identified 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 pressure and express opinions not embraced by the work group.

Aim of the present study is to identify the prevalence of stress and excessive workload among working youth problem then further to analyze about the reasons for stress and excessive 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, organisations 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 (Hamon-Chorlet and Rougerie, 2000)¹ .

Lack of physical activity and exercise are known determinants and risk factor for many diseases and disorders. For example-overweight, obesity, cardiovascular diseases, diabetes and some forms of cancer². 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 diabetes⁴. Physical activity and exercise may also mitigate the symptoms of distress, depressive mood⁵ and sleeping problems, eliminate back pain⁶ 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 (Askenazy and Gianella,2000)⁷. 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 Activity and Health says “Physical activity 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)⁸ .

Stress is an important psychological concept that can affect health, well-being and job performance in negative aspects, (Mojoyinola,1984; and Olaleye ,2002)⁹. 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 organisational behavior .

Excessive workload and stress which leads towards high attrition rate, turnover of employees and absenteeism (Bakker, Demerouriti, Shauffeli,2003)¹⁰ and work performance problems (Dyne, Jehn, Cummings,2002)¹¹. Workload can be measure in variety of ways, some of them can be performance based measures, Self-report, behavioral observation and by psychological measures¹². In some cases, psychological indicators can be more sensitive than performance based measures for finding initial changes in mental workload^{13,14}. In this situation psychological measures can show increased activation before the occurrence of relevant performance indicators. Generally increased cardiovascular measures like heart beat and blood pressure are found at increased rate in relationship with increased workload or demanding nature of work¹⁵. 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 organisation¹⁶.

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 to 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 activity (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. PA 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- Gopal Das Bhawan, New Delhi

Sample size:

A sample size of 140 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 organisation from past 3 months, through Google forms. Out of 140 only 117 respondents give their response. (84Percent)

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 through google forms.

Data Collection Tool: Self-administered questionnaire.

Data analysis: Data analyzed by using SPSS software.

Analysis and Results

Demography of the respondents: -

Gender					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Female	63	53.8	53.8	53.8
	Male	54	46.2	46.2	100.0
	Total	117	100.0	100.0	

Table-1 (Gender of Respondents)

Table-2 (Age of Respondents)

Age					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20-29	102	87.2	87.2	87.2
	30-39	15	12.8	12.8	100.0
	Total	117	100.0	100.0	

Table-3 (Nature of Respondent's Job)

Job Type					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Full time	77	65.8	65.8	65.8
	Part-time	23	19.7	19.7	85.5
	Internship	17	14.5	14.5	100.0
	Total	117	100.0	100.0	

In the above Tables (1-3), Gender, Age and Nature of job they are doing is analyzed for 117 responses received out of 140 approached (84Percent). From analysis it is

found that 77 persons are doing full time job, rest 40 are engaged in either part-time or internship. Age group lies mainly between 20-29 years as 87.2 of total population lies between this age and rest between 30-39 years. If we talk about gender than percentage of working women in population is more than male population as by 7.6 Percent. (Male- 46.2Percent, Female-53.8Percent, n=117).

Self-recognition of excessive workload: -

Table-4 (Responses on workload)

Workload					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	29	24.8	24.8	24.8
	Yes	31	26.5	26.5	51.3
	Sometimes	57	48.7	48.7	100.0
	Total	117	100.0	100.0	

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 31(26.5Percent, n=117) respondents reported for excessive workload, while 57(48.7Percent) responded that sometimes they have excessive workload while 29 (24.8Percent) said they have no workload.

Table-5 (Gender wise responses on workload)

Gender * Workload Cross tabulation						
			Workload			Total
			No	Yes	Sometimes	
Gender	Female	Count	21	14	28	63
		Percent within Gender	33.3Percent	22.2Percent	44.4Percent	100.0Percent
		Percent of Total	17.9Percent	12.0Percent	23.9Percent	53.8Percent
	Male	Count	8	17	29	54
		Percent within Gender	14.8Percent	31.5Percent	53.7Percent	100.0Percent
		Percent of Total	6.8Percent	14.5Percent	24.8Percent	46.2Percent

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In the above Table-5, Gender wise cross tabulation of workload is done and from analysis it is found that male employees report more workload either some time or generally. 85.2Percent male employees and 66.6Percent female employees reported that they have excessive workload normally or sometimes.

In the study conducted on Gender differences in relation with age and workload it is found that women working in same field with men experience high level of workload, but in this study, it is contrary as here men are experiencing more workload than women.

Table-6 (Job Type Wise responses on workload)

Job Type * Workload Cross tabulation						
			Workload			Total
			No	Yes	Sometimes	
Organization type	Full time	Count	18	21	38	77
		Percent within Organization type	23.4Percent	27.3Percent	49.4Percent	100.0Percent
		Percent of Total	15.4Percent	17.9Percent	32.5Percent	65.8Percent
	Part-time	Count	5	9	9	23
		Percent within Organization type	21.7Percent	39.1Percent	39.1Percent	100.0Percent
		Percent of Total	4.3Percent	7.7Percent	7.7Percent	19.7Percent
	Internship	Count	6	1	10	17
		Percent within Organization type	35.3Percent	5.9Percent	58.8Percent	100.0Percent
		Percent of Total	5.1Percent	.9Percent	8.5Percent	14.5Percent

From cross tabulation done in Table-6, it is found that Full time employees reports for highest percentage of excessive workload as they have to spend more hours in office and sometime have to work on weekends while employees doing internship reports for least as they are not in permanent type of job and have limited liabilities. 59 full time

employees out of 77 reports for either regularly or occasionally excessive workload. While 18 reports for no excessive workload as they don't have to do any overtime.

Reasons for Stress and Excessive workload

Table-7 (Reasons for Stress and Excessive workload)				
\$Reasons Frequencies				
		Responses		Percent of Cases
		N	Percent	
Response by Employees on Reasons	Shiftwork	14	6.1Percent	13.0Percent
	Inadequate break Times	26	11.4Percent	24.1Percent
	Unsocial Hours	19	8.3Percent	17.6Percent
	unfair work distribution	41	17.9Percent	38.0Percent
	Repetition of work	40	17.5Percent	37.0Percent
	Meeting Deadlines	35	15.3Percent	32.4Percent
	Underutilized skills	25	10.9Percent	23.1Percent
	Poor Supervision	29	12.7Percent	26.9Percent
Total		229	100.0Percent	212.0Percent

In the above Table- 7, respondents report reasons for their stress and excessive workload. From analysis it is found that Unfair distribution of work (17.9Percent) 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 and reason and Meeting deadlines counts more than 50Percent as most of the time they have to deal with this type of situation (n-229) proportion for stress and excessive workload.

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

-

Table-8 (Response on work life balance)

Work life balance					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	52	44.4	45.2	45.2
	Yes	63	53.8	54.8	100.0
	Total	115	98.3	100.0	
Missing	System	2	1.7		
Total		117	100.0		

Table-9 (Responses on control over Job)

How much control do you feel have over your job					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	You can plan your own work	30	25.6	25.6	25.6
	You can participate in decision making for your own job	27	23.1	23.1	48.7
	You have control over pace/content of your work	24	20.5	20.5	69.2
	You have no control at all	22	18.8	18.8	88.0
	Agree with point a-c	14	12.0	12.0	100.0
	Total	117	100.0	100.0	

From above Table-8 and 9, it is found that 45.2Percent people think, they don't have work life balance. (n-115) and when asked about reason for uneven work life balance it is counted that 18.8Percent people don't have any control over their job and only 12Percent 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-10 (Response on health)

Do you feel your health is at risk because of workload					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	37	31.6	31.6	31.6

	Yes	37	31.6	31.6	63.2
	Sometimes	43	36.8	36.8	100.0
	Total	117	100.0	100.0	

Table-11(Responses regarding sick- leave)

Have you taken any sick leave due to effect of workload on health, during the past two months					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	No	77	65.8	65.8	65.8
	Yes	40	34.2	34.2	100.0
	Total	117	100.0	100.0	

In above Table-10 &11, respondents are asked about their perception on risk over health due to workload, and results state that 37 respondents think their health is at risk as they face many problems and have to take medications, while 43 respondents state sometimes their health is at risk and 37 respondents think that their health is not at all at 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,40 respondents 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-12, 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 and joint pain. And those who said no to excessive stress also took leave due to headaches, trouble sleeping and exhaustion.

Table-12 (Reasons for availing sick leave)

Workload*Disease response Cross tabulation													
			Response by Employees on Diseases										Total
			Gastrointestinal Disease	Depression/Anxiety/Anger	Violence/Bullying	Elevated Stress	Joint/Muscle Pain	Headaches	Trouble sleeping	Memory Loss	Irritability	Exhaustion/Fatigue	
Workload	No	Count	5	4	1	7	4	9	9	0	2	6	29
		Percentage of Total	8.3Percent	6.7Percent	1.7Percentage	11.7Percentage	6.7Percentage	15.0Percentage	15.0Percentage	.0Percentage	3.3Percentage	10.0Percentage	48.3Percentage
	Yes	Count	6	13	7	11	10	11	7	1	4	12	31
		Percentage of Total	10.0Percentage	21.7Percentage	11.7Percentage	18.3Percentage	16.7Percentage	18.3Percentage	11.7Percentage	1.7Percentage	6.7Percentage	20.0Percentage	51.7Percentage
Total		Count	11	17	8	18	14	20	16	1	6	18	60
		Percentage of Total	18.3Percentage	28.3Percentage	13.3Percentage	30.0Percentage	23.3Percentage	33.3Percentage	26.7Percentage	1.7Percentage	10.0Percentage	30.0Percentage	100.0Percentage

Table-13 (Responses on Hours of sleep)

How many hours of sleep do you take					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 6 hours	15	12.8	12.8	12.8
	6 hours	65	55.6	55.6	68.4
	8 hours	34	29.1	29.1	97.4
	More than 10 hours	3	2.6	2.6	100.0
	Total	117	100.0	100.0	

Table-14 (Responses on Physical Activity)

Physical Activity					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Once a day	35	29.9	29.9	29.9
	Once in two or three days	17	14.5	14.5	44.4
	Once in a week	14	12.0	12.0	56.4
	A few days in a month	18	15.4	15.4	71.8
	No exercise at all	33	28.2	28.2	100.0
	Total	117	100.0	100.0	

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- 13 & 14, it is analyzed that most of the employees doesn't take proper hours of sleep and do physical activities as 80 respondents (68.4Percent, n-117) take less than 8 hours of sleep, 28.2Percent respondents don't have time for physical activity and only 29.9Percent respondents do daily physical activity. 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-15 (Responses on Job Satisfaction)

Job Satisfaction					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Satisfied	22	18.8	18.8	18.8
	Dissatisfied	25	21.4	21.4	40.2
	Sometimes Dissatisfied	70	59.8	59.8	100.0
	Total	117	100.0	100.0	

Table-16(Reasons for Stress)

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	You are underpaid	34	29.1	29.1	29.1
	You are undervalued	21	17.9	17.9	47.0
	You receive appreciation for good work	29	24.8	24.8	71.8
	All the above	20	17.1	17.1	88.9
	None of the above	13	11.1	11.1	100.0
	Total	117	100.0	100.0	

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- 15 &16, it is analyzed that more than 80Percent of employees from respondents (n-117) 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 47Percent of total respondents are either underpaid or unvalued and merely 24.8Percent respondents receive appreciation for their work.

Behavioral attitude due to stress and excessive workload: -

Table-17 (Responses on Behavioral attitude)

Behavioral attitude					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Positive	15	12.8	12.8	12.8
	Negative	13	11.1	11.1	23.9
	Calm	30	25.6	25.6	49.6
	Anxious	22	18.8	18.8	68.4
	Angry	14	12.0	12.0	80.3
	Depressed	23	19.7	19.7	100.0
	Total	117	100.0	100.0	

Behavior of a person varies under circumstances, in Table-17, behavior of the respondents due to stress and excessive workload has been analyzed and results state that merely 15 respondents (12.8Percent) have positive attitude rest all have some kind of change in their attitude. Major elements contributing towards change in behavior are being calm (25.6Percent), depressed (19.7Percent) and anxious (18.8Percent). 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:

Areas to work on					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Poor decision- making Process	17	14.5	14.5	14.5
	Lack of Training	6	5.1	5.1	19.7
	Lack of Knowledge and Development Opportunity	20	17.1	17.1	36.8
	Repetition of work	27	23.1	23.1	59.8
	Lack of Authority	13	11.1	11.1	70.9
	Poor communication and technology	19	16.2	16.2	87.2
	Conflicting Work demands	15	12.8	12.8	100.0
	Total	117	100.0	100.0	

-Table-18 (Responses of area to be worked on)

In the above Table-18, 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 poor communication are factors which contribute more than

50Percent 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 activity. 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 preventive healthcare system employee is considered as an important part as they can act as value creator, increase importance of health services as they can set role model by performing physical and mental activities for decreasing prevalence of chronic diseases and creating a healthy environment.

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

We all know that several diseases can be prevented with the help of physical activity. Respondents are asked about their self-recognition of work type and load they have if any, due to that job. It is found that 31(26.5Percent, n=117) respondents reported for excessive workload, while 57(48.7Percent) responded that sometimes they have excessive workload while 29 (24.8Percent) 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 (17.9Percent), Repetition of work and Meeting deadlines counts more than 50Percent(n=229) proportion for stress and excessive workload. Respondents are asked about their perception on risk over health due to workload, and results state that 37 respondents think their health is at risk, while 43 respondents state sometimes their health is at risk and 37 respondents think that their health is not at all at risk and when asked about sick leave in last two months, 40 respondents said, they have taken sick leave. From these two tables workload have a significant impact on health of employees. It is found that 45.2Percent people think, they don't have work life balance. (n=115) and when asked about reason for uneven work life balance it is counted that 18.8Percent people don't have any control over

their job and only 12Percent 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 Repetition of work, lack of knowledge and development opportunities and poor communication are factors which contribute more than 50Percent of response, other major contributing factors are poor decision-making process and conflicting work demands.

Recommendations

Recommendations for company/organisation

- Accomplish Excessive workload by ensuring that your staffing 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 ambience 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.
- 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 wellbeing of employees.
- Set clear expectations from 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/organisation.
- Run employee assistance program in order to cope with range of work and personal problems associated with stress and work having effect on health of employee.

Recommendations for Employee

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

- Segment work with others or ask someone for help and divide your workload with them.

- Avoid unnecessary phone call and try to keep phone away as much as possible during working hours.
- Instead of doing all work together, divide work in segments/parts with appropriate interval as it will assist in reduction of stress and workload.
- Try yoga and other physical activities as it will work as stress reliever and keep your mind and body fresh and active.
- Engage yourself in any kind of sport and musical therapy to reduce stress.
- Participate in competitions which need you both mentally and physically as it will help in increasing your productivity, participation and eliminate stress.

Limitation of the study

- Generalization of the study is not feasible as the sample size is not too much and study is on limited samples.
- Time is also a limitation as study has to be completed with scheduled time frame.

Conclusion

There are several problems related to workplace, but stress and excessive workload can be counted as one of the major existing problem. Workplace stress is stretching from work to home and is becoming the problem of whole world and somehow every employee either working fulltime, part-time or working in public sector or private sector. Causes and losses from stress and workload is evident from study done. Workload is increasing day by day in every sector. Overtime is now becoming a common factor in every organisation and it is also expected and accepted now. Impact of this can be found in employee's individual life, in organization and in society. Increased attrition rate, more number of divorce cases, poor health and increasing out of pocket expenditure of people are evident to justify the effect of stress and workload on life of an employee. one of the solution to this can be stress Accomplishment, another can be done from organization's side like defining roles and responsibilities 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 workforce.

From the current study, it is evident that stress and excessive workload is playing significant role in health of employee which must be resolved from both employee and employer side. There should be retreat, sports activities, physical activities, healthy workplace and by increasing support to individuals by ensuring good career and staff development strategies and promoting formal and informal social support .

Job stress and excessive workload is adversely associated with health and wellbeing of employee. Due to presence of stress we can find cases of physical and mental illness. Behavior of employee also get hampered due to stress and workload which decreases productivity.

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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
- 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 activity?
- 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
 - g) Conflicting work demands

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 activity.

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.