

***TO STUDY THE IMPACT OF STRESS AND EXCESSIVE
WORKLOAD ON HEALTH OF WORKING YOUTH
POPULATION***

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Introduction

- In current scenario, organisations are doing compound objectives which remain frequently tough to resolve: to achieve competitive benefit, converted more creative and profitable.
- Intensification of work has been key problem for workers by putting higher claim on their intellectual, psychological and physical abilities.
- Young working professionals are required to perform multiple tasks within a limited time, which are exposed to physical workload as well as information, technical and communication overwork.
- The core purpose of the current study is to determine the consequence of stress and workload on health among working youth population.

Research Question

- What is the Perception of Employees regarding stress and Workload on their health?

Objectives

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

Methodology

- **Study type:** Descriptive Cross-Sectional Study
- **Study Area-** IQVIA, 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 with any organisation from past 3 months, through Google forms. Out of 140 only 117 respondents give their response. (84%)

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- **Sample Selection:** Only working professionals were comprised in the study.
- **Sampling Procedure:** Purposive sampling method was used and questionnaires were distributed to target group through google forms.
- **Data Collection Tool:** Self-administered questionnaire.
- **Data analysis:** Data analyzed by using SPSS software.
- **Duration:** 1st Feb,2018- 1st May,2018.

Limitations of Study

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

Operational Definition

- **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.

Analysis (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	

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	

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Job Type					
		Freq uenc y	Perce nt	Valid Perce nt	Cumul ative Perce nt
Valid	Full time	77	65.8	65.8	65.8
	Part- time	23	19.7	19.7	85.5
	Inter nshi p	17	14.5	14.5	100.0
	Total	117	100.0	100.0	

- In above Tables Gender, Age and Nature of job they are doing is analyzed for 117 responses received out of 140 approached (84%).
- 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 %. (Male-46.2%, Female-53.8%, n=117).

Self-recognition of excessive workload

Workload					
		Fre que ncy	Perc ent	Valid Perc ent	Cum ulativ e Perc ent
Valid	No	29	24.8	24.8	24.8
	Yes	31	26.5	26.5	51.3
	Som etim es	57	48.7	48.7	100.0
	Tota l	117	100.0	100.0	

- In this Table , 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%, n=117) respondents reported for excessive workload, while 57(48.7%) responded that sometimes they have excessive workload while 29 (24.8%) said they have no workload.

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

- In this Table, 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. 85.2% male employees and 66.6% 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.

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

- From cross tabulation done in this Table, it is found that Full time employees reports for highest percentage of excessive workload while employees doing internship reports for least.
- 59 full time employees out of 77 reports for either regularly or occasionally excessive workload.
- While 18 reports for no excessive workload.

Reasons for Stress and Excessive Workload

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

- In this Table , respondents report reasons for their stress and excessive workload.
- From analysis it is found that Unfair distribution of work (17.9%), Repetition of work and Meeting deadlines counts more than 50%(n-117) proportion for stress and excessive workload.

Effect of Excessive workload on Health and Personal life of Employee

(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	
Mis sing	Syste m	2	1.7		
Total		117	100.0		

(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	

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- From above Tables, it is found that 45.2% people think, they don't have work life balance. (n-115)
- When asked about reason for uneven work life balance it is counted that 18.8% people don't have any control over their job and only 12% people are satisfied first three points asked to them regarding their job, rest all disagree with work life balance in one or other terms.

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(Do you feel your health is at risk because of workload)					
		Freque ncy	Percent	Valid Percent	Cumula tive Percent
Valid	No	37	31.6	31.6	31.6
	Yes	37	31.6	31.6	63.2
	Someti mes	43	36.8	36.8	100.0
	Total	117	100.0	100.0	

(Have you taken any sick leave due to effect of workload on health, during the past two months)					
		Freque ncy	Percent	Valid Percent	Cumulativ e 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 these Tables, 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 in 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.

Reasons for availing sick leave

(Workload*Disease response Cross Tabulation)

(Workload*\$Disease response Cross Tabulation)													
			Response by Employees on Diseases										T o t a l
			Gastroi ntestinal Disease	Depression /Anxiety/A nger	Violenc e/Bulli ng	Elevat ed Stress	Joint/ Muscl e pain	Head aches	Troub le sleepi ng	Memo ry Loss	Irrita bility	Exhau stion/ Fatigu e	
Work load	No	Count	5	4	1	7	4	9	9	0	2	6	29
		% of Total	8.3%	6.7%	1.7%	11.7%	6.7%	15.0%	15.0%	.0%	3.3%	10.0%	48.3 %
	Yes	Count	6	13	7	11	10	11	7	1	4	12	31
		% of Total	10.0%	21.7%	11.7%	18.3%	16.7%	18.3%	11.7%	1.7%	6.7%	20.0%	51.7 %
Total	Count		11	17	8	18	14	20	16	1	6	18	60
	% of Total		18.3%	28.3%	13.3%	30.0%	23.3%	33.3%	26.7%	1.7%	10.0 %	30.0%	100. 0%

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- In above Table, reasons for availing sick leave is analyzed.
- 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.
- Those who said no to excessive stress also took leave due to headaches, trouble sleeping and exhaustion.

Impact of Stress and Excessive Workload on Sleep and Physical Activity

(How many hours of sleep do you take)

		Fre que ncy	Perc ent	Valid Perc ent	Cum ulativ e Perc ent
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	

- We all know that appropriate hours of sleep are necessary for our body to maintain proper health and well-being.
- Physical activities like sports, yoga, exercises are most important element in order to keep our body and mind healthy. From these Tables it is analyzed that most of the employees doesn't take proper hours of sleep and do physical activities.
- 80 respondents (68.4%, n-117) take less than 8 hours of sleep, 28.2% respondents don't have time for physical activity and only 29.9% 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.

(Physical Activity)

		Fre que ncy	Perc ent	Valid Perc ent	Cum ulativ e Perc ent
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	

Causes of Stress and how it affects health

(Job Satisfaction)					
		Fre que ncy	Perc ent	Valid Perc ent	Cum ulati ve Perc ent
Valid	Satisfied	22	18.8	18.8	18.8
	Dissatisf ied	25	21.4	21.4	40.2
	Sometim es Dissatisf ied	70	59.8	59.8	100.0
	Total	117	100. 0	100.0	

(Reasons for Stress)					
		Fre que ncy	Perce nt	Valid Perce nt	Cum ulativ e Perce nt
Valid	You are underpaid	34	29.1	29.1	29.1
	You are undervalue d	21	17.9	17.9	47.0
	You receive appreciatio n 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	

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- 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 Tables, it is analyzed that more than 80% of employees from respondents (n-117) are dissatisfied or sometimes dissatisfied from their job which boost their level of stress to maximum
- when analyzed for reason being dissatisfied, found that 47% of total respondents are either underpaid or unvalued and merely 24.8% respondents receive appreciation for their work.

Behavioral attitude due to stress and excessive workload

(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 this Table, behavior of the respondents due to stress and excessive workload has been analyzed and results state that merely 15 respondents (12.8%) have positive attitude rest all have some kind of change in their attitude.
- Major elements contributing towards change in behavior are being calm (25.6%), depressed (19.7%) and anxious (18.8%). This shows how stress and excessive workload has behavioral impact on life of an employee.

Areas to be work on by Organizations 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	

- In this Table, response on areas to be worked upon is asked from respondents.
- Analysis states that Repetition of work, lack of knowledge and development opportunities and poor communication are factors which contribute more than 50% of response, other major contributing factors are poor decision-making process and conflicting work demands.

Findings(In Nut-Shell)

- It is found that 31(26.5%, n=117) respondents reported for excessive workload, while 57(48.7%) responded that sometimes they have excessive workload while 29 (24.8%) said they have no workload.
- Unfair distribution of work (17.9%), Repetition of work and Meeting deadlines counts more than 50%(n-229) proportion for stress and excessive workload.
- 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 in not at all at risk.
- 40 respondents said, they have taken sick leave in last two months out of 117.
- 45.2% people think, they don't have work life balance. (n-115)
- 18.8% people don't have any control over their job and only 12% 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 on:-**Repetition of work, lack of knowledge and development opportunities and poor communication are factors which contribute more than 50% 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.
- Several health problems can be prevented with appropriate continuous physical activity.
- 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.

Suggestions

- Manage 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.
- 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.

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- 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, participance and eliminate stress.

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.
- 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 Management**.
- 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

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Thank You

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