CHAPTER 1

STRESS MANAGEMENT: AN INTRODUCTION

1.1 STRESS: AN OVERVIEW

Although the stress exists since fortime, conscious attempts to study the concept steadily have begun in the later half of the twentieth century. Social and biological sciences have originated it as necessary and helpful factor to investigate the effects and symptoms of stress and psychological anxiety on the physical, emotional and mental well-being of the people. [1]

In the beginning stress was found in terms of general adaptation disorder, focussed mainly on physiological dimensions of stress. Now the focus has also shifted to behavioural and psychological dimensions as stress is more than a simple cause-effect syndrome.

1.1.1 CONCEPT OF STRESS

To explain stress in conceptualising form is a very difficult task, which is one of the major issues of various analyses. Stress is becoming a topic for continuous discussion among experts, beyond this continuous debate, a general conclusion can be drawn with regard to the concept of stress, which is the key point, on the idea of a perceived imbalance in the interface between an individual and his surroundings. When people face different demands from others or demands from the physical/psycho-social environment or outside environment, where they are unable to respond effectively, an effort is required to cope up with the situation.

The word stress is hailed from the Latin word “strictus”, which means “to tighten”. Stress, in common, can be defined as the response of a person to demands (stressors) forced upon him/her (Erkutlu & Chafra, 2006)[3]. The researchers explained the term stress, as a situation where the well-being of an individual is affected due to his failure to cope with the demands of the situation.

Stress is defined as “a condition of tension that arises from an actual or perceived demand which calls for an alteration or adaptive behaviour”. Allen (2002) stated that whenever we lose confidence in our ability/potential to face the situation, we feel
stressed [4]. The stress in women educator’s job harms their psychological or physical well-being resulting in situations like anger.

The term stress can have different meanings to different people. Davis (1981) studied stress as “A condition of anxiety on one’s emotions, physical conditions and thought processes”.

Di Martino (2003) summarized the theory of stress as “the emotional and physical response which occurs when the requirements of demands of the job do not match the capabilities/potentials” [5]. Stress is not itself a completely negative condition. However, it is a reaction in which different people react differently according to their experiences. [6]

1.1.2 TYPES OF STRESS

Hans Selye presented a model in 1975, in which he classified stress into eustress and distress.

**Stress:** Good or positive stress, i.e. Eustress brings a positive impact on a person. Stress is achieved, when the brain and body of a person feel challenged and want to explore him/her in order to respond the situation. This is caused when a person sees solution in every problem as (he or she):

1. has different ideas of probable solutions to any particular challenge (attitude towards “I AM Possible” instead of Impossible)
2. has the positive attitude to solve the difficult task ("I can do it!")
3. has a proper control over what is happening ("I have choices or alternatives!")
4. had sufficient gap between his/her challenges.

**Distress**

When we have a discussion about bad or negative stress, actually we are discussing about a situation which becomes a cause to shrink the body and brain of an individual and its working capabilities, resulting in poor performance. Distress arises when a person feels threatened, nervous, embarrassed or is beaten with the feelings of frailty. It is caused when an individual experiences like s/he:

1. Is being pressurized to face a challenge which s/he does not want to face ("I do not want to do it")
2. Cannot even think about any possible solution for a challenge ("I do not know how")

3. Feels scarcity of resources (inner feeling, as in the mind's aptitude, ability, or outer feeling as in materialistic) for solving the situation. ("I cannot do it")

4. Does not have control over the situation ("I am helpless")

This opinion can be actual (sometimes when an individual has not any control over the situation) or imagined (perhaps the person could have some power to control the situation) but person feels the same as threatened and strained.

Hans Selye studied and found the impact of stress on rats and other animals by revealing them to harmful or unpleasant stimuli. He observed that all animals were showing a very similar sequence of reactions, resulting into three major stages. In 1936 Selye explained this common reaction to the stressors as the General Adaption Syndrome or GAS.

Figure 1.1: General Adaptation Syndrome (GAS)

**Alarm** – This is the introductory stage where the stressor is recognised. A state of alarm is stress response of the body. In this level adrenaline is produced with the intention to get the ‘fight-or-flight’ response.
Resistance- It is next level of GAS. If the causes of stress remain constant, it becomes essential to find a solution to eliminate this. Although the body begins to try to settle with the demands of the environment, yet the body cannot continue this up indefinitely, so its resources gradually depletes.

Exhaustion is the end level of this model. In this stage, not only all the resources of a body stops but also not able to continue with the normal activities or daily functions. Here, the initial symptoms of an autonomic nervous system may rematerialize or recur (increased heart rate, sweating etc.) if this level exists continuously, adrenal gland will be damaged and the immune system will also get exhausted. The result can manifest itself in obvious illnesses such as, depression, diabetes, problems with the digestive or cardiovascular system along with other psychological illnesses. [7]

1.1.3 OCCUPATIONAL STRESS

Occupational stress means any physical and emotional response which is harmful and occurs when the demands of the work does not match with the skills, abilities and needs of the employees. Stress can be a major cause of unbalanced or poor health. Theory of job stress is directly perplexed with job challenge, but there is a slight difference between stress and challenge. Challenge motivates us physically and psychologically, hence it energizes employees to learn new skills continuously to develop their potential. When the key responsibilities are fulfilled successfully, a person feels satisfied and relaxed (U.S NIOSH, 1999).[8] Hence, it is a significant element for productive and healthy work. Significance of challenges in our professional life, possibly increases when we experience that “a little/ bit of stress is good for us.”

Stress is very common, now a days, be it in a workplace or in a person’s life. People are becoming more competitive, they appear to be working overtime, taking on more responsibilities at the higher level and motivating themselves even more strenuously to meet higher expectations with their performance. Competition is increasing day by day. Someone is always ready to “step into one’s shoes”. This is, of course, a necessary part of life to grow.

However, too much stress affects psychological and physical health also, everyday performance and behaviour adversely. Daily problems, work related issues and
pressure, dual role at the workplace and home, unrealistic expectations of others – all lead to a very stressful life. Stressors include individual stressors, physical stressors, family stressors, environmental stressors, inter personal stressors, career and job related stressors. There is a need to manage all these different stressors. Stress management is essential for good management practices. Stress has both positive and negative aspects. Both are required to enhance the performance to get a benefit. Job stress affects adversely mental and physical health of the employees adversely at the workplace as well as their contribution towards the effectiveness and efficiency. [9]

DEFINING OCCUPATIONAL STRESS

Kyriacou(1987), defined stress “the experience of a teacher through unpleasant emotions such as frustration, anger, depression and tension resulting from aspects of his or her work as a teacher.”[10] Okebukola and Jedgede(1989) defined “occupational stress as a condition of physical and mental exertion which brought about as a result of dissatisfying factors, harassing events or general characteristics of the working environment.”[11]

Borg(1990), concluded “teacher’s stress as a negative and harmful element to teachers’ health”. The major element was teacher’s perception towards threat, which was based on the following three aspects of his/her job responsibilities:

1. Expectations are continuously increasing from him/her.
2. He/she is not able to fulfil the needs of the demand at the workplace.
3. As a result, s/he is facing mental and physical problems at the same time. [12]

Work stress can be explained as “all harmful, emotional and physical responses which occur when the major requirements of the job do not match correctly with the skills, capabilities and needs of the employees and resources. According to Denise Allen, (2002), “Stress is a feeling or experience one undergoes when he/she lose their confidence in their capabilities to cope with a situation.”

1.1.4 CAUSES OF OCCUPATIONAL STRESS

Personality and coping style are the most significant factors in any individual’s features to decide whether certain workplace conditions will result in stress. Consequently, it is not essential that factors which are creating stress for one person,
are responsible for the stress caused to someone else also. This perspective leads to coping strategies which can be helpful to employees to deal with different factors at a demanding workplace.

In addition, specific scientific evidence concluded that certain working conditions such as excess workload, low salary and over expectations are stressful almost to everyone. Job stress may be caused by many complicated reasons. Major causes of workplace stress are:

1. Employment Insecurity

Almost every organization is having experience of different strategic changes now a days. Takeovers, mergers, cut-throat competition and other changes have become a major problem for employees. Though institutions are continuously trying to compete for their survival in the market, but these changes have increased the pressure of work on everyone.

2. High Expectations

Unrealistic or impractical expectations have increased unhealthy and unreasonable pressure on every worker, which is also a major source of stress. Workload, long working hours and excess pressure to perform at peak level throughout the year even on a very low salary, can be actually harmful to both physical and emotional health of the workers.

3. Hi-tech Technology

The diversification of technology such as- cell phones, laptops, fax machines, projectors and internet-has made work easier than before but along this benefit, it has also increased the expectations for high speed, efficiency and productivity from employees to work continuously without any complaint. There is also a constant pressure on employees to update their knowledge with technological breakthroughs and forcing them to learn new things continuously.

4. Culture at workplace

Workplace culture is a complicated issue itself, whether in a new company or not, it can be intensely stressful. Adjustment with new and competitive work culture is
always been a big issue for employees. Various aspects of workplace culture such as strict policies, interpersonal relations, communication, dress code (if any) and hierarchy and most important, the behavioural and working style of the employer and colleagues, can be the causes of stress for any jobholder. Maladjustment with the workplace culture may be a major cause of subtle dispute with superiors or even with colleagues. Even institutional politics or gossips may also lead to occupational stress. [14]

5. Personal and Family Problems

Generally, every employee experiences different kind of problems in their personal life, as a result, they have a tendency of carrying their problems and tensions to the workplace. Thus, this tendency becomes the cause of his/her occupational stress. It becomes more critical and harmful when its affects the performance, job responsibilities and behaviour of an individual.

6. Job Stress and Women

Today, women are suffering from much physical and mental harassment at their workplace, along with many other causes of work stress. Sexual harassment has always been a common cause of stress for a working woman. Working women also experience terrific stress like ‘unsympathetic working environment', which is also known as 'offensive behaviour at workplace'. These reasons can be regular sources of tension for working women in different sectors.

Uncertainty at the workplace also has been a cause for high level of stress. Lack of proper information or actions of other people can adversely affect one’s ability to perform. Causes of uncertainty can be:

- Not having a clear idea about future vision
- Not having any career development strategy
- Not knowing what your boss or colleagues think of your capabilities
- Receiving vague or conflicting instructions

Stressful elements of the workplace also include:

- Poor physical working condition
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- Excessive working hours and workload
- Internal politics and gossips
- Excessive bureaucracy
- Role conflict [15]

These issues exist in all sectors but education institutions can be particularly stressful places to work. Reports suggest that levels of stress in the education sector are higher in comparison to other industries/sectors and society in general. Faculty are subjected to additional pressures such as:

- Low public esteem
- Difficulty in handling student’s behaviour and psychology
- Workload
- Emerging innovative teaching methodologies apart from traditional teaching methodology.
- Result oriented behaviour of institutions
- Students-parents’ high expectations

1.1.5 SYMPTOMS OF OCCUPATIONAL STRESS

Finding an appropriate relation between occupational stress and its symptoms is not easy to define. Various symptoms of job stress - such as frustration or irritation, tension and anger etc. are common. The general sets of symptoms of stress are as following:

Physical Symptoms, Psychological Symptoms, Irritability, Depression, Heart disease, Anxiety, Eating Disorders, Asthma, Smoking, Ulcers, Heavy drinking, Severe sickness, Thyroid disorders, Low self-esteem etc. The symptoms of work stress may be different from one person to another, depending on the particular condition. [16] Typical symptoms of occupational stress can be:

- Depression
- Insomnia
- Loss of mental concentration
- Anger and frustration
- Absenteeism
Anxiety
Conflict with family members
Physical sickness such as a migraine, heart disease, headaches, abdomen problems, and problems related to spine.

Stress can be a source to encourage someone to complete his job on time. On the other side, stress undermines the ability to get things done and also affects a person’s physical and mental health. Symptoms can be categorised into three major parts such as:

1. Physical Symptoms
   - Having a feeling of disturbance and less restful, while sleeping.
   - Complaints of general aches and pains may sound petty.
   - Migraines and headaches becoming more frequent among women.
   - People are becoming more susceptible to cold and flu.
   - In the longer term, symptoms can be seen of heart attacks and stroke.

2. Mental and Emotional Symptoms
   - Sometimes, you may find yourself often irritable and withdrawn
   - It is becoming difficult to maintain the concentration
   - Depression and anxiety are conditions generally associated with stress

3. Behavioural Symptoms
   - Becoming less punctual- less reliable, often absent from workplace or more accident-prone
   - Changing of eating habits frequently
   - Disturbing of personal relations sometimes, often for no apparent reason
   - Isolation may be a minor symptom but if you are feeling many of them, you may now need to identify the cause

1.2 STRESS AMONG WORKING WOMEN

The status of the women has been changed positively in the nation during the post independence era. They are coming out of cave of old, traditional and custom-ridden society. Previously, women were always expected to perform household duties and
responsibilities and men took care of other duties outside the home. It is not necessary for a woman to work outside from home to earn money or for a man to engage in household activities. Women work only if their father or husband are not able to earn due to unemployment, illness, old age and their income is very less that it is so difficult to fulfil basic needs. In addition, there might be no small children, or old members in the family, the women could struggle for a change.

At the present time, due to growing interaction between urbanization, industrialization and desire of materialistic prosperity, women are occupying high status in many occupations and professions. It leads to national development, social progress and economic growth apart from complementing the individual progress of women.

1.2.1 INTERNATIONAL PERSPECTIVE

Today, Stress has become a world-wide occurrence; it is also recognised as the “twentieth century disease” or the “millennium plague”. According to the World Health Organization (WHO) stress is a worldwide epidemic, affecting individuals in various countries all over the world. It is not only limited to Canada, U.S.A, Germany, U.K, and France but also people in India, Japan, Korea and China are also experiencing symptoms of stress.

The following statistics disclose the effects of occupational stress on employees in U.S.A.

- 33% employees said that they experienced high level of stress and physical symptoms at workplace such as headaches and tiredness.
- 27% people observed psychological symptoms of stress such as insomnia, depression and irritation etc.
- 28% people reported that the economy caused their stress most.

The American Institute of Stress shows that illness costs related to stress are around $100 billion per year approximately. Around $17 billion annual losses are arising in worker’s productivity. Health problems and injuries are significant accounts for almost two third part of workers absenteeism. The Bureau of National Affairs concluded that around 40% of total employee turnover is arising due to stress. Stress at the workplace along with stress at home creates a “double stress cocktail” which has a dramatic effect on their lives.
Women employees engaged in a service industry, multinational corporations, information technology departments (IT), manufacturing industry, government organizations and related fields are also experiencing high level of stress on and off-the-job. Even in other areas which are called “feminine and nurturing” areas like teaching, nursing etc. women employees are facing stress.

On the home front, across the world, husbands welcome the “salary” of their working wife, because it is helpful to improve the financial status of a family. When it comes to cooking, cleaning, upbringing of children, caring for ailing parents or in-laws, only a few husbands are actually willing to lend a hand! The working women always grapple with high levels of stress in all over the globe and face so many health problems. Following statistics explain the status of working women as well:

- Four out of ten women reported that instead of their husband, they often took leave from work to fulfil family responsibilities.
- One in every three women among the age group of 41-55 years has resigned from her job, to look after very sick and old parents and in-laws at home.
- Many times, women take a long gap from their jobs on account of marriage and birth of a child. When they return to the employment field, they always face a reduction in salary up to 25% for being absent up for one to two years. The longer the absence period, the higher the reduction in salary.

### 1.2.2 INDIAN PERSPECTIVE

In India “Goddess” or “Devi” is always worshiped, she is the very spirit of prosperity, fertility, knowledge and good health; there are numerous temples where “poojas” are conducted to honour her. What as regards the “domestic devi”, especially the wife or better half, obvious the 50% of a couple? Indian men always believe in the worship of the “mother goddess” but when it comes to the mother of his own children, the story is a bit different!

Yet, Indian men are ready to accept the qualified and capable women as their competitors at the workplace. Even now they are receptive to the idea of their skilled and educated spouse working outside the home. They welcome the “wife’s salary” as
it means more cash for materialistic comforts and for luxurious life. But the working women in India are not completely free to relinquish or trim down any of their previous traditional roles. This is a cause of insistence from her spouse, in-laws, extended family and society.

Different researchers from different parts of the world state that even in the well-developed countries, the major duties of home-related work and parenting chores are also the responsibility of women only. “Motherhood” is the prescribed social-cultural consent for women in most of the societies. Research studies have shown that Indian dual-career occupying couples experience a lot of conflicts to meet the different demands of job and family roles. The socio-cultural ethos is also very different from other countries such as U.S.A. Western Europe, Canada and Australia. Even in Indian socio-cultural context, the structure of joint family and extended family sometimes create various emotional demands from working women.

Social pressures create tension and stress for the working women, such as pressure to attend family and religious functions, competition and unfair comparison with siblings, in-laws and colleagues at workplace. Now, Indian joint families, especially in urban areas are converting into nuclear families; this is a cause of stress, for overworked working women. Family support is slowly disappearing either from the wife’s side or husband’s side. In the present time, one more factor which is creating stress is expensive and irregular domestic help (servants). Shortage of servants in urban areas is becoming a constant source of stress among women employees in India.

**DUAL ROLE OF WORKING WOMEN**

The term ‘role’ expresses various expectations and obligations which are connected with a specific status in a group or society. The performance expected from an individual in a particular given situation is called ‘role’. The concept of role defines a performance of behaviour in different situations. Thus, behaviour is associated with expectations, held by other people in different situations along with individual's interpretation of those expectations.

The behaviour is transaction form of a role. Every person has different position or designation, which insist him to behave and perform accordingly. Such roles are
formally designed and created by the employer in each organization. Roles can be classified into three main categories: (a) Expected role (b) Perceived role and (c) Actual role.

a) Expected Role can be defined as “The expectations from an individual by others.”

b) The Perceived role is something like “how an individual thinks that he must present himself or behave to meet the demand of an expected role”.

c) The Actual role can be understood as “the way as an individual actually behaves at his workplace.

Therefore at present time, most of the persons play several roles simultaneously at a same time.

The occupational status of women has been deeply connected with their family and home. As a working woman in different professions, they are playing dual role as a career woman and housewife at the same time. There is always a huge struggle between their society approved status as housewife and mother on one hand, and their status as the productive worker on the other hand. Responsibilities and duties towards family have imposed few restrictions on her at the workplace. Most of the working women are playing a major role as a spouse and a mother, cause of early marriage scenario in our country. When she works at workplace, her home always revolves around in her mind. She struggles with the dilemma of conflicting dual role responsibilities. She has different personalities and also acts differently as a member of an institution or family. Her priorities, interests, loyalties and goals are different at home and workplace.

PROBLEMS ARISING FROM DUAL ROLE

Now a day, working women are very ambitious towards their career. They are performing above the standard. Thus, they give their most of the time to their organization. They experience the problem of role conflict, which arises more when they ignore their household duties and responsibilities due to giving priority to their career. The dual role of women employees has made their life more difficult as well as challenging. Work-life balance is becoming a major issue to maintain their personal and professional life well. This is the reason why most of the organizations
are expected to increase the morale and motivation of their faculty to get better productivity and performance from them. The challenges, which affect most to the work-life balance of women faculty, are given below:

**WORK RELATED PROBLEMS**-

Following are the major issues which are directly associated with the sources of stress at workplace.

- **Time management**- This is amongst the major sources of stress, which is experienced by almost every person, whether he/she is working or not. Time management is nothing more than to do right thing at the right time. As women always complain to have role conflict, this is must for them to manage their duties and responsibilities at home and workplace which is possible only through following a perfect time management strategy. Thus, managing their time between both lives is becoming the most prominent issue amongst them.

- **Work overload**: Usually, women are expected to do multiple tasks at the same time. Somehow this is a natural phenomenon that women can do various task at a same time while men cannot perform like this. Therefore, to accomplish everything on time, she must not only manage her time but also have a great flexibility. She is always expected to be available every time for every task but sometimes this situation creates a big dilemma for her.

- **High expectations from working women**: Working women always face challenge towards the fulfilment of dual role. As a mother and a wife, she is always expected to perform the traditional ideal role with self-effacing and sacrificing nature on the interest of her family’s happiness. While at her workplace, she must be a performer with the qualities of decision making, innovative, leadership and competitive spirit. To have the qualities of cooperative and sacrificing attitude at home and competitive spirit at workplace creates a big challenge and high expectations from her.

- **Problem of adverse self evaluation**

  When a working woman could not be able to fulfil the responsibilities towards a mother’s role and a wife’s role, she blames herself for being the failure. She thinks herself to be accountable only for the study of her children, marks,
unsocial behaviour and so many other daily routine activities. As a result, dual role conflict becomes a reason of her de-motivation. Unfavourable working environment, unsupportive supervision, long working hours etc. are the common reasons which a working woman experiences during fulfilment of dual role responsibilities.

**FAMILY RELATED PROBLEMS**- As we know, India is a country, where many cultures exist so each working woman has a different culture and background. Family traditions can be different from woman to woman. They suffer from many family related problems which affect their works are as follows:

- **Maintenance of strong relationship with family members:** This is another major issue for a working woman. As maximum women are engaged with different jobs, they are devoting less time towards family and this is creating dissatisfaction among family members with respect to her. To satisfy family members such as spouse, children and in-laws and maintain a healthy relation with all is also a major challenge arising due to dual role.

- **Role conflict to fulfil traditions:** Indian culture has variety of a sub cultures itself. The entire women faculty belongs from different caste and religion, along with having their own. But this situation converts into stress when they did not get a holiday. Thus, it becomes very difficult for a working woman to attend the workplace and celebrating the festival at home on the same day.

- **The problem to connect with society:** Sometimes, workload and long working hour create stress amongst them when they could not attend the social events in society, due to excess work pressure. This problem creates a gap to make a balance between work and home to fulfil dual role responsibilities.

In addition, many factors exist to complicate the puzzle of performing multi task or dual roles. Even not every working woman wants to be a career woman, she is enforced to do so to earn and become supplement for the family income. She performs more than her energy to meet the need and pressure of her family, job and herself. As a result, she suffers mentally and physically both. Many survey results show that married working women suffer from greater health risk as compared to men, because of their dual roles at home and workplace.
Due to overload, woman’s aspirations also shatter when she feels guilty of neglecting her family. Sometimes, her sincerity towards her duties becomes a cause of her stress. Because she always lives in tension towards her responsibilities and this sincerity of her is not appreciated at her home and workplace. She does not have freedom of her movement towards her recreation or rejuvenation. A working woman spends almost thirty-six to fifty hours in a week at workplace, along a major portion of time at home, without any domestic help hired or otherwise. Usually, most of the men think that domestic work is a part of a woman’s duty and they do not have anything to do in this matter.

Along with this, family members expect from her to be the performer and efficient at job, smart, graceful and beautiful at home and in social events, just like Alladin's Genie to be perfectly able to cook, cleaning, designing and stitching dresses and delight their guests by giving them five-star treatments. Working mother has to meet the expectations and obligations arising from dual role conflicts. It does not matter whether she is living in nuclear or joint family. This dual role burden creates another role related problems such as role conflict and role ambiguity.

The consequences of role overload, role ambiguity and role conflict may have following effects:

- An individual may suffer from physical and psychological problems. The physical effects include: Tiredness, Back pain, Sickness, Headache and other physical problems while psychological effects show Frustration, Anxiety, Tension, Anger, depression and so on.

- Role conflicts create problems at the workplace in terms of absenteeism, low performance, lots of grievances, low morale etc.

Career-oriented women take too much responsibility for parenting, maintaining a job and managing the home at the same time. A woman, who is working, carries 75 percent of the household responsibilities on herself. Time and energy also get imbalanced when woman continuously tries to play multiple roles at home and workplace at the same time. "Since women are increasing their relative commitment
to work outside the home, thereby changing their balance of commitments, the issue of the effects of multiple roles is salient."

Women are spending their time and efforts overwhelmingly on their career, home, children, husband and such other things. A woman can achieve her goals only when she is mentally prepared for role conflicts to be a career woman and has the potential to develop strategies for coping with them. Women have also experienced overpressure from their employers who are expected to give preference to their professional life instead of personal one.

Emerging 21st century, a woman wants to have it all- a happy family, personal life, high ambitious career and higher education. It is really just a balancing act just like an acrobat who walks on tight rope. Women of 21st century are highly educated and occupying high designations at their workplaces. Therefore, this is a dilemma for them to balance their career and personal life together.

Integrating her family and work is a great balancing act for a working woman. A professional/managerial woman gives preference to her career more than her family, while few women give priority to their family and job is nothing more than a money earning source for them. But this is true that ambitions can be different for each woman but the level of stress is almost equal among them. Roles can be different, but role conflict exists here for sure. Therefore, they should work upon learning the art to manage the stress, instead of complaining about it.

1.2.3 WOMEN WORKING IN EDUCATION SECTOR

Indian constitution in its ‘Fundamental Rights’ has a provision for equality, social justice and protection of women. With effective education and slowly evolving new perceptions about women and their social statuses, Indian women have secured legal and political equality, entered prestigious professions and occupied positions of power. The new vision of development involving women must ensure general participation in the definition and actual provisions of the basic needs of all citizens, regardless of their race, creed, gender and age. Women’s education in India provides access for girls to higher education, which was earlier denied to them due to parental reservations rising out of conservativeness, social customs and other prejudices. The contribution of women to the country’s development cannot be undermined. Women
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who constitute half of India’s population play different roles as homemakers, workers, teachers, professionals, managers, executives, entrepreneurs, politicians and so on.

ROLE OF WORKING WOMEN IN TEACHING PROFESSION

There is a paradigm shift in the role and responsibilities of modern working women like faculty. For remaining at the central stage of the multi-dimensional teaching-learning process, a teacher has to redefine her role, has to undergo rigorous changes, and has to update her knowledge, to have basic human values, to have accountability to the society and to students. Only such a teacher can work for the formation of right habits, thoughts, actions, cultivation of values and the development of right behaviour patterns in children.

Teaching is now becoming a challenging profession which requires clear objectives, good subject knowledge, perfect time management, excellent questioning skills, art of classroom organisation, effective planning, proper interaction, effective use of human resources, attitudes towards teaching, effective communication skills and area of interests etc. That is why Moore (2001) defined teaching, "as the actions of someone who is trying to assist others to reach their fullest potential in all aspects of development." [17]

The role of teacher has changed entirely in response to new patterns of educational governance and managements, new kinds of students, new theories of teaching and learning, and arising of new technologies. Even though innovations and reforms occur, a teacher is still in the pivotal position of the classroom interaction and teaching learning process. In the learner-cantered, process-oriented, competency-based, environmental-attached, human based instructional situation, a teacher has to face multi-level problems like planning of the content, selection of appropriate teaching-learning strategies and situations, creation of motivation among multi grade-multi level students, usage of group dynamics, completion of curricular objectives, its linkage with practical life, adaptations in curricular statements from the deviated students, timing, continuous and comprehensive evaluation, classroom management, linkage with society and parents, good relationship with local bodies and their planning processes etc.
Hence, the role of a faculty has changed as a planner, manager, designer, director, facilitator, researcher, psychologist, philosopher, sociologist, artist, friend, guide, actor, well-wisher etc. Technological developments, knowledge explosions, familial problems, social issues, behavioural problems are other challenges that make a teacher's role more complex.

In this era of rapid changes in the field of science and technology, communication and interaction, life styles of human being, societal viewpoints, cultural thoughts, educational expansions, a teacher has to perform a diversified role to cope up with them. It is theorized that the stress in teaching professionals is caused by certain antecedent factors such as personal, family and situational factors. These factors related with the teaching profession cause various effects of stress in women faculty members which lead to three outcomes of stress, namely physiological effects, psychological effects and behavioural effects. It is further proposed that the teaching professionals at education institutes experience stress arising out of their performance of various roles in executing teaching activities and responsibilities which influence their level of job satisfaction.

The role of women as teachers is more appreciable in our country and that too in our state. Women come out to work for personal satisfaction, self-expression, financial security, sharing of responsibility, economic necessity, independence and so on. It provides them an opportunity to lead a comfortable and satisfactory life. Due to the expansion of women’s education, there will be a high demand for number of women faculty. Teachers are the main functionaries of the educational system. Women faculty have an important role in preparing the students in higher education for their life and career. Teaching is the noblest profession because every teacher functions as a ladder for his/her pupils to go up in life. Teachers are the real nation builders and function as a pivot on which the entire nation revolves. They spread the light of knowledge all over as a candle does. They must get the confidence of the students. In order to be inspired teachers and role models, teachers should be knowledgeable, skill based and possessing the right and positive attitudes towards their profession.

The teacher is placed in such a high position because the life an individual is leased on the education he gets. H.G. Wells says, “Teacher is the real maker of society”. [18] Teacher is the soul of any educational institution i.e. school, college or university. The
teacher herself is the key to the success or failure of any education system. The efficiency of education system rests upon the quality of a teacher.

Without good teachers, even the best of the system is bound to fail. With good teachers, even the defects of a system can be largely overcome. Thus, a teacher is so important in the entire educational system and they are the nation builders and creators of new society. When women occupy such glorious teaching profession, it adds and adorns much better to the profession than men. Women are hard workers than men. The attitude, perception and expectations of women faculty are highly different from that of men faculty. Women faculty play the dual role as teachers and home makers/home managers. They have to find a balance between work and life and maintain quality work life. In this venture, they do have problems and until their problems are identified and remedial measure sought out, the prosperity of the Nation will remain as a dream, as the various types of problems faced by them will seriously affect the quality output of students of human resources.

1.2.4 STRESS AMONG WORKING WOMEN IN EDUCATION SECTOR

It is an undoubted fact that status of women has risen up compared to past few years. But it is also a reality that woman is not completely independent yet. Every day, she experiences many problems, especially if she is a working woman. In present world, professional women in the education sector are increasingly confronted with a problem of conflict between a career role and opting for an equally demanding role at home. There are stresses associated with both alternatives and with choosing to balance between them.

Stress is inevitable in human life. Working women face stress at their workplace. The women faculty experience various effects of stress and the extent of stress varies due to many causative factors.

The conceptual framework to study the effects of stress in teaching professionals caused by various antecedent factors is shown in figure 1.

In order to procure a deeper and meaningful understanding of effects of stress in professionals’ teaching, an attempt was made to identify various possible variables
which have their contribution towards it. The available literature and related researches on stress guided the investigator to organize the selected variables into causative relationship.

The components of framework are Antecedent factors

1. **Individual factors**
   - Gender differences
   - Personal factors
   - Family factors

2. **Job related factors**
   - Role stressors
   - Job satisfaction
   - Situational factors
   - Service duration

In India, stress is a common problem among teachers in higher education system. They may face tension, anxiety, fear, pressure, strain and stress in their day to day life to be able to contribute effectively in the field of education. A few other factors such as job insecurity, increasing overload, accountability without adequate authority, inadequate facilities and lack of recognition may also contribute to stress in these teachers.

Further, women teaching professionals might also be subjected to face common stressors viz; dissatisfactory working conditions, excess workload, long working hour, poor relationship with peers/colleagues and lack of required resources. Insufficient money as salary and lack of respect in society ultimately lowers down the psychological well-being of working women. It affects the teaching competencies on one side and develops “stress” on the other.

Most of the working women faculty spend from twelve to twenty hours in class each week with their schedules changing in each semester. Working hours, faculty
meetings, advising and class preparation, account for thirty to forty additional hours per week. The academic year generally runs in India from June/July to April. The teachers use summer months for research or other jobs such as summer placement of students guiding project work and undergoing faculty advancement schemes. They also have to maintain an excellent liaison with industries in corporate sector which facilitates easy internship and job placement for students. Due to these varied duties and responsibilities, women faculty members are under considerable pressure throughout the year.

The conceptual structure in Figure 1 shows two different variables i.e. personal and situational variables, which influence the role of working women as a teacher at home and workplace. Multiple roles may convert into role strain and role conflict. Figure 1 clearly showed that role conflict, role strain and role overload can increase challenges, problems, issues, or concerns as working women deal with their multiple roles. Women as faculty may confront by using different strategies and support system to fight against stress, arises from role conflict. (19)

![Role conflict model](image)

**Figure 1.2: Role conflict model**

The steady increase in the number of career-oriented women with a managerial occupation, getting higher education and a tendency to manage a martial and family life on one hand and occupational life on another hand, created a dual role life for her. Trying to be a great performer, family or social obligations associated with multiple roles and time schedules can be very stressful and challenging to manage all the things, and sometimes even impossible. Women are concentrating now to adopt some
time management strategies to balance their multiples roles along with a support system of human resources for encouragement and assistance of their multiple roles.

Women as human resources are the foundation of educational institutions and play a key role in the management of capital assets. They are valuable resources of the institutions. Women teachers are becoming conscious about their existence, rights, and work situations and so on. The problems a woman faces have specific colouring depending on the socio-economic and cultural milieu in which she has been born, nurtured and moulded. The problems, which the women teachers face as an Indian woman, are much harder than that of their counterparts in developed countries and they are more prone to experience internal conflicts due to incompatibility between the old conception of women’s role at home and the occupational role generally and face many occupational problems particularly.

The various occupational problems faced by women teachers are personal problems, family problems, economic problems, organizational problems, departmental problems, psychological problem, and the problem of interpersonal relationship.

As the emergence of professional education institutes in Rajasthan is a recent development, very few researchers have made an attempt to study these institutes with respect to the psychological behaviour of teaching faculty members in terms of “Stress Syndrome”. The research in the area of teacher stress revealed that little attempt has been made to explain its causes in general. Research also has supported the viewpoint that “teaching is a stressful occupation” (Dworkin, Haney, Dworkin and Telschow 1990). Teacher’s stress is increasing and the relationship between society and education is also becoming intricate. (20)

As a result of scenario in present social change, women faculty members are facing increased stress due to corporate and community expectations to implement new curriculum and teaching practices, and in doing so it is pointed out that work role stress is a common stressor among these professionals. Research literature showed that working women’s stress was reflected in lower job satisfaction. Moreover, the stress was caused not only by the immediate teaching environments but also by the institutional and organizational factors. Therefore, the researcher felt that it would be
interesting to study the relationship between stress - effects in faculty members, their role stressors and job satisfaction.

1.2.5 SOURCES OF STRESS AMONGST WORKING WOMEN

Stress may be induced from different sources:

(i) Interpersonal issues causing Stress: There are several interpersonal situations causing stress. In close interpersonal relations, deep emotions are involved. Inherent to the ancient Indian system of education has been its healthy teacher-student bonding. But with the expansion of education, there seems to be a change in the present scenario. Large class strength and unrealistic workload on teachers in the schools in India are the major causes of lack of healthy personal communication between teachers and the students.

(ii) Personality related Stress: Personality of an individual to a large extent is responsible for appraising a situation as stressful or otherwise (fear of failure, committing mistakes). An individual’s value system is closely related to the feeling of guilt and feeling of ‘not being good enough’. The change in the role of the Indian women, who is now ‘career-centric’, is resulting in role conflict in marriages—a mismatch between the career demands and traditional family values.

(iii) Environmental Stress: Living or working in an uncomfortable physical environment may be stress inducing. Excessive noise, heat, lack of ventilation, unhygienic surrounding, crowded or an environment with a strong smell or lack of light may cause stress and lower work efficiency either in students or in teachers. For instance, after a hectic drive in heavy traffic, one may find it very difficult to immediately switch over to an important presentation or lecture in classroom.

(iv) Change-induced Stress: One major potential of ‘change’ to induced stress is in the form of ‘fear of change’. The main reason of change-induced stress is the fear of the unknown. (21) In teaching profession, transfer of the job to a remote area and many other unfamiliar aspects can be a cause of change-induced stress. The best coping strategy is to move from the unknown zone to the known zone.
(v) Stress caused by system issues: ‘System’ refers to any organization, family, school or other social enterprises in which an individual functions. An average individual distributes his time between these systems. The stress related to ‘system’ has become highly relevant in Indian society in the context of changing demands in the family and school. A teacher has to perform many duties relating to her profession as well as to her family life. Especially, the female faculty come under stress as a lot of extra work is expected from others.

CONCLUSION

The origin of stress and the development of this concept are studied. In present “Stress” has become a very common word used by psychologists, doctors, managers and laymen. Women employees in every sector: software engineering, medical, paramedical and teaching, etc. experience stress in varying degrees on and off the job. Women faculty are expected to satisfy the demands of both the workplace and their home, they have to fulfil professional and traditional expectations. But their energy, stamina and time are limited. The constant dilemma is how to cope with stressors at the workplace and on the home front.
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**BOOKS**

