ABSTRACT

The role of an employee requires a person to be an expert, to an almost impossible degree, in the motivation of human behavior. He maintains a favorable environment for effective work by other people in the organization. Hence it is obvious that the employee bears a heavy part of burden and can easily come under stress especially in modern times as industrial environments are becoming more complex, with the emergence of Call centers in the Indian industrial horizon (which is an outcome of world globalization and the country’s changed economic policies). The present study investigates the sources of stress, psychological problems in the MNC and Call centers leading to physical, physiological and psychosomatic illness. The sample comprise of top level and medium level employees from MNC and Call centers in and around Bangalore city, 240 employees from Call centers and 240 employees from MNC were drawn through random sampling technique.

In the present study stress and illness were considered as dependent variables and their sources included organizational climate, health status, occupational stress and proneness to cancer and interpersonal relationships. Tools like Occupational Stress index by Srivastava and Singh was used to assess the relevant components of occupational life which cause stress. General Health questionnaire by Goldberg was used to identify the possible psychiatric disturbance in the employees. Short interpersonal reactions inventory (SIRI) was used to assess the personality and stress related to cancer and other diseases. A pilot study was undertaken and split- half reliability was established for all the scales.

An information schedule was devised to elicit the information regarding age, income, length of service, designation etc. of the employees. The data was analyzed and the hypothesis was verified for the total sample. Results indicated that there is significant difference in the occupational stress among the employees of MNC and Call centers. In Occupational stress the results revealed that in ten areas significant differences existed between Call centers and MNC employees. In areas like Role overload, Role ambiguity, Role conflict, Unreasonable group and political pressure, Under-participation, powerlessness, poor peer relations, intrinsic impoverishment, low status, and in strenuous working conditions employees of MNC’s had
significantly higher scores than employees of CC’s. The total occupational stress was found to be significantly higher for employees of MNC’s than employees of Call centers. In general health status the Call center employees were found to have higher scores for the factors Anxiety and Insomnia than the MNC employees. General health status contributes maximum stress for the top level managerial employees than medium level employees. Male employees of Call centers were found to have higher somatic symptoms and social dysfunctions than females. General health status contributes maximum stress for MNC than Call Center. In proneness the Call center employees were found to have higher levels of proneness to the three illnesses, namely-Cancer proneness, Psychopathic proneness and Addiction proneness. Male employees had higher levels of proneness to Psychopathic behavior as compared to female employees. Male employees with medium managerial level had higher levels of psychopathic proneness and top managerial level had higher proneness to depression. The obtained results were discussed in the backdrop of previous literature of research. Implications of the research suggest the induction of stress coping strategies.