CHAPTER V

DISCUSSION
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The following are the major findings which emerged from this study:-

1. More than half the industrial workers disclose that their job tends to directly affect their health and evidence of health and family. Workers suffering many health diesis like- headache, high blood pressure, upset stomach, anxiety, weakness, clammy hand, teeth grinding etc. some of the social symptoms- feeling of loneliness, hiding, feeling of isolation etc.

2. Age distribution revealed that ‘more than 46-60 years’ groups scored significantly higher than the ‘36-45 years’ group and less than 35 years somatic symptoms further more this group has highest mean in the stress all tests. The ‘more than 45 years’ group also scored significantly higher.

3. According to the study, female gained a greater sense of work stress from the industrial climate and staff development. As such, female employees should put more effort into regulating work stress. The female group has significantly higher means on the all test scores than the ‘male groups’. Furthermore industry should encourage their female employees and reduce their sense of work stress.

4. A comparison of managerial level and low level the clerks level was high stressful than, neglect of family, noxious physical environment. The clerk’s level had higher means on quantitative work overload, procedural justice, distributive justice and role conflict and significantly higher means on neuroticism, physical
problem and decision latitude at work was associated with less positive spillover from work to family.

Provides support for the hypothesis that work stress contributes to clear cut as one would like them to be. It would be proper to note that there good theoretical reason that the work situation is only one of the many influential factors that cause ill health such as stress outside work, personal habitat, biological factor and so forth. Figlar (1980) suggested that stress can affect an individual at four levels, depending upon its intensity.

*Level one:* A temporary stress characterized by heart rate increase, breathing rate increase, rise in blood pressure and other change in physiological metabolic states.

*Level two:* Irritability, anxiety, tension, inability to concentrate, restlessness and prolonged “level one symptoms”.

*Level three:* Headache, stomach upset, chest pain and other pronounced physical disorders.

*Level four:* Ulcer, strokes, alcoholism, drug addiction, heart attack and psychosis are indicators of the final stages of debilitating stress.

With regards to the gender differences, the result was show, in contrast to what was predicted, that problem-focused strategies were not related to health when level in the industries and gender were controlled for. However, the emotion-focused strategy of seeking emotional social support was associated with fewer health symptoms. In addition focus on emotions and alcohol/drug disengagement. Stress symptoms are key concept for understanding health problems of employees. The nature and severity of occupational stress maybe more adequately and convenesental under stood observing physical and psychological symptoms which occur in the employee under the condition of occupational stress. The impact of an industrial
employees' gender significantly varied with regard to industrial environment and development, physical, psychological and social reaction. In this study, I found that stress level were higher for females than males. This outcome may imply different role identification through socialization processes. It also influences personal experience of occupational stress. There were significant difference among the mean and S.D value of male and female groups. Role overloads, pressure at work, adjustment problem were found to be higher stress dimensions.

As regards' the rank differences in stress, health problems, perception of stress, clerks level experienced greater symptoms than other ranks. The results support the hypothesis and are also consistent that employees of different ranks differ both quantitatively and qualitatively in their experience of stress, the less senior employees appear to experience greater level of stress. The clerk's employees had the highest score as job boredom, quantative work load and lack of praise and relatively high scores on noxious physical environment, communication quality, and decision latitude at work was associated with less positive spillover from work to family. The lack of personal control, the lack of participation in decision-making, lack of opportunity to communicate, quantitative overload, lack of recognition and promotion prospects and ambitious position in relation to the upper as well as lower rungs of the ladder contribute clerks. Social comparison may promote perceptions of stressfulness at work. If he makes a wrong decision under the pressure of expediency, he will be held accountable for its consequence. The clerk in the study had the highest mean on somatic symptoms also. The low level workers were the next most stressed group. The major stressors for this group were neglected family life and distributive justice on which this group had the highest mean followed by praise, procedural justice and role conflict. The mean score was also the second highest of all group. The industrial workers family too pays a heavy price as shown
by the result. A telephone worker’s life becomes one of shared priorities between his family and the outside world in which he functions on an official basis. Not enough time is spent with the children and weekends and holidays with the family are missed. Industries of the future will have to pay attention to their effects on people other than employed persons and allow for the needs of the families to influence their workers. The managerial group who were the least stressed group in the sample.

Being at the helm of affairs, the managers participation in decision making and decision latitude does not reported as a major stressor. However, distributive justice was reported as a major stressor, perceived inequity between input and outcome may be the reason. Also, being the leaders, this group shoulders responsibility for the safety and well-being of other employees. The health problems of managers corresponded to their position on the all index in this study. Kroes (1974) noted about this group — he is responsible for law enforcement and safety and conduct of his subordinates, yet he has little say in their selection.

The clerk’s and other groups had significantly higher means in the sample. Decision latitude, role overload, role ambiguity, role conflict, neuroticism, physical and psychology symptoms were among the major stressor for this two rank where this group scored highest means. Lack of support from family and coworker, unfriendly leave and promotion polices and little or no participation in decision making seem to cause stress to this two group.

Frustration may be caused by the lack of participation in decision making and the feeling of anxiety and alienation caused by the lack of the workers by his superiors (Kroes et al., 1974). The study found significant difference in the experience of stress and strain by managers and other rank workers as a matter of different working set-ups.
As regards the age differences in stress, health and work-family balance, 46-60 years group scored significantly higher than 25-35 years group and 35-45 years group scored less scored. The mean score of the present sample on the dimension of role overload, role conflict, pressure at work, family balance and social relation was found highest score in all groups but to comparison 46-60 years group other are less. These age groups suffer some of the mental, physical and social diesis (frustration, lack of social support, feeling of loneliness, anxiety etc.) these all diesis are directly effect on workers work. It is noticeated that 25-35 years and 35 -45 years was less experienced group but both groups are suffering some of health and family problem. According to Selye, "without stress, there would be no life, as this definition stress at workplace is good but when stress capacity is high it is dangers for health and work also.

Stress is most of the serious threats to individual health and well-being in the modern times. Various diseases as diabetes, heart ailments, skin problems, circulatory and digestive disorder, arthritis, asthma and certain mental illnesses have been found to be linked to stress. With this information in hand and with the knowledge that ITI is a high stress occupation, it appears most logical to study the phenomenon of industrial stress systematically.

**Most Stressful Situations**

To enrich the data based on the self report measures of chronic job stressors, the researcher analyzed some of the 'most stressful situation' reported by the sample in this study. The most stressful situation in the context of their work-family and second is health. The rank wise analysis of the most stressful situation is pressure at work, lack of social support and family support also.

The following featured in the category of 'family':
(i) Failure to participate in family functions (marriage, etc.).

(ii) Failure to personally be present and support the family in times of need (major illness, operation, death, etc.).

(iii) Failure to guide, supervise or provide good education to children.

(iv) Living ‘separately’ away from the family (due to bad posting, lack of accommodation, children’s education or frequent movement).

(v) Marital or other problems, often due to ‘lack of time’ for the family.

Next category is health including the following:

(i) Painful joints;
(ii) Stomach troubles;
(iii) Increasing frequency of asthma attack;
(iv) Headache;
(v) Major operation (kidney);
(vi) Headache;
(vii) Clammy hand;
(viii) High blood pressure;
(ix) Irritable babul syndrome
Next category problems at workplace:

(i) Pressure at work
(ii) Interpersonal relation
(iii) Coworker support
(iv) Security- insecurity
(v) Hours worked

Next category lack of social relation:

(i) Feeling of isolated
(ii) Resentment
(iii) Feeling of loneliness
(iv) Hiding

Next category lack of family support:

(i) Not projective response
(ii) Communication gap

The above discussion of 'most stressful situation' experienced by industrial workers is a valuable insight and provides important clues to the stressful occupation that industry is. In addition to chronic stressors included in the present study, this analysis is much like icing on a cake. The investigator was profusely thanked by several respondents one of whom said:

We do not know how much difference your work will make to our lives. But we are very happy and grateful that someone thought of us.
Limitation of the study:

1. More accurate assessment of physiological indices of job stress though medical examination could have been included but sample size and practical difficulties were a hindrance.

2. Female employees, who form an important part of the industries in Indian telephone industries, have been included in the study.

3. Paper publication would have added a new dimension to the research. However, telephone industries restrict the accessibility to information and ethical dilemmas also call for restraint.

4. The sample size is not too large.

Suggestions for further research

1. Longitudinal studies would be very suitable to investigate the impact of the industrial work on the individual’s life and its impact on health, social and psychological well-being.

2. Studies using additional variables such as life events, well-being and like can also be undertaken.

3. Studies regarding the perceived and actual benefits of physical/ social/ psychological way of combating stress are suggested.

4. The impact of similar problems on the psychological well-being of the workers and his/her families would make interesting studies.
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