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**SOCIETY FOR PUBLIC WELFARE AND INITIATIVES**

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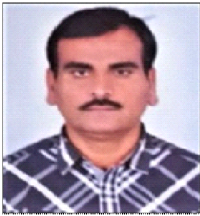
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### WORK STRESS AMONG WOMEN EMPLOYEES IN SOUTH CENTRAL RAILWAY – A CASE STUDY



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**Abstract:** Indian railway is one of the income-generating largest public sector organizations in India. The Indian Railway is a success because of its efficient staff. They are valuable assets of the Indian Railway and the key to success. The employees in the Indian Railway are experiencing a tremendous amount of pressure at the workplace. Increased workloads, overtime, hostile work environment and shift work are just a few causes of stressful working conditions. In such a situation it is necessary to study the occupational stress of Railway women employees because if not controlled, it can affect the person's family or social life, health, performance etc. hence in the study an attempt has been made to find out the major sources and causes of stress and gather knowledge about the techniques to lower stress. The results of the study show that the women employees are facing stressful situations in their workplace and they are well aware of the techniques to lower stress. The present study covered 70 women employees who are working in South-Central Railway Division, Secunderabad.

**Keywords:** Indian Railway, South Central Railway, Women Employees, Work Stress

#### Introduction

Indian Railways is taken to be a train of national development. It has been appraised the occupations into four classes: dynamic jobs, low-strain jobs, inactive jobs and high strain jobs. The jobs of railway motor pilots, at first sight, go under the fourth classification as they need to perform extended periods of obligation and need to pursue unbending methodology and are permitted little scope for taking severals or time for individual needs. Regular outcomes of stress incorporate individual and organizational results as well as burnout. Singular outcomes are passionate responses,

psychological responses, psychological and physiological introductions. Organizational outcomes present as a decrease in performance, withdrawal (non-appearance and stopping) and turnover, diminished inspiration and fulfilment. Maybe the greatest and inestimable expenses of occupational stress are human casualties because of mistakes made by workers. It is basic for the Indian Railways to create stress management systems that can outfit the human resource with viable coping styles. For creating compelling stress management procedures, it seemed attractive to study occupational stress among railway motor pilots, as they are legitimately identified with train tasks.

The provision of occupational health services plays a basic role in employee maintenance, inspiration and job fulfilment. The work-related health and security needs of railway employees in India have not gotten due consideration. The absence of a far-reaching framework for examination and scarcity of logical writing regarding the matter is a bottleneck for the definition and implementation of powerful approaches around the subject. This audit paper offers a framework for further thought of the government. In the first of its sort work, the paper additionally introduces an interesting and complete point of view of the obligations, logical factors and rising needs concerning occupational health difficulties of railway workers. Choosing a complete occupational health strategy, limit the working of key partners, normal supervision, reinforcing of data management framework and encouraging exploration and development regarding the matter can pay rich dividends over the long haul not exclusively to singular workers yet additionally to the economy and the railway industry. Along these lines, it is mandatory to know about the organizational stress among the women employees of South-Central Railway, Secunderabad Division.

## Review of Literature

KDV et al. (2016) examination study present the result of a near investigation on reasons for occupational stress among Men and Women employees and its impact on the employee performance at the workplace of the Information Technology Sector (ITS), Hyderabad. An overview of 200 employees comprising 110 Men and 90 Women working in the IT sector was completed to survey the six autonomous stress-causing factors Job related, Organizational Related, Career, Physiological, Behavioural and Individual factors and their impact on employees' Performance award factor. The unmistakable investigation, relationship strategies and parametric measurements like t-test, F-test and various relapse examinations were completed to land at the ends. To gauge the dependability of the scale utilized for this study, and inside textures of the review survey, the unwavering quality static Cronbach's alpha (C-alpha) and Spearman-Brown split-half unwavering quality measurements were assessed. The general C-alpha is 0.89 while the Spearman-Brown split-half measurement is 0.83. The C-alpha qualities went from 0.62 to 0.76 for Men and 0.60 to 0.74 for Women, for all the 6 free and one ward factors. The consequences of the study demonstrate that medium level occupational stress exists at the workplace when all is said in done, affecting the

performance reasonably. Health-wise, some employees created constant neck and back agony, an impact of long sitting hours at work. The study affirms that Women will have more stress than Men, anyway the factors causing the stress among Men and Women are not comparative.

Kumar (2016) has attempted to study Occupational stress among BPO workers. The main objectives of this study were to know the level of occupational stress among BPO workers and to know the difference in occupational stress among male and female BPO workers. The hypotheses were made and a sample of 50 BPO workers was randomly selected from different BPO workers stations in Gulbarga City. The study revealed that BPO workers have moderate occupational stress and there is no significant difference in occupational stress among male and female BPO workers

Naveed and Ramakrishna (2016) Stress at work is basic for many callings. While some stress is a typical piece of work, unreasonable stress or significant levels of stress over delayed timeframes can meddle with an employee's efficiency and have genuine ramifications for the physical and enthusiastic health of the individual. As a worker, monitoring your very own stress levels is now a significant advance towards the avoidance of sicknesses and increment of profitability. Work stress has become a subject of intrigue as of late. It tends to be defended for 2 reasons. Right off the bat, stress is an autonomous variable impacting employee fulfilment and performance. Secondly, it is occupant on management to improve the nature of the life of organizational individuals. As stress is connected to coronary illness, a decrease in stress is relied upon to improve the life span of the workforce. In this manner, the issue of our study is to study the degree of work stress among the different employees of the organization.

Indhumathi and Thirumakkal (2015) have conducted a study to investigate the Impact of Stress on the Productivity of Employees at the Pothys Boutique, A Textile Showroom. This was a descriptive study and the main goal was to find the impact of stress on productivity in the organization. Thus, the study helped to elucidate descriptive information on the impact of stress on employees at the Pothys Boutique. The sampling used for this study is stratified random sampling. 80 employees of the boutique were the respondents. Questionnaires were distributed to all the employees. The result showed that many stress factors affected their productivity negatively. The important fact was that majority of employees feel that the organization did not care about them. This was a huge reflection of dissatisfaction that undoubtedly lowered productivity.

Zarra-Nezhad et al. (2010), has researched that Work and family are the two most significant viewpoints in women's lives. Adjusting work and family roles has become a key individual and family issue for many social orders. Many aspects of working mothers live are liable to stress. They manage home and family issues as well as job stress regularly. Unevenness among work and family life emerges because of various factors. Different factors seem to fortify the brunt of weight on women. The inquiry was raised whether there is a connection between occupational stress and family troubles of working

women in Iran. The reason for this study was to evaluate the connections between occupational stress and family challenges in working women. An example of 250 wedded working women with at least 2 youngsters took part in this study during 2010 of every one of the biggest cities of Iran, Ahvaz. A non-experimental, cross-sectional study configuration was led utilizing Demographic Information structure, The Sources of Work Stress Inventory (SWSI) and Family Adaptability and Cohesion Evaluation Scales-II (FACES-II). Utilizing connection and relapse examination, results proposed that there was a noteworthy positive connection between levels of occupational stress and family challenges in working women. Concerning woman's family unit assignments and family's duty, it is imperative to gauge the degree of occupational stress in working women and survey the connection between occupational stress and family challenges to acquire knowledge for health care suppliers to offer help to the working women and their families. There is an extraordinary requirement to look into working women, particularly concerning the impact and event of job stress on kids' mental health. Longitudinal information on youthful childbearing families is expected to analyse the complex issues of work-family encompassing the family in this day and age.

### **Objectives of the Study**

The present study aimed with following objectives:

1. To study the work stress of female workers in the railway industry.
2. To find out the major sources and causes of stress.
3. To find out the techniques used to cope with the stress.
4. To suggest stress management strategies for the women employees.

### **Research Methodology**

The study is based on both primary and secondary data. Primary data have been collected by distributing questionnaires among employees using purposive sampling. The sample size comprised 70 women employees of South-Central Railway, Secunderabad Division. Secondary data were collected from journals, magazines, the internet etc. Percentages and tables were used for analyzing the collected data.

### **Profile of the Study Area**

South Central Railway was formed on 2<sup>nd</sup> October 1966 as the 9<sup>th</sup> zone of the Indian Railways. In its forty-plus years of committed service and path-breaking progress, South Central Railway has grown to a modern system of mass transportation fulfilling the aspirations of the passengers/customers and carved a niche for itself in the Indian Railways system. Strategically positioned in the southern peninsula, this dynamic organization with its headquarters at Secunderabad serves the economically vibrant state of Andhra Pradesh, Telangana, Parts of Maharashtra, Madhya Pradesh and Tamil Nadu.



From the days of steam hauled locomotives and wooden plank seats, South Central Railway has come a long way modernizing its system with the state-of-the-art high-powered Diesel and Electric Locomotives, high-speed telescopic Passenger Coaches, and higher axle load wagons, higher capacity track in all important routes, multiple aspect colour light signalling with solid-state inter locking, and micro wave & digital communication system etc.

Over the years, South Central Railway has attained sufficient transportation output with adequate infrastructure development and technological upgrading to serve the regions in its jurisdiction. Safe operation of trains, expansion of the network, modern Passenger amenities, Punctuality of trains, courteous service and cleanliness in stations and trains remain always the thrust areas of this Railway. Being a service-oriented organization, South Central Railway provided Computerized Passenger Reservation System at 85 Stations/locations covering 96% of the berths available. In the arena of information dissemination to the rail customers, it has provided Interactive Voice Response System (IVRS) for Reservation and train enquiry, National Train Enquiry System (NTES) for real-time information on movement of trains, Passenger Operated Enquiry Terminals (POET) with information on the availability of accommodation and confirmation and Close Circuit Television (CCTV) for real-time reservation availability status at all important stations in its system.

For mass movement of freight, S.C.Railway has introduced high horse-powered Diesel and Electric Locomotives and high speed, higher Axle load Box-N-Wagons. Today, South Central Railway plays a pivotal role as a catalyst for agricultural and industrial development in the Southern peninsula apart from fostering the growth of trade and commerce including import/export through ports by connecting sea ports with their hinder land and inland container depots. Its reliable and comfortable Passenger Services for long and short distance travel by way introducing many super-fast and intercity trains helps transform the society by catering to their personal, business, educational and tourism purposes.

## Result and Discussion

**Table 1: Department-wise Distribution of the Respondents**

Sl. No	Department	No. of Respondents	Percentage
1	Booking Office	20	28.57
2	Commercial	11	15.71
3	Electrical and Engineering	7	10.00
4	Medical	10	14.28
5	Reservation	8	11.42
6	Signal and Telecommunication	12	17.14
7	Traffic and operating	2	2.85
	Total	70	100

Source: *Field Study*



The table-1 reveals that the majority of the respondents belong to Booking Office and department followed by other departments.

**Table 2: Reasons for Stress**

Sl. No	Reasons	No. of Respondents	Percentage
1	Work Environment	30	42.85
2	Supervision	7	10.00
3	Workgroup	6	8.57
4	Social Injustice	3	4.28
5	Work Pressure	24	34.28
	Total	70	100

Source: *Field Study*

The Table-2 depicts that half of the respondents' stress arises because of their work environment and Work Pressure. Only a few respondents opined social injustice and workgroup as the reason for their stress.

**Table 3: Factors that Cause Stress in the Workplace**

Sl. No	Factors	No. of Respondents	Percentage
1	Dust and other factors	48	68.57
2	Gases	4	5.71
3	Lighting	5	7.14
4	Temperature	13	18.57
	Total	70	100

Source: *Field Study*

The table-3 shows that the majority of the respondents consider dust and other factors as the reason for stress in the workplace followed by other factors.

**Table 4: Overtime Work of Women Employees**

Sl. No	Responses	No. of Respondents	Percentage
1	Mostly	34	48.57
2	Rarely	14	20.00
3	Sometimes	17	24.28
4	Not at all	5	7.14
	Total	70	100

Source: *Field Study*

The table-4 show that a major portion of respondents mostly does overtime work.

**Table 5: Effect of Overtime Work on Respondents**

Sl. No	Responses	No. of Respondents	Percentage
1	Yes	52	74.28
2	No	18	25.71
	Total	70	100

Source: *Field Study*

Table -5 reveals that overtime work adversely affects the respondents' work.

**Table 6: Symptoms of Stress**

Sl. No	Symptoms of Stress	No. of Respondents	Percentage
1	Hypertension	22	31.42
2	Tiredness	20	28.57
3	Reduced Appetite	6	8.57
4	Frequent Headaches	10	14.28
5	Frequent Mood Swings	12	17.14
	Total	70	100

Source: *Field Study*

It can be observed from the Table-6 that 31.42% of respondents consider hypertension as the symptom of stress followed by tiredness and frequent mood swings. Only a small percentage has reduced appetite as a symptom of stress.

**Table 7: Techniques used to cope the stress**

Sl. No	Techniques	No. of Respondents	Percentage
1	Yoga	7	10.00
2	Meditation	8	11.42
3	Listening to Music	16	22.85
4	Spending time with family members and friends	36	51.42
5	Others	3	4.28
	Total	70	100

Source: *Field Study*

Table -7 indicate that 51.42% of respondents spend quality time with their family and friends for reducing stress.21.42% of them listen to music followed by yoga and meditation.

**Table 8: Measures to be taken by the Management to cope with the stress: from the Respondents point of view**

Sl. No	Measures	No. of Respondents	Percentage
1	High Salary	17	24.28
2	Recruit Supportive Staff	25	35.71
3	Training	10	14.28
4	Reduce workload	18	25.71
	Total	70	100

Source: *Field Study*

It is clear from table-8 that the majority of the respondents opined that the management should recruit support staff to cope with the stress followed by other measures.

**Table 9: Stress Management Methods Recommended by the Respondents**

Sl. No	Stress Management Methods	No. of Respondents	Percentage
1	Time Management	21	30.00
2	Physiological Fitness	15	21.42
3	Spending time with Family members	34	48.57
	Total	70	100

Source: *Field Study*

It is evident from the above that 48.57% of respondents suggested spending time with family members is the best technique to lower stress. 30% of them recommended time management as a good technique to lower stress and the rest of them opted for physiological fitness.

### Findings of the Study

1. The majority of the women employees responded that they feel stressed mostly because of their work environment.
2. Dust or other factors are the main reason that caused stress in their workplace.
3. Most of the women employees consider overtime work causes stress in them and it hurts their work.

4. Hypertension and tiredness are considered to be the symptoms of stress experienced by most women employees.
5. Listening to music and spending quality time with their family are the techniques used by the women employees to cope with the stress.

### **Suggestions of the Study**

1. Every worker ought to be urged to go for yearly leave when suitable. This will diminish stressful sentiments and feelings by enabling workers to go on vacation and put their work-related stress aside for quite a long time.
2. Most of the women employees recommended that spending quality time with their family and proper time management can help to cope with stress.
3. Occupational stress board of trustees ought to be initiated in the Secunderabaddivision. This advisory group ought to incorporate both employees and management and participation should cut over all departments and units that meet on an ongoing premise to figure techniques for improving work circumstances and work conditions.
4. Railway authorities ought to investigate other offbeat systems, for example, muscle unwinding preparing, reflection, directing and emergencies mediation preparing on the off chance that they are to guarantee a gainful workforce and a healthy work organization.
5. There is a requirement for South Central Railway, Secunderabad Division to expand the degree of social help among female employees. Some potential methodologies may incorporate preparing Heads of Operations and Business Development Managers on proactive supervision, struggle management and group fabricating; and proper utilization of staff withdraws.
6. Women Employees suggested that the management should provide a high salary or recruit supportive staff to copewith the stress of the women employees.

### **Conclusion**

Work stress is a worldwide issue with suggestions for employees, businesses and society. If stress isn't managed appropriately, it will make sick impacts on both employees and the organization. It is basic for all organizations to give stress management offices to their employees and it is significant for the employees to utilize an assortment of coping techniques by and by to manage stress. In the period of the dynamic and aggressive world, mankind has uncovered all sorts of stresses as stress is found in all sectors. This examination study was gone to study the impact of work stress on the women employee performance at the workplace of railway sectors. The study revealed that most of the employees face stressful situations because of the work environment in the organization and overtime work. They consider hypertension and

tiredness as the major symptoms of stress. The employees use various techniques like yoga, meditation, spending quality time with family and friends to lower their stress. But still, the management should take reasonable measures to reduce their stress because the employees are the asset of any organization. So, they should be taken care of properly because the railway is a major source of the income-generating railway in India

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