



Job stress among employees in the insurance sector

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Abstract

Purpose: The objective of this research paper is to know level of job stress among insurance sector. Every individual face stress in his/her life due to personal and job. Different studies confirmed that personal stress negatively impact the performance of employee.

Design/methodology/approach: For the research study researcher have adopted exploratory and descriptive research design for this research study. This research is study basically based on primary data which directly collected from employees of insurance companies through structured questionnaire.

Findings: This study measure the job stress among insurance sector employee on four statements. We analysis the statement separately and find that stress is independent of genders of employees. This study also reveals that employees are face the job stress but that is not effect by genders of employee.

Keywords: stress, insurance industry

1. Introduction

Job related sources of stress are totally different from personal sources of stress but it is true that personal factors can affect job or work balance of an individual. Due to some personal factors individual cannot actively participate and fulfill all the commitments. Personal factors such as age, gender, designation, family type, no. of children, job experience etc are such factors that directly or indirectly affects the level of stress. Work factors responsible for job stress are working conditions, training facilities, motivational tools, performance evaluation and appraisal and job satisfaction. Stress arises when the demands faced by an individual is greater than their own abilities to handle those demands properly in the best possible manner. There are different levels of stress on different individuals and its outcome can also vary from person to person. Individuals with low and moderate level of stress can up to a limit handle the situation and can perform well but when the stress level is high it become very difficult to perform up to the mark (Chaturvedi & Joshi, 2017) [1].

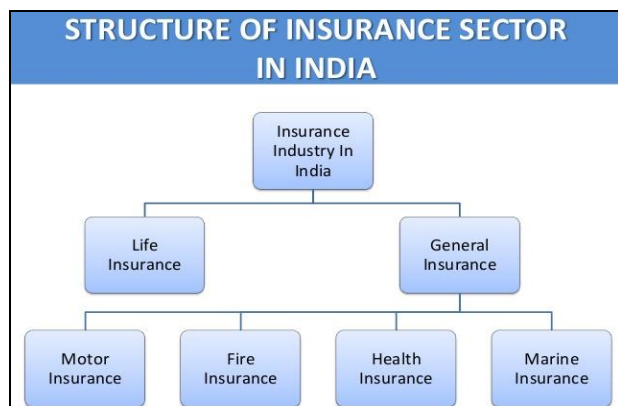


Fig 1

2. Objective of Study

- To assess job stress among employees in the insurance sector
- To compare job stress among employees in the insurance sector

3. Hypothesis of Study

- H_{0.1}:** Work load assigned to an employee is independent of gender
- H_{0.2}:** Psychological stress and frustration among employee is independent of gender
- H_{0.3}:** Gender is no barrier for employee to prepare his/her for the future challenges of job.
- H_{0.4}:** Gender is no barrier for employee to spend enough time for his/her family

4. Research Methodology

a. Research Design

Researcher has adopted exploratory and descriptive research design for this research study.

b. Population and Area of Study

This study includes every employee of insurance companies all over India irrespective of nature of insurance company (Private or Public). But due to time and money constraints, this research study limited to insurance companies located in boundaries of Rohtak district of Haryana only.

c. Data Collection Method

This research is study basically based on primary data which directly collected from employees of insurance companies through structured questionnaire.

d. Sample Size

Total 160 questionnaires are administrated and distributed among employees of insurance sector. Out of 160 questionnaires, 150 found suitable for this study, Therefore

this study is based on 150 employee of insurance sector. Out of 150 respondents, 89 employed in private insurance company and rest of total (61) in public insurance company

To know association between genders of insurance companies employees and stress among employees, data is arranged in cross table for chi-square test with the help of SPSS.

e. Statistical Test and Software

5. Result and Discussion Result and Discussion

5.1 Demographic and Socio-Economic Profile of Employees

Table 1: Demographic Profile

Nature of Employees		
	Frequency	Percent
Private Insurance Company	89	59.33
Public Insurance Company	61	40.67
Total	150	100.00
Gender of Employees		
	Frequency	Percent
Male	116	77.33
Female	34	22.67
Total	150	100.00
Marital Status of Employees		
	Frequency	Percent
Married	26	17.33
Unmarried	124	82.67
Total	150	100.00
Monthly Income of Employees (Rs.)		
	Frequency	Percent
Below 20,000	1	0.67
20,001-40,000	19	12.67
40,001-80,000	35	23.33
above 80,000	95	63.33
Total	150	100.00
Educational Qualification of Employees		
	Frequency	Percent
Diploma	3	2.00
Graduation	90	60.00
Post Graduation	56	37.33
Any Other	1	0.67
Total	150	100.00

Table 1 shows the demographic and socio-economic status of employees. Table depicts that 59% of sample respondents are employed in private sector insurance companies and 41% employees in public sector insurance companies. In sample size, 71% are male respondents and 29% are female insurance company’s employees.

2. Psychological stress and frustration affect my work performance.
3. I do not have time to prepare myself for the future Challenges of my job.
4. My job does not allow me enough time for my family

H_{0.1}: Work load assigned to an employee is independent of gender

5.2 Measurement and Analysis of Stress among employee

1. Work load assigned to me is too much.

Table 2: Work load assigned to me is too much

		Work load assigned to me is too much					Total	
		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		
Gender of Employees	Male	Count	2	17	28	56	13	116
		Expected Count	2.3	17.8	24.7	58.8	12.4	116.0
	Female	Count	1	6	4	20	3	34
		Expected Count	.7	5.2	7.3	17.2	3.6	34.0
Total		Count	3	23	32	76	16	150
		Expected Count	3.0	23.0	32.0	76.0	16.0	150.0

Table 3: Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.953 ^a	4	.566
Likelihood Ratio	3.185	4	.527
Linear-by-Linear Association	.000	1	.985
N of Valid Cases	150		

a. 3 cells (30.0%) have expected count less than 5. The minimum expected count is .68.

Value in table 3 accepted the null hypothesis that means work load assigned to an employee is independent of gender.

H_{0.2}: Psychological stress and frustration among employee is independent of gender

Table 4: Psychological stress and frustration affect my work performance

		Psychological stress and frustration affect my work performance					Total	
		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		
Gender of Employees	Male	Count	1	21	23	56	15	116
		Expected Count	2.3	21.7	19.3	57.2	15.5	116.0
	Female	Count	2	7	2	18	5	34
		Expected Count	.7	6.3	5.7	16.8	4.5	34.0
Total		Count	3	28	25	74	20	150
		Expected Count	3.0	28.0	25.0	74.0	20.0	150.0

Table 5: Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	6.646 ^a	4	.156
Likelihood Ratio	6.715	4	.152
Linear-by-Linear Association	.048	1	.826
N of Valid Cases	150		

a. 3 cells (30.0%) have expected count less than 5. The minimum expected count is .68.

Value in table 5 accepted the null hypothesis that means psychological stress and frustration among employee is independent of gender.

H_{0.3}: Gender is no barrier for employee to prepare his/her for the future challenges of job.

Table 6: I do not have time to prepare myself for the future challenges of my job

		I do not have time to prepare myself for the future Challenges of my job					Total	
		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		
Gender of Employees	Male	Count	3	24	29	44	16	116
		Expected Count	3.9	24.7	26.3	44.9	16.2	116.0
	Female	Count	2	8	5	14	5	34
		Expected Count	1.1	7.3	7.7	13.1	4.8	34.0
Total		Count	5	32	34	58	21	150
		Expected Count	5.0	32.0	34.0	58.0	21.0	150.0

Table 7: Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	2.273 ^a	4	.686
Likelihood Ratio	2.289	4	.683
Linear-by-Linear Association	.043	1	.835
N of Valid Cases	150		

a. 3 cells (30.0%) have expected count less than 5. The minimum expected count is 1.13.

Value in table 7 accepted the null hypothesis that means gender is no barrier for employee to prepare his/her for the future challenges of job.

H_{0.4}: Psychological stress and frustration among employee is independent of gender

Table 8: My job does not allow me enough time for my family

		My job does not allow me enough time for my family					Total	
		Strongly disagree	Disagree	Neither agree nor disagree	Agree	Strongly agree		
Gender of Employees	Male	Count	5	24	21	50	16	116
		Expected Count	5.4	22.4	20.1	47.9	20.1	116.0
	Female	Count	2	5	5	12	10	34
		Expected Count	1.6	6.6	5.9	14.1	5.9	34.0
Total		Count	7	29	26	62	26	150
		Expected Count	7.0	29.0	26.0	62.0	26.0	150.0

Table 9: Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.890 ^a	4	.299
Likelihood Ratio	4.499	4	.343
Linear-by-Linear Association	1.427	1	.232
N of Valid Cases	150		

a. 1 cells (10.0%) have expected count less than 5. The minimum expected count is 1.59.

Value in table 9 accepted the null hypothesis that means psychological stress and frustration among employee is independent of gender.

6. Conclusion

Every individual face stress in his/her life due to personal and job. Study confirmed that personal stress negatively impact the performance of employee. This study also reveals that stress is also pertaining in insurance sector in India. This study measure the job stress among insurance sector employee on four statements. We analysis the statement separately and find that stress is independent of gender. This study also reveals that employees are face the job stress but that is not effect by genders of employee.

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