STRESS MANAGEMENT AND ORGANIZATIONAL COMMITMENT AMONG WOMEN EMPLOYEES IN NON-BANKING FINANCIAL COMPANIES: A STUDY IN COIMBATORE

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ABSTRACT

It is an open truth that working women have to face problems just by virtue of their being women. The age old belief of male superiority over women creates several hurdles for women at their place of work. The main problem of the study is to analyse whether women's have stress based on their organisational commitment in their life with working women's in Coimbatore city. The main objective of the study is to find out the relationship between stress management and organizational commitment among women employees in non banking financial companies. For this purpose a sample of 500 was collected from women employees working with NBFC in Coimbatore city. Percentage analysis, factor analysis and multiple regression were used as tools to analyse the data. The conclusion is that the factors related to stress management have a higher impact towards organisational commitment among women employees working with Non banking financial institutions.

Keywords: Organisational commitment, stress management and NBFC.

INTRODUCTION

Extended working hours and extremely hectic jobs not only slow down employees' capability to complement work and family life but also are related with health risks, such as increased heart disease and elevated blood pressure, weight gain and depression. Work life balance has been associated with several physical and psychological health repercussions.

According to a 2007 study by Duxbury and Higgins, women are more likely than men to report high levels of role overload and caregiver strain. This is because women are involved for more hours per week than men to non-work activities such as childcare, elder care and are more likely to have primary responsibility for unpaid labour such as domestic work. Furthermore, studies reveal that women also experience less spousal support for their careers than their male counterparts. Similarly, women experience higher levels of work-family conflict than men.

Work-life balance has negative implications on family life. According to the 2007 study by Duxbury and Higgins, 1 in 4 Canadians report that their work responsibilities interfere with their ability to fulfill their responsibilities at home.

Women employees, especially the younger generation who are faced with long hours, the expectations of 24/7 connection and mounting demands of globalization are beginning to exact adjustment from their employers. Also, people in the elderly employee sector are putting in longer working hours now than in the past and are demanding different work arrangements to accommodate their life style requirements.

STATEMENT OF PROBLEM

Women comprise a significant section of the workforce. Women employees learn different modes of behavior from workplace life and private life. However, the current state of affairs where a large number of well-qualified women who have been left out of their jobs due to a variety of circumstances needs to be addressed. The problems faced are several but, significantly, most often the "break in their careers" arises out of motherhood and family responsibilities." The women employees working in the non banking financial companies and struggling to uphold a balance of work can have severe implications on the life of an individual. Work and personal life inconsistency arise when the load, compulsion and tasks of work and family roles become irreconcilable. It is very difficult to balance home life and work life. Thus the problem of the study that to find out the relationship between stress management and organisational commitment among women employees with NBFC.

OBJECTIVES OF THE STUDY

- To study about the demographic variables of the respondents.
- To find out the relationship between stress management and organizational commitment among women employees in non banking financial companies.

SCOPE OF THE STUDY

The study is to know about the relationship between stress and organisational commitment were the study will help the management related with NBFC to make decision towards stress management based on the work load given to them.

RESEARCH METHODOLOGY

Type of research: Descriptive research
Type of sampling: Convenience sampling has used with the study.

Type of data collected
Primary data: Questionnaire
Secondary data: Journals, articles and Magazines.

Statistical tools used : Percentage Analysis, factor analysis and Multiple regression.

ANALYSIS AND INTERPRETATION

Distribution of sample respondents by level of professional education completed

	Frequency	Percent
CA	95	19.0
ICWA	90	18.0
CAIIB	83	16.6
Others	232	46.4
Total	500	100.0

As it could be seen in the table, out of 500 sample of women respondents, 46.4% have completed other additional qualification, 19% have completed CA, 18% have completed ICWA

and 16.6% have completed CAIIB. Thus from the analysis it can be concluded that a majority of the sample respondents have completed other additional courses.

Distribution of respondents by religion

	Frequency	Percent
Hindu	343	68.6
Christian	56	11.2
Muslim	53	10.6
Others	48	9.6
Total	500	100.0

As it could be seen in the table, out of 500 sample of women respondents, 68.6% are Hindu,11.2% are Christian, 10.6% are Muslim and 9.6% are from other religions.

Thus from the analysis it can be concluded that a majority of the sample respondents are Hindus.

Distribution of respondents by community

	Frequency	Percent
SC	75	15.0
ST	61	12.2
BC	215	43.0
OBC	80	16.0
FC	69	13.8
Total	500	100.0

As it could be seen in the table, out of 500 sample of women respondents, 43% are from backward class, 16% are from other backward class, 15% are from secured class, 13.8% are from forwards class and only 12.2% are scheduled tribes. Thus from the analysis it can be concluded that a majority of the sample respondents are from backward class.

Factor analysis for factors related to acceptance towards organizational commitment and job involvement

KMO and Bartlett's Test		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.851
Bartlett's Test of Sphericity	Approx. Chi-Square	5.418
	Df	105
	Sig.	.000

KMO of sampling adequacy value for the acceptance measures is 0.851 and it indicates that the sample is adequate to consider the data as normally distributed.

The number of factors is identified by performing the screen plot. The results are shown below,

Scree plot of Factor analysis for factors related to acceptance towards organizational commitment and job involvement
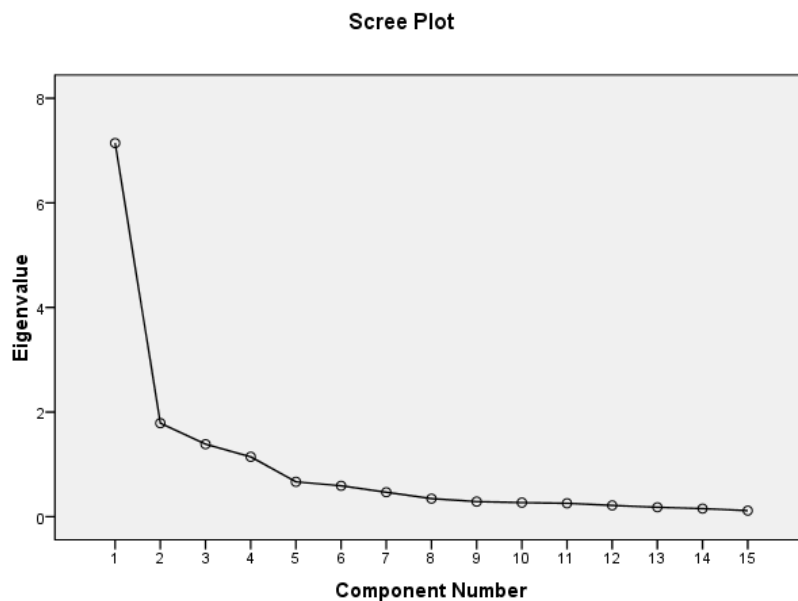
Scree Plot

        Scree plot shown in the above figure gives a pictorial view of the number of components to be shortlisted and to become factors based on Eigen value. So from the above chart four factors have been shortlisted.

        Rotated component matrix is used to identify the factors after data reduction. The results are shown below.

Rotated Component Matrix[a]				
	Component			
	1	2	3	4
Level of acceptance towards respondents feeling very happy to spend the rest of their career in the organization	.148	.307	.134	**.843**
Level of acceptance towards respondents really feel organization's problems as their problem	**.823**	.097	.220	.225
Level of acceptance towards respondents thinking they could easily become as attached to another organization as they are to this one	**.808**	.112	.288	.095
Level of acceptance towards respondents not feeling like "a member of the family" with the organization	.114	.254	**.854**	.114
Level of acceptance towards organization having great deal of personal meaning for them	.208	**.802**	.194	.095
Level of acceptance towards respondents feeling very hard for to leave their job at the organization right now even if they want to	.221	.290	**.808**	.118

Interpretation

        From the above table, the common factors above the values of 0.5 are taken to decision-making process of the study. The factors are respondents feeling very happy to spend the rest of their career in the organization, respondents really feel organization's problems as their problem,

respondents thinking they could easily become as attached to another organization as they are to this one, respondents not feeling like "a member of the family" with the organization, organization having great deal of personal meaning for them, and respondents feeling very hard for to leave their job at the organization right now even if they want to.

FACTOR ANALYSIS FOR FACTORS RELATED TO ACCEPTANCE TOWARDS JOB STRESS

A total of 34 variables were identified for the purpose of collecting acceptance job stress with employees working with NBFC. In order to reduce the number of variables and to identify the key factors contributing towards the acceptance towards job stress, factor analysis is performed. KMO and Bartlett's test is conducted to identify the sampling adequacy.

TABLE NO:4.2.3
Factor analysis for factors related to acceptance towards job stress

KMO and Bartlett's Test		
Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.691
Bartlett's Test of Sphericity	Approx. Chi-Square	1.511E4
	df	561
	Sig.	.000

KMO of sampling adequacy value for the acceptance measures is 0.691 and it indicates that the sample is adequate to consider the data as normally distributed.

The number of factors is identified by performing the screen plot. The results are shown below,

Scree Plot of Factor analysis for factors related to acceptance towards job stress
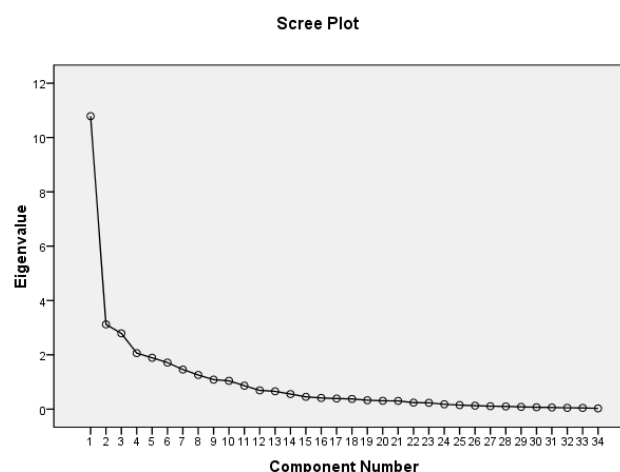
Scree plot shown in the above figure gives a pictorial view of the number of components to be shortlisted and to become factors based on Eigen value. So from the above chart ten factors have been shortlisted.

Rotated component matrix is used to identify the factors after data reduction. The results are shown below.

Rotated Component Matrix

	1	2	3	4	5	6	7
Level of acceptance towards respondents having various other interests which remain neglected because they do not get time to attend to these	**.744**	.239	.103	.162	.080	.104	-.016
Level of acceptance towards respondents wishing they had prepared them self well for their job	.114	**.737**	.084	.323	.039	.164	-.093
Level of acceptance towards little scope for personal growth in their job	.362	.144	.010	-.137	-.137	**.701**	.081
Level of acceptance towards respondents not having time and opportunities to prepare themselves for the future challenges of their job	.227	-.051	.113	.757	.254	.137	.072
Level of acceptance towards respondents not having the right training for their job	**.747**	.054	.052	.097	-.105	-.062	.078
Level of acceptance towards respondents bothered with the contradictory expectations different people have from their job	**.716**	.108	.257	.201	.317	.078	.193
Level of acceptance towards respondents colleagues do not give enough attention and spend time discharge their duties effectively	.236	.189	.149	.133	**.767**	.004	-.024
Level of acceptance towards respondents given more challenging tasks to do	.277	.177	**.768**	-.106	.240	.043	.237
Level of acceptance towards respondents not able to satisfy the conflicting demands of their colleagues and higher officials	.120	.166	.308	.143	-.036	.215	**.746**
Level of acceptance towards respondents expectations of their seniors conflict with those of their juniors	.034	-.131	.853	.145	.139	-.053	-.166

Interpretation

From the above table, the common factors above the values of 0.5 are taken to decision-making process of the study. The factors are respondents amount of work, they have to do, interferes with the quality they want to maintain, respondents having various other interests which remain neglected because they do not get time to attend to these, respondents wishing they had prepared them self well for their job, little scope for personal growth in their job, respondents not having the right training for their job, respondents bothered with the contradictory expectations different people have from their job, respondents colleagues do not give enough attention and spend time discharge their duties effectively, respondents given more challenging tasks to do, and respondents not able to satisfy the conflicting demands of their colleagues and higher officials.

Results of Multiple Regression acceptances towards personal inadequacy and regular habits of the respondents

Coefficients						
		Un standardized Coefficients		Standardized Coefficients		
Model		B	Std. Error	Beta	t	Sig.
1	(Constant)	2.777	.203		13.647	.000
	Personality type	-.025	.019	-.054	-1.308	.191
	Decision making habit	0.466	.030	.000	.003	.998
	Religious attitude	-.033	.022	-.067	-1.497	.135
	Companionship	.161	.034	.206	4.679	.000
	Consultations	.133	.026	.223	5.101	.000
	Sleep	-.306	.035	-.428	-8.831	.000
	Relaxation response based on meditation	.072	.023	.145	3.122	.002
	Relaxation response based on diversion	-.031	.021	-.067	-1.496	.135
	Relaxation response based on exercise	.032	.018	.072	1.793	.074
	Relaxation response based on usage of drugs	-.134	.023	-.282	-5.845	.000
a. Dependent Variable: Acceptance towards personal inadequacy						
R Square						0.575
Adjusted R ^{2}						0.331
F Value						14.918
Sig at 5% level						0.000

Interpretation

The above table shows about the relationship between acceptance towards personal inadequacy and regular habits of the respondents. The R square value for the factors compared is at 0.573 which shows a moderate relationship between the factors. The adjusted R value is at 0.331 which shows that there is 33.1% relationship between the compared factors.

Acceptance towards level of satisfaction on work environment (2.777) = Personality type (-0.025) + Decision making habit (0.466), + Religious attitude (-0.033)+ Companionship (0.161)+ Consultations (0.133)+ Sleep (-0.306)+ Relaxation response based on meditation (0.072)+ Relaxation response based on diversion (-0.031)+ Relaxation response based on exercise (0.032)+ Relaxation response based on usage of drugs (-0.134).

It shows that the factors decision making habit, consultations, relaxation response based on meditation is directly proportional to acceptance towards personal inadequacy.

The factors personality type, religious attitude, sleep, relaxation response based on diversion and relaxation response based on usage of drugs are inversely proportional to acceptance towards personal inadequacy.

FINDINGS

Majority of the sample said that they are having consultations about their regular habits few times a week. Majority of the sample said that they sleep between 7-8 hours a day including map. Majority of the sample said that they don't have the habit of doing meditation at all.

There is no significant difference between community and acceptance towards organizational commitment and job involvement acceptance towards role overload, acceptance towards personal inadequacy, acceptance towards promotional policies and career growth, and acceptance towards work life imbalance and it reveals that women respondents from scheduled cast have higher impact towards organizational commitment and job involvement.

The factors personality type, religious attitude, consultations, relaxation response based on exercise are directly proportional to acceptance organizational commitment and job involvement.

The factors personality type, relaxation response based on meditation and relaxation response based on usage of drugs are directly proportional to acceptance towards level of satisfaction on work environment.

The factors decision making habit, consultations, relaxation response based on meditation is directly proportional to acceptance towards personal inadequacy.

The factors personality type, companionship, and relaxation response based on exercise are directly proportional to acceptance towards promotional policies and career growth.

The factors personality type, companionship, and relaxation response based on exercise are directly proportional to acceptance towards coping strategies.

SUGGESTIONS

Employee role overload harmfully impacts the companies lower level women employees, and sinking this form of stress can yield the greatest bang for the buck for both employers and employees (Linda 2010). As a part of the study the women employees feel that they see no end to excessive demands placed on upon them, they are getting depressed when they consider that entire task needs their attention, they have to skip meal, so that can get work completed, they are feeling overwhelmed by the demand placed upon them, they are finding themselves with insufficient time to complete their work, the amount of work they have to do interferes with the quality that they have to maintain and they need to reduce some part of their work. As most of the women employees are suffered by role overload who works in Non banking Financial Companies the work load can be partitioned with different sources which leads to decrease in role over load with them.

CONCLUSION

The conclusion is that the factors related to stress management have a higher impact towards organisational commitment among women employees working with Non banking financial institutions.

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