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Occupational Stress, Job Satisfaction, and Mental Health of Government and Private Employees: A Comparative Study

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Abstract

“Having a job in many ways improves an individual's health and overall attitude toward life.” However, many people face significant stress in the workplace that it outweighs any possible benefits and even pose a threat to their health; it causes poor mental health too. National Institute for Occupational Safety and Health defines job stress as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker. Job stress can, in turn, lead to poor health and even injury. so for this study the main objective was to evaluate the degree of occupational stress, work satisfaction, and mental health among government and private sector employees. In terms of a variety of work-related factors, it was anticipated that government and private sector employees would differ significantly. Employees' job happiness and mental health are impacted by these factors. Understanding the organisational differences between mental health, job happiness, and occupational stress was crucial in this situation. 480 employees from both the public and commercial sectors were chosen as a sample by the investigator for this purpose age group of 30 to 40 years. Data gathering tools included the Occupational Stress Index, Job Satisfaction Scale, and Mental Health Scale. The means, standard deviation, and F tests were used to analyse the data. The results of the current study showed that compared to private employees, government workers have superior mental health and job satisfaction.

Key words: employees Job areas, mental health, Job-satisfaction, Occupational stress

INTRODUCTION:

Work-related stress and mental health problems often go together and the symptoms can be very similar. Work-related stress can aggravate an existing mental health problem, making it more difficult to control. If work-related stress reaches a point where it has triggered an existing mental health problem, it becomes hard to separate one from the other. Common mental health problems and stress can exist independently – people can experience work-related stress and physical changes such as high blood pressure, without having anxiety, depression or other mental health problems. They can also have anxiety and depression without experiencing stress. The key differences between them are their cause(s) and the way(s) they are treated. Stress is a reaction to events or experiences in someone's home life, work life or a combination of both. Common mental health problems can have a single cause outside work, for example bereavement, divorce, postnatal depression, a medical condition or a family history of the problem. But people can have these sorts of problems with no obvious causes. As an employer, you can

help manage and prevent stress by improving conditions at work. But you also have a role in making adjustments and helping someone manage a mental health problem at work. Although stress can lead to physical and mental health conditions and can aggravate existing conditions, the good news is that it can be tackled. By taking action to remove or reduce stressors, you can prevent people becoming ill and avoid those with an existing condition becoming less able to control their illness.

Mental health issues are very important for employees nowadays. Mental health and job satisfaction are playing the significant role in the development of sound organizations. Mental health, job satisfaction and occupational stress are depended on management and environment of the organization. Job satisfaction is the satisfaction derived from being engaged in work and it is related to human drive and their fulfilment through work environment. Job satisfaction is as an individual's general attitude toward his or her job and it is a psychological factor. It can be defined in terms of fulfilment of employee's expectation from the job in respect of monetary benefits and psychological job satisfaction characteristics such as pay benefits, salary,

working hours and condition and nature of work itself co-worker and company policies may be relevant to the person need fulfilment and can therefore influence his job satisfaction. A state of well-being in which every individual realizes his or her own potential can cope with the normal stresses of life, can work productively and fruitfully, and is able to make a contribution to her or his community (WHO). The capacity of each and all of us to feel, think, and act in ways that enhance our ability to enjoy life and deal with the challenges we face. It is a positive sense of emotional and spiritual well-being that respects the importance of culture, equity, social justice, interconnections, and personal dignity. The importance of supporting people's mental health at work has slowly but surely gained recognition in India over the past few years, and with very good reason. Job satisfaction and occupational stress are the two most widely studied issues in the current scenario. A major part of human life is spent at work. It is a social reality and expectation to which man seems to confirm. Job satisfaction degree is in fact determined by the ratio between what an employee achieve and what he wants in his life. Human have to adjust continuously with the changing environment. A stressor

is any event or situation that is perceived by an individual as a threat causing the individual to either adapt or initiate the stress response. Therefore, a stressor is a stimulus and stress is a response. A stressor is the cause and stress is the effect. The effects of stress upon a person are cumulative and can cause serious harm if experienced over a long time. Selye (1979) was the first to study the effects of stress. Further, Selye suggested that stress had four basic variations: · ← Good Stress (Eustress) ← Bad Stress – Distress ← Overstress – Hyperstress ← Under stress – Hypostress Occupational stress is a kind of discomfort which is felt and perceived by employees at a personal level and triggered by various instances, events or situations that are too intense and frequent in nature so as to exceed a person's coping capabilities and resources to handle them adequately (Malta, 2004) The place of work is an imperative source of both demands and pressures causing stress and social resources to counteract stress. The workplace factors that have been found to be associated with stress and health risks can be categorized as those to do with the content of work and those to do with the social and organizational context of work. Under work or conflicting roles and boundaries can cause stress, as can having

responsibility for people. The possibilities for job development are important buffers against current stress, with under promotion, lack of promotion, lack of training and job insecurity being stressful. Causes of Occupational Stress: Stress at work is caused due to a number of factors some of the actors are self-inculcated while others are environment influenced, of many reasons some of the most prominent reasons are: Personality Types: Ivancevich & Matteson (1980) clarified the Type A behaviour pattern is a potential correlate of stress. These are the behavioural syndrome that includes aggressiveness, competitiveness, impatience, and a sense of urgency in overcoming obstacles to task performance. Type A persons react in such ways which create more stressful occasions for themselves and they find those occasions intensely stressful. Risk factors related to occupation: Jobs or place of work that are more prone to the potential risk of life or life-threatening wounds are definitely more stressful. Such employees are always worried about the potential fear of accidents and misshaping. Occurrence and intensity of stressful event are also one of the causes of occupational stress. Emotional Loads like work-life imbalance, relationship conflict with colleagues,

transfers or relocation pressures, lack of understanding of job role by other people, unrealistic expectations of employers, professional isolation owing to organizational biases, emotional setbacks, and traumatic experience at the job and violent behaviour by employer or customer. Reduced amount of control on skill preference, lesser participation in decision making, the imbalance between efforts made and rewards earn at the workplace. Unsupportive boss, Role related concerns (i.e. role ambiguity, role conflict, the conflict between personal goals and organizational goals), and Interpersonal. Job conditions: If the conditions of the job, be it physical job scenario or the emotional environment at the workplace is not conducive of working freely and happily, people tend to adversely react and this effects and reflects upon the productivity at work. Bano and Jha (2021) conducted a study to explore the difference in job-related stress between public and private sector employees, based on ten role stressors. They showed in the study that stress level was found moderate in both public and private sector employees and no significant difference was found in overall stress level in public and private sector employees. Anamika (2018) reported that job satisfaction among

male employees was better than female employees. The reason found in this study, females are dominated in many aspects by male employees in jobs. Non-government bank employees found to feel more job stress than government employees. There is much difference existing between government and nongovernment jobs including job security and others facilities. Job satisfaction & job stress are important determinants of employee's wellbeing. When people are satisfied with their job, they are more productive and tend to be healthier. When employees feel that the environment at work is negative, they feel stressed. Stress has a large impact on employee mental and physical health. So in today's competitive hiring market, it's become important for all types of organizations to enhance job related opportunities and ensure that workers enjoy being on their job. Vichada, P.(2019) reported that private employees feel more job stress than that of the government employees, but there were no significant difference found between the experiences of the job employees.

THE SIGNIFICANCE OF THE STUDY: The private sector of India has become a dominant source of income day by day. The work pressure in this sector is also rising. So, it has become important to

be concerned about the mental health of the employee. Besides, their job satisfaction level also must be known. It is expected that if a research can be done, the stress level and the satisfaction of the employee will be identified. It will broaden the research aspect in this area and will also help the employee to reduce their stress level. It is hoped that the employee will be more satisfied with their occupation by proper management which can be theorized by such research work.

Statement of problem:

The present investigation attempts to study about "Occupational Stress, Job Satisfaction, and Mental Health of Government and Private Employees: A Comparative Study"

Objectives of the Study:

The major objective of the study is to analyze and study the mental health, job satisfaction and occupational stress among government and private employees.

Hypotheses of the study:

- (H01) There will be no significant mean difference between the scores of Government and Private Employees with reference to mental health.
- (H02) There will be no significant mean difference between the scores

of Government and Private Employees with reference to Job-satisfaction.

- (H03) There will be no significant mean difference between the scores of Government and Private Employees with reference to Occupational stress.

Design of the study:

The present research work is not possible experimental because of the nature of the investigation. The researcher adopted the quantitative descriptive research for gaining the objectives of the present study. It is the survey descriptive research in which the event has already occurred and the effects of the variables were studied by quantitative analysis.

Variables of the Study:

Two categories of employees were selected as independent variable i.e.

| Total Employees | Government employees | Private employees |
|-----------------|----------------------|-------------------|
| 300 | 150 | 150 |

Procedure of data collection:

The investigator with prior permission of the employees of various government and private organizations personally

Government employees and Private employees, whereas Mental health, Job-satisfaction and Occupational stress were taken as the dependent variable for the present research work.

Sample of the Study: The total selected sample of this research includes 300 employees (Teachers and Bank employees) of Government and (Tata Company employees) private organizations in Jamshedpur City, 150 employees from public sectors and the remaining 150 from private sectors. This research followed the systematic random sampling method representative population. The population belongs to an age group of 30 to 40. Both the male and female population considered in the present research work. The categorization and details of sample selection are as under:

established a good rapport and explained the purpose of research work. Then the researcher had explained the importance of the research procedure and collected the data after ensuring the confidentiality of them. Each subject was given a

questionnaire on mental health, job-satisfaction as well as occupational stress. All the employees were requested to read all statements one after another and give their responses in the responses column by choosing the appropriate response for each statement. The sequence of questionnaires was the same for every respondent.

Scoring of the Questionnaire:

In the present study, scoring of the obtained data was done with help of respective manuals available for the test. The data have been arranged in the respective tables according to the statistical test applied. Statistical Analysis:

In the present study to find out the significant mean difference between scores of mental health, job satisfaction and occupational stress of government and private employees. Statistical tests like student F test, Mean and SD were conducted.

RESULTS AND DISCUSSION: After analysis of the data the following result was calculated which was calculated by using the F test, and hypothesis were also checked.

Table 1:- Showing Mean, SD and F value between Government and Private Employees for Mental Health.

| Type of Employees | N | Mean | SD | F | significance |
|----------------------|-----|-------|------|-------|--------------|
| Government Employees | 150 | 18.00 | 6.43 | 56.16 | P<.01 |
| Private Employees | 150 | 14.93 | 6.95 | | |

First of all, the F-ratio was calculated in order to see whether there is a significant difference between the mean scores of mental health of government and private employees. Thus, the F-ratios helped us to know whether the types of the organization play a significant role in the level of mental health of employees. It may be inferred from table 1 that scores of

both the groups of employees i.e. government and private have a significant difference ($F=56.16$, $p < .01$ on mental health. The mean score of government and private are 18.00 ($SD=6.43$) and 14.93 ($SD=6.95$) respectively. On the basis of a significant mean difference, it can be said that government employees have better mental health than private employees. Thus (H_0) is rejected; finding might be interpreted in terms of private employees

have less job security and more occupational stress in terms of their job environment.

Table 2:- Showing Mean, SD and F value between Government and Private Employees for Job-satisfaction.

| Type of Employees | N | Mean | SD | F | significance |
|----------------------|-----|-------|-------|-------|--------------|
| Government Employees | 150 | 89.82 | 29.28 | 45.52 | P<.01 |
| Private Employees | 150 | 74.81 | 29.49 | | |

It is evident from table 2 that significant difference is to be found between government and private employees on job satisfaction (F = 45.52, p<.01). The mean score of government and private employees are 89.82 (SD=29.28) and 74.81 (SD=29.49) respectively. On the basis of this significant difference, one can say conclusively that government employees have greater job-satisfaction as compared to private employees. Hence, (H02) is discarded; finding might be

explained in terms of in an age of highly dynamic and competitive world, to be a satisfied person is a difficult task that can affect him on all realms of life but poor salary structure, job insecurity, minimum guaranty of increment and narrow provision for promotion etc. are increasing stress and anxiety among the private employees.

Table 3:- Showing Mean, SD and F value between Government and Private Employees for Occupational Stress.

| Type of Employees | N | Mean | SD | F | significance |
|----------------------|-----|--------|-------|-------|--------------|
| Government Employees | 150 | 116.11 | 27.44 | 77.46 | P<.01 |
| Private Employees | 150 | 136.99 | 34.99 | | |

Furthermore, the results summarized in Table 3 that mean scores of government and private employees for occupational

stress is to be found significant (F= 77.46, p<.01). Mean scores for government employees is M=116.11 (SD=27.44) and for private employees is M=136.99

(SD=34.89) respectively, this shows there is a quite significant difference between both the group of employees. Thus, private employees imagine a higher level of occupational stress as compared to government employees. Therefore, (H03) is also declined; finding might be interpreted in terms of the public sector organizations are known for ease and relax working environment from over the years, where job security, clarity about employees' role in the organization, fixed salary, and comparatively less pressure of work may be the reasons for less stress in government employees.

CONCLUSION: The productivity of the employees is the most decisive factor as far as the success of an organization is concerned. In an age of highly dynamic and competitive world, employees are exposed to all kinds of stressors that can affect them in all realms of their life. The growing importance of interventional strategies is felt more at the organizational level. Although certain limitations were met with the study, every effort has been made to make it much comprehensive. Although, in private sector from last few years, the practice of human resource development is increased and organizations have started focusing on employees need and expectation, and

trying to develop good organizational culture and policies but youths of our country are seeking in a government job. As modern life is full of stress. As organizations become more complex, the potential for and amount of stress increases. Urbanization, industrialization, and the increase in the scale of operations are causing increasing stresses. These are the inevitable consequences of socio-economic complexity.

IMPLICATIONS OF THE STUDY:

The author expects to draw attention from policymakers and men of eminence in the related fields so far:

- The present study will facilitate the educational administrators to take steps for finding out reasons of low satisfaction as well as improving the level of job satisfaction for the teachers.
- Adequate role clarification to be made whenever necessary to eliminate role ambiguity among employees.
- The organization should organize regular check-up and those found suffering from very high stress should be subjected to the stress management process.

- Ensure justified use of grievance handling procedures to win the trust and confidence of employees and reduce their anxiety and tension related to job-related problems.
- Support workers with mental health conditions to participate and thrive in work; and create an enabling environment for change.

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