

CHAPTER 1
INTRODUCTION

INTRODUCTION

Quality of Work Life (QWL) is a relatively new concept which is defined as the overall quality of an individual's working life. QWL is sometimes considered as a sub-concept of the broad concept of quality of life, which refers to the overall quality of an individual's life. Quality of life includes factors such as income, health, social relationships, and other factors such as happiness and fulfillment. QWL is the favorableness or unfavorableness of a job environment for people; it refers to the quality of relationship between employees and the total working environment. According to Harrison (1985)³, QWL is the degree to which the working organization contributes to material and psychological well-being of its members. The QWL as “a process of joint decision making, collaboration and building mutual respect between management and employees”; it is concerned with increasing labour management co-operation to solve the problems, improving organizational performance and employee satisfaction. According to the American Society of Training and Development (1979), it is a process of work organization which enables its members at all levels to actively participate in shaping the organization's environment, methods and outcomes. This value based process is aimed towards meeting the twin goals of enhanced effectiveness of the organization and improved quality of life for employees. Broadly, the concept of QWL involves four major aspects: (i) safe work environment, (ii) occupational health care, (iii) suitable working time, and (iv) appropriate salary. The safe work environment provides the basis for a person to be happy at work. The work should not pose a health hazard for the person. The employer and employees are aware of their risks and rights, and could achieve a lot for their mutual benefit. The working time has been indicated by the State according to the legislation.

The QWL is very significant in the context of commitment to work, motivation and job performance. It is the degree of satisfaction the members of a work organization are able to provide to meet the needs through their experiences in the organization. Management expectations are strongly linked with the organizational quality of work life, and it is a means to facilitate the gratification of human needs and goal-achievement. Improvisation and change in QWL arise, when the existing quality of work life frustrates human efforts towards

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self-actualization and advancement. Quality of work life is an approach concerned with the overall climate of work and the impact that the work has on people as well as on organizational effectiveness. Direct participation of employees in problem solving and decision making in areas related to their work, helps to upgrade the quality of life at work. Quality of work life represents the overall satisfaction derived by the people from their work. Improvements in human satisfaction and increase in performance are the functions of dynamic interaction between the nature and work system, content of work organization and work technology, management practices, knowledge, skill and employee attitudes. Women's role in society in almost all cultures has been primarily defined by their family responsibilities confined to the home, while men's role has been defined by their social participation outside the home. Women have been seen as actors in the household domain, while men have been seen as actors in other domains such as economic and political ones. However, women have always taken part in the economic sphere imperceptibly whether it is farm work or household production or even in industrial production. It is true they have also been active in the service sector. Now women are found in almost all sectors taking part in all domains, though their number might be less in some sectors. This being the case, women continue to be seen primarily as family care takers. Thus, their social performance is primarily viewed in terms of their family performance. Women, equally being breadwinners for the family as men, working women have this encumbrance that they are evaluated in terms of their family responsibilities. Particularly, in the eastern cultures men normally do not share the household tasks with women. Thus women experience role burden wherein they have to perform two roles and to prove themselves in both the roles. Many a time, they have to give up or under-perform part of one role in order to perform the other role. This results in role conflict.

Occupational stress is related to one's job. Occupational stress always stems from and pressures that do not align with a person's knowledge, skills, or expectations inhibiting one's ability to cope. Occupational stress can increase when workers do not feel supported by supervisors or colleagues, or feel as if they have little control over work. Stress is increasingly becoming a part of our daily lives. Historically, the Latin word "stress" has been in common language since the seventeenth century and was used to address hardship, adversity, or affliction. However, stress is best described as a situation where environmental demands exceed the capacity for effective

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response by the individual and can potentially have physical and psychological consequences . Coping with stress, on the other hand, is important for human survival and can be defined as the process of managing external or internal demands that are perceived as taxing on personal capacities and resources. Globally, the incidences of stress and stress-related illnesses such as anxiety and depression among students ,trainees ,and qualified physicians have increased and received significant attention in literature.

One of the major differences between aided and unaided colleges is with regard to funds. While the aided colleges are supported by the government, the unaided colleges have to raise their own funding. Aided colleges need not have only aided courses. In fact, many of the aided colleges do have many unaided courses which are also referred to as self- financing courses. This implies that development of unaided courses in private aided colleges is contributor to the growth of these institutions. The main aim behind launching self-financing courses was to vocationalise higher education. The policy of the University Grants Commission (UGC) was to equip students through an add-on-course with some practical knowledge along with the bachelor's degree . The nature of self-financing course depends on the institutional mode under which it is delivered. Colleges slowly and gradually found this as an opportunity to attract students and raise the financial resources as it was becoming difficult to launch new courses without the subsidy of the government. In the last few decades sprouting of self-financing institutions and greater participation of the private players that have introduced self-financing programs has been observed.

This study concentrate on analyzing the Quality Work Life of lady teachers among selected government and non – government institutions and identify the occupational stress related with their jobs.

STATEMENT OF THE PROBLEM

Quality of work life is an approach concerned with the overall climate of work and the impact that the work has on people as well as on organizational effectiveness. Quality of work depends upon various factors like nature of job, working conditions , occupational stress...etc...It is needed to study the satisfaction level of teachers in government and non- government institutions regarding QWL and understand the occupational stress related with their work and its influence in personal life.

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SCOPE OF THE STUDY

The study entitled “An empirical study on QWL and occupational stress among lady teachers with special reference to selected government & non – government institutions” was carried out to define the quality of working conditions in institutions and to understand the occupational stress and its effect over their work and personal life. For the study three government colleges and three non - government colleges are selected and from each colleges selects the samples proportionally. By using a structured questionnaire selected data from the respondents and analyses it. This study helps in identify various factors affect QWL of teachers and helps to reduce stress caused during their work. So it will ensure a very good quality of work among teachers. It also ensures a safe & peaceful working environment for them.

OBJECTIVES OF THE STUDY

- To measure the overall QWL of lady teachers working in government and non – government institutions.
- To study the various factors that affects QWL of lady teachers and analyses the impact.
- To study the relationship between various factors of QWL and stress.
- To analyses the reasons for stress and the ways used to cope with stress.

HYPOTHESIS

HYPOTHESIS 1

H₀ : There is no significant difference between the type of institution and teachers level of occupational stress.

H₁ : There is significant difference between the type of institution and teachers level of occupational stress.

HYPOTHESIS 2

H₀ : There is no significant difference in satisfaction level of teachers in government and non – government institutions about their compensation.

H₁ : There is significant difference in satisfaction level of teachers in government and non – government institutions about their compensation.

RESEARCH METHODOLOGY

DATA COLLECTION

PRIMARY DATA

For the study, primary data is mainly used. The primary data were collected from the teachers in selected government and non – government colleges in Kozhikode district through a structured questionnaire .30 respondents were selected from government colleges and remaining 30 selected from non – government colleges.

SECONDARY DATA

It refers to data which is already available in records which gathered for other purposes. The secondary data necessary for the study have been collected from the published sources like reports , records and periodical books on the subject....etc....

SAMPLING DESIGN

A sample design is a definite plan for obtaining a sample from the sampling frame it refers to the technique or procedure the research would adopt in selecting some sampling units. An optimum sampling may be defined as the size of sample, which fulfills the requirements of efficiency, representativeness, reliability and flexibility For the study convenience sampling technique had been used for collecting primary data through questionnaire.

CONVENIENCE SAMPLING

Convenience sampling is a type of non-probability sampling that involves the samples being drawn from that part of the population that is close to hand. That is, a

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sample population selected because it is readily available and convenient, as researchers are drawing on relationships or networks to which they have easy access.

SAMPLE SIZE

Sample size is the number of items to be selected from the population to constitute the sample for the research. A sample should be actual representation of the population. Sampling was employed to select 60 respondents, from selected government and non - government colleges in Kozhikode district in Kerala. A structured questionnaire was developed for collecting information from respondents.

TOOLS OF ANALYSIS

1. Chi – square
2. Weighted average

TOOLS TO PRESENT

1. Table
2. Pie diagram
3. Bar diagram

LIMITATIONS OF THE STUDY

1. Sample is limited to 60 teachers in selected colleges, so there is a problem of inaccurate results since the respondents are less.
2. The study covered only in small geographical area and members selected from a comparatively small population and it also affect the study.
3. The period of study is very limited and so that the sample size is reduced and collects data from only 60 respondents.
4. Due to the time period allow for the study is less it is focused only on QWL of lady teachers , if studying the same among nurses or other working women in organizations may give more accurate results.
5. Time factor is one of the important limitation; detailed study can't be possible due to lack of time.
6. Non availability of correct data from teachers due to their busy schedule.

CHAPTER - 2
REVIEW OF LITERATURE

REVIEW OF LITERATURE

INTRODUCTION

This chapter forms a survey of international and national studies related to women employees, women teachers and reviews from various theses, Journals, magazines and books on related fields.

Kaptur, (1970) in his study found that more adjustment problems are created and faced by working women and hence they expect their spouses to accommodate and adjust. They also face role-conflict and adjustment problems in family and workplace.

Sengupta and Sankar, (1970) in their study stated that in spite of women's increasing participation in a variety of professions, one cannot say that their status has improved.

Verma, (1971) in his study found that female teachers were more satisfied with their career and possessed a better attitude towards their profession, students and school work. They also exhibited better mental health and suffered less from problems related to their teaching activities.

Sandhu and Singh, (1977) in their study listed out the motivation factors-viz. feeling of achievement, ability utilization, recognition and rewards, creative work, freedom of expression and scope for professional growth contributed comparatively more to job satisfaction than factors like behaviour of immediate superior officers, job security and advancement, adequacy of salary, administrative set-up and social status attached to the job.

Porwal (1980) in his study revealed that a negative difference between the length of service and the level of job satisfaction of teachers

Basow and Distenfeld, (1985) in their study about the availability/accessibility of the teachers, record that students are more critical of their female teachers than their male teachers.

Doherty and Bielby, (1985) in their study found that in most of the systems, there are only a handful of male teachers teaching in primary classes when there is a lower representation of

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female teachers in higher classes. This differential distribution in the educational system makes teaching a gender specific occupation. Moreover, teachers being products of society, may be expected to appear/ behave differently by virtue of their gender. As gender role-conditioning starts from the very beginning, society prominently defines duties and rights associated with each sex. Trained in institutions in which gender role-biases, are embedded teachers may unconsciously model cultural expectations in both their personal and educational practices, that reflect gender discrimination.

Occupational stress is the interaction between working conditions and people involved in the work place, where the work demand exceeds the skills of worker (**Randall & Altmaier, 1994**).

Low levels of stress result in immobility and laziness while an optimal level of stress can motivate employees (**Nydegger , 2002**). Distress or high level of stress cause dissatisfaction and loss of spirit in workers (**Griffin, 1990**), lack of harmony in the work place (**Hubbrd, 1995**), reduce productivity and results in burnout (**Dunham , 1992**)

According to **Gupta (2005)** the world facing both quantitative and qualitative changes – quantitative in terms of economic growth and technological innovations, and qualitative in terms of a new paradigm of an evolving society is governed by altogether different values and ethos. She highlighted the various aspects of international trends in private education. She mainly focused on the driving forces, causes and consequences of the emergence of private higher education in India during the past few decades. Her study also discussed the role of Indian judiciary in the context of regulation of private education institutions.

Medha Gupte (2015) discussed financing of Indian education with special reference to five year plans. She has discussed in detail the privatization of higher education and suggested measures which could lighten the financial burden in the future in this present era of globalization. Scarcity of financial resources is a major issue confronting our education system. Therefore there is a need to find innovative sources and explore new avenues which will augment resources and strengthen the system of education.

CHAPTER – 3
CONCEPTUAL FRAMEWORK

QUALITY OF WORK LIFE

Quality of Work Life (QWL) is being identified as a progressive indicator related to the function and sustainability of business organizations. To achieve the quality of work life, regular efforts are required by the organization which offer the employees more opportunities for their job effectiveness and collaboration on the overall effectiveness. Therefore every organization with optimal and influential effectiveness is looking for ways to cause the employees to reach a degree of ability that apply their own ability and intelligence which can be accomplished through appropriate QWL. QWL movement represents a sort of organizations culture or management approach in which employees feel ownership, autonomy, responsibility and self esteem.

OBJECTIVES OF QWL

The main objectives of the QWL are to

1. Improve employee satisfaction.
2. Improve physical and psychological health of employees which creates positive feelings.
3. Enhance productivity of employees.
4. Reinforce workplace learning.
5. Build the image of the company as best in recruitment, retention, and in general motivation of employees.

BENEFITS OF QWL

There are some benefits through the adoption of QWL, they are:

- Growth of the individual
- Better job satisfaction
- Self actualization of the individual

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- Better employee performance for the organization
- Availability of intrinsically motivated employees to the organization
- Less absenteeism, turnover and grievances for the organization
- Full use of human resources for society
- Effectiveness of the employees' interpersonal communication skills, career counseling.
- Improvement of work place morale □ Encouraging employee commitment
- Enhancing productivity

ASPECTS OF QWL

1.WORKING CONDITIONS

Quality of work life also depends on various aspects of employee's work life. The first and the most important among them is the economical aspect. The second important aspect is the employment conditions. This order can be compared to Maslow's hierarchy of work motivation. Abraham Maslow arranged a person's motivational needs in a hierarchical manner. He believed that once a given level of need is satisfied, the next higher level of need has to be activated in order to motivate the individual (Fred Luthans). In physiological needs again which are explained as basic and primary needs of employee by Maslow, once the employee is satisfied with the monetary benefits, he aspires for a higher level of needs i.e., good working/employment conditions.

2. SOCIAL ASPECTS OF QUALITY OF WORK LIFE

Social system plays an important role in the human work life of an employee. Social system is a complex set of human relationships interacting in many ways. Possible interactions are as limitless as the stars in the universe. Within a single organization, the social system includes all the people in it and their relationships to each other and to the outside world (Keith Davis and John. W.Newstorm).

3.NATURE OF JOB:

A dramatic change of workforce in contemporary work environment has revealed a significant amount of organization change (Watson et al., 2003). Organization change such as downsizing, rightsizing and outsourcing have adversely affected employees' loyalty, morale, motivation and perceived job security. Job security, the central aspect of

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QWL represents strength of the organizations to provide permanent and stable employment regardless of the changes in work environment. Later, cognitive and behavioural components were added to this definition. The cognitive aspect represents an employee's belief about his job or job situation. This means an employee may believe that his or her job is interesting, stimulating, or otherwise

4. COMPENSATION OF EMPLOYEES

This is fundamental to QWL. Human beings work for livelihood. Therefore success of the initiatives depends upon fulfillment of this. In spite of the importance gained by the other factors during last two decades, compensation plays a greater role in employee satisfaction. Especially in a country like India, where the employee welfare programmes take back seat, compensation is the main source of satisfaction of the employee. Compensation

5. SAFE AND HEALTHY WORKING CONDITIONS

Employees who spend a lot of time in their workplace consider the physical working conditions as an important factor. Unsafe and hazardous working conditions cause problem to both employers and employees. Especially chemical industries, engineering industries, fertilizer industries etc., where potential possibility of danger exists, the management has to take extra care to protect its employees

6. OPPORTUNITY FOR GROWTH AND DEVELOPMENT

This is related to career aspects of employees. Meaningful career paths must be laid down and career mapping of employees is to be followed. The provisions of advancement opportunities play a central role in QWL. An employee is most satisfied, given an opportunity to use and develop his capabilities. According to Maslow, people want to satisfy their higher needs once they satisfy their basic needs like fair pay and good physical condition. These higher order needs include recognition and social status.

7. SOCIAL INTEGRATION IN THE WORK FORCE

Relationships between and among the employees is an indicator of healthy work organization. Therefore, opportunities must be provided for formal and informal interactions. All kind of religions, races, crafts, and designations must be treated equally on a social platform. According to Walton, a satisfying identity and self-esteem are

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influenced by five characteristics of the work place: freedom from prejudice, egalitarianism, upward mobility, supportive work groups and community of feeling and interpersonal openness (Klatt).

8.OCCUPATIONAL STRESS

Occupational stress is becoming increasingly globalized and affects all countries, all professions and all categories of workers, as well as families and society in general (Ahmad and Ahmad, 1992). Stress has become a part and parcel of human life and is more pronounced in corporate life. Stephen P Robbins (2006) defined it as: "Stress is a dynamic condition in which an individual is confronted with an opportunity, constraint, or demand related to what he or she desires and for which the outcome is perceived to be both uncertain and important." In short, it is nothing but what we feel when we think we have lost control of events. Stress has been spoken of as the plague of the 21st century.

9. PARTICIPATION IN MANAGEMENT

"Participative management (PM) is known by many names including shared leadership, employee empowerment, employee involvement, participative decisionmaking, dispersed leadership, open-book management, or industrial democracy" (Steinheider, B., Bayerl, P.S. and Wuestewald, T.,2006) ."The basic concept involves any power-sharing arrangement in which workplace influence is shared among individuals who are otherwise hierarchical unequals. Such power-sharing arrangements may entail various employee involvement schemes resulting in co-determination of working conditions, problem solving, and decision-making" (Locke and Schweiger, 1979).

10.SOCIAL RELEVANCE OF WORK

Employees must be given the perspective of how his/her work in the organization helps the society. This is essential to build relevance of the employee's existence to the society he/she lives in.

11.WORK LIFE BALANCE

Work life balance is the maintenance of a balance between responsibilities at work and at home. Work life and personal life are two sides of the same coin. Creating and managing a balance between the work and personal life is considered to be a work life balance issue. Increasing work pressures, globalization and technological advancements have made it an issue with both the sexes, to all professionals working

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across all levels and to all industries throughout the world.

SPECIFIC ISSUES OF QWL

While the management and unions claim any improvement in facilities and financial benefits, the Personnel Manager's task is to identify other specific issues of QWL pertaining to his own organization and work on them. The American authors Klatt, Mudrick and Schuster identified 11 specific issues in general which we can also adopt (Klatt).

❖ Pay and Stability of Employment

Pay without stability of employment cannot satisfy the employee. Though stability of employment is not a serious problem in India, the management should ensure its employees stability to make them part of the organization in its real sense.

❖ Occupational Stress

Stress is a condition of strain on one's emotions, through process and physical condition (Keith Davis) Preferring all types of jobs inevitably causes stress, though the intensity may vary from job to job. As such job performance depends upon effective management of stress in addition to the other factors which in turn depends upon identification of sources of stress (P.Subba Rao and Anitha).

❖ Organizational health programmes

Effective implementation of health programs results in reduction in absenteeism, hospitalization, disability, excessive job turnover and premature death.. The idea behind such health centers is to develop mental health by maintaining good physical health. This can be done through encouraging employee take up physical exercises, games sports, relaxation, physical exercise and diet control etc

❖ Alternative work schedule

Each employee may have his own preferences of working hours. The management can introduce schemes like work-at-home, flexible working hours, staggered hours, reduced work week and part-time employment. Participative Management and control of work

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Participative management is life blood to QWL which creates a feeling of commitment among the workers, thus improving their QWL

❖ Recognition

Appreciate an employee in public and criticize him in private. Recognition and appreciation is a magic work which changes anyone's attitudes towards anyone. Recognition at an appropriate time can improve personal relations in the organization. Participating in management award and reward system, congratulating the employees for their achievement, job enrichment, offering prestigious designation to the jobs, providing well furnished and decent work place, offering membership in clubs or associations, proving vehicles are some of the means to recognize the employees.

❖ Superior-Subordinate Relations

Relation between boss and subordinate is an important aspect in improving total work culture, productivity and QWL of any organization. Harmonious superior worker relations give the workers a sense of social association and a sense of belongingness. The impact of social relations shall not be ignored at the work place, the productivity being resulted from this.

❖ Grievance Procedure

Grievance procedure is to be handled carefully, because between the two parties, one is bound to be dissatisfied. The management using empathy and concern should try to reduce this dissatisfaction as much as possible.

❖ Adequacy of Resource

Adequate resources should be ensured to the employees on work. Inadequacy of resource may cause stress to employees who are prepared to work but cannot find resource. Thus Resources should match with the stated objective otherwise employees will not able to attain them, resulting in employee dissatisfaction and lower QWL.

❖ Seniority and Merit in Promotion and Employment

Either seniority or merits are usually considered for promotions and employment. Management has to consider either one depending upon the attitudes of employees. Sometimes they can also consider both.

❖ Employment on Permanent Basis

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Stable employment is something which gives confidence to the employee which is prime factor for good employment. With given job security, the employee strives for the organization.

CHAPTER – 4
ANALYSIS & INTERPRETATION

AN EMPIRICAL STUDY ON QWL AND OCCUPATIONAL STRESS

CLASSIFICATION OF RESPONDENTS ON THE BASIS OF AGE

TABLE 4.1 RESPONDENTS ON THE BASIS OF AGE

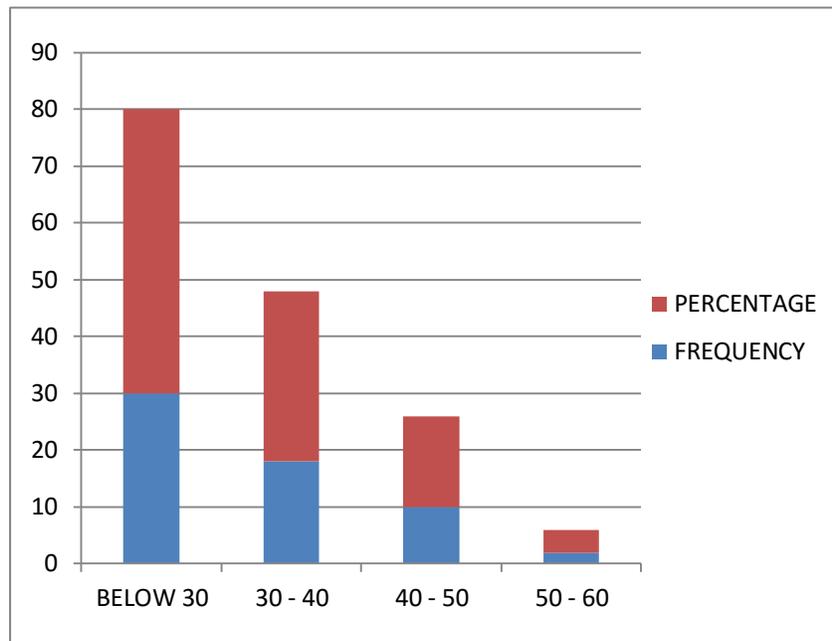
PARTICULARS	FREQUENCY	PERCENTAGE
BELOW 30	30	50
30 - 40	18	30
40 - 50	10	16
50 - 60	2	4
TOTAL	60	100

(SOURCE: PRIMARY DATA)

INTERPRETATION: The above table shows that 50 % of the respondents are aged below 30. 30 % are in between 30 – 40 and only 4 % of respondents are in between 50 – 60.

CHART 4.1

CLASSIFICATION ON THE BASIS OF AGE



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CLASSIFICATION ON THE BASIS OF MARITAL STATUS

TABLE 4.2

MARITAL STATUS

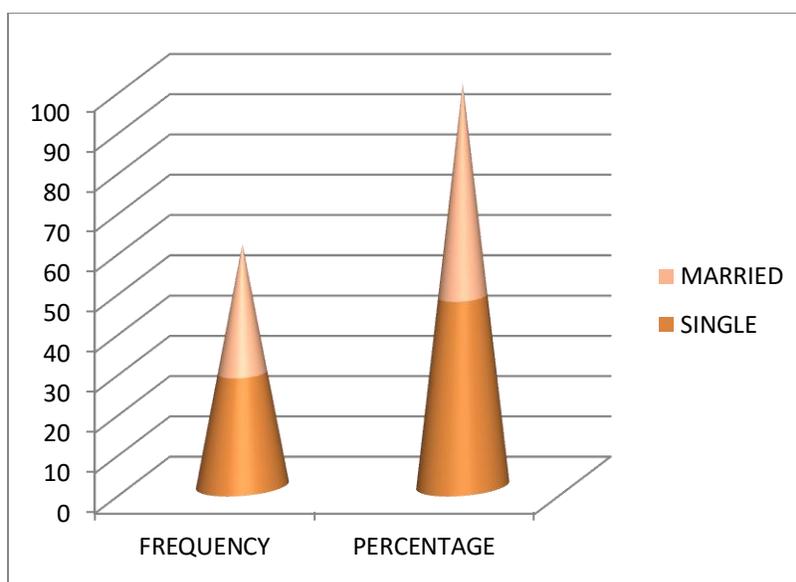
PARTICULARS	FREQUENCY	PERCENTAGE
SINGLE	28	47
MARRIED	32	53
TOTAL	60	100

(SOURCE: PRIMARY DATA)

INTERPRETATION: The table 4.2 shows that out of 60 respondents 53 % of respondents are married and 47 % of respondents are unmarried.

CHART 4.2

CHART SHOWING MARITAL STATUS



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CLASSIFICATION ON THE BASIS OF FAMILY SIZE

TABLE 4.3

FAMILY SIZE

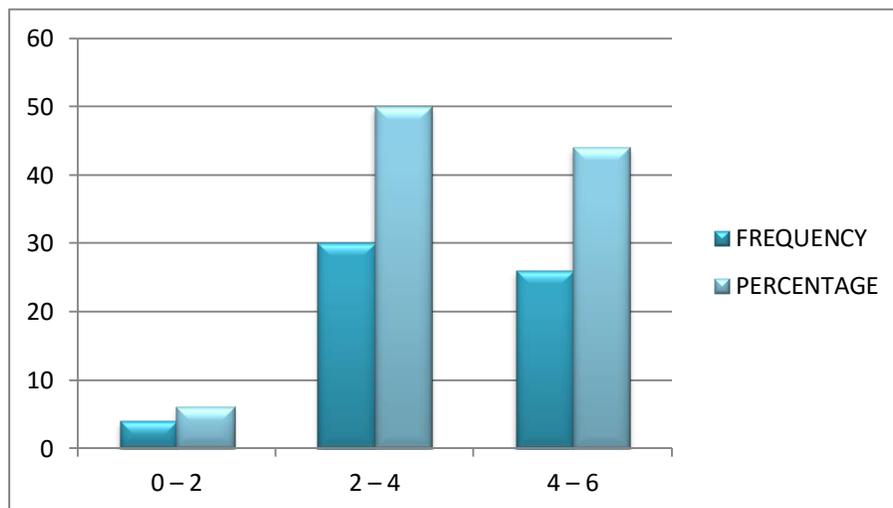
PARTICULARS	FREQUENCY	PERCENTAGE
0 – 2	4	6
2 – 4	30	50
4 – 6	26	44
TOTAL	60	100

(SOURCE: PRIMARY DATA)

INTERPRETATION: The above table shows that 50 % of respondents have 2 – 4 members in their family. And 44 % teachers have 4 – 6 members in their family.

CHART 4.3

CHART SHOWING FAMILY SIZE



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CLASSIFICATION ON THE BASIS OF NUMBER OF DEPENDANTS

TABLE 4.4

NUMBER OF DEPENDANTS

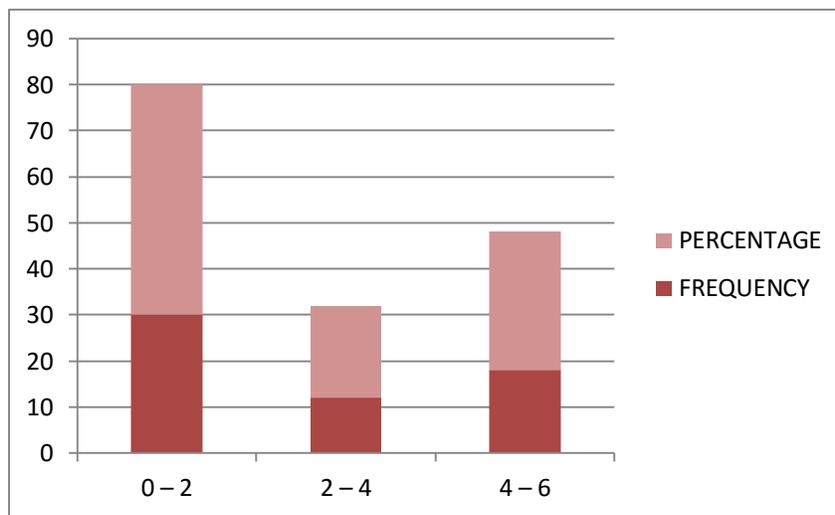
PARTICULARS	FREQUENCY	PERCENTAGE
0 – 2	30	50
2 – 4	12	20
4 – 6	18	30
TOTAL	60	100

(SOURCE: PRIMARY DATA)

INTERPRETATION: The table 4.4 shows that out of 60 respondents 50 % them have 0 – 2 dependents in their family, 30 % Of respondents have 4 – 6 dependents in their family. And remaining 12 % have 2 – 4 members as dependents.

CHART 4.4

CHART SHOWING NUMBER OF DEPENDANTS



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CLASSIFICATION ON THE BASIS OF MONTHLY INCOME

TABLE 4.5

MONTHLY INCOME

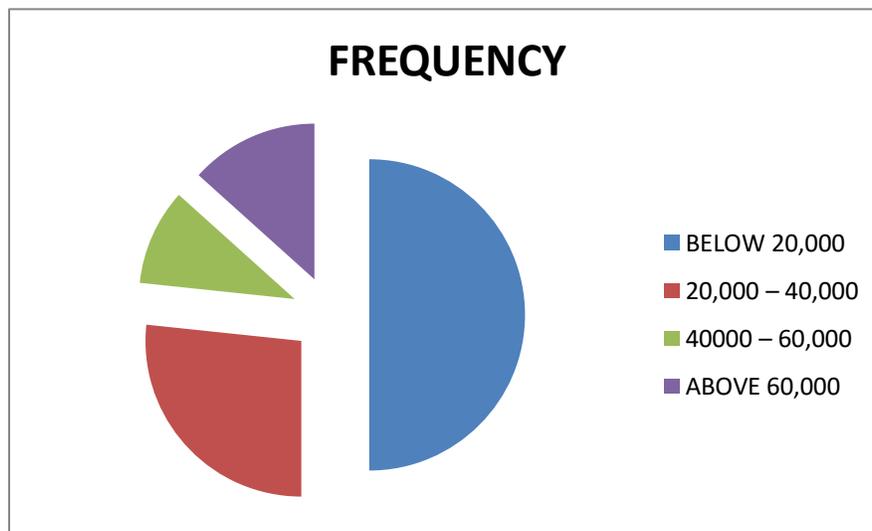
PARTICULARS	FREQUENCY	PERCENTAGE
BELOW 20,000	30	50
20,000 – 40,000	16	26
40000 – 60,000	6	10
ABOVE 60,000	8	14
TOTAL	60	100

(SOURCE: PRIMARY DATA)

INTERPRETATION: The above table shows monthly income earned by the teachers, most of the teachers earn below 20,000. Only 14 % of teachers get above 60,000 as salary. And 26 % of teachers get salary in between 20,000 – 40,000.

CHART 4.5

CHART SHOWING MONTHLY INCOME



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CLASSIFICATION ON THE BASIS OF NATURE OF JOB

TABLE 4.6

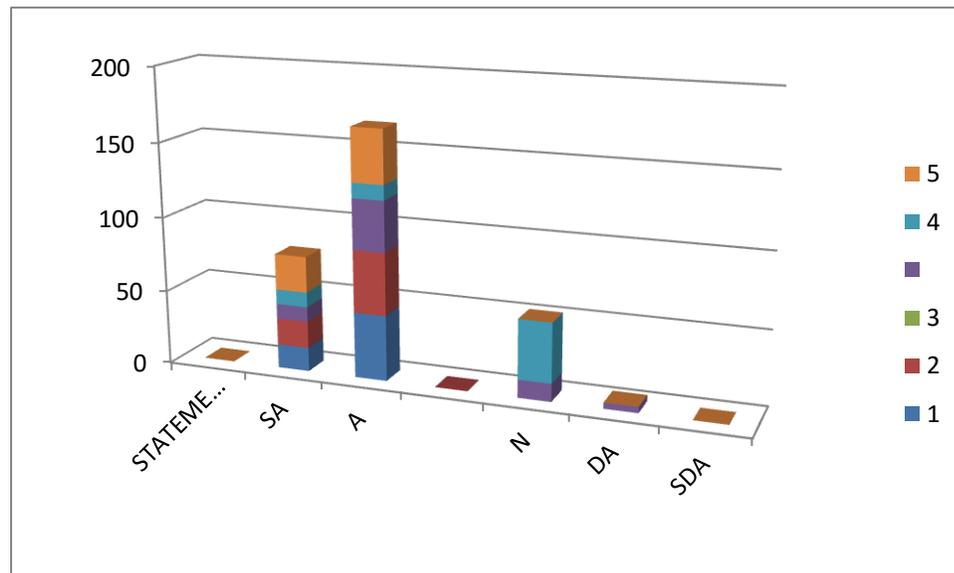
NATURE OF JOB

	STATEMENT	SA	A	N	DA	SDA	TOTAL
1	The job is very interesting one.	16	44	0	0	0	60
2	The job gives me better status in the society.	18	42	0	0	0	60
3	The subjects are allotted to teachers with their experience and skill.	10	34	12	4	0	60
4	I am proud to be a part of this profession.	10	10	40	0	0	60
5	My works contribute to my overall happiness.	24	36	0	0	0	60

(SOURCE: PRIMARY DATA)

CHART 4.6

CHART SHOWING NATURE OF JOB



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	STATEMENT	SA (5)	A (4)	N (3)	DA (2)	SDA (1)	TOTAL	AVG (%)	RANK
1	The job is very interesting one.	80	176	0	0	0	256	85	3
2	The job gives me better status in the society.	90	168	0	0	0	258	86	2
3	The subjects are allotted to teachers with their experience and skill.	50	136	36	8	0	194	65	4
4	I am proud to be a part of this profession.	50	40	120	0	0	102	34	5
5	My works contribute to my overall happiness.	120	144	0	0	0	264	88	1
TOTAL								71.6	

INTERPRETATION: The above table shows that teachers attitude towards nature of job. 88 % teachers are happy in their profession. Only 34 % of teachers are proud in their job and 86 % of them had a opinion that job gives better status in the society.

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CLASSIFICATION ON THE BASIS OF COMPENSATION OF TEACHERS

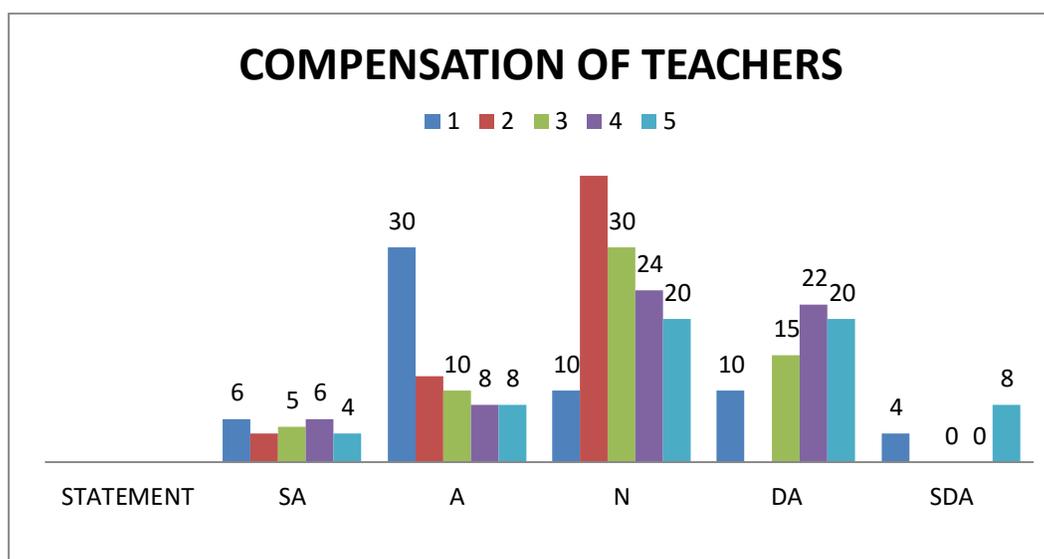
TABLE 4.7

COMPENSATION OF TEACHERS

	STATEMENT	SA	A	N	DA	SDA	TOTAL
1.	The salary is appropriate as per experience and skills of teachers.	6	30	10	10	4	60
2.	The remuneration given to teachers is sufficient to meet out the basic needs.	4	12	40	0	0	60
3.	The institution provides fair and adequate wage.	5	10	30	15	0	60
4.	The payment pattern is consistent with other institutions.	6	8	24	22	0	60
5.	The non-monitory benefits provided by organization are good.	4	8	20	20	8	60

(SOURCE: PRIMARY DATA)

CHART 4.7



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	STATEMENT	SA (5)	A (4)	N (3)	DA (2)	SDA (1)	TOTAL	AVG (%)	RANK
1.	The salary is appropriate as per experience and skills of teachers.	30	120	30	20	4	204	68	1
2.	The remuneration given to teachers is sufficient to meet out the basic needs.	20	48	120	0	0	188	63	2
3.	The institution provides fair and adequate wage.	25	40	90	30	0	185	62	3
4.	The payment pattern is consistent with other institutions.	30	32	72	44	0	178	59	4
5.	The non-monitory benefits provided by organization are good.	20	32	60	40	16	168	56	5
							TOTAL	61.6	

INTERPRETATION: From the above table it is clear that teachers are not satisfied in their return. The average response rate shows they are less satisfactory in their salary. Only 68 % of respondents have the opinion that salary is appropriate as per experience and skill. Only 56 % of respondents said that non-monitory benefits provided by the organization are good.

AN EMPIRICAL STUDY ON QWL AND OCCUPATIONAL STRESS

TABLE SHOWING WORKING CONDITIONS

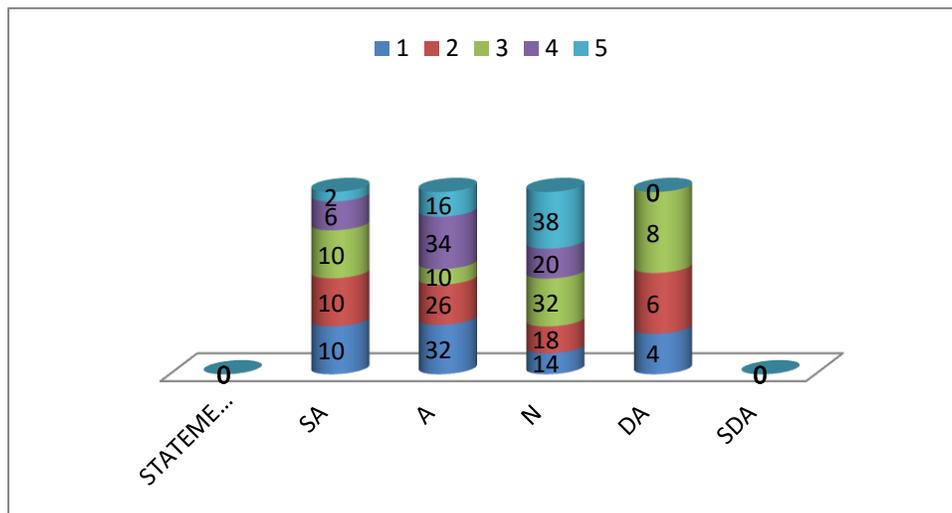
TABLE 4.8 WORKING CONDITIONS

	STATEMENT	SA	A	N	DA	SDA	TOTAL
1.	I have secure working conditions in this institution.	10	32	14	4	0	60
2	I am happy with the physical working environment (cleanliness, space, canteen,toilet.....etc.)	10	26	18	6	0	60
3	I am satisfied with the resources(material,informations, wifi. Etc) I need to do my job effectively.	10	10	32	8	0	60
4	There is a cooperative working environment at my work place.	6	34	20	0	0	60
5	Management is always ready to adopt innovative ideas and concepts.	2	16	38	0	0	60

(SOURCE: PRIMARY DATA)

CHART 4.8

WORKING CONDITIONS



AN EMPIRICAL STUDY ON QWL AND OCCUPATIONAL STRESS

	STATEMENT	SA (5)	A (4)	N (3)	DA (2)	SDA (1)	TOTAL	AVG (%)	RANK
1.	I have secure working conditions in this institution.	50	128	42	8	0	228	76	1
2	I am happy with the physical working environment(cleanliness,space,c anteen,toilet.....etc)	50	104	54	12	0	224	74	3
3	I am satisfied with the resources (material, informations, wifi..etc) I need to do my job effectively.	50	40	96	16	0	202	67	4
4	There is a cooperative working environment at my work place.	30	136	60	0	0	226	75	2
5	Managemet is always ready to adopt innovative ideas and concepts.	10	64	114	0	0	188	63	5
							TOTAL	71	

INTERPRETATION: The above table shows teachers opinion regarding the working conditions in the college. 76 % of teachers are satisfied in their working conditions. Only 67 % of teachers said that the resources available in the college are satisfactory. 25 % of teachers are not satisfied with the physical working environment.

AN EMPIRICAL STUDY ON QWL AND OCCUPATIONAL STRESS

TABLE SHOWING OPPORTUNITY FOR GROWTH AND DEVELOPMENT

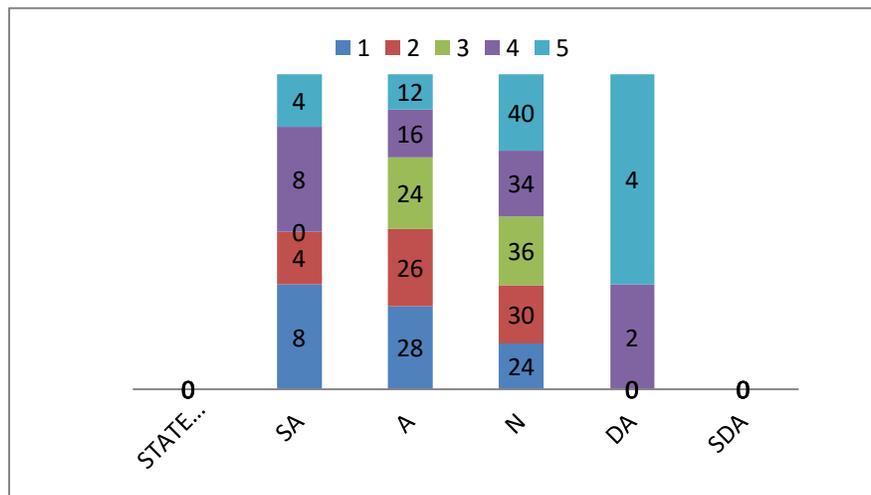
TABLE 4.9 OPPORTUNITY FOR GROWTH AND DEVELOPMENT

	STATEMENT	SA	A	N	DA	SDA	TOTAL
1	I am satisfied with the growth opportunities available for me in present job.	8	28	24	0	0	60
2	When I have done a good job it is acknowledged by my higher authorities and colleagues.	4	26	30	0	0	60
3	Everyone have an equal chance to get ahead in the organization based on performance regardless of sex, age, racial or ethnic background.	0	24	36	0	0	60
4	I am satisfied with the extension activities available in our organization.	8	16	34	2	0	60
5	There are numerous opportunities for individual creativity and self-improvement in our institution.	4	12	40	4	0	60

(SOURCE: PRIMARY DATA)

CHART 4.9

OPPORTUNITY FOR GROWTH AND DEVELOPMENT



AN EMPIRICAL STUDY ON QWL AND OCCUPATIONAL STRESS

	STATEMENT	SA (5)	A (4)	N (3)	DA (2)	SDA (1)	TOTAL	AVG (%)	RANK
1	I am satisfied with the growth opportunities available for me in present job.	40	112	72	0	0	224	75	1
2	When I have done a good job it is acknowledged by my higher authorities and colleagues.	20	104	90	0	0	214	71	2
3	Everyone have an equal chance to get ahead in the organization based on performance regardless of sex,age,racial or ethnic background.	0	96	108	0	0	204	68	3
4	I am satisfied with the extension activities available in our organization.	40	64	102	4	0	174	58	5
5	There are numerous opportunities for individual creativity and self improvement in our institution.	20	48	120	8	0	196	65	4
							TOTAL	67.4	

INTERPRETATION: The above table reveals that teachers are not well satisfied in the growth opportunities available in their institution. Most of the teachers had a neutral attitude against each factors. They are not satisfied in the extension activities available in their institution. Only 68 % of respondents are agreed with the statement there is equal chance in the institution.

AN EMPIRICAL STUDY ON QWL AND OCCUPATIONAL STRESS

TABLE SHOWING WORK AND TOTAL LIFE SPACE

TABLE 4.10

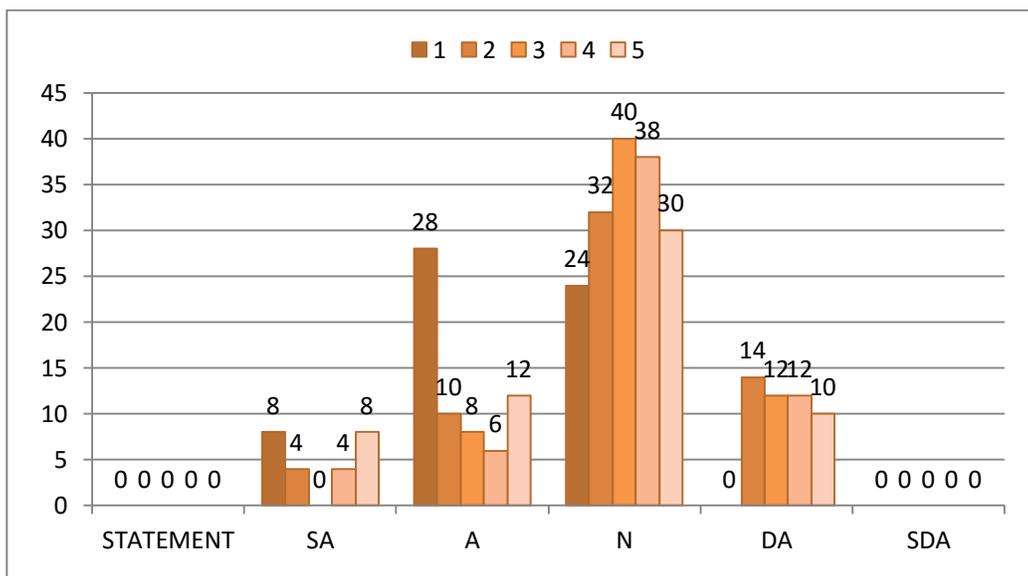
WORK AND TOTAL LIFE SPACE

	STATEMENT	SA	A	N	DA	SDA	TOTAL
1	My higher authorities understand my family or personal life needs.	8	28	24	0	0	60
2	My current working hours easily allow me to attend to home chores.	4	10	32	14	0	60
3	My family is happy with the time they get with me after work.	0	8	40	12	0	60
4	I feel satisfied in fulfilling my family role regardless of work pressures.	4	6	38	12	0	60
5	If I wish, I can easily take leave to attend to any family emergency.	8	12	30	10	0	60

(SOURCE: PRIMARY DATA)

CHART 4.10

WORK AND TOTAL LIFE SPACE



AN EMPIRICAL STUDY ON QWL AND OCCUPATIONAL STRESS

	STATEMENT	SA (5)	A (4)	N (3)	D A (2)	SDA (1)	TOTAL	AVG (%)	RANK
1	My higher authorities understand my family or personal life needs.	40	112	72	0	0	224	75	1
2	My current working hours easily allow me to attend to home chores.	20	40	96	28	0	184	62	3
3	My family is happy with the time they get with me after work.	0	32	120	24	0	176	59	5
4	I feel satisfied in fulfilling my family role regardless of work pressures.	20	24	114	24	0	182	61	4
5	If I wish, I can easily take leave to attend to any family emergency.	40	48	90	20	0	198	66	2
TOTAL								64.6	

INTERPRETATION: The above table shows that teachers are dissatisfied in their total work and life space. They are in the opinion that they did not get enough time to spend with their family, only 59 % of them are satisfied with such time they get. Only 62 % of them are satisfied in the current working hours.

AN EMPIRICAL STUDY ON QWL AND OCCUPATIONAL STRESS

TABLE SHOWING OCCUPATIONAL STRESS

TABLE 4.11

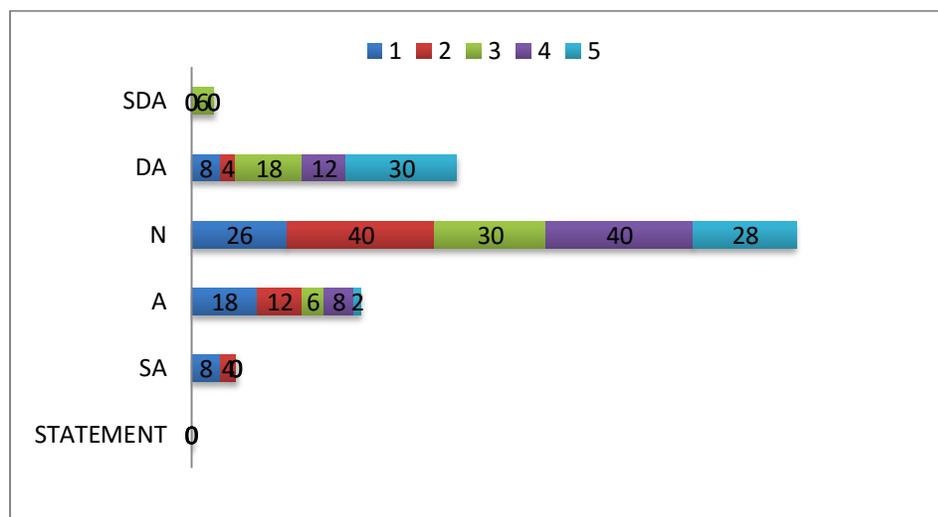
OCCUPATIONAL STRESS

	STATEMENT	SA	A	N	DA	SD A	TOTAL
1	The work stress in our organization is low.	8	18	26	8	0	60
2	The management has attempted to understand stress.	4	12	40	4	0	60
3	My working environment is stressful for my physical health and mental health.	0	6	30	18	6	60
4	The grievance redress system in my college is satisfactorily perform.	0	8	40	12	0	60
5	I am facing the problem of work overload and there are always conflicts among colleagues.	0	2	28	30	0	60

(SOURCE: PRIMARY DATA)

CHART 4.11

OCCUPATIONAL STRESS



AN EMPIRICAL STUDY ON QWL AND OCCUPATIONAL STRESS

	STATEMENT	SA (5)	A (4)	N (3)	DA (2)	SDA (1)	TOTAL	AVG (%)	RANK
1	The work stress in our organization is low.	40	72	78	16	0	206	69	1
2	The management has attempted to understand stress.	20	48	120	8	0	196	65	2
3	My working environment is stressful for my physical health and mental health.	0	24	90	36	6	156	52	4
4	The grievance redress system in my college is satisfactorily perform.	0	32	120	24	0	176	59	3
5	I am facing the problem of work overload and there are always conflicts among colleagues.	0	8	84	60	0	152	50	5
TOTAL								59	

INTERPRETATION: The above table shows teachers opinion about occupational stress. It is clear from the table that teachers are dissatisfied in their current condition. Only 69 % of them have the opinion that work stress is low, and only 59 % of them give positive response about the grievance redress system. And 50 % of respondents were facing the problem of work overload and conflicts from colleagues.

AN EMPIRICAL STUDY ON QWL AND OCCUPATIONAL STRESS

TABLE SHOWING PARTICIPATION IN MANAGEMENT

TABLE 4.12

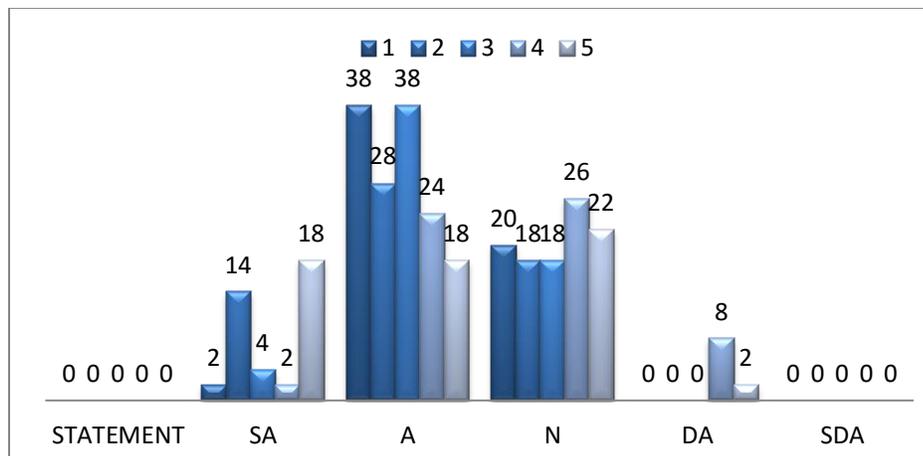
PARTICIPATION IN MANAGEMENT

	STATEMENT	SA	A	N	DA	SDA	TOTAL
1	There is a better communication between the authorities.	2	38	20	0	0	60
2	Colleges conduct regular meetings with all staff for a mutual understanding.	14	28	18	0	0	60
3	Everyone has given opportunity to express their views in various matters.	4	38	18	0	0	60
4	I am never feeling disappointed while expressing new ideas.	2	24	26	8	0	60
5	There is no gender discrimination in participation.	18	18	22	2	0	60

(SOURCE: PRIMARY DATA)

CHART 4.12

PARTICIPATION IN MANAGEMENT



AN EMPIRICAL STUDY ON QWL AND OCCUPATIONAL STRESS

	STATEMENT	SA (5)	A (4)	N (3)	DA (2)	SDA (1)	TOTAL	AVG (%)	RANK
1	There is a better communication between the authorities.	10	152	60	0	0	222	74	4
2	Colleges conduct regular meetings with all staff for a mutual understanding.	70	112	54	0	0	236	79	1
3	Everyone has given opportunity to express their views in various matters.	20	152	54	0	0	226	75	3
4	I am never feeling disappointed while expressing new ideas.	10	96	78	16	0	200	66	5
5	There is no gender discrimination in participation.	90	72	66	4	0	232	77	2
TOTAL								74.2	

INTERPRETATION: It is clear from the above table that teachers had comparatively better satisfaction towards participation in management activities. 79 % of them have the opinion that colleges conduct regular meetings with all staff and there is a better communication between the authorities. Only 66 % of respondents are agreed with the point that there is no gender discrimination in participation.

AN EMPIRICAL STUDY ON QWL AND OCCUPATIONAL STRESS

TABLE SHOWING PROBLEM FACING FROM STUDENTS

TABLE 4.13

PROBLEM FACING FROM STUDENTS

	STATEMENT	SA	A	N	DA	SDA	TOTAL
1	Students are influenced by the union	16	40	4	0	0	60
2	Unwillingness in studies	12	40	8	0	0	60
3	Disobedience in class.	12	28	20	0	0	60
4	Indifference behavior in campus	10	28	22	0	0	60
5	Unwillingness to participate in extracurricular activities.	8	18	24	6	4	60

(SOURCE: PRIMARY DATA)

CHART 4.13

PROBLEM FACING FROM STUDENTS



AN EMPIRICAL STUDY ON QWL AND OCCUPATIONAL STRESS

	STATEMENT	SA (5)	A (4)	N (3)	DA (2)	SDA (1)	TOTAL	AVG (%)	RANK
1	Students are influenced by the union	80	160	12	0	0	252	84	1
2	Unwillingness in studies	60	160	24	0	0	244	81	2
3	Disobedience in class.	60	112	60	0	0	232	77	3
4	Indifference behavior in campus	50	112	66	0	0	228	76	4
5	Unwillingness to participate in extracurricular activities.	40	72	72	12	4	200	66	5
							TOTAL	76.8	

INTERPRETATION: The above table shows that teachers facing lots of problems from students. 84 % of them said that students are influenced by the union, 88 %of them agreed that they are not willing in studies and they were disobedient too in the class.

AN EMPIRICAL STUDY ON QWL AND OCCUPATIONAL STRESS

TABLE SHOWING STRESS EXPERIANCED

TABLE 4.14

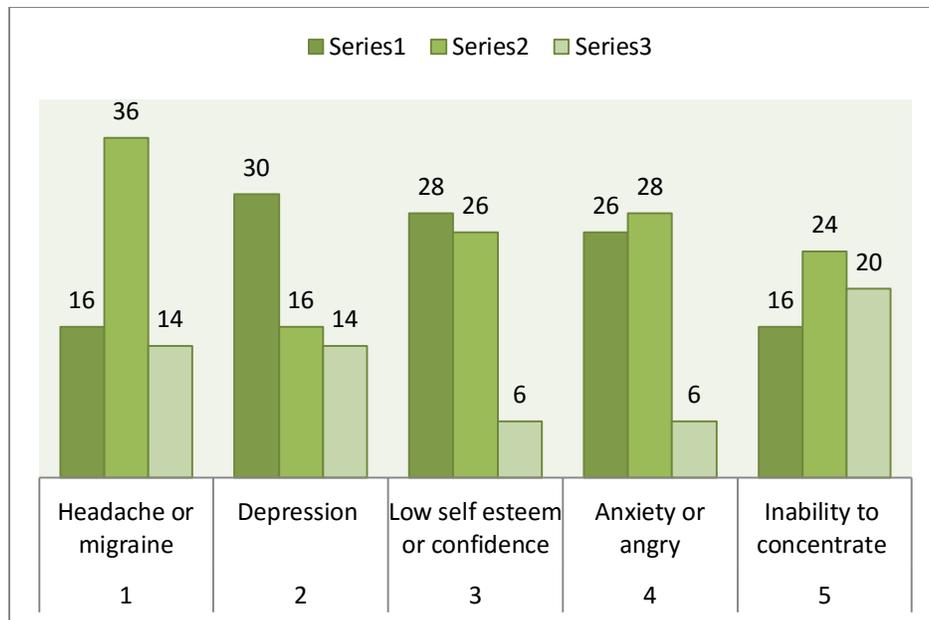
STRESS EXPERIANCED

	FACTORS	NEVER	SOMETIME S	OFTEN	TOTAL
1	Headache or migraine	16	36	14	60
2	Depression	30	16	14	60
3	Low self-esteem or confidence	28	26	6	60
4	Anxiety or angry	26	28	6	60
5	Inability to concentrate	16	24	20	

(SOURCE: PRIMARY DATA)

CHART 4.14

STRESS EXPERIANCED



INTERPRETATION: It is clear from the above table that most of the teachers were affected by various stress symptoms. Most of them were facing the problem of headache or migraine, and low esteem or self-confidence.

AN EMPIRICAL STUDY ON QWL AND OCCUPATIONAL STRESS

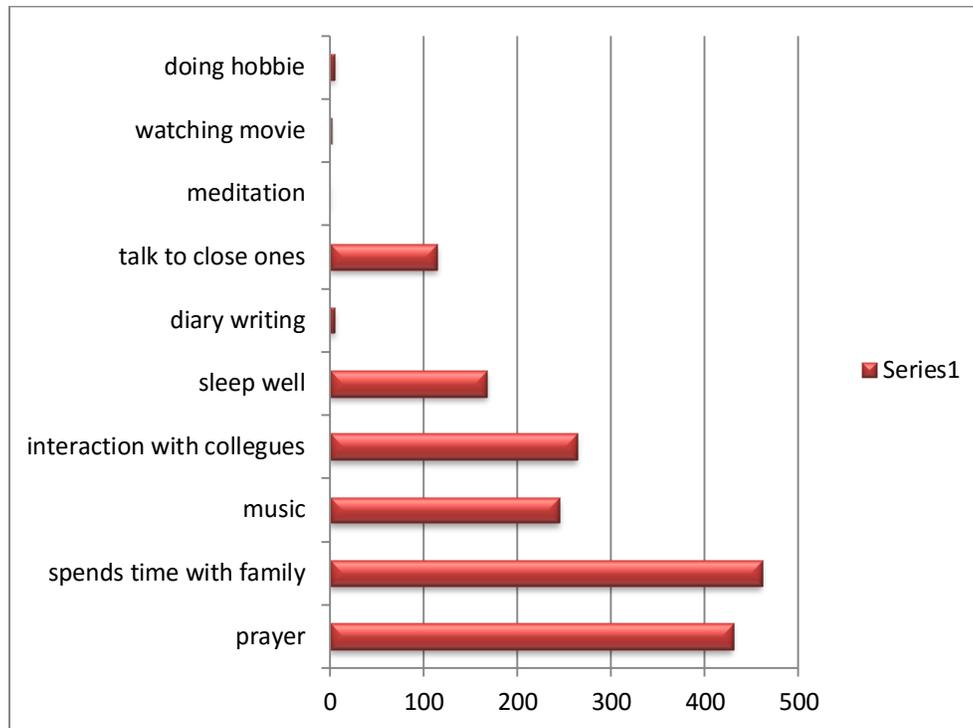
TABLE 4.15 STRESS REDUCING TECHNIQUES

FACTORS	10	9	8	7	6	5	4	3	2	1	TOTAL	RANK
Prayer	13	9	10	10	6	1	2	3	4	2	429	2
Spending time with family	25	12	13	5	2	4	0	1	0	0	460	1
Music	0	14	6	7	9	0	8	4	7	5	244	4
Interaction with colleagues	10	12	5	13	12	2	4	2	0	0	263	3
Sleep well	8	7	13	2	5	16	4	8	0	0	167	5
Diary writing	0	0	0	0	5	6	20	25	20	4	5	7
Talk to close ones	12	15	9	3	4	7	4	3	3	0	114	6
Meditation	0	0	0	0	5	8	9	15	12	11	0	10
Watching movie	0	1	5	18	6	13	10	5	0	2	1	9
Doing hobbies	5	4	6	2	3	24	8	2	0	0	5	8

(SOURCE: PRIMARY DATA)

CHART 4.15

STRESS REDUCING TECHNIQUES



INTERPRETATION: It is clear from the above table that most of the teachers given their first priority to spending time with family as a stress reducing technique. When spending the moments with family everyone feels happy. And they also prefer prayer and music. They give less preference to meditation, diary writing....etc

AN EMPIRICAL STUDY ON QWL AND OCCUPATIONAL STRESS

TABLE SHOWING OVERALL SATISFACTION TOWARDS QWL

TABLE 4.16

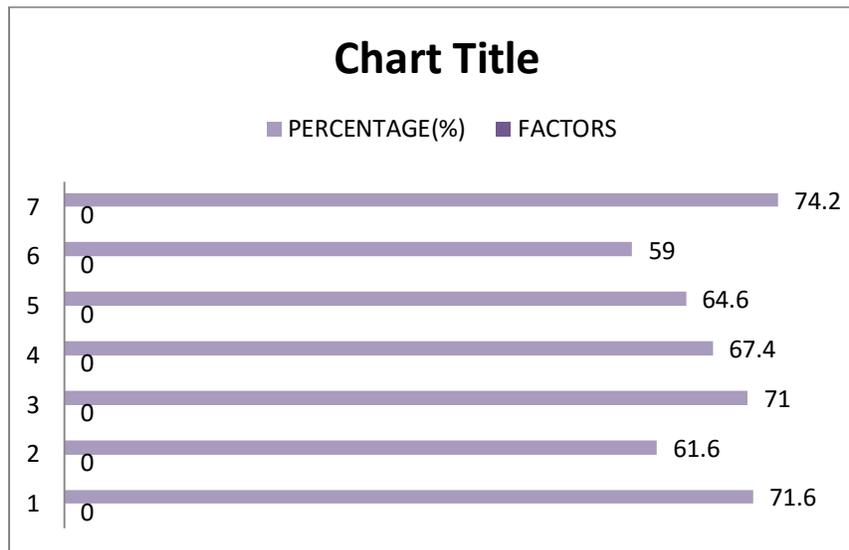
OVERALL SATISFACTION TOWARDS QWL

	FACTORS	PERCENTAGE (%)	
1	Nature of job	71.6	67.05 %
2	Compensation of teachers	61.6	
3	Working conditions	71	
4	Opportunity for growth & development	67.4	
5	Work and total life space	64.6	
6	Occupational stress	59	
7	Participation in management	74.2	

(SOURCE: PRIMARY DATA)

CHART 4.16

OVERALL SATISFACTION TOWARDS QWL



INTERPRETATION: The above table shows teachers overall satisfaction towards QWL. It shows only a 67.05 % satisfaction, so it is clear that they were not satisfied in their overall working life conditions.

AN EMPIRICAL STUDY ON QWL AND OCCUPATIONAL STRESS

HYPOTHESIS 1

H₀ : There is no significant difference between the type of institution and teachers level of occupational stress.

CHI – SQUARE TABLE

PARTICULARS	SA	A	N	DA	SDA	TOTAL
GOVERNMENT	6	16	6	2	0	30
NON - GOVERNMENT	5	5	16	4	0	30
TOTAL	11	21	22	6	0	60

O	E	O – E	(O – E) ²	(O – E) ² /E
6	5.5	.5	.25	.090
5	5.5	-.5	.25	.090
16	10.5	5.5	30.25	2.88
5	10.5	-5.5	30.25	2.88
6	11	-5	25	2.27
16	11	5	25	2.27
6	6	0	0	0
			Calculated Value	10.48

AN EMPIRICAL STUDY ON QWL AND OCCUPATIONAL STRESS

Table value of chi-square @ D.O.F (c – 1) (r – 1)

$$= (5 - 1) (2 - 1)$$

$$= 4 \times 1$$

$$= 4$$

Since the calculated value (10.48) is greater than table value (9.488), the null hypothesis is to be rejected.

i.e., : There is significant difference between the type of institution (government and non – government) and teachers level of occupational stress.

AN EMPIRICAL STUDY ON QWL AND OCCUPATIONAL STRESS

HYPOTHESIS 2

H₀ : There is no significant difference in satisfaction level of teachers in government and non – government institutions about their compensation.

CHI – SQUARE TABLE

PARTICULARS	SA	A	N	DA	SDA	TOTAL
GOVERNMENT	6	18	5	3	0	30
NON - GOVERNMENT	5	6	14	5	0	30
TOTAL	11	24	19	8	0	60

O	E	O – E	(O – E) ²	(O – E) ² /E
6	5.5	.5	.25	.045
5	5.5	.5	.25	.045
18	12	6	36	3
6	12	-6	36	3
5	9.5	4.5	20.25	2.13
14	9.5	4.5	20.25	2.13
8	8	0	0	0
			Calculated value	10.35

AN EMPIRICAL STUDY ON QWL AND OCCUPATIONAL STRESS

Table value of chi-square @ D.O.F (c – 1) (r – 1)

$$= (5 - 1) (2 - 1)$$

$$= 4 \times 1$$

$$= 4$$

Since the calculated value (10.35) is greater than table value (9.488), the null hypothesis is to be rejected.

i.e..... There is significant difference in satisfaction level of teachers in government and non – government institutions about their compensation.

CHAPTER 5
SUMMARY
FINDINGS
SUGGESTIONS
CONCLUSION

SUMMARY

The project entitled “AN EMPIRICAL STUDY ON QWL AND OCCUPATIONAL STRESS AMONG LADY TEACHERS WITH SPECIAL REFERANCE TO SELECTED GOVERNMENT AND NON – GOVERNMENT INSTITUTIONS IN KOZHIKODE DISTRICT “. The main objective of the study is to understand the overall QWL of lady teachers working in government and non – government institutions. The whole work done under the study is described in the project report which contains five chapters. The first chapter is an Introduction which deals with a broad Outline of the study, Statement of the problem, Significance of the study, Objectives of the study, Hypothesis, Research Methodology used and Limitations of the study. The second chapter consists of Review of Literature related to the study. The third chapter gives information about the theoretical background .The fourth chapter consists of Analysis and Interpretation of collected data. The fifth chapter deals with Findings ,Suggestions and Conclusions of the study.

FINDINGS

- ❖ It is found from the study that the overall satisfaction towards various factors of QWL is comparatively low. (67.05 %)
- ❖ The study reveals that mainly eight factors affects QWL of teachers working in the institutions, they are nature of job ,compensation of teachers, working conditions ,opportunity for growth and development, work and total life space, occupational stress and participation in management .
- ❖ It is clear from the study that there is a significant difference between the type of institution(government and non – government) and teachers level of occupational stress.
- ❖ The study reveals that majority of respondents were happy in their profession. 65 % of them had the opinion that subject allocation is in accordance with their experience and skill.
- ❖ Out of 60 respondents only 34 % of them are feeling proud in their profession.
- ❖ It is found from the study that teachers respond rate about their compensation is very low. Teachers were not satisfied with their paying pattern.
- ❖ Out of 60 respondents only 75 % of them had a good opinion about the working conditions.
- ❖ It shows that teachers are dissatisfied with management support and the resource availability in their institutions. Teachers are not satisfied in their working environment.
- ❖ It is found from the study that majority of the respondents had a neutral attitude about opportunity for growth and development. Only 58 % of respondents are satisfied with the extension activities in their institutions. They had the opinion that the growth opportunities are low in their institutions.
- ❖ It is clear from the study that teachers are dissatisfied in their total work and life space. They were not satisfied with the working hours and had the opinion that they not get enough time to spend with their family. Only 61 % of them can handle their professional and personal life simultaneously.

AN EMPIRICAL STUDY ON QWL AND OCCUPATIONAL STRESS

- ❖ The study reveals that teachers were influenced by occupational stress, and they were dissatisfied in their current condition. Only 69% of them have the opinion that work stress is low.
- ❖ Teachers had a comparatively better opinion about their participation in management activities. Majority of the respondents were satisfied with the management.
- ❖ This is clear from the study that teachers were facing lot of problems from the part of the students. They are not willing to study.84% of the respondents had the opinion that students are influenced by politics.
- ❖ It is found from the study that major part of the respondents experienced various kinds of stress symptoms like headache, low confidence, angry etc...
- ❖ The study reveals that respondents given first rank to spending time with family as a stress reducing technique. And they also prefer prayer, music and interaction with colleagues. They give less importance to meditation and other techniques.
- ❖ Out of 60 respondents 50 % of respondents aged below 30. Only 30 % are in between 30 – 40.
- ❖ Most of the respondents are married and had 2 – 4 members in their family and majority of them have 2 dependents in family.
- ❖ It is found that most of the teachers getting a salary of below 20,000. It shows that their salary is not fair and not enough to meet their expenditures.

SUGGESTIONS

- If the institution concentrate and give more importance to working environment and meet Personal requirements, the level of stress will be reduced comparing with present level.
- The establishment should improve interpersonal relationship among teachers and management.
- Since the individual always get into stress due to extra role apart from teaching, proper work allocation should be given to reduce stress.
- Institutions can concentrate on providing more opportunities to teachers for enriching their skills.
- Institutions should ensure a better safety working environment for their teachers.
- Salary should be provided according to their skill, experience, and working hours.
- Various programs should be conducted in colleges to ensure and enhance the complete interest of teachers towards their profession.

CONCLUSION

The teachers studied under this project are not satisfied with the overall QWL in their institutions. The reasons for such dissatisfaction is due to the limitations of various factors that affecting the QWL. It is due to inadequate working conditions, the growth opportunities available in their institutions is less, lack of management support and inadequate compensation for their job....etc....Not only these factors but also occupational stress related with their profession is also distracting them.

Teachers working in non – government institutions show a higher level of dissatisfaction. But it can be changed by overcoming all the limits. Institutions can provide more safe working environment for their teachers, providing up-to-date training programs and conducts seminars, workshops etc. ..For improving their skills. Management should give more support to teachers in all their activities and ensure fair and adequate salary for their services.

And it is very clear from the study that these factors influencing their personal life too. They were not satisfied with the time available for spend with family and leaves available for them. And most of them often have stress symptoms like headache, migraine ...etc. To avoid all these the above discussed measures are to be taken .

We can conclude that teachers were dissatisfied with the QWL in their institutions and facing the problem of occupational stress.

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- Quantitative Techniques by L . R Potty
- Basic Numeric Skill by Dr. Santhosh areekuzhiyil

APPENDIX

AN EMPIRICAL STUDY ON QWL AND OCCUPATIONAL STRESS

QUESTIONNAIRE

Dear Madam,

I am a M.Com student from MEASS College, Areacode currently pursuing for M.Com course. As a part of curriculum I am required to do a project work. I will be pleased if you kindly spare few minutes for filling up the questionnaire. Whatever information provided by you will be kept confidential and used only for the purpose of my study.

Demographic Profile

Name :

Age :

Name of the institution :

Type of institution : Aided Unaided

Marital status : Single Married

Family size : 1-2 2-4 4-6

No of dependants :

Monthly salary : Below 20000 20 – 40 40 – 60 above 60000

❖ State your level of acceptance on the following with respect to quality of work life.

Strongly agree (SA) Agree (A) Neutral (N) Disagree (DA) Strongly disagree (SDA)

AN EMPIRICAL STUDY ON QWL AND OCCUPATIONAL STRESS

1. Nature of job

	Statement	SA	A	N	DA	SDA
1	The job is very interesting one.					
2	The job gives me better status in the society.					
3	The subjects are allotted to teachers with their experience and skill.					
4	I am proud to be a part of this profession.					
5	My work contribute to my overall happiness.					

2. Compensation of teachers.

	Statement	SA	A	N	DA	SDA
1.	The salary is appropriate as per experience and skills of teachers.					
2.	The remuneration given to teachers is sufficient to meet out the basic needs.					
3.	The institution provides fair and adequate wage.					
4.	The payment pattern is consistent with other institutions.					
5.	The non monetary benefits provided by organization is good.					

3. Working conditions.

	Statement	SA	A	N	DA	SDA
1.	I have secure working conditions in this institution.					
2	I am happy with the physical working environment(cleanliness,space,canteen,toilet.....etc)					
3	I am satisfied with the resources(material,informations,wifi..etc)I need to do my job effectively.					
4	There is a cooperative working environment at my work place.					
5	Managemet is always ready to adopt innovative ideas and concepts.					

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4. Opportunity for growth and development.

	Statement	SA	A	N	DA	SDA
1	Iam satisfied with the growth opportunities available for me in present job.					
2	When I have done a good job it is acknowledged by my higher authorities and colleagues.					
3	Everyone have an equal chance to get ahead in the organization based on performance regardless of sex,age,racial or ethnic background.					
4	Iam satisfied with the extension activities available in our organization.					
5	There are numerous opportunity for individual creativity and self improvement in our institution.					

5. Work and total life space.

	Statement	SA	A	N	DA	SDA
1	My higher authorities understand my family or personal life needs.					
2	My current working hours easily allow me to attend to home chores.					
3	My family is happy with the time they get with me after work.					
4	I feel satisfied in fulfilling my family role regardless of work pressures.					
5	If I wish, I can easily take leave to attend to any family emergency.					

6. Occupational stress.

	Statement	SA	A	N	D	SDA
1	The work stress in our organization is low.					
2	The management has attempted to understand stress.					
3	My working environment is stressful for my physical health and mental health.					
4	The grievance redressal system in my college is satisfactorily perform.					

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5	I am facing the problem of work overload and there is always conflicts among collegues.					
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7. Participation in management .

	Statement.	SA	A	N	DA	SDA
1	There is a better communication between the authorities .					
2	Colleges conducts regular meetings with all staff for a mutual understanding.					
3	Everyone have given opportunity to express their views in various matters.					
4	I am never feel disappointed while expressing new ideas.					
5	There is no gender discrimination in participation.					

8. Problems facing from students.

	Statement	SA	A	N	DA	SDA
1	Students are influenced by the union					
2	Unwillingness in studies					
3	Disobedience in class.					
4	Indifference behavior in campus					
5	Unwillingness to participate in extracurricular activities.					

9. Are you experiencing or experienced the following ?

Factors	Never	Sometimes	often
Headache or migraine			
Depression			
Low self esteem or confidence			
Anxiety or angry			
Inability to concentrate			

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10. Please place a rank in the appropriate boxes which you practice for reducing stress ?

SL.No	Factors	Rank
1	Prayer	
2	Spending time with family	
3	Music	
4	Interaction with colleagues	
5	Sleep well	
6	Diary writing	
7	Talk to close ones	
8	Meditation	
9	Watching movie	
10	Doing hobby	

11. Do you have any suggestions.....specify ?

.....Thank you.....