

# A Study of Occupational Stress and Mental Health in Private and Government Working Woman (Clerk)

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## Abstract

Stress is critical matter in present world. Stress is unavoidable characteristic of life work. In present paper, the researcher explores the impact of occupational stress in private and government working women (clerk). The main purpose of this study is to get information about occupational stress in private and government working women. For this study, we have selected 60 working women (30 private & 30 Government Clerks) from Bhavnagar city through random method. Along with personal data sheets, the occupational stress scale developed by A. K. Shriwastav and A. P. Sing and mental health scale developed by A. K. Shreevastav and Dr. Jagdish was used in data collection. Data was analysed by "t" test verify the hypothesis. The results show that there is a significant difference between private and government working women (clerk) in occupational stress. So, the Hypotheses is a not accepted. there is no significant difference between private and government working women (clerk) in mental health. So, the Hypotheses is an accepted.

**Keywords:** Occupational Stress, Mental Health, Work satisfaction.

## Introduction

Humans always live their lives in the vicinity of natural resources. If there is a unique, intelligent, and thoughtful creature on earth, it is human. He has lived his life by creating artificial conditions in the vicinity of nature. Humans have created many benefits and difficulties for themselves by generating new situations. Human raised resources for life needs. Because of these needs, human values have changed and social and professional life has risen. The ways of living are changing. In the modern age, human needs are not satisfied by man-made systems. For example, despite the same duties, equal pay and equal rights of the employee, one's financial needs are satisfied while the other is not satisfied. When these two types of situations generated, psychological conflict arises in the human life. This affect the person. A person with problems loses both their physical and mental health.

There are many factors that generate stress in the person. A person has to face stress at his / her workplace. Such stress is referred to occupational stress. It creates a breakdown in psychological and physical equilibrium. Individuals deviate from their professional behaviour due to this obsession. Different factors are responsible for this occupational stress. According to Luthamus' research, the causes of occupational stress can be divided into four parts. (1) External organizational stressors (2) Organizational stressors (3) Group stressors (4) Individual stressors. Some of the factors outside the business sector, such as social and technological change, family, occupational relocation in a new city, economic status, race, ethnicity, housing, etc., can create occupational stress. It has an impact on the lifestyle. Studies show that as any organization becomes more complex and widespread, organizational stress increases.

A group is also a basic or important source for a person's stress. Any stressors personally influence the individual. Just as there are variations in causes of occupational stress, results also vary. Occupational stress has physical, psychological, social and behaviour consequences. Studies by psychoimmunology, neuron, Geocryology, Neurophysiology etc., shows that how occupational stress influences the person's physical

health. It shows that long-term occupational stress creates a role for somatic disease. Sally did research in biochemical, anatomic, and neurohormonal in 1996 and 1983 and demonstrating that stressors can make the difference in physiological reactions. Zegams (1982) showed that occupational stress resulted in poor immune system, increased secretion of the endocrine glands, increased heart rate and pulse heartbeat, decreased digestive tract, insomnia and so on. The neurotransmitters of the brain, neuromodulators and neuroendocrine work were also affected as well. Wu SY, Wang M Z, Li J, Zhang X F, (2006) conducted a "study of the intervention measures for the occupational stress to the teachers in the primary and secondary school",

#### **Review of Literature**

Mental health is generally confused with absence of mental illness but mental health is not merely being free from mental illness. We ignore mental health in our regular life. Mental health affects all our activities whether at home, school or any workplace. It may be understood by the way we get along with our life. It is a sort of equilibrium between what we have and what we intend to have. As noted by the world federation for mental health "The term mental health represents variety of human aspiration; rehabilitation of the mentally disturbed, prevention of mental disorder, reduction of tension in a stressful world and attainment of a state of well-being in which the individual functions at a level consistent with his/her mental potential".

Mental health refers to our cognitive and emotional well-being. It is all about how we think, feel and behave. According to medical dictionary (2012), mental health is emotional, behavioural and social maturity or normality. The absence in which one has one's instinctual drives acceptable to both oneself and one's social milieu. An appropriate balance of love, work and leisure pursuit. Emotional well-being involves the presence of a positive effect, absence of negative effect and an evaluation of life satisfaction. Individual who experience more positive life experiences will experience more emotional well-being. Mental health difficulties can affect an individual's functional and working capacity in numerous ways. In the work place, this can lead to absenteeism, require sick leave and reduce productivity. Mental health problems do not just affect individual but they affect entire community (Gabriel & Limatamen – 2000; Melisa – 2020).

Occupational stressors also have an impact on mental health. The results of studies conducted to find out if occupational stressors have an impact on mental health showed that both factors have a causal relationship. Studies by Alcides & et al. (2020) showing occupational stress has a positive relationship with mental health. The results show that distorted anxiety, stress and fatigue are more prevalent. Thompson (2020) Kaufman & Beehr (1989) showed that occupational stressors are associated with irritability, anger, anxiety, apprehension, poor

decision-making process, frequent change of mood, impact on immediate memory, feeling of failure etc.

The more a person experiences psychological fitness in his or her profession, the more he or she gets satisfaction. The psychological effect is less seen where attachment with work is higher. As a result, physical and mental health are maintained. The study is based on a female clerk in the private and government sectors. Workload is different in the private and government sectors. As a woman sets foot in the business world, her area of adjustment also expands. It is important for a married woman to adjust to every situation. Have to constantly adjust to family, children, society, relatives, business, fellow employees, etc. If not adjusted, the stress is confronted. That's why this study is about the impact of occupational stress and mental health on a female clerk in the private and public sector.

#### **Objectives of the Study**

1. The study & compare the occupational stress among private and government working women (clerk)
2. The study & compare the mental health among private and government working women (clerk).
3. The study & compare the occupational stress and mental health among private and government working women (clerk).

#### **Hypotheses**

1. There is no significant difference between private and government working women (clerk) in occupational stress.
2. There is no significant difference between private and government working women (clerk) in mental health.

#### **Methodology**

##### **Sample**

The sample was stratified of working women (clerk) from Bhavnagar city them 30 from private women clerk and 30 government women clerk. Total sample of 60.

##### **Variable**

##### **In depended variable**

1. Private working women clerk
2. Government working women clerk

##### **Depended variable**

1. Score got by private and government working women clerk in occupational stress.
2. Score got by private and government working women clerk in mental health.

##### **Tools**

1. Individual information sheet
2. Occupational stress and mental health inventory

The occupational stress inventory constructed and standardize by A.K. shreevastav and A.P. sing used for the study. The scale was developed by psychologist A.K. Shrivastav & Singh[1981]. Total 46 statements in this scale, parting in two part very, "positive" and "negative". In have positive sentence is 1, 2, 3, 4, 5, 9, 11, 12, 13, 16, 17, 23, 24, 25, 26, 27, 28, 29, 34, 35, 36, 37, 38, 39, 42, 44, 45 and 46 it marks measurement is 5,4,3,2, and 1. In have negative sentence is 6,7,8,10,14,15,18,

19,20,21,22,30,31, 32,33,40,41 and 43 it marks of measurement is 1, 2, 3, 4 and 5 The mental health inventory constructed and standardize by A.k. shreevastav and Dr. Jagdish used for the study. The mental health scale was developed by Jagdish and A. K. Srivastva (1983). This scale has total 56 sentences which measured mental health. This scale has four point scale in this scale sentences no. 1, 2, 3, 4, 5, 7, 10, 11, 13, 14, 15, 16, 17, 18, 21, 22, 23, 24, 25, 28, 30, 35, 40, 42, 46, 49, 55 are negative and others are positive and for always, most of time, some time and never, 4, 3, 2 and 1 score is used and which are negative sentence for always, most of time, some time, never 1, 2, 3 and 4 score is used. This scale is having reliability 0.73 and validity 0.54.

**Statistical analysis**

The aim of this study is to find out ‘t’ test with the help of statistical technique .

**Result and Discussion**

**Table – 1**

‘t’ ratio of the occupational stress between private and government working women (clerk)

Variable	N	M	SD	‘t’ value	Level of significant
Private	30	28.53	17.73	2.94	0.01
Government	30	40.03	11.95		

\*\* p < 0.01

**Table – 2**

‘t’ ratio of the occupational stress between private and government working women (clerk)

Variable	N	M	SD	‘t’ value	Level of significant
Private	30	27.73	16.42	0.18	N.S.
Government	30	28.53	17.73		

**Discussion**

The out come of the present study clearly indicates that there is a lot of difference between the private and government women clerk in occupational stress. The mean of private clear is 28.53 and government clerk is 40.03. It is clear that the occupational stress level as compared to government clerk.

The female clerk, working in the private sector, has to work only with her own organization and work on her own, with no other responsibility. Thus, they can do their work without any tension and if there is a mistake, then the responsible person is

the organization. That way they can do their job well. While Clark’s responsibilities are high in the Government field, they face many responsibilities if they make a mistake in the work. In addition, in some emergency situations, their responsibilities are likely to change. This is why they live in tension and work stressfully because of stress. This swimming pool is based on this study.

According to the ‘t’ test the numeric value that we got 2.94 which is significant at 0.01 level. Therefore the hypothesis that there is no significant difference between women at private and government field in occupational stress stand rejected.

The out come of the present study clearly indicates that there is a no difference between the private and government women clerk in mental health. The mean of private women clerk is 27.73 and government women clerk is 28.53. According to the ‘t’ test the numeric value that we got 0.18. which is no significant at 0.05 level. Therefore hypotheses that there is a no significant difference between private and government working women (clerk) in mental health stands accepted.

The working women works by adjusting to their spouse, family relationships, child-responsive relationships as well as the environment in which they work in the field, fellow employees, type of work, salary, etc. so they get enough work satisfaction in their business. Being happy with his work, his mental health is always good. If there is a private or government sector, if the adjustment is good then mental health is good.

**Conclusion**

There is a significant difference between private and government working women (clerk) in occupational stress. So, the Hypotheses is a not accepted. there is no significant difference between private and government working women (clerk) in mental health. So, the Hypotheses is an accepted

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