

Occupational Stress Among Security Guards: A Case Study Of Ranchi District

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Abstract- *Stress is an integral facet of life that has deep implications for an individuals functioning in the world. Occupational stress can be stated as the strain or conflicting situations being faced within the organisational environment. Although the presence of stress can assist an individual in performing, stress can unbalance a person's equilibrium and lead to physical, psychological and behavioral symptoms that burden them. Stress is an integral feature; it often results from unexpected responsibilities & pressures that do not align with the employees' knowledge, skill or expectations, resulting towards the person's inability to deal with the situation. Occupational stress has impact not only on the individuals work but also on the overall health and family of the person. This article aims at stating the relationship between the occupational stress and health condition among the security guards of Ranchi District*

Keywords- occupational stress, organisational environment, security guards

I. INTRODUCTION

Stress is one of the most common phenomenons being experienced by most of the people. Stress may be stated as a real or interpreted threat to the psychological and physiological response producing mental tension or behavioral reactions leading to sickness. This increases the demand for adjustment upon the individuals. Signs of stress can be seen in people's behavior, especially due to changes in the behavior. This can be noticed due to increased anxiety, depression, irritation, and fatigue. It can also be noticed due to behavioral changes such as being detached, aggressive, and over-emotional and being de motivated. If stress persists, it can lead to several problems such as Tension, Head ache, Blood pressure, Irritation, Heart disease and Body fatigue

The study mainly intends to measure the depth of the amount of occupational stress and burnout one may experience on the other side. The concern for employee's wellness in the workplace has extended with the focus shifting from employees with challenges to focusing to every employee. Research has been conducted on occupational challenges such as stress.

Security guards working in an organization face physical as well as psychological stress due to the tedious work involved in their job. Occupational stress results from the interaction of the worker and the conditions of work. Views differ on the importance of workers characteristics versus working conditions as the primary cause of occupational stress. The differing viewpoints suggest different ways to prevent stress at work. Difference in individual characteristics such as personality and coping skills can be very important in predicting whether certain job conditions will result in stress. In other words, what is stressful for one person may not be a problem for someone else? This view point underlines prevention strategies that focus on workers and ways to help them cope with demanding job conditions. Hence the present study was undertaken to assess impact of various parameters on the occupational stress among security guards working in various sectors and formulate a regression model.

II. LITERATURE REVIEW

Stress is an easily branded term in our society and hence the clarity of its meaning becomes diffuse (Warshaw, 1979; Schiebush, 2000).

The important outcomes that approximately one in five workers reported stress arising from work. there are caused by excessive workloads or lck of managerial support, ill health and certain stress related activities such as alcohol consumption & smoking. Azizi Yahaya, Noordin Yahaya, Abdul Talib Bon, Sharifuddin Ismail and Tai Chui Ing. (2011)

Occupational stress is defined as any discomfort which is felt and perceived at a personal level & triggered by instances, events or situations that are too intense & frequent in nature so as to exceed a person's coping capabilities and resources to handle them adequately. Malta (2004)

Occupational stress is considered a challenge for the employers & because high level stress and because high level stress results in low productivity, and other employee problems it is necessary that managers find a way of

addressing the issue of occupational stress. (Elevainio et al, 2002)

There is important finding that one in five workers reported stress arising from work. these were caused due to excessive work pressure, lack of managerial support, leading to ill health. Azizi Yahaya, Noordin Yahaya, Abdul Talib Bon (2011)

Work life imbalance is one of the major attributes which contribute to the stress of the employees, then stress creates certain impacts within the organisation such as job dissatisfaction, behavioral problems, and increased employee turnover, increased accidents, and low production. Tillotama Azad (2014)

Occupational stress results from the complex interaction between large systems of interrelated variable working conditions such as role conflict, under participation, powerlessness, low status, strenuous. . Thus, the nature of job and working conditions are responsible for the level of stress that employees face A study conducted on ‘Occupational stress among employees.’ Niharika & Kiran, 2014

There is effect of stress on work factors (e.g., morale, job satisfaction. Task effort, organisational commitment, etc) P.Kannan and Suma (2015)

III. OBJECTIVES

- To find out reasons of stress among the security guards
- To find out the outcome of stress among the security guards.

Hypothesis:

- **Ho:** There is no significant level of occupational stress among the security guards.
- **Ha:** There is significant level of stress found among the security guards

IV. RESEARCH METHODOLOGY

Descriptive research method has been used for the study. A sample size of 30 was selected for the purpose. The sample was selected by using convenience sampling method. Schedule was used to collect the responses from the target sample. The selected sample consisted of security guards working within organizations as well as home security guards. Two sources were used to elicit information from the selected sample. These two methods were in the form of schedules and

the stress symptoms checklist. The checklist was designed to be very brief, easy to understand and was therefore suitable for the target sample

The collected data was analyzed both quantitatively as well as qualitatively

Identified sources of stress (Fig. No. 1)

	High stress causer	%	Stress causer	%	Can't tell	%	Stress causer only some times	%	Never a stress causer	%
Low income	17	58%	9	30%	2	6%	2	6%	0	0%
Work overload	10	33%	8	27%	5	17%	6	20%	1	3%
Pressure from higher authorities	6	20%	8	27%	3	10%	6	20%	7	23%
Stringent working conditions	8	27%	10	33%	5	17%	5	17%	2	6%
Lack of advancement	8	27%	16	54%	3	10%	2	6%	1	3%
Scarcity of family time	6	20%	7	23%	3	10%	8	27%	6	20%
Other Family related problems	8	27%	7	23%	9	30%	4	14%	2	6%

Source: Data Collection

On seeing the above data we can say that most of the stressors are causing very high level of stress amongst the security guards from which low income generation is causing the maximum amount of stress, its contribution to stress being 88%. Stringent working conditions, lack of advancement and other family related problems fall second in the category, there contribution to increased stress level being 60%, 81% & 50% respectively. Next in the position is work overload whose contribution in increased occupational stress is 60%. Followed by it is pressure from higher authority and scarcity for family time whose contributions are 47% and 43% respectively.

Checklist for outcomes of stress (Fig. No. 2)

Outcome of stress	number of employees facing the outcome	percentage	number of employees not facing the outcome	percentage
Tension	26	87%	4	13%
Head ache	23	77%	7	23%
Blood pressure	13	43%	17	57%
Irritation	17	57%	13	43%
Heart disease	12	40%	18	60%
Body fatigue	21	70%	9	30%
Excessive consumption of alcohol/cigarette	8	26%	22	74%

Source: Data Collection

Further we observe that there is adequate impact of stress on employee’s health factor, we observe that occupational stress leads to increased tension, headache, blood pressure, irritation, heart diseases, body fatigue and even leading to excessive consumption of alcohol/cigarette.

V. CONCLUSIONS

We are well aware that occupational stress is prevalent worldwide. Occupational stress being present all

over, it is one of the most vital issues to be dealt for an effective employee performance. Thus from the above discussion we can say that there is an effective role of occupational stress on security guards health issues, which may affect their work performance as well. The occupational stress leads to the development of negative outcomes for the security guards such as degradation of the general health as well as of satisfaction level. The occupational stress is harmful not only for the security guards but also for the general society. High level of stress causes negative effect on employees physical & mental well being which ultimately shows effect on performance. Most of the security guards are not satisfied with their occupation due to several reasons such as low income, harsh working conditions, or not having appropriate family time. This leads to several negative results in most of the cases.

Suggestions

- Security guards should be treated humanely at the work-place.
- There should be timely & adequate increments in their salary.
- They should be provided with proper amenities
- Proper workshops should be conducted by the agencies so that the guards remain motivated.

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