Impact of Occupational stress on pharmaceutical employees in Bangalore Industries

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ABSTRACT

Our study explores the influences Impact of Occupational stress on pharmaceutical employees in Bangalore Industries how work load, lack of proper job training to the employees increases job stress and effect the productivity in the organization. The present study aimed at i) To understand the impact of company culture and work load, on stress and Absenteeism ii) to study the relationship between Stress and work load,. III) to know the factors causing of stress in pharmaceutical companies. The study was conducted in Bangalore , Karnataka with a sample of 250 women pharmaceutical professionals. The sample selection was done by convenience sampling method. The data was analyzed using descriptive one way analysis of variance and Pearson's correlation test . Results showed that the pharmaceutical employees experienced moderate level of stress and stress dimension. This study reveals that 85 percent of the respondents experience medium level of stress and stress dimension also suggested the Work culture and workload significantly influence the over all stress and depression experienced by the employees. Our study shows that there might be a strong relationship between over all stress and Company culture.

Introduction

Organizational culture as a set of values, beliefs and assumptions collectively shared by all members of an organization. The chapter sketches the background to the study in terms of the historical perspectives of organizational culture. Holbeche (2005:36) states that culture is formed by many factors, including the societal culture in which an organization exists, its technologies, markets and competition. Culture develops during the course of social interaction. In organizations, there are many different and competing value systems that create a range of organizational realities and subcultures, rather than one uniform corporate culture. Stress is often developed by the organization culture of work load assignment, way they do the work, when an individual is assigned a major responsibility without proper authority and delegation of power . inter personal factors such as group cohesiveness , functional dependence, communication frequency ,relative authority and organizational difference between role sender and focal persons are important topics in organizational behavior. Stress and depression found that , it is related to exhaustion and work load factors in various organization. Stress on the job is costly for employers, reflected in lower productivity, reduced motivation and job skills , and increased and accidents. The present studies are an attempt to investigate and to compare the level of stress experienced by the Pharmaceuticals employees in Bangalore industries of Karnataka. The study aims to ascertain the level of stress and coping strategies adopted by the Pharmaceutical companies .Today in modern economy stress is the destroyer of employee performance as well as employee overall growth in the industry. Stress is defined as an adaptive response to an external situation that results in physical, psychological and or behavioral deviations for organizational participants stress can manifest itself in both positive and negative ways stress is said to be positive when the situation offers an opportunity for one to gain something. Depression is a type of mental disorder that affects a anxiety, anger and depression.

In Karnataka Pharmaceutical companies either stress or Company causes ratchet than the effect of several physical, mental and emotional problems. When such situations prevails in the Pharmaceutical companies, Employees has to face all the problems. Maintaining the work and life becomes a tough task. Based on these factors the current studies were designed. It is negative when stress is associated with heart disease, alcoholism, drug abuse, and marital breakdown, physical organizational and emotional problems. Stress is associated with constraints and demands can lead to potential stress. Stress is high when there is an uncertainty of outcome and hence outcome is generated significant streets are from individual, group and organizational sources. In a Pharmaceutical companies a causes of stress are task demands, role demands, interpersonal demands, organizational structure, organizational leadership and the organizations life cycle. Task demands are factors related to a person's job. This includes the design of the individual's job working conditions and the physical work layout. The more independence between a person's tasks and the tasks of other the more potential streets there is jobs where temperature, noise or other working conditions are dangerous or undesirable can increase anxiety. Role demands includes role conflict, role ambiguity, role conflict occurs when an employee or professionals receives competing and conflicting expectations from others. Role ambiguity results from having unclear expectations. All these role demands are stressors. Interpersonal demands are pressures created by other employees lack of social support from colleagues and poor inter relational ship can cause considerable stress, especially among all type of employees and

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professionals with high social needs. Life and career changes can also be stress and depression producing life changes may be slow or sudden. These changes have dramatic effect on people sudden changes are highly depression and stressful; career changes may also be stressful.

Review of Literature

examined individual stressors (**Mc Grath 1976; Newton and Keenan, 1987**). It is also reported by many researchers that the low job satisfaction was associated with high stress (Hollingworth et al., Abdul Halim, 1981; Keller et al., 1975; Leigh et al, 1988). Age can be explained in the terms, that the individuals matured personality disposition related to the attainment of developmental tasks specific to each developmental tasks specific to; each developmental phase and its influence on individuals perception of the situations as stressful or otherwise. Several researchers reported that in industrial setting job satisfaction and job involvement increases with age and as a result occupational stress would decreases (Cherrington, 1979) in view of dearth of conclusive studies about whether the same this is true with the teachers at different age levels in India, the present study was conducted.

Beehr and Newman (1978) define occupational stress as " A condition arising from the interaction of people and their jobs and characterized by changes with in people that force them to deviate from their normal functioning. According to French and caplan (1975) " pressure of both qualitative and quantitative overload can result in the need to work excessive hours , which is an additional source of stress ". Having to work under time pressure in order to meet deadlines is an independent sources of stress. Studies shown that stress levels increase as difficult deadlines draw near. Stress is often developed when an individual is assigned a major responsibility without proper authority and delegation of power . inter personal factors such as group cohesiveness , functional dependence , communication frequency , relative authority and organizational difference between role sender and focal persons are important topics in organizational behavior. Stress and depression found that , it is related to exhaustion and work load factors in various organization. Stress on the job is costly for employers , reflected in lower productivity , reduced motivation and job skills , and increased and accidents.

Methodology

Research design

The study explores the organizational role of stress and absenteeism among the Pharmaceutical employees in Bangalore Industries.. The study uses the research design. A survey was conducted among the Pharmaceuticals companies with the help of questionnaire. b) Sampling Techniques The sampling population of this research includes 150 Pharmaceutical employees Bangalore. In this , the authors adopted a convenience sampling techniques for selecting the sample. Researcher generally uses convenience samples to obtain the large number of completed questionnaire quickly. There will be no bias in the responses in using the convenience sampling since the respondents mutually participated in this survey.

Procedure: Data for this investigation were collected in two steps, starting with seeking permission from the authorities concerned to involve Managers in their in Industry in the study. Almost all the authorities agreed to co-operate in the study. Prior appointment were obtained from the managers who were given the bio-data sheet, the Occupational Stress Index, the job Descriptive Index and requested to complete the schedules at

their own time and leisure. Those who had free time in the office (industry) filled in the questionnaire on the spot and others chose some other time.

Sample Area

The study was conducted in Bangalore, Karnataka. Bangalore has the large number of Pharmaceuticals companies companies in south India. The Pharmaceuticals companies has extended their business in all areas namely Pharmaceuticals companies

H0: There is no significant relationship between Company culture, workload and employee Pressure.

H1: There is significant relationship between Company culture, workload and employee Pressure.

Discussion

Hill and Jones (2001) define organizational culture, or corporate culture as comprised of the artifacts, experiences, beliefs and values of an organization. Organizational culture has been defined as 'the specific collection of values and norms that are shared by people and groups in an organization and that control the way they interact with each other and with stakeholders outside the organization. Hill and Jones also observe that organizational values are beliefs and ideas about what kinds of behaviour group members of an organization should pursue and about the appropriate kinds or standards of behaviour members should use to achieve the organization's goals. Organizational values develop organizational norms, guidelines or expectations that prescribe appropriate kinds of behaviour by employees in particular situations and control the behaviour or organizational members towards each other. (www.en.wikipedia.org) Frost, Moore, Louis, Lundberg and Martin (1985:27) note that an informal organization is essential to the successful functioning of formal organizations. Codes of conduct arise and ensure commitment, identity, coherence, and a sense of community. Recognition of the prevalence and potency of workplace culture is not 1restricted to business scholars and social scientists. Most anyone entering an unfamiliar work setting knows the feeling of being an outsider; one sometimes feels as though one has just arrived in a foreign country. Real wisdom in such situations means recognizing that the unspoken is more powerful than what can be conveyed through speaking. One gradually gains a sense of the feel, the smell, the personality of a workplace, a way of working, or a kind of work -though it may be difficult to put it into words so that an outsider will understand. Organizational scientists under a variety of labels have studied this indigenous feel of a place and its caste in the past. Thus the notion of organizational culture has a rich a heritage. The phenomenon has been considered as the character of an organization its climate, ideology, and image. It encompasses notions of informal organizations, norms and emergent systems. Schon (1979) as cited by Frost et al (1985:31) states that the notion of cultural organization is rooted in both anthropology and sociology. The notion that organizations have cultures is an attractive heuristic proposition, especially when explanations derived from individual-based psychology, or structural sociology prove limiting. Culture implies that human behaviour is partially prescribed by collectively created and sustained ways of life that are more than individual since they are shared by diverse individuals. The subjects in the young adult group must have put in 1 to10 years of service in their job which is relatively a short period. They may be getting adjusted to their jobs as well as to the demands and adjustments of young married life. Perhaps the reduced job

satisfaction in young adults might have resulted from their occupying lower status positions in organization as a result of which they have minimal organizational power and little control over work demands. Under such circumstances it may be expected that, compared to the middle aged who are more or less settled in their personal as well as work life's, young adults found their jobs much more stressful. Subjects' age, as a main variable, was for lower occupational level employees the effects of role conflict are more important than role ambiguity which might have resulted in their high score on intrinsic impoverishment, powerlessness and low status. The high mean scored of member of the young adult group on unreasonable group and political pressures shows their intolerance of pressures which might create role ambiguity and role conflict in their work. Since they are in a state of adjusting to both their work and personal lives'. They perceive involvement of such pressures in work as the rigidity, as many gerontological studies state, (Jamuna and Sujata Ramamurthi, 1984) grows with age or long tenure of the job perhaps makes the individuals (by them in their late middle age) resist and result the directions of unreasonable group and political pressures that might be involved in several aspects of their job starting from supervision of their subordinates to their products, this might have caused them to feel more stressful on this factor. New entrants typically have high expectations as young executives, and coming from their training institutions they may find a industrial environment as too ill-designed and without much scope for applying their knowledge. They may feel to have few or now chances to realize their abilities. According to Coopey (1990) culture can be carried, for example, in the form of artifacts, language, myths and ideologies and provides the basis for "shared meanings" which can be used to guide behaviors and interpret experience. Cultural knowledge can exist as beliefs and values that provide framework for simplifying events i.e. Surface Knowledge. An organization can develop a strong culture that will represent identity and power and is deeper than the explicit aims and needs of a job. Development of a culture can arise from the interaction of the founder's and individual member's beliefs and values, and the internal and external environment. The founder may have the greatest influence on the culture when the organization is in its earliest stages. This influence may be weakening as the organization grows and develops. A general culture may merge but subcultures may also be apparent. These may arise due to the heterogeneous nature of the aims and goals of the different departments and the individual working within them. In times of "environmental turbulence" these subcultures should pull together by recognizing the general culture of the organization and preventing a breakdown between subcultures. Changes in the organization that have arisen due to changes in the environment have to be met by considering the culture of the fundamental role it plays in the life of the organization. Coopey (1990) considers three main viewpoints for approaching culture:
• Comparatively, focusing on organizations of different cultures
• Looking at corporate culture to enable understanding of the performance of the organization.
• Viewing the organization as a culture in its own right.

According to Pettigrew (1990) quoted by Morrison, Brown and Smit (2006:40), associates culture with the forces of 'coherence and consistency' in the organization. Culture is seen as a system of informal guidelines and as a form of social agreement that helps people understand how life in the organization, including reward and punishment. Organizational

culture will, for example, be evident in the symbols and rituals of the organization, as well as in the beliefs and ideologies of management. The impact of culture is reflected in several key aspects of organizational functioning, key problem solving styles, as well as organizational structure preferences, control systems, reward systems, and human resources practices. Organizational culture is potentially also a dysfunctional factor. In attempting to establish project management as a new management discipline, especially in an organization with a functional hierarchy past, unexpected resistance may come from the culture of the organization. Organizational culture is known for nurturing self-sustaining forces that tend to preserve past successful behaviours and sources of power, not recognizing the need to adapt to change in the environment or strategy.

A framework for understanding organizational culture

According to Schein (1985) as cited by Kaarst-Brown, Nicholson, von Dran and Stanton (2004:34), culture is a pattern of basic assumptions-invented, discovered, or developed by a given group as it learns to cope with its problem of external adaptation and internal integration that has worked well enough to be considered valid and, therefore, to be taught to new members as the correct way to perceive, think, and feel in relation to those problems. Schein goes on to express his view that culture is a learned product of group experience. Culture is found, therefore, where there is a definable group with significant history, regardless of the structural level of analysis. An organization's culture is initially formed as a result of early experiences and the influence of early leaders. Overtime, assumptions about how to operate become so implicit imbedded in the underlying assumptions of action that they are difficult, if not impossible, to articulate. Diagnosing cultural characteristics is challenging. Schein (1985) argues that there are three levels to culture that interact: artifacts and creations, values, and basic assumptions: Level one focuses on artifacts and creations which is the most visible level of culture because it is the constructed physical and social environment, including the language. Schein's interpretation of artifacts is "the physical output of the group" rather than any reference to information technology itself. To develop an understanding at this level, one can "attempt to analyze the central values that provide the day-to-day operating principles by which the members of the culture guide their behavior". Level two focuses on values. Although this cultural level can provide insights into what insiders view as the "should's" of the organization or unit, there can be conflicting interpretation of what the organizational values are. Leaders communicate their values, and these values lead to success, then a process of cognitive transformation takes place. This process results in beliefs and then assumptions that are unconscious and automatic. Schein further suggests that many values remain conscious, explicit articulated, and form the normative guiding principles for groups. Schein's level three, basic assumptions, is equated to Argyris and Schon's (1978) "theories-in-use". Basic assumptions may be so implicit taken for granted, and unconscious that surfacing them can require intensive interviewing and observation. Yet, when we do surface them, the cultural pattern suddenly clarifies and we begin to feel that we really understand what is going on and why. The view of organizational culture as fragmented reflects the challenges of achieving cultural consensus and exhibits a high level of acknowledgement and acceptance of cultural ambiguity. In the fragmented organizational culture, the cultural artifacts are neither clearly consistent nor inconsistent, and newcomers or

outsiders may have difficulty discerning a dominant culture other than the fact that greater cultural diversity coexists. Occupational culture is in part determined by specialized training and knowledge sets. In addition to defining occupational boundaries, cultural knowledge can also define boundaries of affiliation, create barriers, or facilitate interaction and cooperation. For example, occupational language and rituals associated with special fields such as medicine, library science, accounting, and others create bonds between those who share them and may exclude those who do not have knowledge of them. Lack of common cultural knowledge may negatively impact organizations because communication requires a common language about the business, as well as cultural community that underscores shared meaning. Employees Absenteeism is moreover very much related to the company culture, which is having direct affect on employee work load his commitment, health, absenteeism, Important characteristics of Indian workers are that, they are in the habit of absenting from work due to occupational stress, compared to workers of other countries. The rate of Absenteeism ranges from 4.3% to 44.8%.It also varies with the seasons in the year, the highest being during May, June of every year. The main reasons for absenteeism are sickness, accidents or maternity. These factors accounted for about 1.1 to 6.6%. Social and religious causes as high as 1.7% to14.2 %.Other causes like visiting villages for attending litigation, rest, and recreation account for 0.1% to17.5 % of total absenteeism. Absenteeism is directly effects on the progress of the Pharmaceutical companies as well as country and as such the companies are facing a downward trend due to recession and all that are involved in the process are to be looked into. Employees Absenteeism.

TRAINING: IDENTIFICATION OF THE TRAINING NEEDS: Training needs may be new training needs or retraining needs. These are identified once in a year. Department heads identify the training needs of their employee through appraisal system. New employee is assigned a new job and is trained for the same. Training needs are considered at 3 levels 1) Individual On¬level 2) Department level 3) Organization level Kinds of training provide   In house training Annually Training Dept. prepares its own¬the job training training calendar.

Findings

90% of the employees respond that There is significant relationship between Company culture, workload and employee Pressure.

(X) Among the difference occupational stress variables role overload, role authority, role conflict and lack of senior level support contribute to the occupational stress among pharmaceutical employees.

Psychological and behavioral problem like mood changes, inferiority complex, reduced aspirations, reduced motivation, job skills and self esteem. Organizational factors like job dissatisfaction, behavioral problem, increased absenteeism, production turn over and lower productivity. In Pharmaceuticals companies the negative consequences of stress more effort on the part of the policy makers, practitioners, and organizational management envisaged. The researcher there by making few

efforts to suggest some effective measures, that can alleviate stress of women software professionals and lead to the better adjustment within the organization. They can be explained as fallows. Organizing stress management program that focuses on different categories of employees at all hierarchical level. Many situational observations of employee employer interaction identified within the organization can lead to depression and stress at work place. Such as relationship with co worker, unsupportive superiors, fear towards management, lack of communication and consultation, too much interfere with employee family and social life, too much pressure, feeling job difficulty, lack of control over the way the work is done, insecurity and threat of un employment.

Conclusion

We conclude that Pharmaceuticals employees or professionals experience considerable level of stress and Health problems in Bangalore, Karnataka. 90% of the employees respond that There is significant relationship between Company culture, workload and employee Pressure.Managers must take essentials measure to help them to overcome these stress & health related problems. This would help not only the pharmaceutical staff and junior management employees but also the managers to improve the productivity ratio. The management should provide various types of training and development facilities to the Pharmaceuticals employees in order to reduce the stress in organization The management must give more refreshment and motivational program which will reduce the employees stress. And continuous training has to be given to the employees regarding everyday updates in the market, so that they can develop their skills to overcome job obstacles.

1. (Mc Grath 1976; Newton and Keenan, 1987).
2. Hill and Jones (2001)
3. According to Pettigrew (1990) quoted by Morrison, Brown and Smit (2006:40),
4. Schein (1985) as cited by Kaarst-Brown, Nicholson, von Dran and Stanton (2004:34),
5. Argyris and Schon's (1978) "theories-in-use".
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