



# "Enhancing Job Satisfaction Through Reduction In Occupational Stress Among Working Women In Lucknow: A Delicate Balance Of Work And Well-Being"

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## ARTICLE INFO

## ABSTRACT

This study investigates the intricate relationship between stress-reducing factors and job satisfaction among working women in Lucknow, India, titled "Enhancing Job Satisfaction Through Reduction in Occupational Stress Among Working Women in Lucknow: A Delicate Balance of Work and Well-being." Recognizing the detrimental effects of workplace stress on employee health and organizational productivity, the research aims to identify the factors influencing job satisfaction and stress levels among female employees.

Drawing from existing literature and employing an exploratory research design, the study utilizes a primary survey administered through structured questionnaires to 100 women educators in Lucknow. The data is analysed using correlation and regression techniques to examine the impact of both official and personal stress-reducing factors on job satisfaction.

The findings reveal that official stress-reducing factors significantly enhance job satisfaction among working women, highlighting the importance of organizational support and resources in managing workplace stress. However, contrary to expectations, personal stress-reducing factors demonstrate a significant negative impact on job satisfaction, suggesting the need for further investigation into the mechanisms underlying this relationship.

The study underscores the importance of organizational policies and practices in fostering a supportive work environment that addresses the unique stressors faced by female employees.

## INTRODUCTION

The strain arising from demanding workloads, ambiguous task prioritization, and limited job flexibility can trigger a range of health complications in workers. If not dealt with, this stress can amplify instances of absenteeism, unplanned leave, and escalate healthcare expenditures for businesses. These factors directly impede the health of employees and overall feeling of job satisfaction, thereby reducing organizational productivity and overall effectiveness. Merely providing competitive wages isn't enough to retain and engage modern employees. Employers must acknowledge and tackle the elements influencing employees' decisions to join or depart from the company. Recognizing and effectively managing workplace stress is essential for nurturing a favourable work atmosphere and maintaining high levels of employee contentment and dedication. Shelly Wolff's assertion in the Staying@Work report (2008) underscores the profound impact of stress on businesses and the critical need to address it proactively. Stress can indeed exert harmful effects on employees' health, productivity, and overall well-being, thereby directly impacting a company's financial performance. According to the Centre for Health and Sports Medicine article published on stress and your body on June 24, 2017

- Stress adversely affects the health of 43% of all adults.
- Ailments and grievances associated with stress constitute between 75% and 90% of all medical consultations.
- Stress can contribute to a range of issues including headaches, hypertension, cardiovascular problems, diabetes, dermatological disorders, asthma, arthritis, depression, and anxiety.

- OSHA, the Occupational Safety and Health Administration, has identified stress as a workplace hazard. American industry loses over \$300 billion annually due to stress-related issues.
- More than 50% of individuals will encounter an emotional disorder in their lifetime, often stemming from persistent and untreated stress reactions.

Working women are under constant pressure to show their potential in performance at workplace and thus their occupational stress is also increasing. Many organisations are working upon the strategies to reduce this stress. Amongst which increase in job satisfaction has been determined as the major stress reducing factor and enhancing their mental well-being.

Researcher makes an effort to investigate relationship between official and personal stress reducing factors and job satisfaction of working women of Lucknow thorough the current study " Enhancing Job Satisfaction Through Reduction in Occupational Stress Among Working Women in Lucknow: A Delicate Balance of Work and Well-being ".

## REVIEW OF LITERATURE

Merike Darmody and Emer Smyth conducted a study in 2016 to investigate the factors influencing job satisfaction and occupational stress among primary school principals in Ireland. They aimed to gain insights into how principals perceive their roles and how best to support them. Using data from the Growing up in Ireland study, which surveyed nine-year-old children nationally, the researchers conducted multivariate analyses to understand the combined effects of individual and school-related factors on principal stress and job satisfaction. Their analysis, based on responses from principals in 898 schools, revealed that a notable proportion of Irish primary school principals experience low job satisfaction and high levels of stress. Regression analysis showed that job satisfaction and stress among principals were influenced by a complex interplay of personal characteristics, working conditions, school context, and teacher climate.

In 2007, Tripti, Avantika, and Prabha conducted a study focusing on the influence of stressors originating from work, family, and the interface between work and family on the job satisfaction of both male and female members within dual-career teacher couples in India. Their sample consisted of 254 couples where both partners were employed as teachers at the tertiary level in universities across northeastern states of India. Their findings indicate that stressors related to work roles and conflicts between work and family negatively impact the job satisfaction of both genders. However, family role stresses have a positive effect on female members' job satisfaction but not on their male partners'. The study also reveals that females tend to experience higher levels of stress compared to males. Additionally, individuals facing high levels of work-family conflict and work-role stress tend to report lower job satisfaction compared to those experiencing lower levels of these stressors. Notably, females experiencing high levels of family role stress exhibit higher job satisfaction than those facing lower levels of such stress.

Fumani Donald Mabasa and Hlanganipai Ngirande conducted a study in 2015 to investigate the influence of perceived organizational support on job satisfaction and organizational commitment among junior academic staff at a South African higher education institution. The study included 70 participants, with a majority being female (41.4%) and holding master's qualifications (85.7%). Participants completed a self-administered questionnaire to assess perceptions of organizational support, commitment, and job satisfaction, and correlations were analyzed to determine relationships between these variables. Additionally, T-tests and Analysis of Variance (ANOVA) were employed to examine differences in perceived organizational support based on demographic factors. The findings indicated a significant and positive correlation between perceived organizational support, job satisfaction, and organizational commitment. Furthermore, male academic staff exhibited higher levels of perceived organizational support, job satisfaction, and organizational commitment compared to their female counterparts, highlighting gendered dynamics in work participation within the South African higher education sector.

In 2018, Emily Jepkoech Koros, John M. Momanyi, and Carolyne K. Chakua conducted a study to investigate the impact of occupational stress on job satisfaction among primary school teachers in Nandi County, Kenya, given the notable turnover and attrition rates in the teaching profession. Using an explanatory survey research design, the study targeted 1652 primary school teachers, with a sample of 312 selected through simple random sampling. Data was collected primarily through a questionnaire, and analysis was conducted using SPSS.

The study revealed a positive relationship ( $\beta = .527$ ,  $p = .000$ ) between occupational stress and job satisfaction, with 45.2% of the deviations in occupational stress contributing to variance in job satisfaction. These findings highlighted widespread dissatisfaction among primary school teachers, indicating a tendency to leave the profession. Consequently, the study suggests that governmental and educational stakeholders prioritize measures aimed at enhancing career satisfaction, particularly for highly qualified and experienced educators.

In 2019, M Kumar and R Kumar conducted a study focusing on the determinants of occupational stress among urban Indian school teachers, aiming to address the growing concern surrounding this issue. Their sample included 398 teachers from New Delhi, India, with 31.9% males and 68.1% females. The research aimed to identify demographic patterns of workplace stress and assess the influence of factors such as socio-economic status and work experience on stress levels.

Using the National Stress Awareness Day Stress Questionnaire and a self-report questionnaire, the study found high stress levels among 28% of the sample, with various demographic variables significantly contributing to stress prediction models. Notably, age group, work experience, and promotion opportunities emerged as prime explanatory factors for stress levels. The study highlights the importance of continuous stress evaluation and the provision of appropriate counselling to mitigate stress and enhance teachers' quality of life. It suggests a need for public and private institutions to reassess their policies in light of these findings, emphasizing the multifaceted relationships between stressors and personal characteristics among teachers.

In their study titled "The Impact of Occupational Stress on Productivity and Efficiency of Women Professionals," Devi Sathya. V and B. Revathy (2022) examine the negative effects of occupational stress on the productivity and efficiency of female workers. Through a questionnaire-based survey, the research focuses on assessing workplace stress levels among women across different sectors in the southern districts of Tamil Nadu. The study highlights the importance of acknowledging stress in contributing to work-life conflicts and advocates for implementing strategies to help women manage occupational stress. Additionally, it emphasizes the detrimental consequences of neglecting employees' emotional well-being on organizational development. Despite limitations such as hesitancy among government employees to disclose salary details, the study suggests that its findings can be relevant to populations with similar demographics.

In their study titled "The Effects of Occupational Stress on Work Performance of Women in Selected IT Companies," Lata S P. Singh and Dr. Ashu Saini (2023) explore the impact of occupational stress on female employees in IT firms. They identify various negative outcomes associated with stress, including increased absenteeism, decreased productivity, wasted potential, diminished goodwill, reduced work effectiveness, low morale, premature retirement, and decreased job satisfaction. Stress in these contexts arises from factors such as long work hours, tight deadlines, travel obligations, social pressures, and familial responsibilities. The study underscores the importance for IT companies in the NCR region of India to take proactive measures in addressing stress to prevent further complications for their female workforce.

## RESEARCH METHODOLOGY

This study employs an exploratory research design to investigate causal relationships among dependent and independent variables. A primary survey was conducted using a pre-designed and tested questionnaire. The survey method involved administering self-developed structured questionnaires, utilizing a 5-point Likert scale, to 100 women educators in Lucknow city. The collected data underwent analysis through correlation and regression techniques.

## OBJECTIVES

1. To identify the workplace stress reducing factors of working women.
2. To analyse the relationship between official factors that can reduce stress and enhance the level of Job-Satisfaction of working women of Lucknow.
3. To find out the impact of personal stress reducing factors upon job satisfaction of working women of Lucknow.

## HYPOTHESIS

H1) There is significant impact of official stress reducing factors upon job satisfaction of working women of Lucknow.

H2) There is a significant impact of personal stress reducing factors upon job satisfaction of working women of Lucknow.

## RESULT ANALYSIS

### Impact of Official stress reducing factors (OFR)

Table 1.1

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.945 <sup>a</sup>	0.894	0.894	0.13942
a. Predictors: (Constant), Official Factors Reducing Stress				

The model exhibited a high level of explanatory power, with an R-squared value of 0.894, indicating that approximately 89.4% of the variance in job satisfaction can be explained by the official factors reducing stress. The adjusted R-squared value remained the same as the R-squared value, suggesting that the addition of the predictor did not lead to overfitting. The standard error of the estimate was 0.13942, indicating the average distance between the observed values and the predicted values.

Table 1.2

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	63.507	1	63.507	3267.257	.000 <sup>b</sup>
	Residual	7.542	388	0.019		
	Total	71.049	389			
a. Dependent Variable: Job Satisfaction						

The analysis of variance (ANOVA) table revealed that the regression model was highly significant ( $F(1, 388) = 3267.257$ ,  $p < 0.001$ ). This indicates that the model as a whole significantly predicts job satisfaction. Additionally, the model's ability to explain the variance in job satisfaction was confirmed by the significant regression sum of squares (63.507), compared to the residual sum of squares (7.542).

Table 1.3

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	-0.176	0.066		-2.689	0.007
	OFR	1.108	0.019	0.945	57.160	0.000
a. Dependent Variable: Job Satisfaction						

The coefficients table provided further insights into the relationship between official factors reducing stress and Job satisfaction. The constant term was statistically significant ( $B = -0.176$ ,  $t(388) = -2.689$ ,  $p = 0.007$ ), indicating that even in the absence of Official factors reducing stress, there was a baseline level of job satisfaction. Moreover, OFR exhibited a significant positive effect on job satisfaction ( $B = 1.108$ ,  $t(388) = 57.160$ ,  $p < 0.001$ ). The standardized coefficient (Beta) for OFR was 0.945, indicating that for every one-unit increase in Official factors reducing stress, job satisfaction increased by 0.945 standard deviations.

### Impact of Personal stress reducing factors (PFR)

Table 2.1

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.495 <sup>a</sup>	0.245	0.243	0.37188
a. Predictors: (Constant), Personal Factors Reducing Stress				

The model demonstrated a moderate level of explanatory power, with an R-squared value of 0.245, indicating that approximately 24.5% of the variance in job satisfaction can be explained by the personal factors reducing stress. The adjusted R-squared value (0.243) remained similar to the R-squared value, suggesting that the addition of the predictor did not lead to overfitting. The standard error of the estimate was 0.37188, indicating the average distance between the observed values and the predicted values.

Table 2.2

ANOVA <sup>a</sup>						
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	17.390	1	17.390	125.745	.000 <sup>b</sup>
	Residual	53.659	388	0.138		
	Total	71.049	389			
a. Dependent Variable: Job Satisfaction						
b. Predictors: (Constant), Personal Factors Reducing Stress						

The analysis of variance (ANOVA) table revealed that the regression model was highly significant ( $F(1, 388) = 125.745$ ,  $p < 0.001$ ). This indicates that the model as a whole significantly predicts job satisfaction. Additionally, the model's ability to explain the variance in job satisfaction was confirmed by the significant regression sum of squares (17.390), compared to the residual sum of squares (53.659).

Table 2.3

Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	4.564	0.093		49.224	0.000
	PFR	-0.399	0.036	-0.495	-11.214	0.000
a. Dependent Variable: OJS						

The coefficients table provided further insights into the relationship between PFR and OJS. The constant term was statistically significant ( $B = 4.564$ ,  $t(388) = 49.224$ ,  $p < 0.001$ ), indicating that even in the absence of personal factors reducing stress, there was a baseline level of job satisfaction. The coefficient for PFR was also statistically significant ( $B = -0.399$ ,  $t(388) = -11.214$ ,  $p < 0.001$ ), with a negative relationship with job satisfaction. The standardized coefficient (Beta) for PFR was  $-0.495$ , indicating a moderate negative effect on job satisfaction.

## HYPOTHESIS TESTING

**Hypothesis 1 (H1):** Impact of Job satisfaction upon official stress reducing factors.

The analysis indeed supports Hypothesis 1. It shows that there is a statistically significant relationship between official stress-reducing factors and job satisfaction ( $p < 0.001$ ). The coefficient for official stress-reducing factors is positive ( $B = 1.108$ ,  $Beta = 0.945$ ), indicating that an increase in official stress-reducing factors is associated with higher job satisfaction. Therefore, Hypothesis 1 is proved by the analysis.

**Hypothesis 2 (H2):** Impact of Job satisfaction upon personal stress reducing factors.

Contrary to Hypothesis 2, the analysis indicates a statistically significant negative relationship between personal stress-reducing factors and job satisfaction ( $p < 0.001$ ). The coefficient for personal stress-reducing factors is negative ( $B = -0.399$ ,  $Beta = -0.495$ ), indicating that an increase in personal stress-reducing factors is associated with lower job satisfaction. Therefore, Hypothesis 2 is also proved by the analysis.

Hypothesis 1 (H1) is proven, as there is a significant positive impact of official stress-reducing factors upon job satisfaction.

Hypothesis 2 (H2) is proven, as there is a significant impact but negative impact of personal stress-reducing factors upon job satisfaction.

## FINDINGS

The results suggest that official factors reducing stress have a substantial positive impact on job satisfaction. Employees experiencing higher levels of official support for stress reduction tend to report greater job satisfaction. These findings underscore the importance of implementing effective strategies to reduce stress in the workplace, thereby enhancing overall job satisfaction among employees. Whereas, the personal factors reducing stress have a significant impact on job satisfaction among employees. However, to the contrary, an increase in personal factors reducing stress is associated with a decrease in job satisfaction. This finding implies that other factors or mechanisms may be influencing the relationship between personal stress-reducing factors and job satisfaction, warranting further investigation.

## CONCLUSION

The findings of this study shed light on the complex relationship between stress-reducing factors and job satisfaction among working women in Lucknow. Our analysis reveals a significant positive impact of official stress-reducing factors on job satisfaction, indicating that interventions aimed at enhancing organizational support and resources for stress management can lead to higher levels of job satisfaction among female employees in the region. However, contrary to expectations, personal stress-reducing factors were found to have a significant negative impact on job satisfaction. This suggests that while individuals may employ personal coping mechanisms, such as relaxation techniques or time management strategies, these efforts might not always translate into increased job satisfaction. These findings underscore the importance of organizational policies and practices in fostering a supportive work environment that addresses the unique stressors faced by working women. Future research should delve deeper into the mechanisms through which personal stress-reducing factors influence job satisfaction and explore potential interventions to mitigate their adverse effects on workplace well-being among female employees in Lucknow.

## FUTURE SCOPE

The future scope of the study could encompass several avenues for further investigation and expansion:

1. **Qualitative Exploration:** Conduct qualitative research, such as interviews or focus groups, to delve deeper into the lived experiences of working women in Lucknow regarding stress, coping mechanisms, and job



satisfaction. This approach could provide rich insights into the specific stressors faced by women in the workplace and the effectiveness of various coping strategies.

2. **Longitudinal Studies:** Undertake longitudinal studies to examine the dynamic nature of the relationship between stress-reducing factors and job satisfaction over time. Tracking changes in stress levels, coping mechanisms, and job satisfaction among working women in Lucknow could reveal patterns and trends that are not apparent in cross-sectional analyses.
3. **Comparative Analysis:** Compare the experiences of working women in Lucknow with those in other cities or regions within India or internationally. This comparative approach could highlight contextual differences in workplace stressors, coping strategies, and job satisfaction, offering valuable insights for policy and practice.
4. **Intervention Studies:** Design and implement interventions aimed at improving stress management and enhancing job satisfaction among working women in Lucknow. These interventions could include organizational initiatives, such as stress reduction programs, flexible work arrangements, or supportive leadership training, as well as individual-level interventions, such as resilience-building workshops or mindfulness training.
5. **Intersectional Analysis:** Explore the intersectionality of gender with other social identities, such as age, marital status, socioeconomic status, and ethnicity, to understand how multiple dimensions of identity intersect to shape the experiences of working women in Lucknow. This intersectional approach could uncover unique stressors and coping strategies among diverse groups of women and inform more inclusive policies and interventions.

By pursuing these avenues for future research, scholars can deepen our understanding of the complex interplay between stress, coping, and job satisfaction among working women in Lucknow, ultimately contributing to the development of evidence-based strategies to promote workplace well-being and gender equity.

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