

A study on stress management to achieve work life balance for women employees in the Hotel Management educational institutions of Pune

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ABSTRACT: Education is a crucial organization of a country; it assumes a noteworthy part in the development of any country. It empowers a nation to stand on her feet. Higher Education institutions are recognized as prominent amongst the most professional fields and has turned into the need of great significance. In this setting it comes to be crucial to study about that component, teacher, who shapes the students' future. In the field of human venture, in that specifically women teachers as they also put the emotional touch in shaping up the students. Teachers are the means through which educational plans are accomplished. Their responsibility is as deep as the whole educational objectives and societies' beliefs and desires. They are directly responsible for quality education. Teaching can be both satisfying and frustrating. Satisfying, in the sense that the teachers have the greatest chance of touching the lives of the people, and of contributing to the wellbeing of society. Frustrating- because on the top of the heavy work load in the professional educational institutes, teachers are also expected to perform other duties which take most of their time which actually should be devoted for the improvement of their instructional resources. Moreover, society expects teachers to live a life that is noble and beyond criticism. The urge might stretch out from basic physiological need to self-recognition. The researcher defiantly accept that the stress is universal in nature as it is certain to impact anyone's life. Job is a main source of earning as well as a significant segment of life. The commonly mentioned conclusion is that "A stress free employee is a productive employee". Thus job stress has turned into a major point for research studies. The current issues about women employees to live at least with some

degree of responsibility and respect. Faculty members ought to be made to feel more stress free with a specific end goal to give progressively to their teaching capacity. Higher educational institutes are acknowledged as most elevated source of learning and awareness preparation institutions, and which train the specialist manpower in different fields of life. Every viewpoint is deliberately contemplated in the light of their relationship to work performance and stress. The level of women employees stress is influenced by many elements like the quality of supervision, social relationships inside the working group, unbiased promotional policies and female concessions as per the regulations of government of India. Most studies propose that stress is generally observed when there is poor pay package, unplanned workload, improper management and many more. When teachers are not satisfied with their working conditions, they want to change institution or leave the profession at once. Institutions that wish to survive and flourish in today's dynamic commercial center need to continually re-concoct their work methodologies and structures: Stress free employees are the key to productive organization.

Introduction

Stress impacts everyone in the workplace whether it is corporate or educational institutions. Irrespective of the work a person's economic back ground ,age, designation, and the educational back ground does not prepare him or her to deal with stress from the beginning neither they are immune to it. It affects one's health and well being as well as the quality of our family life. The WHO (World Health Organization) says that stress is a "Worldwide Epidemic". A United Nations report labeled job stress as "the twentieth century disease" Stress in the workplace, is due to the inter-connected,

competitive and profit-driven organizational culture. Stress may be defined as “Stress is a consequence of a misbalance between a person and his or her environment and the perceived inability to manage the hurdles and resultant demands.”- R.V.Harisson. Stress is the general term applied to the pressures people feel in life. The presence of stress at work is almost inevitable in many jobs. From the late 1960s Selye’s concept started to be taken up by academic psychologists, who sought to quantify “life stress” by scoring “significant life events”, and a large amount of research was undertaken to examine links between stress and disease of all kinds. By the late 1970s stress had become the medical area of greatest concern to the general population, and more basic research was called for to better address the issue. Stress impacts everyone in the work place, it does not matter what kind of work you do or what kind of environment from which you come. Whether rich or poor, young or old, male or female, no one is immune from it. Workplace stress greatly impacts our health and well-being as well and the quality of our home life Following can be the reasoning for causing stress while managing work life balance

- Work overload and time deadlines create pressure and stress for employees.
- Role conflict and ambiguity are also related to stress. People have different expectations of an employee and the employee does not know to meet all these expectations.
- Differences between company’s values and ethical practices and employee’s ethics and values can cause stress.
- Organizational level: Employees at different levels in the organization face different stressors.
- Job insecurity contributes to stress at all levels..
- Inability to achieve some semblance of work-life balance creates stress for the employee.
- Financial stringency: can be due to low salaries where the employee has to watch how his every paisa is spent.
- Setting unrealistic goals for self and members of the family.

Women teachers in developed and developing countries face high levels of on the job and off-the job stress trying to balance the demands of office and home. Both these are “greedy” institutions demanding time and energy. Women

teachers are walking the tight rope, trying to juggle many balls at the same time. It is always considered that teaching is comparatively relax and less demanding profession, hence in India lot of females who wish to work and try to be independent take up teaching as their career. Now a days professional institutions have become demanding like corporate professionals. This puts lot of work pressure on employees like teachers. This research paper can be a case study to evaluate work pressure and stress impact on women teachers in professional colleges. This paper mostly focuses on the stress impact on women employees in hotel management colleges. Stress management is extremely important for the health care of the employees be it male or female. This stress has adverse effect on human beings mental and physical and psychological health. Work and personal life needs to be balanced at all time by understanding the priorities. Work-life balance (WLB) is an important area of human resource management which is receiving increasing attention from policy makers, organizations, management, employees and their representatives globally. The organizations have to obtain increased employment instability, employee retention, and the intensification of work that should be considered in terms of its impact on the working and non-working lives. It is used to describe organizational initiatives aimed at enhancing employee experience of work and non-work domains. This concludes that health work cultures, less stressed work environment helps the women employees to balance their work and personal life which in return ensures a healthy life of employees.

Literature review

1. HarteshPannu, PrernaTikku (2014) in their research paper “Outcomes of stress: A Study of cause and Remedial Actions for reducing stress” mentions stress as a natural human response to its environment and is of the view that moderate level of stress are essential motivators. This paper has identified various types of stress in the workplace and how it hampers women employee’s productivity. The study concludes by understanding various coping mechanisms so that the women employees can experience proper work life balance.

2. JyotiBajpai, Trupti Dave et. al. (2014) had researched on “A Study of Impact of Work Stress on Managerial Creativity with reference to Indian women Executives.” Researchers had mentioned that the reason of all worries is desire and the associated ego involvements called Kleshas. When one is caught under Klesha, Dukh arises, i.e. Dukh is the outcome of Klesha. The main reason of this research was to find the impact of work stress on managerial creativity and for this different variables were researched. Findings were hierarchy and qualification together have positive effect on managerial creativity whereas, age, gender has no significant impact on managerial creativity. Finally it was concluded that there is negative correlation between work stress and creativity i.e. higher the work stress lower is the managerial creativity.

3. Causes of stress in higher educations and its impact on work performance on educators” was researched by KiveshnieNaidoo, Botha C, et al., (2013) this article mentions about educators stress in public schools. The article mentions the objectives of identifying the causes of stress in public schools of educators in KwaZulu-Natal. The theory on the causes of stress was studied in-depth and analyzed by means of data employed exploratory factor analysis. The main reasons of stress were differentiated into two categories professional stressors and personal stressors. The study exposed total seven key reasons (factors) of educators stress such as Organizational support, Overload, Remuneration, Control, Job insecurity, Relationship opportunities and Growth opportunities.

4. V.A.Birami (2012) in the research paper “Levels of Stress Among College Teachers with Reference to Coimbatore District” states that right from the time of birth till the death, an individual is invariably exposed to various stressful situations. He expresses his views that one actually needs moderate levels of stress as it is very much required for an individual to stay alert and perform well.

5. Sudha Mahesh (2011) states that throughout history, teachers have always come from different backgrounds – with varied experiences, motivations, expectations and preparations. There is a story in each of their decisions to become a teacher and quite often there are wonderful

anecdotes from their work that tell us a lot about them.

6. ArunaSankaranarayanan (2011) states that no technology or innovation can replace the humanistic goals that our teachers tirelessly try to impart to our children. Despite flickering attention spans, meager pay.

7. B.Aravind Kumar (2010) states that anyone deliberating on deterioration of quality in higher education always deplors the declining standards in teaching. From an exalted position many teachers have tumbled down the pyramid basically because of lack of commitment, failure to communicate, and on unwillingness to update. “One of the main problems is that the teaching is no longer an attractive career .

8. Fan Wei, Feng Ying and Wu Liangliang (2009) explain that the result showed that (1) professional women’s self-role perceived and social role perceived have conflicts (2) education, incoming ratio, professional experience can influence the stress (3) domestically, satisfaction, family activity, spouse stress, work devotion and work load are stressors of professional women’s work-family conflict.

9. Susan Chirayath (2009) states that teachers are critical factors in development since they are in a privileged position to break the circle of poverty, ignorance and prejudice in a manner likely to be accepted by the population concerned while the multiplier effect of their occupation singles them out as a valuable investment at a time of crushing demand and limited resources. But even within its limited resources, education adequate both in quantity and quality can be provided through teachers having high morale working in suitable school environment.

10. RaginiNayak (2010) states that it really surprises me how the term “woman” even today seems to be synonymous with ‘Domesticity’. Men are still reluctant to fill up the space in the home left their working counterparts. Women have either take up dual responsibility or have to give up one for the other. Societal grooming over the years has been such that women feel proud to do away with their dreams, aspiration and ambition on this sacrificial altar for gender equity to be instituted in over society, we have to see through parochial, patriarchal mindset and values and men and women share equal responsibility of the home and the world.

11. RubinaKazmi, ShehlaAmjad, et. al. (2008) in research paper titled “Occupational Stress and its Effect on job Performance states that occupational stressors lead to organizational inefficiency, high turnover, absenteeism, reduced quality and quantity of practice and decreased job satisfaction. The main reason of the study was to investigate the effect of job stress on job performance. The findings showed that there is an indirect relationship between job stress and job performance. The study concluded by suggesting some correct stress management should start for improved health and good intrapersonal relationships. The study accepts the fact that prevention and management of workplace stress requires organizational level interventions, because it is the organization that arises stress. Finally the conclusion of the study was that male house officers are more affected by stressors than the female house officers.

12. Jennifer Hart (2005) states that “often in higher education women are not taken seriously when they voice their concerns about work environments and pressures”. While demands and pressures are the main fuel for the fire, gender can also play a key role. Results from Hart’s study concluded that teaching loads, students, publishing research demands, review and promotion processes and committee work produced much more stress for women than men.

13. V.V.Gopal (2005) states that today everybody is under constant pressure to strike a balance between work and personal life and women are no exceptions to this. The advent of globalization and liberalization has resulted in a number of MNC’s setting up shops in India. Moreover MNC’s recognizes talent and reward performance without any gender bias. With the introduction of MNC culture in India women holding high positions, the pressure and increasing need for performance in the workplace induces a lot of stress into female executive’s lifestyles. In fact a majority of working women face dual stress on day to day basis. Because of this unique position, it becomes critical for women to identify the warning sign of stress.

14. Monique Valcour (2007) has stated that the challenge of balancing work and family demands is today’s central concern for individuals and organizations. She further states that

women employees devote significantly more time to performing domestic labour, even when they spend as much time in paid work as men. Women are unplanned family demands such as staying home at work with a sick child, or missing work to take an ailing parent to the doctor. A woman’s ability to meet work and family demands a lot from women engaged in them. This has a negative impact on women’s satisfaction with work-family balance.

Objectives of the study

- To analyze the stress faced by women faculty/teachers in Hotel management institutions in Pune.
- To identify the various factors which cause stress in Hotel Management institutions in pune.
- To analyze the working environment in Hotel Management institutions
- To identify remedial measures to minimize the stress of faculty/teachers in Hotel Management institutions.

Scope of the Study

This study covered seventy five women faculty/ teachers members employed in various colleges in pune city. The researchers have selected these woman employees from professional private colleges offering practical oriented courses. For case study Hotel management institutions, all around the pune were selected to examine the objectives. The data is collected from all hotel management college in Pune were the woman employee strength is around 75 Faculty members The researchers have not included teachers in government and government-aided colleges as the working environment in these educational institutions is comparatively less stressful as compared to self-financing colleges and private colleges.

SIGNIFICANCE OF THE STUDY

Increasing commercialization which is indirectly an outcome of urbanization, modernization, migration and twin career has transformed employees’ routine life into a stressful and problematic one. Faculties are the life line of any educational organization or any institution. A well- performing and excellent teaching staff will be able to deliver a better output as expected by any one. It is next to impossible to imagine the functioning of any educational organization without teaching

staff. Stress, the most discussed factor is the biggest hurdle to development, has negative effects on teachers performance. Stress has a negative impact on the work performance of employees. It is very difficult to completely eliminate stress but at least efforts could be taken to reduce the level of stress among employees. Such employees are happier, balanced and contribute better in the productivity of themselves or the organizations. As per this study the researcher has tried to study the impact of stress of employees working under different economic conditions. The research will also try to find the level of stress prevalent in the grouped educational institutes as per their performance and also their commercial growth. This study will try to bring out the relationship between these two variables. Major analysis has been done to study about stress, and stress on woman employees of Hotel management institutions, where as very little research has been done in this area. The research will also prove helpful to the future researchers as this research will serve as a base for their further research. In view of this idea, it's the boldness of the researcher that this study can highlight some silent problems which a common woman employee faces that may be dealt upon and also facilitate to utilize the potentials of the woman employees to the progress of the hospitality educational organizations. Ultimately, the research can facilitate to explore a stress free life for the employees so that they may enjoy their life with dignity, peace and with a positive frame of mind.

DELIMITATIONS OF THE STUDY

There are delimitations found in every research. No investigator can claim that his investigation is complete in all aspects. Thus, the boundaries of the study are called as delimitations.

- The study covers only higher educational institutes located in Pune region.
- This study is limited to only woman employees
- Higher Educational Institutes in the study were only limited to institutes offering hotel management courses
- The study is confined only to the woman employees of private Hotel management institutions.

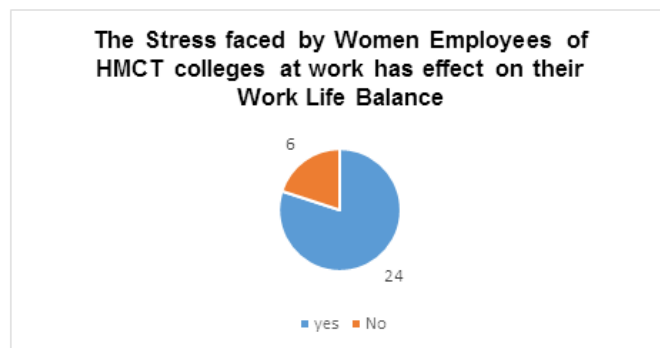
SAMPLE SIZE

For the purpose of data collection, the total sample of approximately 25 woman employees from 5 higher educational institutions offering hotel management courses was selected for conducting research work. 5 top higher educational institutions, were selected based on the ratings respectively.

PROCEDURE FOR DATA COLLECTION

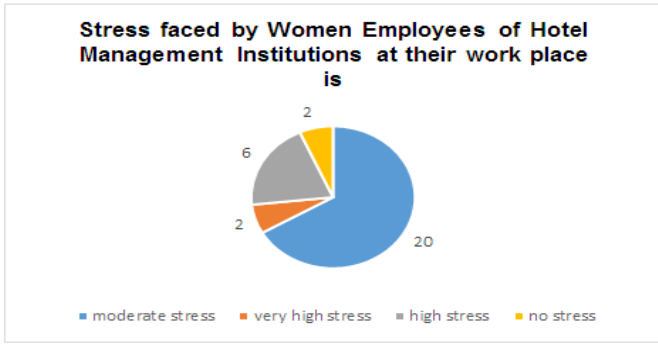
The investigator circulated a questionnaire online to the woman employees in the selected colleges personally. Questionnaires were distributed among the faculties and they were requested to give the responses by filling the questionnaire. Information about colleges was also incorporated through the college prospectus of different college respectively. This was the most crucial stage of research as the researcher faced a lot of difficulty during this stage.

Data Analysis and Observations.



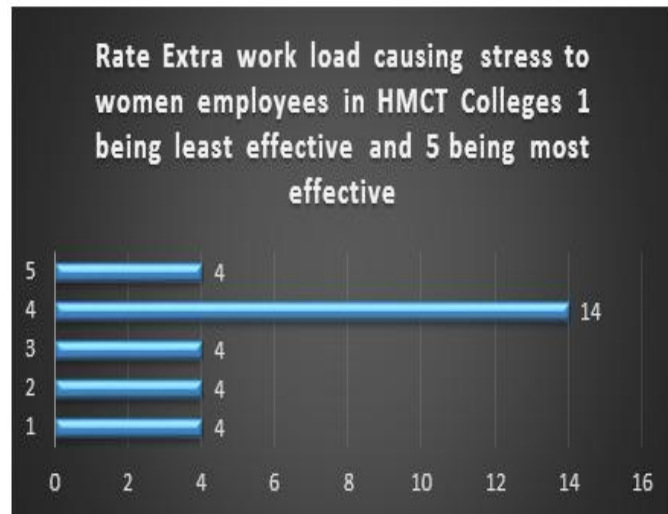
Observations-out of 25 woman employees of Hotel management Institutions 24 feels that stress at work has effect on their work life balance where as only 6 feels that they have no effect on their work life balance .

Interpretation- Education is a vocation and considered less stressful than the corporate or commercial sectors but demanding business needs of this profession have converted the teaching job equally stressful specially for woman employees.

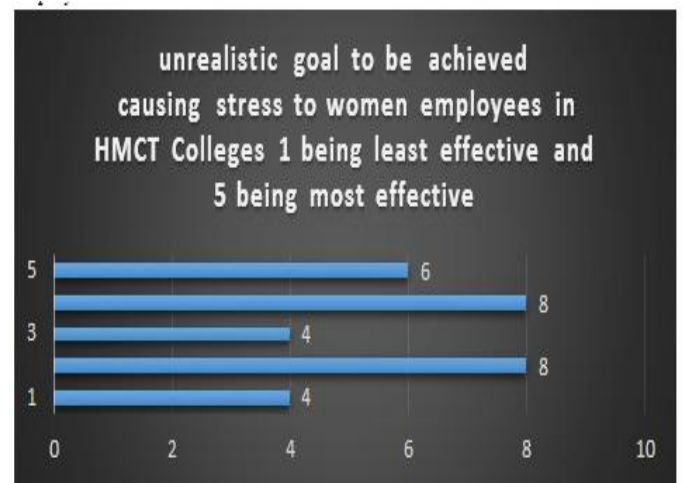


Observations-out of 25 respondents 20 woman employees of HMCT institutions feels that stress at work place is moderate, 2 feels it very high,and 6 believes that it is high

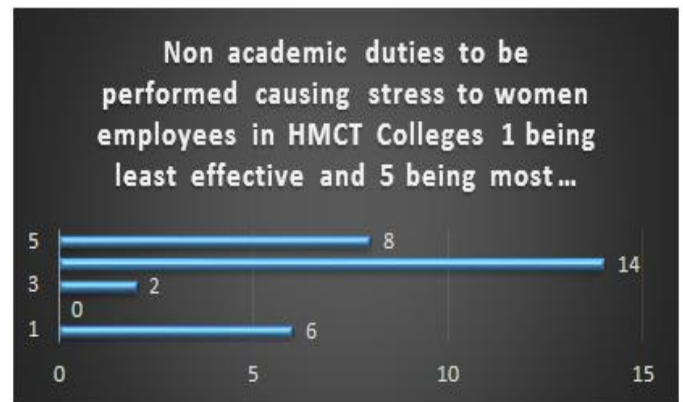
Interpretation-the above table shows that stress at HMCT Institutions during work is moderate and can be dealt by individuals or management with appropriate actions.In the next the researcher have tried to find out various reasons causing stress at HMCT college to their woman employees which can be seen in the following tables



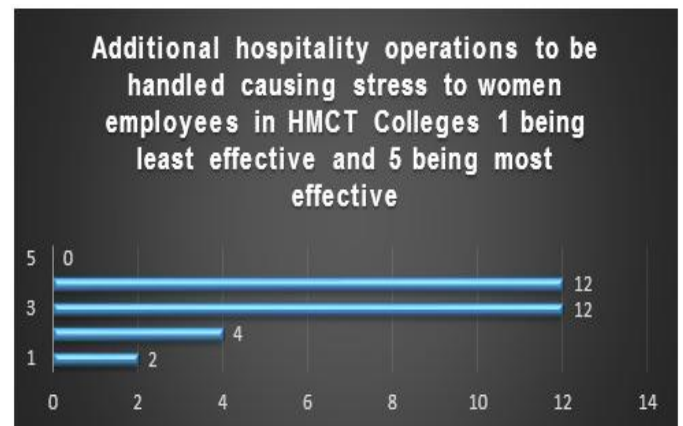
Interpretation- Extra work load given to each woman employee than the capacity causes stress to them which is believed by 14 employees out of 25, this proves that more than 60% believes that work load needs to be given as per the capacity of the employees.



Interpretation-If the employees are given unrealistic goals to achieve by the management and the HODs then that build's a pressure on the employees around 14 respondents believe that this has adverse impact on their performance and health.

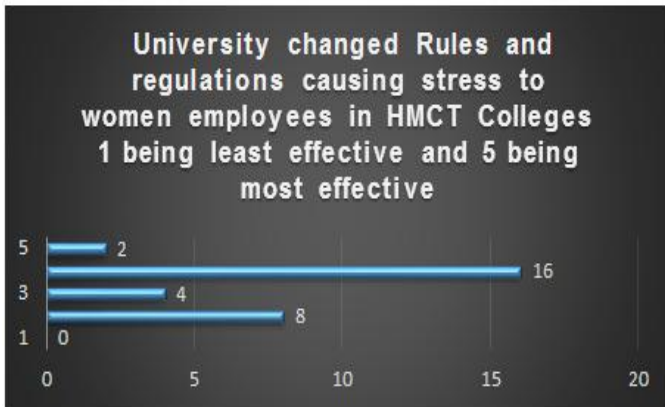


Interpretation-If the employees are given non academic duties then they invest energy and time in doing these work hence they are left with less time and energy in their academic task which ethically puts them into pressure

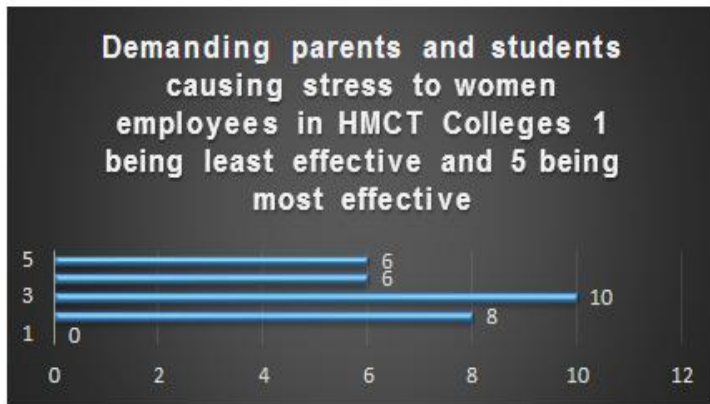


Interpretation-In the hotel management institutes the employees have to handle additional hospitality duties which needs lot of planning and more professional approach while execution, so the employees feel burdened this is justified by

12 respondents.



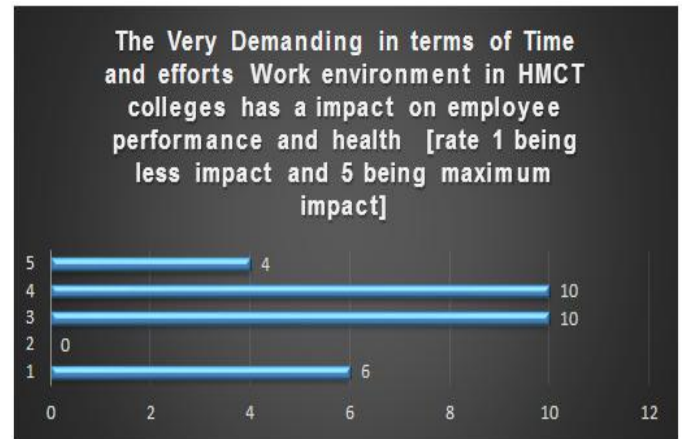
Interpretation-University keeps changing rules and regulations, then the employees have to adjust their systems and procedures according to the universities



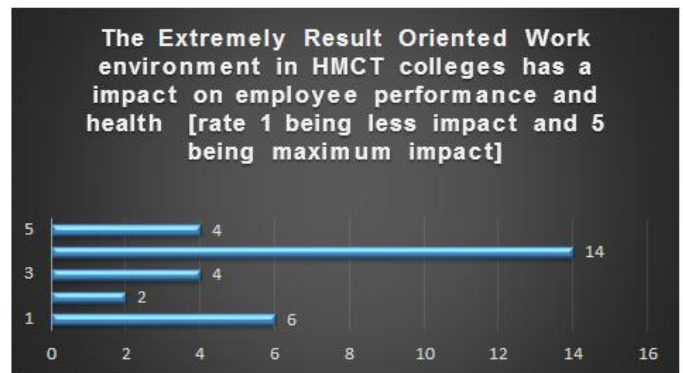
Interpretation-If the parents and students are very demanding then they put pressure on faculties for the result and sometimes better results, then the employees have to take special efforts than the capacity which has adverse effect on employees performance and health.



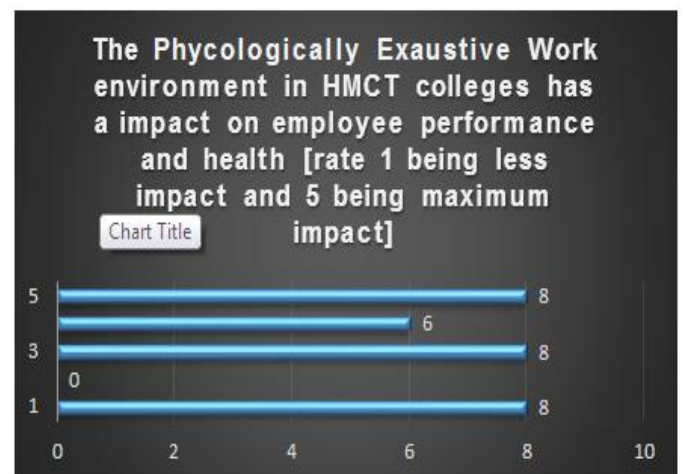
Interpretation-If the authorities are very ambitious, then the ambition of growing big puts positive and negative pressure of responsibility as well a



Interpretation-When the teaching profession also becomes hectic in terms of time and extra efforts the motive of educating young's with knowledge becomes stressful, this stress has bad impact on employees health which results in poor performance.

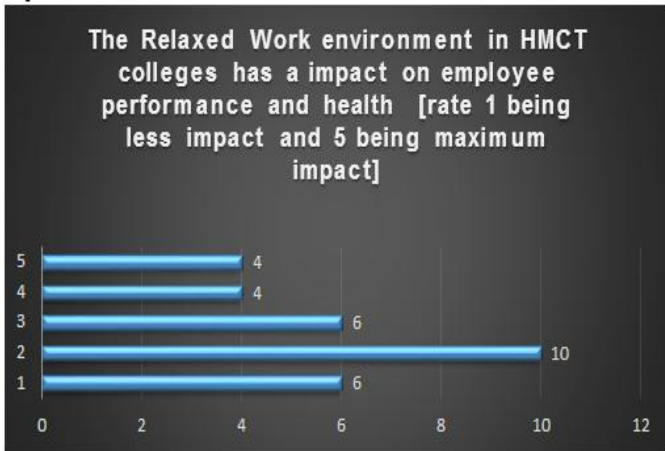


Interpretation- When the work environment is extremely result oriented then the pressure of achieving good and timely results is a big task and stress in the employees so this situation makes work life balance disturbed which is a opinion of 14 respondents out of 30

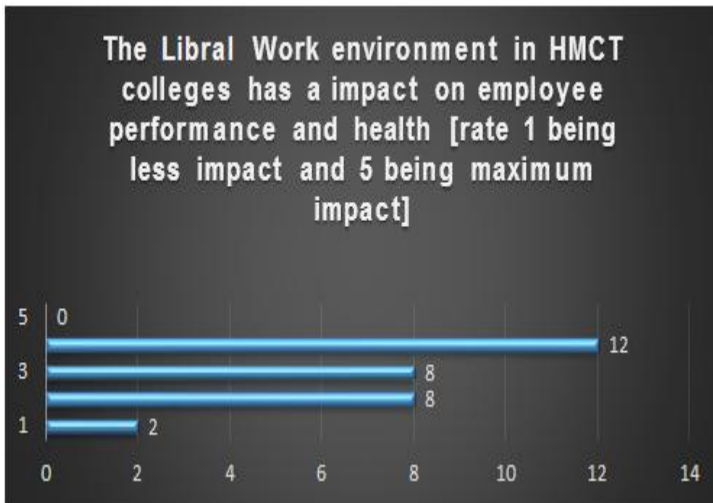


Interpretation-If the employees get physically tired then it is very difficult for them to concentrate and work piecefully.thisis

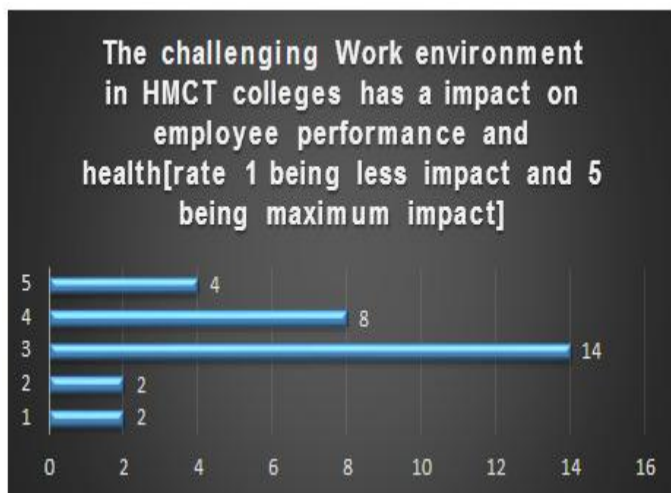
also said by 14 respondents out of 30



Interpretation-10 respondents says that relaxed work environment has less impact on the health and performance of the employees

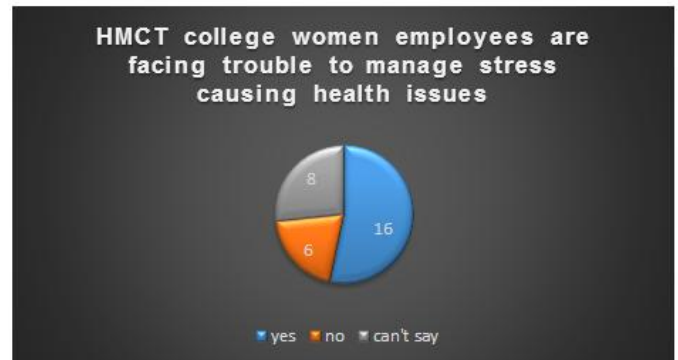


Interpretation-Around 12 respondents strongly recommend liberal work environment for the better performance of the employees

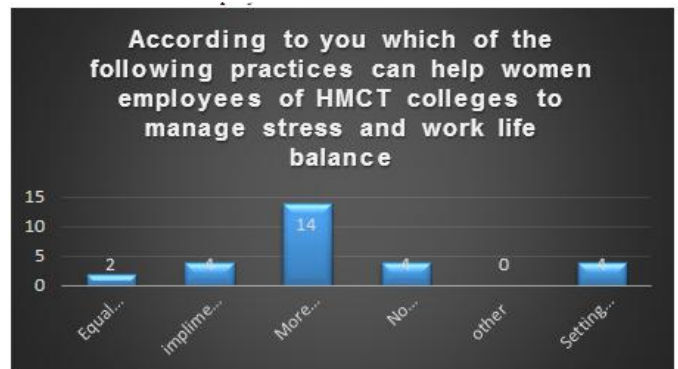


Interpretation-If the woman employees needs to face lot of challenges and troubles to her day to day work then it puts

unnecessary stress to her and that affects the work performance which is believed by 14 employees but at the same time if these challenges are taken positively then it improves individuals personality



Interpretation- More than 50% that is 16 women employees believe that the stress at work and unmanageable work life balance causes lot of health issues to these employees which has adverse effects on their health and work performance



Equal job allocation and distribution 2
 implimentation of effective appreciation and recognition policies 4
 More academic oriented environment 14
 No gender biased decisions 4
 Other 0
 Setting career goals as per Individuals Capabilities 4

Interpretation-The above table and graph shows that if the institutional environment is more academic oriented then it certainly helps the women employees to manage the stress at work and also helps them to manage work life balance. This is believed by 14 employees out of 30

SUGGESTIONS AND RECOMMENDATIONS

After understanding, the findings of the study the researcher attempts to imply the following implications not only in the field of education but also in the field of management. •

Educational authorities/administrators should identify the areas causing stress of employees, so that the causes of stress could be dealt with in order to enhance the work performance of employees and overall growth of the college. To inculcate the techniques of stress management among employees some workshops based on such techniques should be made compulsory for the employees to attend.

- It is also advisable for the Principals to get some professional studies done in the area of management of human resource (MBA/DSM) etc. so that they come to know the knack of handling their human resource for better productivity.
- Personal appreciation either in verbally or in written form should be done by the authorities to reduce the mental stress of employees.
- Higher authorities should undertake self-evaluation or employees appraisal so that the employees get an opportunity to know themselves and improve upon the areas that need attention.
- An open communication channel will allow the employees to solve their problems and grievances, which will help to raise the level of satisfaction of the employees thus reducing their stress.
- Principals need to interact with employees and give feedback about their performance that is realistic without being abusive.
- The employees should be rewarded to give them an identity and certify their work, which will help to make them more accountable.
- Management or the authorities should look into the infrastructure facilities. They should be made adequate and comfortable enough for smooth working because these facilities though are not the reason of stress but at times might cause stress among the employees.
- A very good interpersonal relationship should be developed among the staff members by the Principal so that the teachers get a We- feeling in the college atmosphere.
- The employees should be motivated to inculcate competitive feeling rather than rivalry feeling. This will enable the Principals and the management to develop the college in proper direction and be a role model in the society.
- Job security is a fundamental need of every employee and is

beneficial in reducing job stress. Thus providing the employees with job security would definitely will bring down the level of stress.

- New and challenging tasks should be assigned or specialized and specific tasks should be provided to develop a healthy competitive feeling among the employees. This allows employees growth catering to the need of performing employees thus increasing the level of eustress.

Proper infrastructure facilities enable the management to attract good number of admissions.

- A well-balanced and stress free college staff helps the management to introduce variety of courses as per the need of the hour thus enhancing the number of admissions and commercial growth of the colleges.
- Keeping in mind today's competitive trend, employees should be paid well and provided with job security. Thus catering to the need of the employees will help the colleges to rope in quality staff, which will help in commercial growth of the colleges.
- Overburdening of employees with work should be avoided as it will enhance the efficiency of employees thus resulting in better productivity

FINDINGS

Stress Management Techniques: Employees are trained in a variety of stress managing techniques like meditation, relaxation and regular exercise. **Promoting Work-Life Balance Oriented Policies:** Employers have realized that employees, who do not have enough time to attend to childcare, elder care and household work, feel anxious and stressed. When employees have infants and small children (up to 3 years) and the spouse is also employed the stress levels multiply. With more nuclear families in urban India, the support of parents, in-laws and relatives is not available. Enlightened management have introduced policies like paternity leave, telecommuting, flexible working arrangements and the buffet approach to leave, to help the employees to attend to work and family responsibilities. These will help to reduce stress levels experienced by employees. All employees affected by stress will experience certain physiological effects like dryness of months difficulty in breathing, lump I the throat, numbness

and tingling I parts of the limbs unknown to the employee during periods of stress, blood glucose levels hear rate and blood pressure increases. The other internal factor affecting employee stress is the amount of perceived control they have over their work and working conditions. Employees who have a substantial degree of independence, autonomy and freedom make decisions seem to handle work pressures better. Since two employees may have the same actual control and fallibility

CONCLUSION

Higher educational institutes are no longer a non-profit organization even they have switched themselves into profit-making institutes in order to survive in the market. Thus with the goal of maximizing profit now they are exploiting their employees, which is a key area to be studied upon because this exploitation will hamper the performance of employees. Hence, the institutions will again be not able to earn profit with these employees being below their performance.

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