



ISSN Print: 2394-7500  
ISSN Online: 2394-5869  
Impact Factor: 5.2  
IJAR 2016; 2(2): 483-487  
www.allresearchjournal.com  
Received: 20-12-2015  
Accepted: 22-01-2016

**C Aishwarya**  
Assistant professor,  
Department of commerce  
PSGR Krishnammal College  
for Women Peelamedu,  
Coimbatore-641004,  
Tamil Nadu, India.

**Dr. G Kavitha**  
Assistant professor,  
Head of the department  
Department of B.Com (E-Com)  
PSGR Krishnammal College  
for Women Peelamedu,  
Coimbatore-641004,  
Tamil Nadu, India.

**Correspondence**  
**C Aishwarya**  
Assistant professor,  
Department of commerce  
PSGR Krishnammal College  
for Women Peelamedu,  
Coimbatore-641004,  
Tamil Nadu, India.

## **A study on work place stress management and attitude of physically challenged people with special reference to Coimbatore city**

**C Aishwarya, Dr. G Kavitha**

### **Abstract**

Stress is a complex, dynamic process of interaction between a person and his or her life and the way they react physically, mentally, and emotionally to the various conditions, changes, and demands of life. Different types of people react differently to Stress. As the percentage of work undertaken by the physically challenged people is increasing day by day equal to that of normal people, it is found necessary to study how the physically challenged people manage their stress in their work place. Without stress management the level of stress increases constantly which in turn lead to low efficiency at work and also lack of attention on their family affairs. So this study on stress management of physically challenged people is felt to be necessary.

**Keywords:** Stress Management, physically challenged people and efficiency at work.

### **1. Introduction**

Stress may be defined as “a state of psychological imbalance resulting from the disparity between situational demand and the individual’s ability or motivation to meet those demands”. Stress level in work place is an important issue which is increasing at a high level in this present scenario. Stress and depression is prevalent in all age groups and in people belonging to all walks of life. The level of stress that we take upon ourselves and the events that cause stress basically depends upon our response to the various situations in life and the manner in which we perceive them.

Stress may be defined as “a state of psychological imbalance resulting from the disparity between situational demand and the individual’s ability or motivation to meet those demands”. Dr. Hans selye, one of the leading authorities on the concept of stress described stress as “The rate of all wear and tear caused by life”. Stress can be positive or negative. Stress can be positive when the situation offers an opportunity for a person to gain something. It acts as a motivator for peak performance. Stress can be negative when the person faces social, physical, organisational and emotional problems. Stress is mental or physical tension brought about by internal or external pressures, researchers have found it significant that bio chemical changes take place in the body during stress.

In general stress is related to both internal and external factors. External factors of stress include the physical environment, including ones job, relationship with other, home challenges, difficulties, and expectations you’re confronted with on a daily basis. Internal factors determine the ability to respond to, and deal with, and the external stress inducing factors. Internal factors which influence your ability to handle stress include your nutritional status, overall health, fitness level, emotional, well-being, and the amount of sleep.

### **2. Objectives**

- To analyse the attitude of physically challenged people in their work place.
- To examine the stress level of physically challenged people in their work place.

### **3. Research Methodology**

The process of systematically solving a research problem is set to be research methodology. It is a science of studying how research is done scientifically and the various steps that are generally adopted by the researchers in studying the research problem.

### 3.1 Source of data

#### 1. Primary data

Primary data has been collected through survey method using questionnaire as the tool.

#### 2. Secondary data

Secondary data has been collected from journals and research articles.

#### 3. Sample size

A sample of 100 physically challenged people working in Coimbatore city limits' have been surveyed for the study

#### 4. Area of study

The study has been confined to Coimbatore city.

#### 6. Statistical analysis

Percentage analysis, chi square and ANOVA test have been applied to analyse the data collected.

#### 7. Sampling method

Convenient sampling

#### 4. Limitations of the Study

- This study has been undertaken among physically challenged people only in Coimbatore city
- The study is restricted to 100 respondents. So the results cannot be generalised.
- The result may vary in future.

#### 5. Reviews of Literature

- This chapter review concepts and theories that are highly related to the area of study. It provides a critical analysis of the views and insights of various researchers on the subject area. Therefore to have a comprehensive understanding of the proposed study, the following studies have been reviewed:
- **Victor Finkelstein (1980)** [1] focused on a monographic study on "Attitudes Towards' Disability". The monograph aims to encourage service deliverers to adopt a more critical attitude towards their own participation in the disability relationship. Physically impaired people do have fewer physical options for behaviour; there is much that they themselves can do to help alleviate the social problems they experience; they have the challenge of adjusting to some highly personal losses. Thus the monograph itself has made some contribution regarding modifying attitudes toward disabled people and the situations they face.
- **Elsa I. Ramsden and Lisa J. Taylor (1987)** [2] has made a project based on the "Stress and Anxiety in the Disabled Patient". This article focuses on patients' feelings of anxiety and the relationship of these feelings to stress. Two models were applied to the patient experience, and suggestions are offered for basic facilitative physical therapist behaviours. A strong request is made for physical therapists to observe the affective behaviour of patients, perceive it in the context of stress, and respond effectively. Patients experience stress imposed by many circumstances related to physical illness. Anxiety is easily aroused by the added stress of new dependency, powerlessness, and loss of normal social role.

- **Asghar Dadkhah (1990)** [3] made a project related to "Psychotherapy and Stress Management". Stress is a complex, dynamic process of interaction between a person and his or her life. It is the way we react physically, mentally, and emotionally to the various conditions, changes, and demands of life. A part of the challenges of daily life are hassles, irritants, stressors, life events and changes. A health promotion approach is utilized to address the prevention, management and early intervention for stress management and also to promote positive mental and psychological health.
- **Susan Grant (1999)** [4] conducted a survey on "Reaching Deaf Minds-In the Workplace". The survey has been analysed with 12 Deaf employees, the study explores how Deaf employees feel about their working life. In this study he revealed that more training to be given to employers on how to assist integration and inclusion of their deaf employees. It has been analysed that there was clear evidence of discrimination taking place within the workplace, in the form of being ignored for promotion, offered inferior work compared to one's hearing colleagues, being ill-treated and treated unfavourably. Measures need to be sought to promote a positive and fair inclusive environment for deaf workers; and that takes full advantage of all the skills they have to offer as expert communicators.
- **National Sample Survey Organisation (2002)** [5] analysed a project related to "Disabled Person in India". The National Sample Survey made its first attempt to collect information on the number of physically handicapped in the 15th round during July '59 to June '60. The main objective of the enquiries was to provide the estimates of number of persons in the country who suffered from certain specified physical handicaps. The number of disabled persons in the country was estimated to be 18.49 million during July to December, 2002. They formed about 1.8 per cent of the total population. Through this study it has been found that nearly 10.63 per cent of the disabled persons suffered from more than one type of disabilities and about 26 per cent of the disabled persons were employed.
- **H. Stephen Kaye (2003)** [6] presented a project on "Improved Employment Opportunities for People with Disabilities". It mainly focuses on opportunities available for disabled people in their employment. Employment opportunities of people with disabilities have improved significantly. The project reveals that National employment policy for people with disabilities has focussed on removing physical and attitudinal barriers to employment, not only to make it easier for those already in the labour force to find jobs, but also to draw more people with disabilities into the labour force and keep others who acquire disabilities from having to exit the labour force.

#### 6. Simple Percentage Analysis

Simple percentage analysis is carried out for all the questions, given in the questionnaire. This analysis describes the classification of the respondents falling under each category. The percentage analysis is used mainly for standardization & comparison.

**Table 1:** Personal Profile

Personal factor	Classifications	No. Of respondents	Percentage
Age	20-30	35	35
	30-40	18	18
	40-50	20	20
	Above 50	27	27
Educational qualification	School Level	49	49
	Diploma	26	26
	Under Graduate	10	10
	Post Graduate	1	1
Monthly income	Below Rs.5000	48	48
	5000-15000	43	43
	15000-25000	8	8
	Above Rs.25000	1	1
Category of Disability	Blind	44	44
	Ortho	14	14
	Deaf and Dumb	42	42
Percentage of Disability	50 per cent	24	24.0
	100 per cent	76	76.0
Method of Saving	Bank Deposit	75	75
	Chit Funds	5	5
	Post Office saving	3	3
	No such saving	17	17
Working Hours per day	4-6	9	9
	6-8	72	72
	8-10	19	19
Facing discrimination	Often	11	11
	Sometimes	39	39
	Rarely	16	16
	Never	34	34
Determination of talent	Self-Analysis	41	41
	Motivation of others	47	47
	Inspiration	12	12

From the above table 1 it is evident that out of 100 respondents taken for the study 35 percent of the respondents are in the age group of above 20-30years, 49 percent of the respondents are with educational qualification at school level, 48 percent of the respondents monthly income is below Rs.5000, 44 percent of the respondents category of disability is blind, 75 percent of the respondents method of saving are bank deposit, 72 percent of the respondents working hours per day is between 6-8 hours, 39 percent of the respondents

are sometimes facing discrimination, 47 percent of the respondents determination of talent is through motivation of others.

**7. Chi-Square Analysis**

**Equal salary vs. Category of disability**

**Ho:** The salary of the respondents has no significant association with the Category of disability.

**Table 2:** Equal salary vs. Category of disability

		Equal salary given			Chi-square	Table value	Sig
		Yes	No	Total			
		%	%	%			
Category Of Disability	Blind	23	21	44	10.723	5.991	S*
	Deaf& dumb	7	7	14			
	Ortho	35	7	42			
Total		65	35	100			

Source: computed, S\*-significant at 5% level

It is inferred from the above table that 35% of ortho, 23% of blind and 7% of deaf & dumb do not get equal salary as compared to others. With the chi-square value of 10.723 it is noted that salary of the respondent has significant association with the Category of disability. It is evident from the above table that there is no significant difference between salary

and Category of disability. Hence, the null hypothesis is rejected at 5% level of significance.

**Equal salary vs. Determination of talent**

**Ho:** The salary of the respondents has no significant association with the determination of talent

**Table 3:** Equal salary vs. Determination of talent

		Equal salary given			Chi-square	Table value	Sig
		Yes	No	Total			
		%	%	%			
Determination Of Talent	Self-analysis	19	22	41	10.692	5.991	S*
	Motivation of others	37	10	47			
	Inspiration	9	3	12			
Total		65	35	100			

Source: computed, S\*-significant at 5% level

It is observed that 22% of respondents with self-analysis, 10% of respondents with motivation of others and 3% of respondents with inspiration do not get equal salary as compared to others. With the chi-square value of 10.692 it is noted that salary of the respondent has significant association

with the Category of disability. Hence, the null hypothesis is rejected at 5% level of significance.

**Equal salary vs. Method of saving**

**Ho:** The salary of the respondents has no significant association with the method of saving.

**Table 4:** Equal salary vs. Method of saving

		Equal salary given			Chi-square	Table value	Sig
		Yes	No	Total			
		%	%	%			
Method of Saving	Bank deposit	56	19	75	16.094	7.815	S*
	Chit funds	0	5	5			
	Post office savings	1	2	3			
	Others	8	9	17			
Total		65	35	100			

Source: computed, S\*-significant at 5% level

According to the above table 56% of the respondents who have bank deposit as their saving, 1% of the respondents who have post office saving and 8% of the respondents who have other means of saving do not get equal salary. With the chi-square value of 16.094 it is noted that salary of the respondent has no significant association with the method of saving. Hence, the null hypothesis is rejected at 5% level of significance.

**Equal salary vs. Hours of work in a day**

**Ho:** The salary of the respondents has no significant association with the hours of work in a day

**Table 5:** Equal salary vs. Hours of work in a day

	Equal salary given				Chi-square	Table value	Sig
	Yes	No	Total				
	%	%	%				
Hours of work in a day	4-6	2	7	9	8.345	5.991	S*
	6-8	51	21	72			
	8-10	12	7	19			
Total		65	35	100			

Source: computed, S\*-significant at 5% level

It is inferred from the above table that 7% of respondents working 4-6 hours, 21% of the respondents working 6-8 hours and 7% of respondents working 8-10 hours do not get equal salary as compared to others. With the chi-square value of 8.345 it is noted that salary of the respondent has no significant association with the hours of work in a day. Hence, the null hypothesis is rejected at 5% level of significance.

**8. Anova Test**

**Table 6:** Group statistics-Category of disability vs. facing discrimination

Facing discrimination	Mean	N	Std. Deviation
Often	1.36	11	.674
Sometimes	1.82	39	.885
Rarely	2.19	16	.981
Never	2.26	34	.931
Total	1.98	100	.932

It is evident that the highest mean value of 2.26 is found among category of respondents who have never faced discrimination, which states that the respondents of this category never face discrimination in their working concern.

**Hypothesis:** There is significant difference between category of disability and facing discrimination.

Particulars	Sum of squares	Df	Mean square	F	Sig
Between groups	8.616	3	2.872	3.565	.017
Within groups	77.344	96	.806		
Total	85.960	99			

Source: computed

The ANOVA table states that at 5% level of significant, with the significant value of .017, there is significant difference between category of disability and facing discrimination of the respondents. Hence the hypothesis is rejected.

**Table 7:** Group statistics- Percentage of disability vs. facing discrimination

Facing discrimination	Mean	N	Std. Deviation
Often	1.64	11	.505
Sometimes	1.69	39	.468
Rarely	1.81	16	.403
Never	1.85	34	.359
Total	1.76	100	.429

It is evident that the highest mean value of 1.85 is found among respondents who have never faced discrimination, which states that the respondents of this percentage never face discrimination in their working concern.

**Hypothesis:** There is no significant difference between percentage of disability and facing discrimination.

Particulars	Sum of squares	Df	Mean square	F	Sig
Between groups	.685	3	.228	1.248	.297
Within groups	17.555	96	.183		
Total	18.240	99			

Source: computed

The ANOVA table states that at 5% level of significant, with the significant value of .297, there is no significant difference between percentage of disability and facing discrimination of the respondents. Hence the hypothesis is accepted.

**9. Suggestions**

**To The Differently Abled People**

- Self-motivation and determination should be the dominant quality to be developed in every special person

- Their category of disability should be accepted rather than regretting the gift of life
- They should stop exploiting the excuse of being disabled in their workplace to earn special benefits.

### **To The Workplace Organisation**

- The organization should not reduce their workload due to their disability.
- The workplace should train a disabled friendly environment before hiring them.
- Performance appraisal system should be effective in respective to each category of disability.
- The organisation should give special attention to them by providing some benefits.

### **10. Conclusion**

Stress is a fact of life, wherever we are and whatever we are doing. We cannot avoid Stress, but we can learn to manage it so it doesn't manage us.

Effective stress management of differently-abled people in their working concern is the major issue they face today. After a successful survey on the stresses they face and how they overcome has resulted to a wonderful solution. There is no such thing as 'pressure free' job. But it is hard to differentiate between whether is it their workload pressure or discrimination they face when it comes to their disability. In small quantities, stress is good; it can motivate you and help you become more productive. There are so many talents and hobbies we can learn at any point to spend at our leisure time to overcome stress. Eliminating pressure from work may not be possible but controlling harmful and unnecessary level of stress will keep the person fit and healthy and enable to improve positive growth.

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