

Reasons of occupational stress in convenience store

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■ **ABSTRACT** : Convenience stores in India is credited to the India Economic Reforms in July 1991. Convenience stores in India are still at a nascent stage but are headed for stupendous growth in the near future. The central government has ultimately realized the need to open up the India retail sector. The concept of "convenience stores" has changed in definition over time. Originally, convenience implied that something was functional, easy to use and labour saving. In modern times, the concept of convenience also began to imply the ability to control time. Convenience stores can be considered an embodiment of modern connotations of convenience. This study was carried out to study the reasons of occupational stress. This study was conducted on 120 respondents (90 male 30 female) who were selected purposively by random sampling of different convenience stores, Easy day, Spencer, Big Bazar, Vishal Magabat in Lucknow city. Statistical analysis was done by t-test square analysis.

■ **KEY WORDS** : Reasons, Occupational stress, Convenience store

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Small centrally located store featuring ease of access, late-night hours, and a limited line of merchandise was designed for the convenience shopper. Convenience stores charge above-average prices compared to large supermarkets that generate large-volume sales (Barron's 2007).

The efforts of convenience stores managers and employees have resulted in fewer occupational injuries and illnesses. Even with these efforts, thousands of Convenience Stores workers are still injured on the job each year.

Some convenience store work can be physically demanding. Many convenience store workers handle thousands of items each day to stock shelves, check items, and decorate bakery, items and products. These tasks involve several ergonomic risk factors. The most important of these include force, repetition, awkward posture and static postures. And all these results in occupational stress.

Reasons of occupational stress :

Work schedule:

Inflexible, long or anti-social hours, long distance commuting.

Money:

Excessive debts, living from pay chequer to pay chequer, financial concerns.

Time management:

Large "to do list", full, diary, impatience when waiting for work to come back, sense of urgency.

Family:

Small children /teenagers at home, responsibility for family decisions, elderly parents to care for, abuse in the past.

House:

Unsatisfactory living accommodation, recent or impending house move, too little space, growing list of chores and things that need to be fixed.

Illness:

Health fears, exhaustion, problems over coming minor ailments, slow recovery.

Social life:

Too many/ too few social commitments, feeling guilty at neglecting friends over work.

Objective of the study:

To study the reasons of occupational stress.

Hypothesis of the study:

There exists no relationship between gender and reason of occupational stress of conveniences stores.

RESEARCH METHODS

The subjective was selected from different conveniences

stores of Lucknow city in Uttar Pradesh. 120 subjects (90 male and 30 female) were included in this study. Scale prepared by Dr. Karen Belkie occupational stress Index was used. Interview Schedule method was used for sample survey. Tabulation was done and analysis was carried out done by SPSS (20th Version). T-test was also used for data analysis.

RESEARCH FINDINGS AND DISCUSSION

Table 1 shows that highly significant differences among in many areas like other job besides, your current job and the time duration of job and the another job with regular, the break during your work day, heavy lifting, minimum temperature at the work place and he minimum temperate,

Table 1: t- value showing relationship between gender and reasons of occupational stress

Sr. No.	Statements	Male		Female		t	S
		Mean	S.D.	Mean	S.D.		
1.	Occupation type	7.04	3.69	6.47	3.20	0.76	0.159
2.	Other jobs besides your current job	1.83	0.37	1.73	0.45	1.20	0.02**
3.	Time duration of job	1.71	0.45	1.87	0.34	-1.71	0.00**
4.	Days of job	1.91	0.28	1.87	0.34	0.69	0.17
5.	Another job with regular	1.87	0.34	1.77	0.43	1.29	0.01**
6.	Break during your workday	1.70	0.43	1.80	0.46	-1.05	0.02**
7.	My pay is	2.60	0.40	2.57	0.66	0.23	0.54
8.	Work evaluation	2.09	0.72	2.00	0.51	0.79	0.91
9.	Exposed of welding or other strong lights	2.34	0.58	2.57	0.78	-1.41	0.03
10.	Explore to noise at your workplace	2.47	0.62	2.50	0.79	-0.20	0.39
11.	Heavy lifting	2.37	0.73	2.50	0.89	-0.73	0.01**
12.	Exposed to vibration	1.44	0.73	1.53	0.52	-0.81	0.79
13.	Minimum temperature at workplace	2.44	0.50	2.73	0.83	-1.80	0.00**
14.	Minimum temperature	2.46	0.45	2.70	0.83	-1.52	0.00**
15.	Exposed to gases and mists or dusts	2.57	0.46	2.73	0.68	-1.24	0.00**
16.	Body position and activity	2.70	0.45	2.50	0.50	1.75	0.01**
17.	Work in dangerous conditions	2.66	0.63	2.37	1.89	0.73	0.02**
18.	Accident or being injured at work	2.38	1.73	2.53	0.64	-1.17	0.38
19.	Serious accident at work	3.04	0.57	2.97	0.89	0.40	0.62
20.	Dealing of given job or task	1.97	0.96	2.07	0.81	-0.59	0.28
21.	Facing speed-up	2.98	0.74	3.83	1.47	-2.78	0.66
22.	Don't manage work related information	2.72	1.39	2.57	0.70	1.07	0.57
23.	Encounter some dilemma during work	2.86	0.62	2.87	0.38	-0.13	0.87
24.	Receiving of clear instruction and information	2.58	0.43	2.77	0.51	-1.79	0.00**
25.	Getting of all the needed instructions and information	2.21	0.43	2.07	0.71	0.970	0.25
26.	Conflicting information or instruction	1.77	0.69	1.93	0.63	-1.14	0.05*
27.	Unforeseen circumstances of work	1.62	0.82	1.77	0.74	-0.92	.483
28.	Several work tasks to perform	2.42	0.72	2.43	0.56	-0.08	0.08
29.	Technical problem of work	2.16	0.67	2.27	0.51	-1.01	0.36
30.	Interpersonal relations	2.69	0.52	2.77	0.51	-0.74	0.10
31.	It work tasks monotonous	1.60	0.43	1.70	0.49	-0.97	0.02**
32.	Different tasks or operations	2.49	0.46	2.67	0.54	-1.59	0.01**
33.	Is any particular speed	2.33	0.47	2.37	0.68	-0.24	0.01**
34.	Decisions that affects the work of others	1.63	0.49	1.43	0.69	1.45	0.02**
35.	Communication with other people	1.87	0.50	1.90	0.60	-0.27	0.09
36.	Gauges meters or other such devices	1.67	0.48	1.87	0.47	-2.12	0.00**
37.	More machines automatic devices	1.69	0.34	1.87	0.46	-1.92	0.00**
38.	No people interact daily at work	2.54	0.85	2.23	1.07	1.44	0.02**
39.	The past six months	4.77	1.79	4.87	1.87	-0.26	0.69

** indicate significance of value at P=0.01

Table 2 : t-value showing gender and severity of occupational stress

Sr. No.	Statements	Male		Female		S	T
		Mean	S.D.	Mean	S.D.		
1.	Violence at work	1.71	.658	1.67	0.66	0.32	0.89
2.	Low morale	2.23	.498	2.23	0.50	0.00	1.00
3.	More absenteeism	2.49	.503	2.37	0.49	1.160	0.01**
4.	Poor health	2.48	.565	2.47	0.50	0.09	0.27
5.	Lack of concentration doing work allotted	2.62	.510	2.60	0.49	0.20	0.96
6.	More time taken to complete the task	2.43	.542	2.13	0.57	2.59	0.02**
7.	Poor relation with co-workers	2.47	.524	2.27	0.52	1.81	0.04
8.	Irritation while dealing with customers	2.58	.519	2.50	0.50	0.71	0.91
9.	Low production at workplace	2.47	.565	2.33	0.47	1.16	0.01**
10.	Inefficiency in performing task	2.52	.585	2.37	0.49	1.31	0.06
11.	Poor relation with family	2.37	.589	2.27	0.52	0.82	0.07
12.	Becomes prone to more accidents	2.39	.575	2.37	0.55	0.18	0.61
13.	Becomes prone to more injuries	2.16	.616	2.13	0.62	0.17	0.93

** indicate significance of value at P=0.01

body position, activity expose to gases and mists or dusts, work in dangerous conditions and receiving of clear instruction and information, it work tasks monotonous. The different tasks or operations, is any particular speed, decision that affect the work of other jobs, gauges meters or other such devices, more machines automatic device and the no people interact daily at work. And the significant difference conflicting information or instruction, the male mean value 7.04 in occupation type and the female mean value 4.87 in occupation type.

There existed no significant relationship between gender and severity of occupational stress faced by the workers of conveniences store.

Table 2 shows that highly significant differences existed among gender and severity of occupational stress in many

areas like, more absenteeism, more time taken to complete the task, poor relation with co-workers, low production at workplace, The mean value in male (2.62) in lack of concentration doing work allotted and also the mean value in female (2.60) in lack of concentrating doing work allocated was observed.

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