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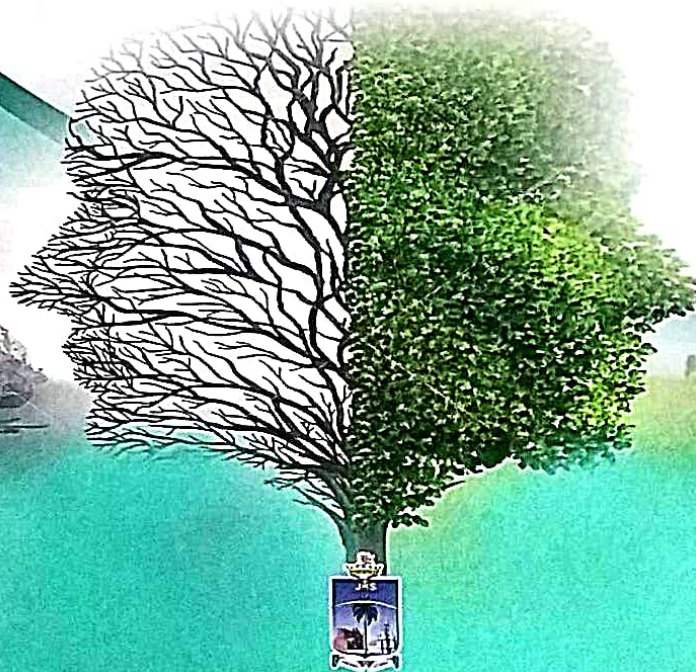
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**“Global Ecological Crisis, Covid Pandemic issues
and Rehabilitation measures through
Knowledge Management approaches for
inclusive sustainable development”**

14th & 15th February 2022



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Two day National Seminar on

**“ Global Ecological Crisis, Covid Pandemic issues and Rehabilitation measures
through Knowledge Management approaches
for inclusive Sustainable Development ”**
on 14th and 15th February 2022

Sponsored by

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With a great joy we welcome

‘PADMA SHRI’ Mr.Sai Damodaran

Founder and CEO, Gramalaya NGO, Tiruchirappalli - 2

Who has kindly consented to inaugurate the function

Rev.Dr.S.Peter SJ

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Will felicitate the function

Rev.Dr.M.Arockiasamy Xavier SJ

Principal,

St. Joseph's College (Autonomous), Tiruchirappalli – 2

Will preside over the function

Date & Time

14th February 2022, 9.00am

Venue

SAIL AUDITORIUM

St. Joseph's College, Tiruchirappalli – 620 002

All are invited

Dr.F.R.Alexander Pravin Durai

Head of the Department

Dr.V.Bastin Jerome
Convener

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OCCUPATIONAL STRESS AND EMPLOYEE ENGAGEMENT: INVESTIGATING THE MEDIATORY ROLE OF TURNOVER INTENTIONS AND JOB SATISFACTION

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Abstract

The study targeted to contribute a new paradigm to explore the role of improbability in occupational stress and employee engagement. The study required to associate the levels of job satisfaction and turnover intention of women employees moderating the role of the relationship between occupational stress and employee engagement. The study used quantitative research to discover the results. A total sample of 364 respondents has completed the pre-defined measurement scale and employed tools such as descriptive statistics, chi-square test, Karl-Pearson's correlation analysis to observe the variables. Results of the study discovered that there was a statistically significant association among the variables of women employees. It was hypothesized that there is a significant relationship among these variables in information technology companies. For further research to discover the vibrant changes of occupational stress, employee engagement with the moderating effect of mental well-being, job performance, coping strategies, and so on.

Keywords: Occupational Stress, Employee Engagement, Turnover Intention, and Job Satisfaction

1. Introduction

The study explores that occupational stress and supervisory support influence the employee engagement by the women employees of the information technology sector (Singh et al., 2019). The study delivers a comprehensive investigation of stress and support from supervisors among women employees and examines the relationship between occupational stress and supervisory support towards employee engagement. At present, the information technology sector faces extreme competition and they constantly manage the techniques to survive (Panigrahi, 2018). Human resource is a basis to get an eminent pose in that sector through their efficiency, performance, and reliability to the organization. The employees are affected by work overload occasionally in such a competitive work environment of the organization. The achievement of an organization highly depends on its employees. If there is the risk of abandoning intention, then the organization has a long-lasting impact of this huge challenge (D.S.S et. al., 2021). Great turnover converts a loss for profitability and cost of the organization. The previous studies classify the various factors that impose on the turnover. Current literature displays that there is plenty of source of information about the concepts. Also, inspecting the impression of stress on employee engagement, a noble reason is to discover the effect of stress in the organization.

2. Literary revised

2.1 Occupational Stress

Various theories have been established by different researchers on stress and these concepts offer different contexts to recognize stress and its features. Every theory has a specific characteristic that it explores stress as an active and prevailing process operational between an individual and their circumstances. Some issues generate stress such as aggregate level of education, work environment, marital status, work and life balance, financial constraint, lack of control, job insecurity, and deprived time management (Hoboubi et al., 2017). Human being responds both physically and mentally to stress; if a person feels a negative situation it will make stress in the mind. Stress ascends when the demands of work from the organization make uncontrolled feel and the employees cannot survive with it (Aye, 2020). Workloads affect on wellbeing, vigor, and time of the employee. The employees become incapable to balance between physical and mental health. Further stressors are interpersonal conflicts, long working hours, workplace environments, employment status, job demand, motivation, job control, and involvement in decision making (T M, 2021)



2.2 Turnover Intention

Turnover is intended behaviour to quit the organization. It is also renowned that turnover is a considered intention or a part of the strategy to discharge from the current position. There is an incidental relationship between job demands and turnover. When there are job demands, the stress ascends and indicates turnover intentions (Anantharaman et al., 2018). The work resource also encourages turnover intentions. It is dependent on various personal and impersonal motives. The deserting intention has constantly a high cost and negative results. A few pieces of the literature evaluate some of the perceptions such as turnover, absenteeism, and retention (Dixon, 2016). Certain aspects decide to stay or leave the employees such as fairness at the workplace, rewards, bullying and harassment, management support, safety and security, supervisor, a co-worker relationship, and so on.

2.3 Job Satisfaction

Job satisfaction depends on the individual features and work conditions. Every individual will have a diverse level of job satisfaction with the expectations and interests of the individual so the level of satisfaction is stroked higher (Siahaan, 2017). The division of labor plays a significant role in the procedure of work, also states that no matter for perfect plans, organization, supervision as well as the research, if they cannot accomplish their duties with joy and interest, the organization will not reach as much as can achieve (Lounsbury et al., 2007). Job satisfaction is the affective positioning that worker has towards their work. It can be measured as a whole feeling about their job or an assemblage of approaches about different aspects of the work (Xie et al., 2021). There is emergent evidence that present trends in employment environments may have harmful effects on job satisfaction and depreciate physical and mental health (Ngirande & Mjoli, 2020).

2.4 Employee Engagement

The employee engagement invented by the Gallup Research group continued attractive for three motives. First, it is interlinked suggestively with crucial business results. An organization with a high level of engagement influence consequently be probable to overtake those with low employee engagement (Gupta & Kumar, 2012). In 1990, the theory of engagement as a multi-dimensional paradigm was introduced by Khan. The personal engagement was distinct as the hitching of employees' personalities to their job roles where they rapid themselves physically, emotionally, and cognitively during their performances (Schaufeli, 2013). To enlighten the spectacle, reference related three psychological situations verified in the job role performance, meaningfulness, availability, and safety. Kahn's model was verified and outcome sustained that the psychological conditions of meaningfulness, availability, and safety are related to engagement.

3. Method

Testing the hypotheses anticipated in the existing model elaborate and managing a measurement scale to a random sample as women employees of the information technology sector in Bangalore City, measuring the reliability of the scales, and conducting a descriptive statistics, chi-square test, Karl-Pearson's correlation analysis to observe the influence of occupational stress on employee engagement with the mediating effect of turnover intention and job satisfaction.

3.1 Sample

A total of 364 women employees who are working in an information technology organization in Bangalore City participated in the survey. Participants were requested to fill out the measurement scale during their working hours in the organization. Before distributing the measurement scale, each participant was confident that their contribution was voluntary and secrecy was assured.

3.2 Measures

The researcher used structured scales to measure the outcome. Every response is examined on a five-point Likert scale. The scale include 1= Strongly Disagree, 2= Disagree, 3 = Moderate, 4= Agree, and 5= Strongly Agree. There are 5-items for occupational stress were adopted from Peter and Knutsson (2004); turnover intention has 4-



items were adopted from Sheraz et al (2014); job satisfaction has 6-items were adopted from Brayfield and Rothe (1951); employee engagement has 9-items adopted from Thomas (2007).

3.3 Hypothesis Development

The purpose of this research is to inspect the relationship between occupational stress and employee engagement and mediating impact of job satisfaction and turnover intentions.

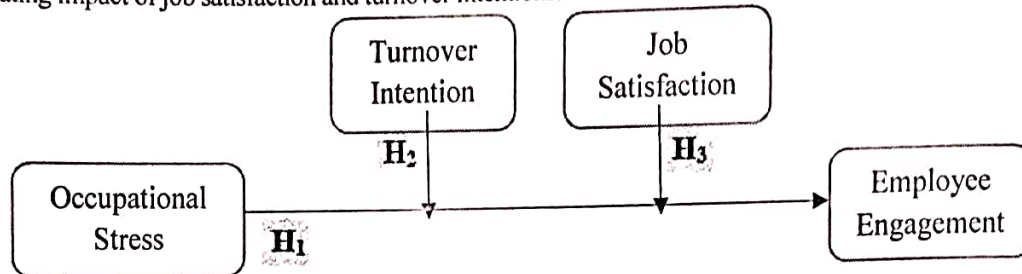


Fig 1: The Conceptual Framework of the Research.

3.4 Hypotheses of the Study

- H1: Occupational stress is positively related to employee engagement
- H2: Turnover Intention moderates the relationship between Occupational stress and employee engagement
- H3: Job Satisfaction moderates the relationship between Occupational stress and employee engagement

4. Data analysis

Table – 1, Demographic Characteristics

Variable	Category	Frequency	Percentage
Gender	Male	188	51.6
	Female	176	48.3
Age (in years)	Below 25	88	24.2
	26 – 35	117	32.1
	36 – 45	61	16.7
	46 and above	98	26.9
Education	Bachelors	133	36.5
	Masters	156	42.8
	Others	85	23.3
Marital Status	Married	199	54.6
	Unmarried	165	45.3

Source: Primary Data

Out of 364 respondents, 188 were male and 176 females. In the age category, 88 were ranged as below 25 years, 117 were ranged between 26 – 35 years, 61 were ranged between 36 – 45 years and 98 were ranged 46 and above. In the education category, 133 belonged to bachelor degrees, 156 belonged to master degrees, and 156 belonged to other degrees. In marital status, 199 were married and 165 were unmarried.

Table – 2, Mean and Standard Deviation of the Variables

Variables	Items	Mean	sd	Factor Loading	Alpha
Occupational Stress	I have constant time pressure due to a heavy work load.	3.230	1.157	0.715	.864
	I have many interruptions and disturbances	3.103	1.124	0.742	



	in my job.				
	I have a lot of responsibilities in my job.	3.445	1.051	0.724	
	I am often pressured to work overtime	3.408	1.072	0.682	
	Over the past few years, my job has become more and more demanding.	3.254	1.128	0.702	
Turnover Intention	I often think about quitting	2.903	0.923	0.667	.913
	It is likely that I will actively look for new job next year.	3.294	1.226	0.605	
	I will probably look for a new job in the next year	2.103	0.672	0.65	
	I often think of changing my job.	3.829	1.012	0.648	
Job Satisfaction	I find real enjoyment in my job	4.502	2.987	0.727	.816
	I like my job better than the average worker does	3.999	1.074	0.632	
	I am seldom bored with my job	3.472	1.244	0.769	
	I would not consider taking another job	3.375	1.256	0.856	
	Most days I am enthusiastic about my job	3.831	2.385	0.685	
	I feel fairly well satisfied with my job	4.207	2.072	0.762	
Employee Engagement	I am enthusiastic in my job	3.846	1.116	0.674	.890
	When I get up in the morning, I feel I like going to work	3.503	1.031	0.631	
	I am proud of the work that I do	4.021	2.027	0.748	
	I speak highly of this organisation to my friends	3.667	1.983	0.695	
	I feel energetic at my work	3.817	1.352	0.426	
	At work, I am passionate about my job	3.922	1.295	0.523	
	I show a great deal of passion while performing tasks	4.610	2.645	0.785	
	When I am working, I often lose track of time	2.987	0.235	0.653	
	Performing my job is so absorbing that I forgot about everything else	3.888	1.437	0.562	
	This organisation really inspires the very best in me in the way of job performance	3.127	1.327	0.782	
	My job inspire me	4.276	1.984	0.321	
	I find the work I do full of meaning and purpose	3.751	1.435	0.673	
	I understand how my role relates to company goals and objectives	3.925	1.635	0.781	
	I do my best to solve problem that arise in my job	3.817	1.543	0.674	
	At work, I persists through challenges	2.511	0.784	0.784	
	I look for in a way to way to do my job efficiently	3.173	1.674	0.825	
	I enjoy working toward achieving the organisational objectives	3.287	1.837	0.783	
I fulfil the assigned responsibilities and duties defined in my job description	3.133	1.453	0.816		



Table – 3, Chi-square Test

	OS	TI	JS	EE
Chi-Square	71.742 ^a	2.135E2 ^a	2.406E2 ^a	2.767E2 ^a
df	4	4	4	4
Asymp. Sig.	.000	.000	.000	.000

a. 0 cells (.0%) have expected frequencies less than 5. The minimum expected cell frequency is 72.8.

Table – 4, Correlations

		OS	TI	JS	EE
Occupational Stress	Pearson Correlation	1	.971	.970	.955
	Sig. (2-tailed)		.000	.000	.000
Turnover Intention	Pearson Correlation	.971	1	.993	.975
	Sig. (2-tailed)	.000		.000	.000
Job Satisfaction	Pearson Correlation	.970	.993	1	.980
	Sig. (2-tailed)	.000	.000		.000
Employee Engagement	Pearson Correlation	.955	.975	.980	1
	Sig. (2-tailed)	.000	.000	.000	

(Note: n = 364; OS – Occupational Stress; TI – Turnover Intention; JS – Job Satisfaction; EE – Employee Engagement)

From the results, the researcher test the reliability (the Cronbach's alpha test) of occupational stress - .864, turnover intention - .913, job satisfaction - .816, employee engagement - .890. The mean, standard deviations, factor loadings are statistically significant. The chi-square table value explained the significant level of the variables (.000 represents the significance at 0.01). The correlation matrix shows the relationship among the variables. There are values of more than .9 which determined that there is highly positive relationship is exist between the variables. The framed null hypotheses were supported and the alternative hypothesis is not supported.

5. Conclusion

This study proposed to examine occupational stress towards employee engagement of women employees working in information technology companies. For this persistence data were collected from 364 women employees working in information technology companies located in Bangalore. Significantly, the study focussed on occupational stress on employee engagement with mediating impact of job satisfaction and turnover intention. It was hypothesized that there significant relationship among these variables in information technology companies. To examine the hypotheses the researcher employed Mean, Standard Deviation, Factor Loading, Chi-Square test, and Karl Pearson's Correlation. Results of the study discovered that there was a statistically significant association among the variables of women employees in information technology companies. Occupational stress has a significant impact on employee engagement in their work. Positive acceptance and reframing coping methodologies were significantly inclined to involvement in job roles among women employees. The results can support improving consistent methods to notify policy which leads to yield productivity at work.

Limitations

This research contributed to the recent consideration of occupational stress, turnover intention, job satisfaction, and employee engagement among women employees in information technology companies. A few limitations want to be deliberated. For the participants of this only Bangalore City, there is difficulty to generalise the finding to the entire population. The sample size was low in this current research, which cannot completely explore the significant relationship between the variables. A larger size of sample may give the best result.



Recommendations

More researches also conduct further research to discover the vibrant changes of occupational stress, employee engagement with the moderating effect of mental well-being, job performance, coping strategies, and so on among employees in other fields. Any organization desires to diagnose people as human capital. Employees persist the powerful providers to every business and appropriate drivers for a competitive position. Hence, awareness levels of engagement are required to meet the current as well as future tasks of global competition. Employee engagement measures can battle the shortage of resources and stunned the self-consciousness of supply.

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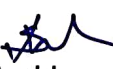



CERTIFICATE

This is to certify that Mr./Ms./Dr. KAVITHA BV, RESEARCH SCHOLAR (PART-TIME)
ST. JOSEPH'S COLLEGE (AUTONOMOUS), TRICHY has **Participated** / Presented a paper entitled
' OCCUPATIONAL STRESS AND EMPLOYEE ENGAGEMENT : INVESTIGATING THE MEDIATORY ROLE OF
 TURNOVER INTENTIONS AND JOB SATISFACTION " in the Two day National Seminar
on **“Global Ecological Crisis, Covid Pandemic issues and Rehabilitation measures through**
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