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A STUDY OF LOCUS OF CONTROL AND WORK STRESS AMONG YOUNG EMPLOYEES

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Abstract

Businesses, now more than ever, want individuals who can think creatively about how to solve issues and complete tasks. It causes a lot of tension since it stimulates competitiveness and comparison among people. It is true that there is a lot of rivalry in the job market, and professional education, talent, and other personality traits play a very important part in the competitive maelstrom, especially among young and inexperienced rivals. The present study aimed to investigate locus of control and work stress among young employees of Delhi. The study utilized Rotter's Locus of Control Measure to measure the participants' locus of control and the Workplace Stress Survey by The American Institute of Stress to measure work stress. The sample comprised 100 young employees, with an equal number of male and female participants. The findings revealed a moderate positive correlation between locus of control and work stress, indicating that individuals with a higher internal locus of control experienced lower levels of work stress. The study also identified significant gender differences in both locus of control and work stress. Male employees exhibited a significantly higher internal locus of control than their female counterparts, while female employees reported higher levels of work stress than male employees. These results have significant implications for mental health interventions and stress management programs in the banking sector. The study suggests that interventions aimed at improving locus of control may be effective in reducing work stress among young employees. The findings also highlight the need for gender-specific interventions, as female employees reported higher levels of work stress and a more external locus of control than male employees.

Keywords: Locus of control, work stress, Male and Female Young Employees

INTRODUCTION:

For the majority of individuals, work is a vital aspect of life. Around 60% of the global population is employed. That involves more than just getting paid. It need the freedom to decide for yourself how you want to live your life. You feel proud and satisfied of yourself when you have a job since it confirms your capacity for self-sufficiency. You can use the money you make from work to pay your bills and for enjoyment. The job not only offers financial advantages, but it also enhances a worker's abilities, respect, and devotion with addition to their communication skills. Together with the most desirable aspects of knowledge, learning, and creativity, workplaces also support employees in being intellectually sharp, emotionally secure, culturally competent, and socially effective. It is a place where a person grows and learns as they travel the onroad from novice to expertise.

In order to prevent long-term or worsening effects, it's also critical to proactively handle cross-cultural conflict in the workplace. When personnel from diverse cultural backgrounds collaborate, they could observe variations in one other's work ethics, communication methods, and approaches to joint tasks. These disagreements have the potential to explode into conflict under pressure. However, they are not required to. When disparate views of authority, resources, and compatibility foster rivalry between people or groups, cross-cultural conflict in the workplace can result. Workplace cross-cultural conflict can arise in diverse and inclusive organisations, particularly if corporate culture and training haven't kept up with the changes. Frequently, unconscious prejudice is the cause of it. People frequently draw generalisations about groups of people and then apply those generalisations to specific individuals, which can have an effect on how they interact with one another. Whether it's via shared experiences, ideals, or physical attributes, people are often drawn to one another. Distinct thoughts and perspectives are more difficult to

reach when people are alike in appearance, thought process, or fundamental values. In addition, individuals may have unfavorable perceptions about those who are different from them without even realizing it. A person's unconscious prejudice might be the root of a disagreement between coworkers that appears to be based on personalities.

LOCUS OF CONTROL:

In contrast to being determined by outside forces like chance or influential people, locus of control refers to the inclination to view life outcomes as the product of one's actions and thus as being within one's control (i.e., internal locus of control) (Rotter, 1966; Keenan and McBain, 1979). People who have an internal locus of control believe they can significantly affect how an event turns out by the way they behave. Conversely, those who have an external locus of control believe that most of the time, outside factors, determine how an event turns out. Many important behavioural decisions, including work attitudes, views of the work environment, job performance and career success, and job happiness, are closely related to an individual's assessment of whether or not their actions impact their work results. Originally defined as a personality attribute related to an individual's consistent views in their own efficacy, locus of control was first identified (Rotter, 1966). But later on, locus of control was also said to be a coping tool that supported certain coping strategies (Lazarus and Folkman, 1984; Newton and Keenan, 1990; Van den Brande et al., 2016). This may be demonstrated by the observation that blaming others for a result (external locus of control) has been linked to avoidance, coping strategies, resignation, increased stress, and bad health (Evers et al., 2000; Gianakos, 2002). Conversely, internal locus of control has been linked to reduced levels outcomes in his life, whether they are connected to general well-being or academic performance. It can also mean an individual's general expectations for the course of their employment.of overall job stress, help-seeking behaviour, and optimistic thinking (Gianakos, 2002; Gray-Stanley and Muramatsu, 2011; Gore et al., 2016). A personality dimension, according to Çelik & Sarıçam (2018), is the awareness that responsibility—which is focused on the connection between an individual's action and its consequences—will be directed towards a number of related things. Moreover, locus of control is thought to be an outcome linked to the recurrence of favourable or unfavourable behavioural outcomes with reference to expectations for the future. Sarıçam & Çelik, 2018). Omukhango (2016). In line with his findings, locus of control is a psychological concept that pertains to an individual's perception of what drives positive or negative.

WORK STRESS:

In the workplace, stress has grown in importance. It is among the major barriers preventing employees from performing their jobs well. Workplace stress is the term used to describe the detrimental physical and psychological reactions that arise when an employee's needs, resources, or talents are not met by the demands of their employment. Stress at work might result in ill health or even injuries (NIOSH). Stress is not necessarily bad, as has previously been mentioned; in fact, stress at its ideal degree is necessary for life to continue. Similarly, it has been discovered that mild stress can occasionally improve workers' performance and serve to drive them. A healthy amount of stress can improve learning capacity (Kaplan & Sadock, 2000), but too much stress can lead to negative effects on one's physical and mental well-being (Niemi & Vainiomaki, 1999; Laio et al., 2007), lower one's self-esteem (Bressler & Bressler, 2007; Linn & Zeppa, 1984; Silver & Glicken, 1990), and impair one's ability to learn (Choi et al., 2007; Elliot et al., 2005; Hofer, 2007; Robbins et al., 2007; Trautwein et al., 2006).

Workplace stress can be caused by excessive pressure, poor performance, overwork, toxic work environments, politics, a lack of enthusiasm in a certain sector, and favouritism. Workplace pressure has been recognised by mental health experts in India as an acute stressor that can cause mental illness and, in severe situations, even lead to suicide, as was the case with the nine New York City Police Department

officers who committed suicide.Everything else in our lives is secondary to our work. Our desire for professional success may cause us to prioritise work above our wellbeing. However, establishing a healthy work-life balance or work-life integration is essential for advancing one's career as well as one's physical, emotional, and mental well.

SIGNIFICANT OF THE STUDY:

As a result, an attempt has been made to investigate the effect of locus of control on work stress, with a focus on young employees. By filling a huge study gap in the subject of stress literature, this will assist organizations in getting the most out of their young employees by regulating their work needs that cause stress and providing workshops that should take into account the variable of Locus of Control. In addition, they will constantly update its Management Programme, which will aid in retaining talented, healthy young people for their staff.

OBJECTIVES:

The following objectives were formulated for the proposed study:

- To find out the difference of Locus of Control among Male and Female Young Employees
- To find out the difference of Work Stress among Male and Female Young Employees
- To examine the relationship of Work stress and locus of control among Male Young Employees
- To examine the relationship of Work Stress And Locus of Control among Female Young Employees

HYPOTHESES:

The following hypotheses were formulated to empirically validate the above objectives:

- There would be significant difference between the Locus of Control among Male and Female young employees
- There would be significant difference between the Work Stress among Male and Female young employees.
- There would be significant relationship between Work Stress & Locus of Control among Male Young Employees
- There would be significant relationship between Work Stress & Locus of Control among Female Young Employees

SAMPLE:

Non-probability sampling (Purposive sampling) was utilised in this study. The sample populationin terms of age is highly homogeneous in the current suggested research, which included 100 Banking sector employees ranging in age from 21 to 29 years. There were 50 male and 50 femaleamong the 100 staff that were taken from different Banks of Delhi.

RESEARCH DESIGN:

Two-Group design was used in the present study. The study attempts to identify locus of controland work stress among young employees in Delhi. This is accomplished through the use of a correlational study, in which the researcher employs statistical data to attempt to discover the relationship between two or more factors, such as locus of control and Work stress. This aids indetermining the relationships between the variables. The T-test was also used to see whether there was a significant difference between the variables Locus of Control and Work Stress. Variables are only investigated and not manipulated in natural situations.

TOOLS:

The Rotter's Locus of Control Scale (LCS), a 29-item questionnaire, was utilised to measure an individual's locus of control. It evaluates their degree of internal-external control, or how much they believe their choices or other forces are to blame for events. The LCS is a forced-choice survey, meaning that each item's response option must be chosen by the respondent in order to receive a specific response. The responder must check the box next to the statement for each item that best describes their opinion. The scores range from 0 to 13. Reliability - Cronback alpha is 0.84 & test retest reliability is 0.8.On the Other hand, the Workplace Stress Survey by The American Institute of Stress (2001) is a self-reported questionnaire designed to assess an individual's level of stress in the workplace. The survey includes 10 questions and covers various aspects of workplace stress, including workload, job satisfaction, interpersonal relationships, and physical and emotional health. The format is summated rating with three response choices in 10 sliding scale: strongly disagree, agree somewhat, strongly agree. Examples of items in the scale include 'My workplace environment is not very pleasant or safe' and 'I have the impression that I am repeatedly picked on or discriminated against at work'. High scores are indicative of higher levels of job stress. Cronbach's alpha reliability coefficient is 0.80 for the entire scale WSS.

RESULTS AND DISCUSSION:

Obtained data were analysed with the help of SPSS 20 using different statistical technique andthe result are given in the following table along with their interpretation and discussion in this chapter. The data were analyzed and tabled in the light of objectives.

Table no. 5.1: Mean and SDs of Male and Female employees on locus of control and workstress.

Variables	Group	N	Mean	SD
Locus of control	Male	50	18.24	2.046
	Female	50	13.88	3.280
Work Stress	Male	50	42.48	3.442
	Female	50	59.80	5.938

A look at table 5.1 reveals that mean locus of control of male and female young employees were 18.24 and 13.88 respectively and their respective SDs were 2.046 and 3.280. The same table depicts that mean work stress scores of male and female young employees were 42.48 and 59.80 respectively and their respective SDs were 3.442 and 5.938. The table shows that there seems a difference between mean locus of control scores of males and females and mean work stress scores of males and females but these differences may be due to chance factors, hence to see that whether the differences are real or due to the chance factors, t- test was applied. The results are shown in the following table:

Hypothesis-1: There would be significant difference between locus of control of male and female young employees.

Variables	Group	N	Mean	SD	SED	t	P
Locus of control	Male	50	18.24	2.046	0.546	7.974	<.001
	Female	50	13.88	3.280			

Table no. 5.2: Means, SDs, and SED and results of t-ratio between mean locus of controlscore of male and female young employee

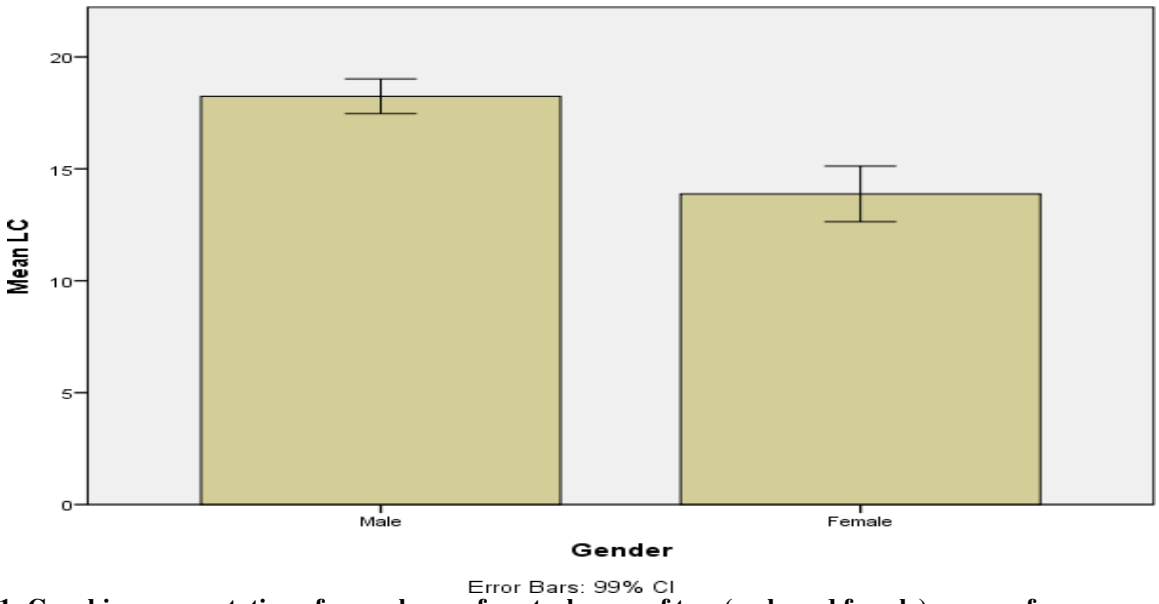

Figure 5.1: Graphic representation of mean locus of control score of two (male and female)groups of young employees.

From the results given in the above table 5.2 it appears that the mean locus of control scores of males and females were found to be 18.24 and 13.88 respectively. It means that male young employees have obtained more mean score on locus of control than female young employees. The standard deviations for male and female young employees were 2.046 and 3.280 respectively. The t-ratio between the two means came to be 7.974 which were significant beyond .01 level. These finding suggest that males had significantly greater amount of locus of control ascompared to females counterparts. Hence, the hypothesis-1 which states that "there would be significant difference between locus of control of male and female young employees" was proved true by the finding of the study.

Since the t-ratio came to be significant it can be said that males have significantly more locus of control than females. There is a significant gender difference in the locus of control between males and females of favorable and unfavorable home environments, according to the study's findings on the gender difference in the locus of control of young employees, which are presented and analyzed in the section above. The locus of control is greater in males than in females. These findings may be explained by the fact that, in contrast to women, men tend to search for the causes of events in themselves and instead of being sentimental about them, they choose psychological toughness, rational approaches, and emotional control. There are certain inherent, natural gender characteristics. In addition to the physical, nature has provided for the cerebral, emotional, social, and other components that vary. The current situation has evolved, and we witness role reversals in several instances. This indicates that, although there were formerly certain responsibilities assigned to both men and women, girls are now entering fields that were formerly dominated by boys, and in certain situations, the opposite is also true. Their self-concept and self-confidence have changed as a result, which has affected not just their temperament but also their ability to accomplish tasks efficiently. This has led us to conclude that there are disparities in locus of control, which might be attributed to shifting perspectives on the current surroundings. The findings of Gursoy and Bicakci (2007) and Mamlin, Harris, and Case (2001) which noted that females

have an external locus of control in comparison to males, corroborate these results.**Hypothesis-2: There would be significant difference between work stress of male andfemale young employees.**

Variables	Group	N	Mean	SD	SED	t	P
Work Stress	Male	50	42.48	3.442	0.970	17.843	<.001
	Female	50	59.80	5.938			

Table no. 5.3: Means, SDs, and SED and results of t-ratio between work stress of male a female young employees.

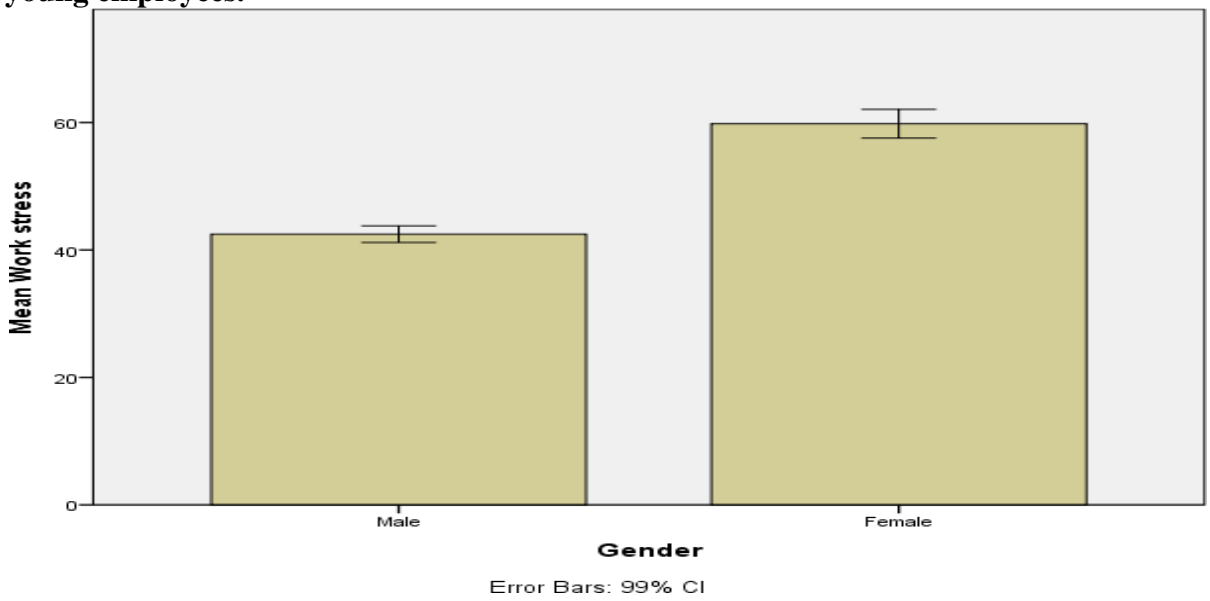

Figure 5.2: Graphic representation of mean work stress scores of male and female young employees.

Table- 5.3 shows that mean work stress score of male and female young employees were 42.48 and 59.80 respectively. The SDs of work stress score of male and female young employees were found 3.442 and 5.938 respectively. Their respective SED was 0.970. The t- ratios between means work stress scores of the two groups were found to be 17.843, which was statistically significant at 0.01 level of significance. These finding suggest that female had significantly greater amount of work stress than males. Hence, the hypothesis-2 which states that "there would be significant difference between work stress of male and female young employees." was proved true by the finding of the study.

It seems that since the two types of young employees belong to the same socio-economic strata of the society and go through almost same kind of job practices so much so that they study in the same company and same task, they did exhibit difference in the work stress. It proves that company environment; work pressure, gender discrimination, gender barrier, and dual responsibilities at home and at workplace at the same time are important ingredients for the development of work stress. In today's fast-paced and competitive world, a career in project management is increasingly characterised by the shock style of conflict management, temporal dissociation, the "night here, morning there" syndrome, misusing free time, struggles against

deadlines, rapid project mobility, and frequently differing reporting relationships. These factors can lead to despair, distress, pressure, and stress. A woman professional dealing with such a scenario in the private sector must deal with all of these issues on top of frequently having to tend to her family's needs, including elder care and other household chores. It becomes difficult to strike a balance between real-life responsibilities and professional obligations Comparing the stress levels and severity of anxiety symptoms of 85 managers in Slovenia, Meško Videmšek, Štihec, Meško-Štok & Karpljuk (2010) found that the female managers had greater levels of stress. It has been shown that stress and anxiety at work impact certain female employees more than male ones. More women are entering the workforce in the private sector these days (Bharathi & Gupta, 2017).

Hypothesis-3: There would be significant relationship between locus of control and work stress of male young employees.

Hypothesis-4: There would be significant relationship between locus of control and work stress of female young employees.

Variables	Correlation	Significance level
Locus of control	-0.839	**< .01**
Work Stress		

Table no. 5.4: Results of Correlation between locus of control and work stress of maleyoung employees.

Variables	Correlation	Significance level
Locus of control	-0.566	**< .01**
Work Stress		

Table no. 5.5: Results of Correlation between locus of control and work stress of female young employees.

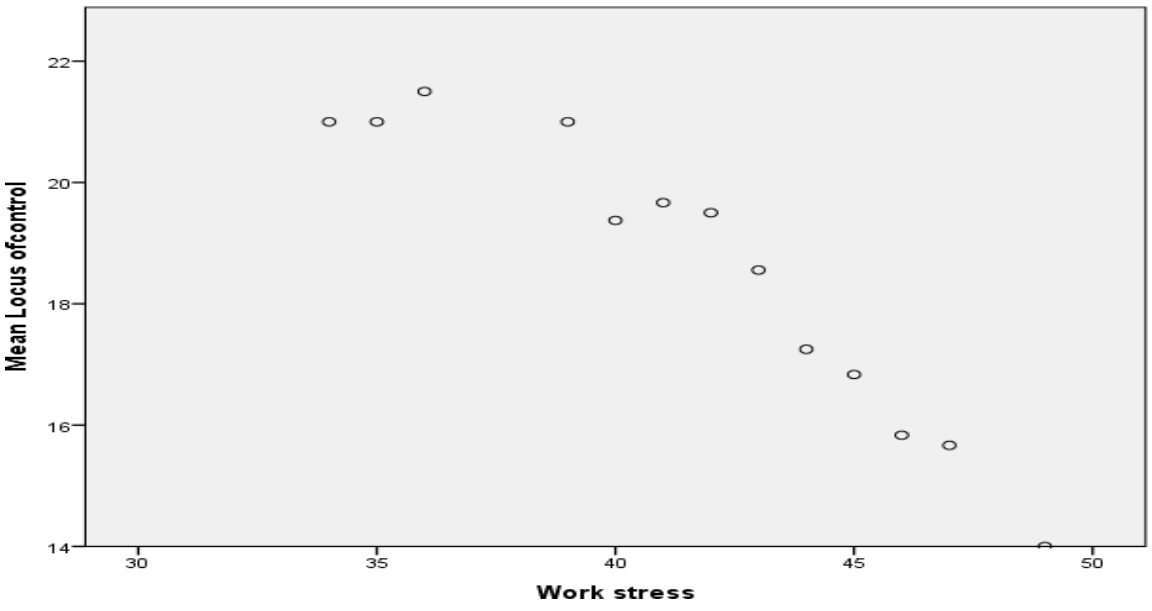

Figure 5.3: Graphic representation of correlation between locus of control and work stress of male young employees.

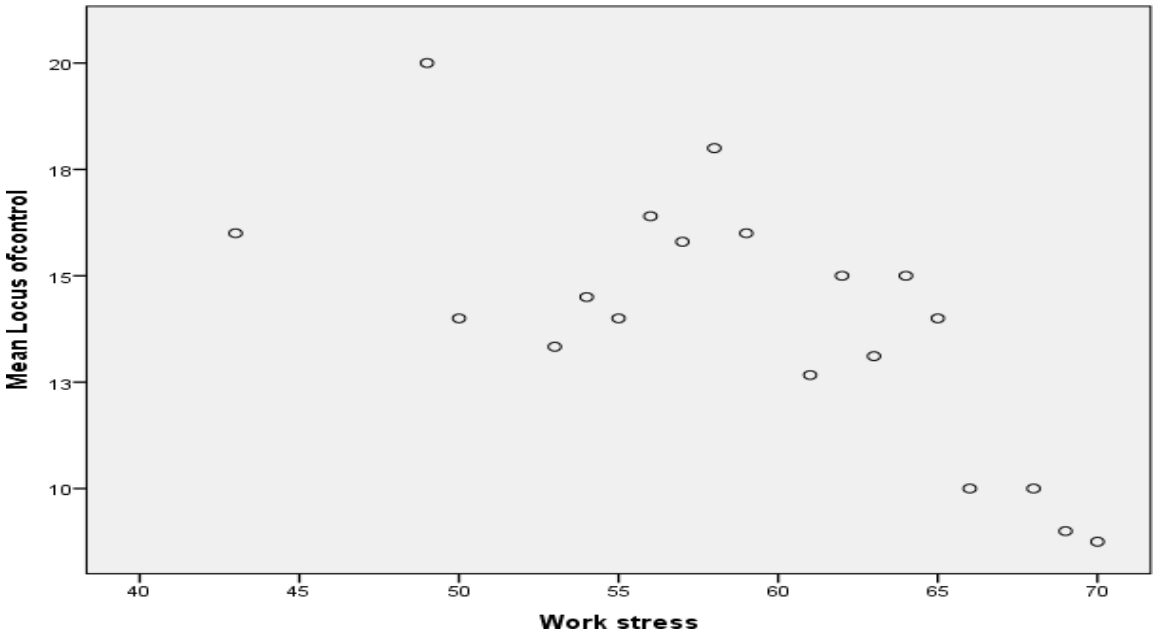

Figure 5.4: Graphic representation of correlation between locus of control and work stress of female young employees.

If we look table- 5.4 we will find that coefficient of correlation between locus of control and work stress of male young employees was found as 0.839 which was significant at 0.01 level of significance. The value of coefficient of correlation was negative meaning thereby that the two variables are negatively related. So, the hypothesis-3 that says that "there would be significant relationship between locus of control and work stress of male young employees." was accepted. In the same way a look at table 5.5 reveals that relationship between locus of control and work stress of female young employees was 0.566 which was significant beyond .01 level of confidence. Thus, hypothesis -4 which states that "there would be significant relationship between locus of control and work stress of female young employee "was also accepted by the finding of the study.

This suggests that job stress levels drop in tandem with improvements in locus of control, and vice versa. According to the study, anxiety and job stress are primarily caused by a number of elements that fall under the employee's locus of control and have varied degrees of effect. Moreover, the locus of control and work stress are both positive and negative feelings and have equally detrimental effects on types of both male and female professionals resulting in a relationship between the two variables.The results of this study demonstrate that feelings of tension, discomfort, uncertainty, indecision, and distress that an employee experiences are negatively correlated with the beliefs held by both male and female employees that people's successes, failures, and outcomes are controlled by an individual's actions and behaviour (internal locus of control) and chance, luck, and fate (external locus of control). This result is consistent with research showing that people with an internal locus of control cope better under stressful conditions (Rotter, 1966; Parkes, 1986) and that there is a negative relationship between work stress and external locus of control (Kyriacou & Sutcliffe, 1979).

CONCLUSION:

This gender difference in locus of control could be due to natural gender characteristics or changes in perceptions of the present environment, where females are now taking up roles that were previously dominated by males.

In conclusion, the present study highlights the importance of gender-sensitive approaches to workplace stress management. These findings suggest that locus of control is an important factor in determining work stress levels among young employees. It is recommended that interventions be developed to help individuals develop a greater sense of control over their lives, which could help reduce work stress levels. Additionally, employers should consider implementing policies that support work-life balance and promote a positive work environment, which could help reduce work stress levels among all employees.

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