

Comprehensive Facts of Working Stress Environment among BPO Workers: Special Reference to Drug Abuse and Family Fighting

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Abstract – Work stress is characterized as the hurtful physical and emotional responses that happen when work necessities don't coordinate the worker's capacities, resources, and requirements. Especially more consideration given to the Business Process Outsourcing (BPO). In present world, BPO undertaking is expanding in Business dependent on their customer. In this circumstance employee must lift up their vitality and job in this association, and they befuddled to do in their job. It prompts stress, strain, and anxiety to the employee. So this paper reveals the reason which give a mentally as well as physical problems as an effect of occupational stress among BPO Workers. This paper also deals with the management criteria and techniques to control stress among the workers of BPO.

Keywords: Working, Stress, Environment, BPO, Workers, Employers, etc.

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1. INTRODUCTION

Current environment is the business environment as it is bringing forth the corporate headway in the nation. BPO segment is additionally turning into its piece. It is positioned as the most ideal wellspring of work for the adolescents. In India, relatively 70% of the aggregate adolescent population is doing work in the BPO. In any case, it would be astonished that they are not getting to be stay in the BPO for quite a while period. The reason of this is BPO area is giving 32% rest issue, 25% stomach related turmoil and 20% visual perception issue to the employees. Occupations in the BPO area are giving numerous endowments to the employees like high stress level, Number of different illness and broken marriages. As of now, close about 80% associations are experiencing this infection, thusly the general occupation fulfillment of the employees is wreck. Stress is getting to be unavoidable nowadays in each association and at last it is building up to the Burnout. Burnout, experienced as a condition of physical, emotional, and mental exhaustion and in addition depersonalization and diminished individual achievement, is the aftereffect of a process of wearing down in which profoundly energetic and submitted people lose their soul. Present day time is known as the —era of anxiety and stress. Each activity whether that is in corporate, pharmaceutical industry, managing an account segment and instruction part is turning into the primary motivation to give the stress to its employees. Along these lines, when this stress ends up unreasonable, employees

create different indications of stress that hurt their execution and even compromise their capacity to adapt up to their environment. Psychologists once trusted that stress really enhanced execution on an extensive variety of undertaking. They held that the connection among stress and errand execution appears as a topsy turvy is at first execution enhances as stress increment probably in light of the fact that the stress is stimulating or empowering. Beyond some point however stress progresses toward becoming diverting and execution really drops. While this relationship may remain constant under some condition developing proof recommend that even low or moderate dimension of stress commingle with undertaking execution. Obviously individual contrast in their protection from stress. A few people appear to be infection inclined. They experience the ill effects of even mellow dimension of stress. Other individuals some of the time alluded to as self-starters can work successfully even despite exceptional continuous stress (broiled man).

As indicated by Beer and Newman characterize work stress as a condition emerging from the intuitive of individuals and their activity and described by changes inside individuals that compel them to go astray from their ordinary working.

- 1) **Stress isn't just anxiety:** Anxiety works exclusively in the emotional and mental

circle though stress works there and furthermore in the physiological circle.

- 2) **Stress isn't just nervous strain:** Like anxiety nervous pressure may result from stress however the two isn't a similar oblivious individuals have shown stress and a few people may keep it butted up and not adored it through nervous strain.
- 3) **Stress isn't really something damaging: Bad** or to be kept away from esters isn't damaging or awful and is something individuals should search out as opposed to maintained a strategic distance from.

An ever increasing number of employees are encountering stress at work. They might adapt to a lot of weight, extend periods of time or quick change. The idea of work has now changed and the possibility of an occupation forever has been supplanted by an accentuation on execution. Stress is presently perceived as a substantial wellbeing and security issue at work. Prosecution is on the expansion and there have been fruitful cases for pay for work-related stress. We live in an a lot quicker paced world that we used to and a great many people acknowledge and expect stress in their lives as they endeavor to adjust the requests of their work and home lives. Due dates to meet commitments, evolving needs, longer working hours, messages, and driving are a portion of the elements requiring employee's consideration The majority of us are put under strain to deal with circumstances that 17 are not dangerous but rather all things considered incite stress signals. These can prompt a scope of disagreeable and incapacitating sentiments and side effects, for example, migraine, spinal pain, stomach upsets, anxiety assaults and laziness. This thus prompts absence of profitability, wear out and long haul illness if not anticipated. A great deal of research has been directed into stress in the course of the most recent hundred years. A portion of the theories behind it are currently settled and acknowledged; others are as yet being looked into and discussed. Amid this time, there appears to have been something moving toward open fighting between contending theories and definitions: Views have been enthusiastically held and forcefully shielded. What confounds this is naturally we as a whole vibe that we comprehend what stress is, as it is something we have all accomplished.

2. STRESS IN BPO SECTOR

As a rule, we utilize the expression "Stress" when we are over stacked and pressurized to such a degree, to the point that we begin thinking whether we can conquer the strain, tackle the issues and handle the riotous situation in a legitimate way. Anything in a limit is great. Be that as it may, on the off chance that it crosses the limit, there emerges the issue. In the comparable way, having some stress is useful for our

prosperity on the grounds that without stress life is by all accounts boring. In any case, when the dimension of stress increases and influences our physical and mental condition, it is exceptionally tricky. Basically, stress emerges out of pressure. What's more, the operator that causes the stress is known as a „stressor“. In basic definition, stress is the emotional, mental and physical strain caused by pressure caused by the outside world. This stress in turn causes dread, irritation, and results in inability to focus on a specific undertaking. And furthermore results in an assortment of physical inconveniences, for example, headache and increased heartbeats. Stress isn't just limited to certain location. It is a wide and all inclusive existing issue. It exists in people and furthermore creatures. Non-living things, for example, metals have specific stress esteem and past the stress limit it disfigures and disappointment happen. A similar impact happens even in human. What's more, employees working in BPO sector have many work related pressures and strains and it results in high stress. There are numerous individuals who feel that stress is a basic idea and can be understood effortlessly and furthermore think that they and can defeat it. In any case, numerous multiple times, they flop in doing that. When all is said in done, BPO has a name for it: BOSS-Burnout Stress Syndrome. Also, it can be seen generally in women employees working in BPO sector. In any case, due to the adjustments in innovation and direction of BPO sector, the interest for women employees increased. Therefore, stress among these employees is a vital issue to examine and there is a need to find a way to kill this issue. The following are few reasons for stress.

- a) **Impact of the Work Timing:** One of the best points of interest of the Indian BPO sector is the common time contrast with the US and UK due to geographical location and this makes the Indian BPO sector remain as a dominant player in the field. In this manner the employees of BPO sector need to work during the evening times. Furthermore, this outcomes in „Insomnia“, which results in wellbeing related issues and reason for stress.'
- b) **Impact of Nature of Work:** Working in BPO sector mainly involves is performing monotonous works, for example, repetitive telephonic conversations. This will cause stress without a doubt. Along these lines, in request to beat this issue some little advances, for example, hiring experienced and retired persons who have tolerance are to be utilized and the activity ought to be done in move premise.
- c) **Stress due to fewer Holidays:** It is now and again asked that even an IT sector employee has bunches of pressures and workload, then why just BPO sector

employees have a complaint. The purpose for this is, despite the fact that IT employees have substantial workloads and deadlines and they work for long terms, they possess energy for relaxing, for example, coffee breaks, chatting with individual employees and so forth. Yet, none of the above things are feasible for a BPO sector employee on the grounds that any BPO sector employee barely gets available time due to the way that their activity involves a ton of training time.

- d) **Impact of pressure due metric based performance measurement:** In call focuses, everything runs based on metrics. The performance of the employees is estimated and ratings are given to every employee based on their performance. What's more, this rating chooses his eligibility for advancement. In this manner, the metric-driven framework in BPO organizations increases the strain among the employees regarding their compensation, incentives, advancement and furthermore future presence in the organization. In any case, with experience, the employee gets habituated to the pressure and creates himself and it is valuable for their future vocation. Along these lines, it can be considered as long run preferred standpoint.
- e) **Stress due to Travel:** BPO sector is an immense sector and the vast majority of the call focuses require large manpower to help the colossal work. In request to accomplish this, they require part of room for office and as the expense of land is high in cities when contrasted with land in edges, they setup their offices in edges. Thus, as a large portion of the call focuses are on the edges, employees need to travel a ton of separation and furthermore need to travel for a long length of time each day, they feel depleted and this in turn induces stress in them.
- f) **Stress due to large Volume of Calls:** Though the general workload is high, the volume of call is particularly high and it has turned out to be one of the significant reasons for stress. In the greater part of the call focuses, the employees barely find time hole between two calls.
- g) **Impact of Overtime Working:** Though the organizations give incentives to the employees working overtime, it is one of the real reasons for stress. In the initial stages, fresher's get pulled in to the incentives and begins working for overtime to procure cash yet in a due time, they get a handle on stressed. Overtime other than long working hours, long separation traveling and more

travel time ends up feeble combination and causes overwhelming stress for the employees.

- h) **Status of Women in the IT and BPO Sectors:** It is said that „Nature has given women an intemperate measure of power, the law offers them too little“, along these lines in the advanced world, women employees don't trade off as far as profession. Particularly, the BPO sector gave a more noteworthy opportunity to women employees as they are relied upon to be performing multiple tasks and furthermore known for persistence which is imperative in BPO sector occupations.

Table 1 Characteristics of Negative and positive stress

Positive Stress	Negative Stress
Motivates, focuses energy	Causes anxiety or concern
Is short term	Can be short or long-term
Is perceived as within our coping abilities	Is perceived as outside of our coping abilities
Feels exciting	Feels unpleasant
Improve Performance	Can lead to mental and physical problems.

3. DRUGS ABUSE AT WORKPLACE STRESS IN BPO

When all is said in done, professions are presented to various kinds of pressure that can cause stress in helpless individuals. Every individual builds up their very own strategy for coping with the drawn out impacts of stress. Be that as it may, coping techniques with negative outcomes may cause conduct and mental problems, for example, a diversion to abstain from thinking of the stressor, which can happen through liquor or drug misuse, wanders off in fantasy land and insufficient sleep. Professionals in different classifications, therefore, may see liquor or drugs as the most open and prompt strategy to manage these demands. The favored drug in this class was break as it helped manage the steady loneliness and misery, keeping them cautions in order to have the capacity to remain on the work. Conversely, the pressures of the universe of work are managed better by more established professionals, those in their 60s or 70s. Research led in the India with 2902 workers matured more than 60 found no relationship between work pressure and liquor abuse. This error is accepted to youthful workers. In addition to consistent pressures at work, flouting work laws, discrimination, social disconnection, instability,

undervaluing the professionals and unsafe environments are additionally determinants of drug misuse, attempting to diminish the impacts of these psychosocial stressors. Clinical symptoms of irritability, anxiety, emotional distress, sleep problems, dysphoria, aggressive behaviors, and drug craving are normal during early abstinence from liquor, cocaine, sedatives, nicotine, and cannabis. A mellow "negative effect" and craving state results postwithdrawal, related with modifications in the stress and dopamine pathways. The severity of the symptoms has been related with treatment results, with more noteworthy reliance and abstinence severity prescient of more awful treatment results. Drug craving or "wanting" for drug is reasonably not the same as other anxiety and negative influence symptoms as it originates from "want" or a desire for a libertine upgrade. Be that as it may, with incessant drug use, the term moves toward becoming related with a physiological need, hunger, and solid intent to search out the ideal protest, thereby illustrative of the more urgent parts of craving and drug seeking recognized by dependent patients. Specifically, craving and urgent seeking is firmly showed with regards to stress presentation, drug-related signs, and drug itself and can turn into a powerful trigger for backslide. A few ongoing models of fixation have displayed the idea this increased craving or wanting of drug is the conduct indication of sub-atomic and cell changes in the stress and dopamine pathways talked about in the past segment. Indeed some help for this thought originates from laboratory and imaging ponders outlined below. In my laboratory, we have examined the impacts of stress and drug-related prompts on drug craving in alcoholics, cocaine-dependent individuals, and naltrexone-treated, sedative dependent individuals in recuperation. Drug craving and stress responses were evaluated in treatment-connected with, abstinent, dependent individuals who were presented to stressful and no stressful drug-prompt situations and unbiased relaxing situations, using customized guided symbolism systems as the induction strategy. Our initial findings indicated that in dependent individuals, stress symbolism elicited various feelings of dread, misery, and outrage when contrasted with the stress of open speaking, which elicited increases in dread yet no displeasure or pity. In addition, symbolism of individual stressors created critical increases in cocaine craving, while open speaking did not. Significant increases in pulse, salivary cortisol, drug craving, and emotional anxiety were additionally seen with symbolism presentation to stress and non-stress drug prompts when contrasted with nonpartisan relaxing signals in cocaine-dependent individuals. All the more as of late, we have demonstrated that stress and liquor/drug-related boosts also increase craving, anxiety, negative feelings, and physiological responses in abstinent alcoholics and in naltrexone-treated, sedative dependent individual.

4. WORKING STRESS AND FAMILY CONFLICT

A large piece of the literature on work and family features the antecedents and results of family conflict. One antecedent of work-family conflict that is pertinent to the setting of this investigation is the move in the attitudes of women toward gendered jobs. Autonomy, self-realization and satisfaction have prompted a more extensive valuation for the benefits of remaining single. Changing societal standards, joined by the enhancement in women's training and vocation attainment, have influenced the decisions women make regarding marriage and parenthood. The adjustments in the investment of women in the work constrain have at last reshaped the traditional family structure of husband as essential breadwinner and spouse as homemaker. Family structure changes have added to an increase in the quantity of double income couples and families headed by single guardians. The quantity of employees with sporadic calendars has increased fundamentally, while almost no has been done to help them in managing their work and family commitments. A factor contributing to work-family conflict is the dynamic support of women in work, which offers ascend to additional pressure and demands at home. These encounters fill in as work-domain predictors of work-family conflict. Similarly, contradictions between family individuals due to increased time spent at work, or the nearness of little youngsters at home, fill in as family domain predictors of work-family conflict. Marital status, number and times of youngsters, sexual orientation, instruction, work plans and authoritative residency are a portion of the antecedents of work family conflict. Significant and material antecedents of work-family conflict pertaining to this investigation are talked about straightaway, despite the fact that the rundown isn't comprehensive. Strain-based conflict happens when symptoms of exhaustion and anxiety made by the demands of one job interfere with another job, along these lines preventing the demands of that job from being fulfilled. Work stressors can make strain symptoms of tiredness, despairing, anxiety, and irritability. Such strain symptoms have been found to identify with physical and mental sick wellbeing. The experience of burnout, anxiety, or weakness caused by negative emotional overflow from work-to-family jobs proposes that certain awful events, for example, another activity, can make it hard to seek after an all-around adjusted family life

5. WORK STRESS MANAGEMENT

Stress is essentially the body's non – explicit reaction to any demand made on it. Stress isn't by definition synonymous with nervous strain or anxiety. Stress gives the way to express abilities and energies and seek after happiness ; it can likewise cause exhaustion and illness, either

physical or mental; heart assaults and mishaps. The critical thing to recall about stress is that certain structures are typical and basic. As the body reacts to different types of physical or mental stress, certain predictable changes happen. These include increased pulse, circulatory strain (systolic and diastolic) and emissions of stimulatory hormones. These responses to stress will happen whether the stress is positive or negative in nature. In lay terms, it is known as the "battle or flight" instrument. Continual introduction brings down the body's ability to adapt to additional types of mental or physiological stress. The consequences of continuing stress may cause interruption in at least one of the following zones of wellbeing: physical, emotional, spiritual and/or social. In spite of the fact that we as a whole discussion about stress, it often isn't clear what stress is extremely about. Numerous individuals view stress as something that transpires, an occasion, for example, an injury or a vocation misfortune. Others think that stress is the end result for our body, mind and conduct because of an occasion (e.g. heart pounding, anxiety or nail biting).

While stress involves occasions and our reaction to them, these are not the most imperative factors. Our considerations about the situations in which we find ourselves are the critical factor. When something transpires, we automatically assess the situation mentally. We choose on the off chance that it is threatening to us, how we have to manage the situation, and what aptitudes we can utilize. In the event that we choose that the demands of the situation exceed the abilities we have, then we mark the situation as "stressful" and respond with the exemplary "stress reaction." If we choose that our coping aptitudes exceed the demands of the situation, then we don't consider it to be "stressful." Stress can emerge out of any situation or imagined that makes you feel baffled, furious, or on edge. Everybody sees situations contrastingly and has distinctive coping abilities. Consequently, no two individuals will react the very same path to a given situation. We might be persuaded and invigorated by the occasions in our lives, or we may consider some to be "stressful" and react in a way that may negatively affect our physical, mental, and social prosperity. In the event that we generally react in a negative manner, our wellbeing and happiness may endure. By understanding ourselves and our response to stress-provoking situations, we can figure out how to handle stress all the more adequately. In the most precise meaning, stress management isn't tied in with learning how to maintain a strategic distance from or get away from the pressures and choppiness of present day living; it is tied in with learning to acknowledge how the body responds to these pressures, and about learning how to create abilities which upgrade the body's alteration. To learn stress management is to find out about the mind-body association and to how much we can control our wellbeing in a positive sense.

6. TECHNIQUES TO CHANGE THE ORGANISATION TO PREVENT JOB STRESS

- Ensure that the workload is in line with workers' capabilities and resources.
- Design employments to give meaning, stimulation and opportunities for workers to utilize their aptitudes.
- Clearly define workers' jobs and responsibilities.
- Give workers opportunities to take an interest in choices and activities affecting their occupations.
- Improve correspondences lessen uncertainty about career development and future work prospects.
- Provide opportunities for social interaction among workers.
- Establish work plans that are good with demands and responsibilities outside the activity.

7. CONCLUSION

Work stress can be estimated by a few indicators. Therefore, some can be utilized to find out the stress. It is been presumed that as the competitive environment, technological advancements, HR Practices, economic development, social developments are taking spot step by step. Subsequently, every employee is relied upon to work for extend periods of time, play out different occupations, accessible for 24 hours in seven days. These reasons give mentally and also physical problems to the employees. At the point when these problems increase, then it gives a pressure, strain, anxiety, strain, injury to the employees and eventually the productivity of the employee's reductions. More ever women get high stress than men. Work Stress in an association can be estimated by using different factors. And depending on this, the stress dimensions of individual employees can be determined. In today's competitive world, each association need skilful employees who can give their administration 24X7 (24 hours in seven days). In any case, any employee working for long term of hours will be depleted and on the off chance that the work environment is not great to them, they will be irritated, pressurized and this develops strain resulting in stress. And therefore the productivity of employees begins decreasing. In this manner, productivity of the employee relies upon his performance, and he can perform well if the working conditions are not rushed

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