

## **A Comparative Study of Stress among B.P.O. Employees Who are under Going Physical Fitness Programme and Those Who are Not**

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### **Abstract**

The purpose of the study was to **study the stress among BPO employees who are undergoing physical fitness program and those who are not.** The study is confined to the Call centre employees from the Pune City. Two hundred male employee (n=200) of Magarpatta based B.P.O. Companies were selected randomly as sample by employing Fishers random Table. The subject's **age group was 25-30 years.** The score in criterion measure (OS) Occupational Stress Questionnaire of A.K. Shrivastawa and A.P.Singh was given to the 100 employees, who are doing regular physical fitness activity were taken. **Descriptive statistics** have been applied to process the data. Further, **Independent Sample t test** was employed for comparison among groups. The result summarized that there was significant different among groups.

**Key words:** Occupational Stress, physical fitness

### **Introduction**

Call centres have emerged out of the major changes that have taken place in the spare of work and employment in last two decades. They provide services which includes customer interactions, back office operations, transcriptions etc. The Industry also provides them with a life style, which they could not otherwise dream of, compared to employees in other industries. Even though they are paid high salaries and incentives still they face mental stress due to various other factors. Here it is the need of the day that an individual has to overcome the mental stress and have optimal level of health and physical fitness. So physical fitness will surely help the B. P. O. (call centre) employees to be more alert and enduring and live without stress. Many friends of researcher are working in call centre as B. P. O. & after discussion & interaction with them, researcher has found that dealing with technology they under go through various ailments such as Fatigue, Irritability, Inability to relax, Headaches, Backaches, Visionary problem, Sleep problems, Stomach problems, High blood pressure, Hearing problems which ultimately causes them mental stress. The researcher has also observed that the friends who are doing regular fitness have less mental stress. Therefore researcher has shown interest to study this problem.

**It was, therefore, thought desirable to undertake the problem entitled, "A Study of Stress among B.P.O. Employees who are under Going Physical Fitness Programme and Those who are not".**

### **Material and methods**

A survey was conducted in this study. Two hundred male employee (n=200) of Magarpatta based B.P.O. Companies were selected randomly as sample by employing Fishers random Table. The subject's **age group was 25-30 years.** The Questionnaire about regular physical fitness program was given to all 25 to 30 years B.P.O employees. On the basis of response to the questionnaire 100 employees, who are doing regular physical fitness program and 100

employees, who are not doing physical fitness program was randomly selected and separately divided in to two groups.

The data was collected administering Occupational Stress Questionnaire of A.K. Shrivastawa and A.P.Singh was given to the both groups(200 employees). The scale assesses the extent of stress, employees experience in the context of their job life.

### Results

Descriptive statistics were used for obtaining normality of data (Table 1). Independent sample t test was used for comparison (All values are significant at 0.05 level) (Table 2).

**Table1**  
Descriptive Statisticsof stress for groups doing exercise

Exercise	N	Mean	Std. Deviation
Yes	100	127.59	21.28
No	100	147.38	17.08

Table represents mean score and standard deviation for stress test of the subject. Subjects doing Physical fitness activities has stress scores of 127.59 ( $\pm$  21.28).Subjects those who are not doing Physical fitness activities has stress scores of 147.38 ( $\pm$  17.08).

**Table2**  
Independent Samples Test of stress for groups doing exercise and not doing exercise

		F	Sig.	t	Df	Sig. (2- tailed)
STRESS	Equal variances assumed	9.391	.002	7.250	198	.000

Table shows the 't' value for the comparison between mean stress of group doing exercise and those who are not doing the exercise is 7.250 with degrees of freedom 198, which was statistically significantly at 0.000 significance level. Therefore researcher rejects the null hypothesis  $H_0: 1$  "There is no significant difference between level of stress of the employees who are under physical fitness activity and those who are not."

### Conclusion

With the help of present investigation the following conclusion are drawn.

- There is no significant difference between level of stress of the employees who are under physical fitness activity and those who are not.

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