

CHAPTER- 6

SUMMARY AND CONCLUSIONS

6.1 SUMMARY

The present research work-based thesis entitled “*Effects of Stress on Performance of Women School Teachers in Punjab: An Empirical Investigation*” is divided into six chapters.

Chapter 1 covers the introduction about stress, which includes occupational stress, models of stress, types of stress, its sources, causes, symptoms, effects, work performance and work motivation. Special emphasis is given towards discussing various theories postulated to gain deeper correlative understanding of occupational stress, job performance and work motivation.

Chapter 2 includes review of literature. It features an overview of the relevant literature of international, national and regional perspectives and enlists major findings from both research-based studies and theoretical review related to occupational stress. It also systematically reviews the relationship between occupational stress, work performance and work motivation. The content of this chapter is also an effort to present state of art and knowledge available in the research domain of occupational stress with special reference to the significance in relation with the problem in focus.

Chapter 3 describes the problem formulation, need of study, research gaps and questions, locale of the study, aims and objectives, hypothesis, scope, significance and limitations of the study along with plan of work to execute the proposed research work.

Chapter 4 defines the methodology adopted to perform the proposed research

work as per the framed objectives with specific reference to the expected
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An Empirical Investigation outcomes in systematic manner. It covers various practices and procedures adopted for determination of sample size, sampling methodology adopted, inclusion and exclusion criterion for selection of respondents, administration of survey, survey instruments applied, and statistical tools used to identify the level of occupational stress among respondent women teachers and its correlation with job performance and motivation.

Chapter 5 features results obtained after analyzing the data received from participating respondents based on the survey instruments used for the study. The results are summarized with specific reference to level of stress among respondents, its correlation with various parameters reflecting occupational stress and its relationship with work performance and work motivation among women school teachers of selected locales with pre-defined inclusion and exclusion criterions. The results obtained in this study after using suitable statistical tools are also discussed in view of the previous studies relevant to the research sphere. Special emphasis was on analyzing and establishing links of the research outcomes from present study with similar, supportive and contradictory finding across the earlier published studies in the area of occupational stress.

Chapter 6 describes the summary of all chapters and also enlist major findings and conclusions of the present study. Along with it, suggestive recommendations to reduce occupational stress among women teachers and possible ways to achieve the same along with improvement in job performance and motivation level are also given. Future prospects of this study for further extrapolation are also given in this section for the interest of researchers.

Cited references in all chapters are included and alphabetically arranged in Reference section of the thesis.

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An Empirical Investigation Research outcomes from the present study *i.e.*, publications and paper presentations are enlisted in Appendices. All three survey instruments used to conduct this investigation *i.e.*, Occupational Stress Index, Work Motivation Questionnaire, and Individual Work Performance Questionnaire were also given in this section at the end.

6.2 CONCLUSIONS

Teaching is considered a noble profession. It is such a profession, which transmits the values of the society among youth and makes a significant impact in the lives of the students they teach. Considering the impetus of teachers in our educational system, the schools and the teachers have more responsibility in molding the character of the students. By this context, the role of the teacher in the society is vital for its continual progression and improvement. Being a women teacher, it becomes additionally important to simultaneously balance multi-fronts viz. professional, societal, familial, gender biasness, expected responsibilities, peer-relations, statutory obligations etc. In general, work environment and personal conditions greatly affect motivation level and performance of women teachers.

In order to understand the factors inducing occupational stress and its relationship with work performance and motivation level among women teachers, this survey-based study was performed with the objectives of measuring the extent of occupational stress among respondents, to identify the stress inducing factors and to establish statistical relationship between occupational stress with work performance and work motivation. Furthermore, underlying strategies adopted by these teachers to cope up the stress and considering stress as motivating factor were also identified qualitatively. The study framework was limited to Bathinda and Mansa districts

representing . Effects of Stress on Performance of Women School Teacher in Punjab:An Empirical Investigation

Malwa region of Punjab and acted as a base study to extrapolate the findings in larger contexts for fruitful outcomes and suggestive measures for improvement in performance of women teachers.

The widely applied, reliable and pre-validated survey instruments, the Occupational Stress Index Questionnaire (Srivastava and Singh, 1981), Work Motivation Questionnaire (WMQ) (Agarwal, 1988) and Individual Work Performance Questionnaire (IWPQ) (Koopmans *et al.* 2014) were applied in this study to conduct the survey of 300 pre-consented and interested respondent women teachers after explaining the study objectives in well-defined and ethical manner through personal interaction. The data obtained was then analysed using appropriate statistical tools viz. mean, standard deviation, Pearson product moment correlation coefficients and stepwise multiple regression analysis

The major findings and interpretations from this study are as follows:

On the basis of the results of various analyses, the major findings are presented below:

CORRELATIONAL ANALYSIS (Women School Teachers, N=300)

1. There is a significant negative correlation between various dimensions of occupational stress and work performance (task performance and contextual performance) among women school teachers.
2. There is a significant positive correlation between various dimensions of occupational stress and work performance (counterproductive behaviour) among women school teachers.
3. There is a significant negative correlation between various dimensions of occupational stress and work motivation among women school teachers.
4. There is a significant positive correlation between work motivation and Effects of Stress on Performance of Women School Teacher in Punjab An

Empirical Investigation various dimensions of work performance among women school teachers.

STEP-WISE MULTIPLE REGRESSION ANALYSIS (Women School Teachers, N=300)

1. Several dimensions of occupational stress would contribute negatively in work performance (task performance and contextual performance) of the women school teachers.
2. Several dimensions of occupational stress would contribute positively in work performance (counterproductive behaviour) of the women school teachers.
3. Various dimensions of occupational stress would contribute negatively in work motivation of the women school teachers.

FINDINGS FROM THE STRUCTURED INTERVIEWS (Women School Teachers, N=75)

The findings from the structured in depth-interviews with women school teachers of various districts of Punjab reported occupational stress experiences in terms of occupational stress inducing factors, coping strategies and several factors affecting their work motivation. Through the structured interview approach, the voices of the teachers who have lived occupational stress experiences are recorded and it gives useful insights about women school teachers' occupational health that may help in making changes in the lives of the community for which the research has been done. Major findings emanating from the structured interviews are listed below:

- A significant number of teachers reported disruptive behaviour of students, colleagues or principals/administrators as a major source of occupational stress.
- The highest level of perceived teacher's occupational stress was

- Effects of Stress on Performance of Women School Teacher in Punjab:

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- The other factors such as being given the responsibility without the authority to take decisions, changes in terms and conditions without consultation, lack of funds/resources to do the job were also reported as the major stress inducing factors among women school teachers.
- Considering the demographics, the lower-grade school teachers, older teachers and teachers with university education perceived changes in education as a very stressful factor than the upper-grade school teachers, younger teachers and those lacking university education.
- Need of better infrastructure, learning materials/models, instructional support from experts and reduction in non-academic duties were also reported to reduce the job stress among teachers.
- Multipronged strategies to manage disruptive behaviour of students, colleagues or principals/administrators should be developed and implemented at various schools which will reduce the burden and strain associated with a fear of inapt behaviour towards teachers and enables them to work freely in more effective manner.
- Extended support, understanding of individual's circumstances and capabilities and cohesive environment among staff members are identified as stress-buster parameters.
- Cooperation and response of parents along with the respect towards teachers acts as an encouraging factor for teachers to perform in a better way in their job.
- Teachers belonging to a family where support and load sharing existed performed better and felt less stressed in comparison to others.
- Extra involvement in non-academic duties more often acts as a significant

stressor affecting teachers adversely.

- Teachers' values, ethics and professional morals including an inherent
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- Inner motivation is an important factor among teachers for quality teaching and related outcomes.
- Self-respect and respect from students, parents, family, colleagues, administrators etc. as a great source of performance elevation among teachers.
- Peer competition motivates the women school teachers to perform better.

6.3 SUGGESTIVE RECOMMENDATIONS

The findings of the study can have the following educational implications for the qualitative improvement of the school education in the region by reducing the job-related stress among the teachers and improving their motivation levels and thus job performance. Although the study was limited to women teachers of Bathinda and Mansa districts of Punjab, but its wider applicability to implement the suggestions at state level can also be equally effective, irrespective of government and private sectors. In addition to this, there is an urgent need to recognize the urgency of creating better environment at workplace and promote healthy and supportive practices at school level for teachers by the administrators from government/private sectors along with the community. Shouldering this bigger responsibility jointly by all stakeholders will surely motivate and inspire teachers to engage professionally in more constructive and effective manner to attain the goal of providing quality

education to all for a better society. Specific strategy involving various elements like focussed emphasis on controlling the stressors, organizing

- Effects of Stress on Performance of Women School Teacher in Punjab:
- An Empirical Investigation periodical stress management **programmers** for reducing the levels of stress among the teachers and improving multidimensional support to teachers from all facets are need of the hour to improve the educational outcomes and achieving societal benefits in larger contexts.

Some specific recommendations as an outcome of the present study are as follows:

- Societal equality and social security to women teachers.
- Establishing work-life balance by reducing the work pressure and stress.
- Improvisation in teaching and learning process through new ways and techniques.
- Academic resource upgradation at rural level by providing more infrastructural support to schools situated in villages.
- Implementation of new ICT based interactive learning methodologies to make the teaching learning process interesting and reduce the workload of teachers.
- Regular trainings, capacity building programmes, awareness sessions and seminars/conferences etc. to be organized for knowledge updation and skill enrichment.
- Support from administrative leaders, peers, own family, students' family and society.
- Psycho-emotional strengthening, counselling and value addition through interactive sessions with experts on a regular basis.
- Adopting 'Quality First' approach by reducing the Student: Teacher ratio for desired outcomes.
- Devising a Performance-to-Monetary incentive linked policy for optimal performance.

Effects of Stress on Performance of Women School Teacher in Punjab:

An Empirical Investigation Giving teachers the sense of recognition and societal appreciation. More deeper understanding of their needs regarding achievement, authority and belongingness.

The attitudinal bent of mind with proper appreciation and interest for teaching are needed to be inculcated at societal level.

6.4 FUTURE PROSPECTS

This study can be helpful for researchers from various facets of educational management, policy making and societal changes in following manner:

- The present study shall act as a base study to understand prevalence of job-related stress among teachers, especially women, and its relationship with job performance and individual work motivation levels.
- The outcomes of this research will help scientists working in this field to compare the results in global perspectives.
- The investigation will also help budding researcher to understand various steps to conduct a systematic research work and to get familiarize with intricacies of research methodologies and statistical tools to be applied for a fruitful research.
- The results will also highlight the ways to improve the present educational system with more emphasis on quality education through creation of healthy and conducive work conditions for teachers.
- The findings may initiate the process for making effective guidelines for stress management among teachers of Punjab.
- The study framework can be extrapolated to regional, state as well as national level to give more wider and deeper understanding and applicability.

Effects of Stress on Performance of Women School Teacher in Punjab:

