



(MUDIMA)



Occupational Stress and Psychological Well-Being – a Study on Employees in Food Delivery Services

M. Nirmala^{1*}, Hidayathulla. N²

¹Assistant professor, Department of Commerce, Bharathiar University, Coimbatore

²Research Scholar, Department of Commerce, Bharathiar University, Coimbatore

Corresponding Author: M. Nirmala nirmala@buc.edu.in

ARTICLE INFO

Keywords: Occupational Stress,
Psychological Well-being

Received : 3 November

Revised : 21 November

Accepted : 22 December

©2022 Nirmala, Hidayathulla: This is an open-access article distributed under the terms of the [Creative Commons Attribution 4.0 International](https://creativecommons.org/licenses/by/4.0/).



ABSTRACT

Occupational stress is the one of major problem faced by both employer and employees. Previous studies stated Occupational stress has great influence on performance and job satisfaction of employees. Employees are the back-born of any organization. So well- being of employee is an essential for success of an organization. This study is an effort to investigate the impact of occupational stress on psychological well-being of food delivery executives. The study adopted a descriptive research design and convenient sampling has been used. Data collected from 180 food delivery executives working in Malappuram district under selected food delivery companies - zomato, swiggy and Eatiko. To measure the psychological well-being of employees, study adopted modified 18 item version of ryff's scale of psychological well-being. The collected data analyzed using Statistical tools like Correlation and regression

INTRODUCTION

Food delivery services industry is a major growing industry in recent times. The change in life style and technological advancement boosted the growth of food delivery services. A large number of new investors entered into the field and competition became high. The food delivery industry created a new wave in Indian food industry. It became more familiar to people since the lockdown period. The growth and increase of investment in the industry resulted in creation of employment opportunities. Now the Number of people working in the food delivery services shows huge growth compared to number of people worked in pre-pandemic period. People are attracted to ordering food online for a variety of reasons, including their purchasing power, awareness of new trends, numerous payment choices, the general availability of internet connection, and incentives and discounts made by companies. Customers' preferences are the most important aspects while ordering food. Ordering food through online is a method of purchasing food through restaurant websites or food delivery applications. Customers always select their desired restaurant, several menu choices, the item of their choosing, and lastly the delivery and pick-up options while purchasing food. The demand for food delivery employees increased not only in India but also in all over the world. People started to migrate from one country to another, one place to another for doing the delivery jobs.

Occupational stress is the one of the major problem faced by both employer and employee. It has major negative impact on employee's physical, emotional, and behavioral as well as economic implications to organizations. Bhaga (2010) said that intensive stress has a significant impact on the employee's physical and mental health of the worker, which leads to burnout among employees and results in less performance.

The term "psychological well-being" refers to the state of one's mind when one's life is going well. It's a combo of feeling well and being able to work efficiently. There are two aspects to psychological well-being. The first one refers to how

much people are affected by good emotions and sentiments of happiness. Subjective wellbeing is a term used to describe this component of psychological well-being (Diener, 2000). This study aims to explore the impact of occupational stress on the psychological well-being of employees in food delivery services.

Review of Literature

Randa m.said and Dalia A.El-shafei (2020) conducted a study on occupational stress, job satisfaction, and intent to leave: nurses working on front lines during Covid-19 pandemic in Zigzag city, Egypt. This study reveals that the all work-related physical, Psychological, and social stressors increased among nurses of Covid-19 triage hospitals compared to those working in general hospitals. The study found work load, dealing with death and dying, personal demands and fears, employing strict bio security measures and stigma are the major stressors among nurses working in triage hospital, while exposure to infection risk was the top priority stressor among nurses of general hospitals.

Meenatchi Somasundari (2018) conducted a research on "Mechanism of job satisfaction and Job performance among the selected online food delivery Services". The researcher adopted analytical research design for the study. The study aimed to know the effect of stress on job performance of online food delivery executives. The researcher adopted convenient sampling and data were collected from 100 sample. The study revealed that job satisfaction is a significant factor which affects the performance of the employees. It was also found that the job stress has a direct influence performance of the employees in the online food delivery industry.

Dr.Hari k (2018), in his article —occupational stress and women nurses – a study on corporate hospitals in kerala|| assess the impact of occupational stress among women nurses working in five corporate hospitals selected from the Trivandrum district, Kerala. Through his study he

revealed that lack of proper attention of work time, work load, lack of welfare scheme, lack of work place ethics, lack of unions are the major causes of occupational stress among nurses.

Goh See-Kong, Soo-Ryue and Wong shiun-Yi (2017) have conducted “A study on outsourcing to Online food delivery services”. The study tried to find the respondents’ perspective towards offering delivery services through third party online platforms. Study found that the most important benefit of using a third-party online meal delivery service is a rise in revenue and exposure. Customer satisfaction is greatly improved by using online services.

Leong wai Hong (2016) in his study “Food ordering using mobile phone” said that the existing business environment is not willing to adapt the technological advancement, which will help to increase the productivity and profitability of restaurants.

Statement of the problem

Ordering food through online became normal among in both rural and urban areas. The change in lifestyle and pandemic period result a robust growth in the online food delivery industry. Large number of organizations started their own online delivery apps or started to accept orders

through existing delivery applications. It created large employment opportunities and resulted hike in number of people working in delivery industry. Now large numbers of people are working in delivery service as fulltime and also as part time workers. Like any other industries employees working in this field are also facing some difficulties like job stress, work load, lack of career development, hard response from customers and lack of job security etc. These issues have a great impact on the psychological well-being of food delivery executives. Hence this study will focus on impact of occupational stress on psychological well-being of employees working in food delivery services.

Objective of the study

The current study has been done by researcher to examine the impact of occupational stress on psychological well-being of food delivery executives

Data analysis and Interpretation

1. Correlation Analysis

H_{01} : There is no significant relationship between occupational stress and Psychological well-being

Table 1. Relationship between Occupational stress and Psychological Well-being

Variables	N	Correlation value	P value
Occupational stress	180	-0.806	0.000
Psychological well-being			

The above table 1 explains that the occupational stress have a highly negative correlation with and psychological well-being of executives. Correlation matrix shows that pearson's correlation coefficient of -0.806 is statistically significant at $p > 0.05$. Hence

researcher rejected the null hypothesis and concluded that there is a significant relationship between occupational stress and psychological well-being of employees

Table 2. Impact of Occupational Stress on Psychological Well-being

Model	R Square	Adjusted R Square
Impact of Occupational stress on Psychological well-being	0.650	0.648
Dependent Variable: Psychological well-being		
Predictors: Occupational stress		

2. Regression Analysis

H_{02} : There is no Impact of Occupational stress on psychological well-being

In the above table -2 coefficient of determination and adjusted coefficient of determination were calculated as equal to $R^2 = 0.650$ and adjusted $R^2 = 0.648$ respectively. From this figures it can be said that occupational stress explains about 64.8% variation in the dependent variable. It means occupational stress has a significant role in psychological well-being of the food delivery executives. Hence based on these findings researcher reject the null hypothesis

METHODS

The purpose of the study is to examine the relationship between occupational stress and psychological well-being of employees working in food delivery services. The three major food delivery companies, Swiggy, Zomato, Eatiko located in Malappuram district selected for the study. The convenience sampling method was used for the study. Primary data collected from 180 food delivery executives using a structured questionnaire. This study is based on the six factor model of psychological well-being developed by carol ryff, Carol Ryff developed scale based on six factors – autonomy, environmental mastery, personal growth, positive relation with others, purpose in life, self-acceptance. This scale consists of 2 forms – either 54 item medium form or 84 item long forms. In this study the psychological well-being of employees was assessed using modified 18 item version of ryff's scale of psychological well-being. In order to study the role of occupational stress on psychological well-being of delivery executives, collected data analyzed using statistical tools – correlation and regression with the help of SPSS.

CONCLUSION

This research has been conducted to analyze the role of occupational stress on employee's psychological well-being. Study revealed that the occupational stress has greater negative impact on

psychological well-being of food delivery executives. Employees are the asset of a company. So organizations should handle the employee related problems perfectly with efficient handling system. Organization should take proper measures to reduce the stress and improve the psychological well-being of its employees, because satisfaction and prosperity of employees which is essential for the growth and success of any organizations.

FINDINGS AND SUGGESTIONS

Based on the study the researcher found that occupational stress has greater role in psychological well-being of employees. So the organizations must consider this matter while taking decisions and policies. The organization can take some effort to reduce stress and improve well-being of employees, such as establishing effective grievance handling system, ensuring proper payment and reward system, providing insurance and security policies, establishing proper communication channel etc. finally the society must change its attitude towards delivery staffs and should respect and uphold dignity of these peoples

REFERENCES

- Said, R.M., El-Shafei, D.A. Occupational stress, job satisfaction, and intent to leave: nurses working on front lines during COVID-19 pandemic in Zagazig City, Egypt. *Environ Sci Pollut Res* **28**, 8791–8801 (2021). <https://doi.org/10.1007/s11356-020-11235-8>
- Shyamala, K., & Kamatchi, T. D. (2019). Influence of Occupational Stress on the Work Performance of Restaurant Employees. *International Journal of Scientific & Technology Research*, 8(12).
- Dr. Hari. K “Occupational Stress and Women Nurses – A Study on Corporate Hospitals in Kerala”-

International Journal of Research and Scientific Innovation (IJRSI) | Volume V, Issue IV, April 2018

Fasla, N. P., & Dhanalakshmi, C. (2018). A study on work life balance of private hospital female nurses with special reference to Pattambi Municipality, Palakkad district, Kerala. *Chart*, 80, 100.

Meenatchi Somasundari.M (2018),”The association between job stress coping mechanism of job satisfaction and job performance among the selected online food delivery services” International Journal of Science, Engineering and Management (IJSEM) Volume-4, Issue- 7,YearJuly2019,pp:76-106.

Goh See-Kwong, Soo-Ryue, Wong Shiun-Yi (2017),” Outsourcing to online food delivery services”, Journal of Internet Banking and Commerce, Volume-22, No-2, Year- August 2017, pp: 222-250

NIRMALA, M. (2017). SOCIO ECONOMIC STATUS OF SCHEDULED CASTE WOMEN SELF HELP GROUP MEMBERS IN ERODE DISTRICT. *CLEAR International Journal of Research in Commerce & Management*, 8(4), 14-17.

Dhanabhakyaam, M., & Sarath, M. (2022). Impact of Occupational Stress on Job Satisfaction and Psychological Wellbeing. *International Journal of Advanced Research in Science, Communication and Technology (IJARSCT)*, 270-275.

Leong Wai Hong (2016), “Food Ordering System Using Mobile Phone”, A report submitted to BIS (Hons) Information Systems Engineering. Faculty of Information and Communication Technology (Perak Campus), UTAR

Somasundari, K. M. Effect of Stress on Online Food Delivery Executives in Job Performance.

Abhishek Shukla & Rajeev Srivastava | (2016) Development of short questionnaire to measure an extended set of role expectation conflict, coworker support and work-life balance: The new job stress scale, *Cogent Business & Management*, 3:1, 1, DOI: 10.1080/23311975.2015.1134034

Kokane, S., & Tiwari, R. R. (2011). Occupational health problems of highway restaurant workers of Pune, India. *Toxicology and industrial health*, 27(10), 945-948.