The Impact of Occupational Stress on Mental health of the Security guards

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Abstract

Occupational stress refers to the ongoing or progressing stress an employee experiences due to the responsibilities, environment, conditions or other pressures of the workplace. Recently occupational stress has been identified as rapidly growing phenomena and since the occupational stress and the mental health of the security guards have not been addressed frequently, this study aimed at to investigate the relationship between occupational stress level and its associated factors among security guards of age 35-55 with reference to Colombo District.

This study was based on questionnaire method and has been developed by quantitative point of view. The sample of 60 security guards have been selected by based on the busyness of the area and were equally distributed a questionnaire as 20 per each area of banks, universities and hospitals. The questionnaire was consisted of three sections and data analysis was done by using basic statistical methods and Statistical Package for Social Sciences (SPSS).

As the results conveyed, it is found that, there was a strong positive linear relationship between the Physical Illness and occupational stress, which is (0.97) in value and all the factors showed a significant correlation with the dependent variable, representing that there was a significant positive relationship between all the factors and the dependent variable.

So through this study the security guard’s mental health has been diagnosed and it has suggested actions to minimize the occupational stress of the security guards in order to increase the productivity and to promote the mental health of the security guards through action plan implications.

Keyword: Stress, Occupational Stress, Security Guards, Associated Factors And Mental Health.

Introduction

Health is previously defined as a state of physical wellbeing or a state characterized by anatomic, physiologic, and psychological integrity; ability to perform personally valued family, work and community roles; ability to deal with physical, biological, psychological and social stress. (Stokes, J; Noren, J; Shindell, S, 1982). Due to the evolving of the meaning of health overtime, in 1948 World Health Organization (WHO) proposed a definition of health as “a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity”. (“Health”, WHO, 1948). According to the World Health Organization, Health is improved and maintained not only through application and advancement of health science but accurate and intelligent lifestyle choices of the individuals in the society. So as the key factors which can influence individual whether they are unhealthy or healthy, employment, working conditions, social environment, income and social status, education and literacy, physical environment etc. can be identified.

Mental health is also a major field that can be identified under the definition of health. Mental health is not just the absence of mental illnesses.
According to the World Health Organization, mental health is “a state of wellbeing in which the individual realizes his or her own abilities, can cope with the normal stressors of life, can work productively and fruitfully and is able to make a contribution to his or her community.” ("Mental Health", WHO). So when talking about mental health, stress can be considered as a major phenomenon which affect the life of the individual though stress is a natural part of life. Most of the individual's stress comes from less dramatic everyday responsibilities. Stress can come as physical stress and mental stress. When elaborating this, physical health comes as a result of lack of sufficient sleep, effects of an illness, and poor diet etc. while loved one’s illness, retirement, suffering from financial problems and work environment lead to mental stress.

Significance of the Study

Human resource can be mentioned as a valuable resource for any country and thus often seen as the hope for the success of the organization and the development of the country. So the term “Human resource” had come alone with the Industrial revolution. Numerous changes have occurred in the industries due to the international expansions and stiff competitiveness, over the last few decades with the commencement of the industrial revolution which is began in Great Britain. These numerous changes have spread world widely and Sri Lanka was also affected. Due to this, urbanization and development in the industries have taken place and the city Colombo was mostly affected with these factors.

In the early 1990’s, the spread of globalization and its attendant corollaries have begun to impact organizations far and wide. Among organizations in developing countries, the imperatives of globalization could no longer be ignored or circumvented. To these organizations, creating and sustaining competitive advantages through various forms and means have become a major preoccupation. Given this context of globalization and intensified competition, organizational employees are driven to perform beyond their routines. Employees are expected to learn the different cultures, languages, and rules and regulations of international trade resulting in increased workloads, the pressure to enhance job skills and long working hours. Such changes in the rates of job, working environment and organizational behavior would undoubtedly increase occupational stress of the workers, which in turn effects workers physical and mental health (Salleh, A.L 2008).

In ancient times, the society was not that much competitive, educated or complex. Individual’s expectations towards life were low within the society. So this low competitiveness and low effort to struggle to live their life led them to have a stress free lifestyle. Due to the international expansions and stiff competition within the society, stress has become a major issue in the modern society since the most of the people are employed and money has become the key feature to spend a superior life style of the individual compared to ancient society. So for this purpose people are struggling with their profession, working harder to feed their children, to look after their family and doing overtime otherwise living in the modern society becomes hard for these people. So every person who are engaged in some profession are facing the condition of occupational stress.

So tracking and addressing the work wellness of the employees is important to improve their work-related performance, as well as the quality of their service and life, since stress is emerging as a leading health risk of the 21st century. So people who are employed different professions face this critical condition called “Occupational stress” which has been rooted with the industrial revolution. Most of the research has done based on the profession like executives, doctors, police officers but lesser researchers have conducted on security guards mental health and also researchers related to their working environments are almost non-exist.

So this study, sought to investigate the factors which affect the occupational stress among security guards to check whether there is a correlation between occupation stress level and factors associated with occupational stress among security guards of age 35-55.

Research Gap

The researcher has taken the age 35-55 years specifically for this present study purposely since the age 35-55 years can be considered as
the most important years of one’s life since most of the life changing events can be happen at this age period. Most of the women and male tend to marry, get stable, give birth to their children, taking care of their parents, and building their own houses and building their life as a family can be identified as some of those life changing events. And also the researcher has chosen the sample of 60 from three areas as banks, universities and hospitals 20 per each area, by based on the busyness of the area.

And also when investigating past research studies it is investigated that the security guards physical illnesses were not given sufficient attention and in this present study the physical health of the security guard was given a major focus. And also maximum two or three research has been found by the researcher regarding the occupational stress of the profession of security guards and the local researches done on the topic of Occupational stress and its associated factors among security guards were rare.

It proved that the mental health of the security guards were given less concern. So the researcher has identified these above mentioned facts as the research gap of the study.

**Occupational Stress**

As a leading factor which can influence the mental health of the individual, occupation can be mentioned. Occupation is defined as the active or “doing” process of a person engaged in goal-directed, intrinsically gratifying, and culturally appropriate activity. In other words occupation is the one’s role in the society often a regular activity performed for payment. People in every profession experience stress and are affected by variety of stressors. These stressors can be biological, environmental, physiological or social. For example, the general atmosphere of workplace and relationships with colleagues encompass environmental and social factors (Bourne & Yaroush, 2003). Literature provides many definitions of Occupational stress, all involving the complex interaction between a person and his/her work environment. Occupational stress is the situation at which a person’s skills and ability do not match with the work demands and requirements, and /or when the employee’s needs are not fulfilled by the job environment. (Ramirez.A.J.et.al, 1996)

Workplace stress or in other words occupational stress is excessive, normal stress that can interfere with the productivity and the performance, impact the individual’s emotional and physical health and affect the relationships and home life. According to Quick, J, Occupational Stress is the stress at work that occurs due to the disequilibrium between the demands of the workplace and an individual’s ability to carry out and complete the demands. Occupational stress is an extremely important occupational health problem and a significant cause of economic loss. And it produce physiological and psychological disabilities. It cause subtle manifestation of morbidity that can affect productivity and personal well-being. (Quick.J.C.et.al. 1997). The end result of continuous work-stress overtime is worker burnout which may lead to serious emotional and physical problems. (Guatam, 2001).

A job stressed individual is likely to have greater job dissatisfaction, increased absenteeism, and increased frequency of smoking and drinking, increase in negative psychological symptoms and reduced aspirations and self-esteem (Jick and Payne, 1980). When an employee subjectively experience an incompatibility between himself or herself and his or her work environment, and feels unable to cope, adapt or function effectively, occupational stress will occur. This is a result of which she/he endures poor mental or physical health or engages in dysfunctional and even counterproductive behaviors. Different studies have classified that occupational stress in terms of physical environment; role stressors, organizational structures, job characteristics, professional relationships, career development, and work-versus family conflicts. (Burke, 1993).

This study addresses the occupational stress and its associated factors among security guards of age 35-55 since their mental health was not concerned frequently. They are the people who are always under pressure due to the busy work schedules and risky working environments. So this study concerned to investigate the pre-assumed associated factors of occupational stress as physical illnesses, psychological conditions, family issues, workplace conditions, colleagues, work-life balance, salary, shift work, job responsibility, leaves, Role ambiguity, overload, Travelling distance, Job security, marital status and number of dependents and the
relationship of those factors with the stress level using confirmed statistical data and to suggest solutions to protect the mental health of the security guards to increase the effectiveness of them in their working environment.

**Research Problem**

What are the associated factors of occupational stress among security guards of age 35-55?

**Objectives**

The ultimate purpose of this study was to find out the statistical data regarding the associated factors of occupational stress among security guards of age 35-55. And in this study the researcher is expected to fill the gap between previous researches.

**General Objectives**

- To identify the Occupational Stress level.
- To identify the associated factors contributing to occupational stress among security guards.
- To identify the relationship between occupational stress and its associated factors among security guards.

**Specific Objectives:**

- To study the associated factors leads to occupational stress among security guards
- To suggest the solutions and recommendations to prevent people from occupational stress.

**Hypothesis**

$H_{01}$ - There can be seen a high stress level among security guards  
$H_{02}$ - There is a relationship between the associated factors and occupational Stress

**Literature Review**

A research study has conducted by Perera, M.D.K.I (2018) on the topic of “Determinants of employee job stress and their impact on employee job performance with reference to junior naval officers in Sri Lankan Navy”. The research has been aimed at to identify the impact and the relationship of work related factors and family related factors (identified factors) on job stress and job performance among the Sri Lankan junior naval officers. To collect data, a survey questionnaire has been developed as a self-administered questionnaire by using previous survey questionnaires which created at the studies and close ended questions have been designed for the respondents and has been comprised of total 50 items. As the data collecting method, simple random sampling technique has been used to select the employees from junior naval officers in Sri Lankan Navy.

A total of 213 questionnaires has been distributed and 200 valid responses have been collected by the researcher. The regression and structural equation modelling was used to predict and estimate the impact and SPSS version 2.1 has been used to analyse statistical data of descriptive, correlation, multiple regression and regression. So as the results conveying through this research, there was a significant impact and negative relationship between work related factors like work load, support from senior officers or co-workers, facilities/privilege and promotion, changing environment and job stress and positive relationship with job performance.

In this study, Perera. M.D.K.I (2018) has been investigated that work related factors created positive working environment within the junior naval officers and its decrease job stress among them and also it affected their job performance positively. The results showed that the family related factors had not contributed to increase a job stress among the junior naval officers and it is not affected to their job performance. So according to the researcher, when considering this research study, it is investigated work related factors and family related factors from the section 1 of the questionnaire, assessment of job stress from section 2 and self-measurement of job performance in section 3. And the junior naval officer’s physical health has been considered by using few questions which is in section 2.

Yadav.N, Kiran.U.V (2015) has conducted a research on “Occupational stress among security guards”. This study was carried out in Lucknow on the male and female security guards using multistage sampling technique. In here total sample of 180 security guards were selected from three areas as banks, academic institutions and residential security. And modified version
of occupational stress scale which is developed by Srivastava A.K (1976) has been used. Occupational stress scale was used to collect the information regarding the occupational stress among security guards and information has been collected using interview method.

According to this research findings which is conducted by Yadav.N and Kiran.U.V (2015), they have concluded that security professionals suffer from high stress and face problems. And they are dissatisfied with their job and salary though they continuously work for long hours. They have found that female security guards have high occupational stress when compared with male security guards because they had to balance both family and occupation at once. So significant difference across gender in the occupational stress among security guard is clearly evident from the data. And also most security guards were not satisfied with their occupation since they considered it too difficult relative to the low salary they received for it.

So when analysing the findings of this research, the occupational stress has been measured in both men and women separately can be considered as a good outcome of this research since gender wisely we are suffering different stressors in our day to day lives. So Yadav. N and Kiran.U.V (2015) has analysed the occupational stress by based on the gender and by using other associated factors like less salary, lot of work, meal patterns, palpitation heart, skin problems, irritation and redness eyes, nose irritation, uncomfortable due to seasonal changes, physical fatigue, feel uncomfortable due to uniform, mosquito disturb, guarding large area, problems in communiting, risky, impact on health, shift work and provision of guard room. And also mostly the female security guard’s occupational health has been discussed in the chapter of discussion. So regarding the male security guard’s occupational stress any rationale or a reasonable justification haven’t been given by Yadav.N and Kiran.U.V (2015) and this can be considered as a weakness that can be identified regarding this research since male are also struggle for the survival of their family and also a family is not raised only by women.

Chiaichi.A, Bakand.S, Yarahmadi.R (2016) have conducted a research on “Evaluation and comparison of Job stress among security workers with fixed and shift work schedules in Municipality of Tehran”. In this research data has been collected from a population which includes security building of municipality of Tehran and 88 persons from region 18 and 72 persons from region 20 were randomly chosen. For this purpose three hours of working hours schedules as fulltime shift (24 hour work, 24 hour rest), day shift and night shift workers.

According to the findings of this survey, differences of scores in job stress and subscales of insufficiency role ambiguity role with considering work shift in confidence 95% were statistically significant and the researchers proved that the stress decreased with increasing age and work shift had an important role in the amount of stress. Therefore, the lowest level of stress was among night-shift workers and the highest level was among day-shift workers and 24-24 group was between them.

And when considering the overall view of the research it can be said that every section of the occupational stress have been addressed among security guards under six dimensions as, workload of the role, role insufficiency, role duality, role boundary, responsibility and physical environment. So this research on “Evaluation and comparison of Job stress among security workers with fixed and shift work schedules in Municipality of Tehran” determined that stress level decreased with the increasing of the age and work shift had important role in the amount of stress.

Saleem.A, Jamil.F, Khalid.R (2017) has conducted a research on “Workplace stress and coping strategies of security guards working in Universities”. This study was conducted as a qualitative research with a sample consisting of 11 guards working in a university of Lahore, Pakistan. And the sample was selected with aged ranged between 23 and 50 years and purposive sample technique was used to select participants. And for the purpose of data collection, a semi-structured interview schedule was developed and administered. In this research analysis of data was done by using interpretative phenomenological Analysis (IPA). As the results convey, the job stressors relating to job role like low income and duty hours has been most prevalent among guards.
have investigated that, a minor focus has been given to the profession “security guards” and their mental health was less concerned locally and not considered as important to care due to the social schema within the Sri Lankan society.

Due to these factors the researcher has planned to conduct this research by developing a hypothesis to check whether a high stress level can be identified among security guards and there is a relationship between the associated factors and occupational stress. As the researcher has investigated proper researches regarding occupational stress and its associated factors among security guards of age 35-55 haven’t been conducted. So due to this reason it cannot be said that all the security guards will suffer from exactly same reasons and that will lead them to have occupational stress. So due to this, measuring the occupational stress and its associated factors among security guards can be considered as significant, since the policy making procedure of employment bureau and government is based on this significance.

Security guards as human beings, have been given a less value to their mental health so in this study, the researcher had developed a hypothesis to socialize the concept of security guards mental health is more important to consider among the population. The researcher has developed this hypothesis to check and prove that though social schema is a burden for the profession of security guards, their mental health should be addressed in order to maintain their mental health in a positive way. So in this present study the researcher has developed the hypothesis to investigate the occupational stress and its associated factors among security guards of age 35-55 and to socialize the concept that security guards mental health should be given a more focus since the past researches which has done on this research area is rare.

Methodology

Methodology indicates the theory of how research should be undertaken (Saunders.M et.al.2009). Moreover methodology of a research basically reveals Research Design including the procedures, process and the methods used in addressing the Research questions and achieving study objectives. (Dissanayake, 2012) So this research has adopted the following Research Design and the
methodology in order to accomplish the core purpose of the study.

**Population and Sample**

This study was basically based on questionnaire method and developed from quantitative point of view. This research had conducted in Colombo District and the sample consists of 60 security guards from the areas of banks, hospitals and universities of Colombo District by convenience sampling method. The sample has taken from the whole population of security guards in Sri Lanka and as the target population, security guards who are employed in areas such as banks, hospitals and universities in Colombo district has been selected.

Including criteria required to get selected into the sample was all the participants should be 35 to 55 years old who are enrolled in work as security guards. The sample was purposefully selected by based on the busyness of the three areas as banks, universities and hospitals and twenty from each area has been selected by using convenience sampling method. Out of 20, 10 females and 10 males were selected. To minimize the gender biases, from the total sample of 60, 30 females and 30 males have been selected.

![Sample](image)

**Research Design**

The main purpose of the present research is to examine the relationship between occupational stress and its associated factors among security guards who are in the age of 35-55 years. First and foremost, a discussion had done with the supervisor to understand the facts and sample related to this study. Through the discussion, an idea had taken regarding target sampling group, sample area, the questionnaire and the method of data collection. Occupational Stress Index which assesses the extent of stress, employees experience in context of their life had been selected as the result of the discussion as the International survey questionnaire and another self-developed questionnaire had designed to identify the pre-assumed factors which affect the occupational stress among security guards.

Then to get maximum results from this present study, a field visit and a pilot survey has done in the Colombo District. Maharagama area was randomly selected and 20 questionnaires were randomly distributed among security guards who were in the age range between 35-55 years old, consists of 10 male security guards and 10 female security guards to minimize the gender biases. As the results which was conveyed from the pilot survey, this general questionnaire had modified by the researcher to prevent impractical issues and collecting the necessary data.

**Variables under the Study**

**Independent Variable**

The present study consisted of 16 pre-assumed independent variables to investigate the leading factors which cause to occupational stress as,

- Physical Illnesses
- Psychological Conditions
• Family issues
• Workplace conditions
• Colleagues
• Work-Life balance
• Salary
• Shift work
• Job responsibility
• Leaves
• Role ambiguity
• Work overload
• Travelling Distance
• Job security
• Marital status
• Number of dependents

Dependent Variable

• Occupational stress

Apparatus

The occupational stress among security guards aged 35-55 years has been assessed by the Occupational Stress Index (OSI) which is developed by Dr. A.K Srivastava and Dr. A.P Singh (1981). Srivastava and Singh (1981) have claimed that the tool may be conveniently administered to all categories of employees. The occupational Stress Index (OSI) scale consisted of forty six items which is under 12 sub-scales that each to be rated on a five point scale. The score for the statements are 5 = strongly agree; 4 = Agree; 3 = Undecided; 2 = Disagree and 1 = Strongly Disagree. Out of 46 items, 28 were true keyed and 18 were false keyed. The items relate to almost all relevant components of the job size which cause stress in some way or the other such as, role overload, role ambiguity, role conflict, unreasonable group and political pressure, responsibility for persons, under participation, powerlessness, poor peer relations, intrinsic impoverishment, low status, strenuous working conditions and unprofitability.

And self-report questionnaire has been developed to measure the pre-assumed factors which affects occupational stress among security guards of aged 35-55 years. This questionnaire is consisted of 12 Demographic questions and 29 other questions to assess the pre-assumed factors which affect occupational stress among security guards as physical illnesses, psychological conditions, family issues, workplace, colleagues, work-life balance, salary, shift work, marital status, job responsibility, Number of dependents, leaves, role ambiguity, work overload, job security and travelling distance. To assess these factors, Likert scale has been used scores ranged from strongly disagree = 1, disagree = 2, neutral = 3, agree = 4, and strongly agree = 5. All the questions were mandatory and close ended questions. In the first part of the questionnaire, participant’s demographic information such as age, gender, marital status, number of children, number of dependents above the age 18, whether spouse is employed or not, living in a rented house or not, educational level, and is there any disability or it affects employees job were asked for the determination of whether the individuals in a particular study are a representative sample of the target population or generalization purposes.

Thus, as this study addresses employees who are working as security guards including people in different educational levels, the questionnaire was translated into Sinhala language for the convenience of the participants and in order to maintain impartiality and fairness of the study. Secondary data were collected through Internet-websites, books, and journals.

Procedure

The researcher has selected the research topic and got the permission and approval for the research topic from Department of Philosophy, University of Kelaniya and then the present study was commenced in order to examine the occupational stress and its associated factors among security guards in Colombo District. At the same time researcher focused to identify different occupational stress levels of each security guards and to identify different pre-assumed factors which associated to occupational stress among security guards. An initial discussion has done by the researcher with the supervisor to identify the research problem, selecting the sample, to understand the data collection method and selecting the scale, before commencement of the present study. As a result of this discussion, research topic and Occupational Stress Index scale (OSI) which is developed by Dr. Srivastava and Dr.Singh has been identified.

After identifying the research problem, the sample has been selected and then the data collection method has been strategized and
The occupational stress level of the sample

<table>
<thead>
<tr>
<th>Stress Level</th>
<th>Count</th>
<th>Frequency</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Low</td>
<td>4</td>
<td>4/60</td>
<td>6.67%</td>
</tr>
<tr>
<td>Moderate</td>
<td>20</td>
<td>20/60</td>
<td>33.33%</td>
</tr>
<tr>
<td>High</td>
<td>36</td>
<td>36/60</td>
<td>60.00%</td>
</tr>
</tbody>
</table>

According to the analysis of data, it is identified that the high stress level can be seen among the sample of 60 security guards of age 35-55.

Gender vs. average Stress Level

When considering the gender of the sample of 60, with the average stress level, it is identified that male have the average stress level of 164 while the female has 157. Though the profession security guard is a stressful job profile, higher average stress level can be identified among male security guards comparatively to the female security guards.
Data Analysis using advanced statistics

The data set which is of seventy four variables was modelled in to fifteen indices, and for that process, simple index method was used.

The created indices are as follows:

- \((Y)\) Occupational Stress (X5) Colleagues
- \((X1)\) Physical Illness (X6) Work-Life balance
- \((X2)\) Psychological Illness (X7) Salary
- \((X3)\) Family Issues (X8) Shift Work
- \((X4)\) Workplace Conditions (X9) Job Responsibility
- \((X10)\) Leaves (X11) Role Ambiguity
- \((X12)\) Work Overload (X13) Travelling Distance

Validity and Reliability of the data set

The reliability and validity was measured for all the seventy four variables. But since these seventy four items have been divided into fifteen main factors as Physical Illness, Psychological Illness, Family Issues, Workplace Conditions, Colleagues, Work-Life Balance, Salary, Shift Work, Job Responsibility, Leaves, Role Ambiguity, Work Overload, Travelling Distance, Job Security and Occupational Stress, the reliability of these fifteen factors were measured separately and the validity was measured for the all seventy four variables as a whole.

Reliability Analysis

Table 2. Reliability Analysis

<table>
<thead>
<tr>
<th>Factor</th>
<th>Cronbach’s Alpha value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Physical Illness (X1)</td>
<td>0.823</td>
</tr>
<tr>
<td>Psychological Illness (X2)</td>
<td>0.711</td>
</tr>
<tr>
<td>Family Issues (X3)</td>
<td>0.655</td>
</tr>
<tr>
<td>Workplace Conditions (X4)</td>
<td>0.762</td>
</tr>
<tr>
<td>Colleagues (X5)</td>
<td>0.606</td>
</tr>
<tr>
<td>Work-Life Balance (X6)</td>
<td>0.733</td>
</tr>
<tr>
<td>Salary (X7)</td>
<td>0.701</td>
</tr>
<tr>
<td>Shift Work (X8)</td>
<td>0.797</td>
</tr>
<tr>
<td>Job Responsibility (X9)</td>
<td>0.724</td>
</tr>
<tr>
<td>Leaves (X10)</td>
<td>0.638</td>
</tr>
<tr>
<td>Role Ambiguity (X11)</td>
<td>0.722</td>
</tr>
<tr>
<td>Work Overload (X12)</td>
<td>0.633</td>
</tr>
<tr>
<td>Travelling Distance (X13)</td>
<td>0.627</td>
</tr>
<tr>
<td>Job Security (X14)</td>
<td>0.060</td>
</tr>
<tr>
<td>Occupational Stress (Y)</td>
<td>0.631</td>
</tr>
</tbody>
</table>

Any factor that is having a Cronbach’s alpha value which is higher or approximately equal to 0.6 is indicating internal consistency of the items. As per the Table 2, all the factors have a Cronbach’s alpha which is higher than 0.6 which will be considered as an acceptable internal consistency. Since the above considered values are approximately equal or higher to 0.6 no item will be deleted.

Test of Validity

Table 3. KMO and Bartlett’s Test

<table>
<thead>
<tr>
<th>Kaiser-Meyer-Olkin Measure of Sampling Adequacy</th>
<th>0.89</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bartlett’s Test of Sphericity</td>
<td>Approx. Chi-Square</td>
</tr>
<tr>
<td>df</td>
<td>378</td>
</tr>
<tr>
<td>Sig.</td>
<td>0</td>
</tr>
</tbody>
</table>

In here the Kaiser-Meyer-Olkin Measure gives a value of 0.89 which is approximately equal to 0.9 which proves that the data indicates a considerable proportion of variance and is suitable for further analysis.
One Sample t-test to identify whether there is a positive stress level among security guards in Sri Lanka.

Table 4. Results for One Sample T-Test

<table>
<thead>
<tr>
<th>Variable</th>
<th>N</th>
<th>Mean</th>
<th>T</th>
<th>P</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security guards perception towards them having a high level of occupational stress</td>
<td>60</td>
<td>68.312</td>
<td>1359</td>
<td>0</td>
</tr>
</tbody>
</table>

Since according to the decision rule, p value is 0.00, and is less than 0.05, the null hypothesis can be rejected critically. This situation occurs when the confidence interval is 95%. So, with 95% confidence it can be conclude that the Security guards perception towards them having a high level of stress is greater than 60% which proves that, there is a high stress level among most of the Security guards in Sri Lanka.

Correlation Analysis to identify whether there is an influence from the selected factors towards the stress level among security guards in Sri Lanka.

As results conveyed by the correlation analysis, there exists a strong positive linear relationship between the Physical Illnesses and occupational stress, which is (0.97) in value. While that is the strongest correlation that can be seen, the matrix also visualize a strong positive correlation between the dependent variable and Workplace Conditions, Work-Life Balance, Shift Work, Job Responsibility and many more. But still one of the most important thing to consider about is that, the relationship between the occupational stress and Job Security is significant but still is very weak, which is (0.37) to be exact. But most importantly, even though it represents some weak relationships all the factors shows a significant correlation with the dependent variable, representing that there is a significant positive relationship between all the factors and the dependent variable.

Multiple Linear Regression Analysis to determine the factors occupational stress among security guards in Sri Lanka.

Accordingly, multiple linear regression is performed in order to identify the effect of the independent factors; on occupational stress among security guards in Sri Lanka. Here, the factors are in continuous type as they are built using indices, while two other demographic variables were also considered under the analysis assuming that there is a significant impact towards the dependent variable. Those two variables are marital status, no of dependents.

Accordingly, apart from the identified fourteen factors, marital status, no of dependents are also considered as independent variables in the regression analysis.

Accordingly, the factors and the number of dependents are in continuous type while the marital status will be in nominal type. Hence, a dummy variable is build up during the analysis and that also was used as an independent variable.

\[
Y = 42.41 + 0.0707(X_1) + 0.0960(X_6) + 0.1278(X_{12}) + 0.0594(X_{14})
\]

According to the above model it is clear that, there is a high positive stress level among security guards is Sri Lanka even without an impact from any of the other considered factors. The model visualise that, if a security guard started suffering from a physical illness, the stress level of that security guard will increase by 7%, which is a considerable impact towards the person’s mental health. The model also represents that, when the job of the security guard does not support the person to have a work life balance, the occupational stress level of the employee will increase by approximately 10% which is also a considerable impact towards the person’s mental health. In a same way work overload and job security also will impact towards occupational stress by increasing the person’s stress level by 12% and 5% respectively, impacting the person’s mental health.

Discussion and Conclusion

The present study has conducted to investigate the occupational stress and its associated factors among security guards of age 35 – 55. As the results conveying from the study, a one sample t-test has been conducted by the researcher on security guards perception towards the stress level and P value of 0.00 has obtained and since
it is less than 0.05 the null hypothesis has been rejected critically by the researcher. So, since the security guards perception towards them having a high level of stress is greater than 60%, it is proved that there is a high stress level among most of the security guards in Sri Lanka.

According to the correlation between the occupational stress and its associated factors, the researcher has investigated that there is a high strong positive liner relationship between the physical illnesses like diabetics, high blood pressure, cholesterol, migraine and gastritis of the security guards and the occupational stress as 0.97. So this conveyed that the physical illnesses of the security guards is a leading factor to have occupational stress. A study done by Jovanović et al. (2019) has presented consisting findings regarding the occupational stress and health status in Serbia that there is a positive relationship can be seen among security guard’s health and occupational stress. According to the Jovanović et al. (2019), high significant correlations has been identified between reported levels of blood pressure, heart rate, diabetics and hypertension. So it can be stated that the researcher’s findings were consisted with other previous literatures.

The researcher has investigated a strong positive correlation between the dependent variable which is the occupational stress and Workplace Conditions, Work-Life Balance, Shift Work, Job Responsibility and many more that is visualized by the matrix according to the correlation analysis of the data. According to the results conveyed by Saleem et.al (2017), it has been found that the most prevalent category of occupational stressors among security guards of educational institutes in Lahore were duty hours, salary, issues with administration, student behavior, weapons and training provided. So when considering the findings of above mentioned researcher and the researcher of the present study it is found that some factors which lead to occupational stress as, salary, and duty hours were consisted with each other.

According to the findings which has investigated by the present study, the most important thing to consider about is that, the relationship between the occupational stress and Job Security is significant but still is very weak, which is (0.37) to be exact. But most importantly, even though it represents some weak relationships all the factors shows a significant correlation with the dependent variable which is the occupational stress, representing that there is a significant positive relationship between all the factors and the occupational stress.

In the present study, strong positive relationship can be found regarding work-shift as 0.84 and role ambiguity as 0.76 by the researcher and from this, it is conveyed that these factors are statistically significant. A past research study has been done by Chiaichi et.al (2016), also presented consisting findings regarding work-shift and role ambiguity that role ambiguity and work shift were statistically significant with the confidence level of 95%. So it is proved that the findings which is depicted by results of the present researcher and Chiaichi et.al (2016) were consistent with each other.

This study revealed that not only does physical illnesses affect the health of security guards but work-life balance is also a leading factor for occupational stress. The study found that the security guards reported that their employment routines gave them limited time for other activities and family, led to behavior change, influenced disharmony in relationships, and family issues. So due to this the life has become meaningless to them as founded by the researcher. According to Nisha Yadav and U.V. Kiran (2015) it is investigated the same results that the security guards were given limited time with activities due to the limited time, shift work and work life balance.

According to the present study it is investigated that male security guards have high average stress level when compared with female security guards average stress level comparatively. Female security guard’s stress level can be identified by the researcher as moderately high when compared with male security guards. But according to Nisha Yadav and U.V. Kiran (2015) it is investigated that female security guards have high occupational stress than male security guards as they have to face problems, psychological in nature along with physical problems. So it can be concluded that the findings of the both Yadav and Kiran (2015) and the present study were contrasted to each other.
But a contrasting point had been identified according to the findings of J. von Onciul (1996) because by considering security guard’s profiles and stress factor levels, it is investigated that the organizational environment may be considered as low risky for stress. But in the present study the researcher has found that the occupational stress level among security guards of age 35–55 were high among most of the security guards in Sri Lanka. This can be happened since the sample has taken by considering the busyness of the area.

Paese et al. (2019) has identified a contrasting finding to the present study. According to the previous mentioned researcher he stated that security guards have been showed a low vulnerability to stress and correlations among variables also non-significant. (P>0.05). But according to the researcher of the present study it is investigated that the high stress level can be seen among security guards since the P value is 0.00 and less than 0.05.

So it is proved that the researcher’s findings were contrasted with both findings of the researcher’s J. von Onciul (1996) and Paese et al. (2019) findings.

**Conclusion**

In the present study, occupational stress has been identified as one of the major issue that prevail among security guards of age 35 – 55. Most of the security guards were suffering from various physical illnesses as, diabetics, high blood pressure, cholesterol, migraine and gastritis and various physical disabilities as, visual and auditory impairments, musculoskeletal conditions and muscular dystrophies. Majority of the security guards have stated that their physical illnesses directly affect to their work. From the findings depicted in the present study, the researcher has identified that high level of stress will cause negative effect on employees physical and mental well-being and due to this, their performance will decrease since a good mental health is needed for the individual in order to develop his/her efficiency intrinsically. Most of security guards were not satisfied with their occupation because they considered it too difficult relative to the low salary they received for it and it has become a burden to live their life. Another factor that the researcher has identified is that, though majority of the security guards were diagnosed with high occupational stress level, there were no actions implemented by the banks, hospitals and universities to minimize their stress level in order to maintain their mental health.

As the results depicted, male security guards showed a high stress level than female security guards and the occupational stress level of the female security guards were moderately high comparatively to the male. So according to the researcher the social schema towards female security guards that they are more vulnerable to stress has been reduced with the findings of the present study and since males are the responsible person within the family it can be assumed and concluded that they have high occupational stress level. This is due the result of masculinity as identified by the researcher since a social norm that accepted within the society in Sri Lankan context is that the male should have not cry in front of others. Due to this the male tend to hide their emotions which are sad, painful and stressful. According to the findings of the results, it is also identified that male security guards were struggling from issues within the family and they were under huge pressure due to the lack of work-life balance and work overload. If the male security guards get the chance to talk with their family leisurely, and if the family members understand that he is under pressure a decrease might be happen regarding their stress level. Most of the security guards proved these above mentioned factors and it was presented as there were high correlation between family issues and work-life balance with the occupational stress level. So the researcher has concluded that there is a strong correlation can be seen among occupational stress and its associated factors and to minimize the occupational stress, actions should be implement and interventions should be done.

**Recommendations**

The researcher has identified the need of methods of interventions to minimize the occupational stress level of the security guards of age 35 – 55 organizational wisely since the profession security guard is a stressful job within the society. According to the researcher it is noted that shift work has lead security guards more vulnerable to occupational stress due to
the lack of security guards to exchange their shifts. Due to this the same security guards had to work long shifts and this lead to reduce their mental wellbeing. The researcher has identified that there was a strong correlation between work-life balance and the occupational stress so in order to improve work-life balance of the security guards, stress management techniques such as breathing exercises, learning to enjoy the work by developing a passion towards the job security guards can be done as, selecting the best security guard of the month.

The motivation which will be given by the authorities of the organization can noticeably reduce the occupational stress of the security guards. To increase the working conditions of the security guards rotation of work and shift based working hours can be implemented. And as the researcher has noticed, physical illnesses showed a strong positive relationship with the occupational stress level of the security guards so conducting health camps to improve their physical health can be recommended since the good physical health lead to a good mental health as they are mutually interrelated.

Conducting stress management workshops and mentoring security guards to cope up with the daily stressors that they should face due to their job profile can be recommended and to boost their emotional well-being and mental well-being, annual family get together can be conducted according to the point of view of the researcher. This is due to the results conveyed from the analysis since work-life balance and leaves had been identified by the researcher that had a strong correlation with the occupational stress level.

**Implications**

A good mental health can be considered a significant factor regarding every profession including security guards and occupational stress can be mentioned as a harmful effect that can break the flow of the good mental health. So this study has suggested to take actions to minimize the occupational stress and its associated factors among security guards of age 35-55, to increase the social and emotional well-being of them and to increase the productivity of them in order to work efficiently and stress freely. And this study aimed at to produce mentally well balanced good citizens through strategies and practical policy and action plan implications.

**References**


