

An Investigation of the Effects of Stress at Work and at Home among Married Service Sector Workers in Sri Lanka

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Workers in the modern world face huge challenges. They have to perform number of duties and responsibilities within a limited time. While performing their duties they have to interact with various people who have various complexities. As a result, workers have a high probability to undergo time and behaviour-base stress situations in their daily lives and work place as well as at home. Among the labour force, formal sector workers have to follow rigid rules and regulations than workers in the informal sector. Therefore, stress experience is varied among workers. Stress at work place and at home affects not only family life but also individual well-being of workers as well. It affects the productivity of the organizations as well. Responsibilities at home were subjected to change gradually with females entering in to the labour outside the home. However, responsibility to perform domestic work is still considered as female's responsibility. Sharing household duties by both working married partners has not changed much in Sri Lanka. People try to balance their work-family stress with various coping strategies. Country level and organization level policies also affect to some extent to protect workers. This research has been conducted to investigate work-family conflict among 200 married service sector workers in Sri Lanka.

The preliminary findings showed that the work-family stress varied according to gender and the level of occupation among the workers. For instance, males are more work domain oriented while females are more towards family responsibilities. However, managerial level workers face high level of stress compared to middle and lower level occupations. Time taken for travelling seems to be a common stress created factor for both male and female workers. Majority of workers have used

some sort of coping strategies to minimize their stress such as obtaining services of a domestic worker or assistance from relatives.

Key words: *Stress at work, Stress at home, Time and behaviour based stress, Coping strategies.*