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## A Study on Relationship Between Knowledge Management and Occupational Stress

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DR.R.GOPINATH<sup>1</sup>, DR.A.CHITRA<sup>2</sup>, DR.R.KALPANA<sup>3</sup>

<sup>1</sup> Principal Author & D. Litt. (Business Administration)-Researcher, Madurai Kamaraj University, Madurai, Tamil Nadu, India.

<sup>2</sup> Associate Professor, Ganesh School of Business Management, Salem.

<sup>3</sup> Assistant Professor, PG & Research Department of Management, Srimad Andavan Arts & Science College(Autonomous), Trichy, Tamil Nadu

Email: dr.rajugopinath@gmail.com<sup>1</sup>, ananthnarayanchitra@gmail.com<sup>2</sup>, pana.kal7@gmail.com<sup>3</sup>

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**Abstract: Background:** In today's scenario every individual is multi-faceted, the number of dimensions has increased comparatively. But they are not different in each dimension, they are the same. This conflict and contradiction in role playing have made them though, and the requirement of perfectionism in every role has imposing lot of pressure on them, which pave ways to Occupational Stress. Every face of an individual demands a unique set of knowledge to perform the task and being good in doing that. This paper is an attempt whether acquisition and management of knowledge has any relationship with the stress caused by work and either the Occupational Stress has influenced by the Knowledge Management or not.

**Methodology:** The population of the study includes the total selected faculty members of state university (N=412) out of them 180 were selected as samples using random sampling technique. Knowledge Management Survey and Occupational Stress Questionnaire developed by England Institute of Health and Safety were used to collect the primary data.

**Findings:** The results of correlation and regression analysis explain a positive relationship and significant influence of Knowledge Management on Occupational Stress.

**Conclusion:** It can be concluded that faculties' apprehension of enhancement of Knowledge Management increases their level of Occupational Stress.

**Keywords:** Knowledge Management, Occupational Stress

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### INTRODUCTION

Mental health of the employee plays a prominent role in determining the success of the organization. Obviously, the Occupational Stress of the employee has influence on their performance, decision making, relationships, planning and communication (Gopinath, 2011a). This made the organizations to bother about the level of Occupational Stress of their employees. Working conditions in the institutions like handling too much of classes, full time class during weekends, and contribution in admission related works is some work-related causes of stress to the faculties (Gopinath, 2020a). Apart from these things inappropriate working environment like lack of public health, freshness is also stress creators to faculties (Sivakumar & Chitra, 2017; Gopinath, 2011d). Kyriacou (1978) defines stress is result of prolonged pressures that can't be controlled by the coping strategies that an individual has. The competitive environment forces the institutions to have a competitive edge in order to survive, for the educational institutions emotionally intelligent faculties emotionally balanced students are the core (Gopinath, 2011e). Stress is a word derived from a Latin word "Stringere" which means "to draw tight". In English, this term was common from the eleventh century and generally this term is used to refer physical pressure. Later this term was used with the concept of hard work and occupational suffering and in the last years of the eighteenth century, it was synonymous with pressure including work pressure (Fakhimi, 2002). Jafari Moghadam, (2006) defined Stress as a reaction to adapt to a factor or a nerve impulse and/or tension which inflicts mental or physical pressure on an individual. Ivancevich and Mattson defined mental pressure as interaction of organisms with the outside world. They believed that stress is an emotional reaction which becomes visible under the influence of individual differences and psychological processes (Bromand, 1995; Gopinath & Ganesan, 2014 a). Stressful situations are the root cause for various health related issues (Gopinath, 2011b; Chitra, 2020). Selye (1946), described the three stages an individual encounters in stressful situations. The first one is Alarm reaction, this is the initial phase of resistance followed by counter shock, during this phase the individual's defense mechanisms become active. The next phase is Resistance this is the stage of maximum adaptation and, hopefully, successful return to equilibrium for the individual (Gopinath, 2013). If, however, the stress agent continues or the defense mechanism does not work, the individual will move on to a third stage which is Exhaustion, when adaptive

mechanisms collapse. The theories of stress emphasize the interaction between a person and his or her environment, and stress is a misfit between an individual's expectations and his/her particular environment (Gopinath, 2011c).

Knowledge Management is the process of creating, using, sharing, and maintaining an organization's information and knowledge. It is a multi-faceted strategy for making the best use of organizational knowledge assets in order to achieve business objectives such as enhancing competitive advantage, improving performance, boosting innovation and creativity, sharing thoughts and insights, and continuously improving the organization (Gopinath, 2019 b). The aim of Knowledge Management is to connect people looking for knowledge within an organization to those who have it, with the ultimate aim of increasing the overall knowledge level of the team and organization. Koulopoulos & Frappaolo (2000), states that Knowledge Management is associated with application and improvement of knowledge capital in an institute considering its objectives. Armstrong (2002) stated that Knowledge Management is the use of information to achieve business realities and the art of creating value applying intangible assets to accomplish this goal. Other word, Knowledge Management is the strategy of creating timely knowledge by people in real time aiding people to share information and improve their organization performance. Regardless of the industry and knowledge needs of your organization, you always need people to lead, sponsor, and support knowledge sharing. You need defined processes to manage and measure knowledge flows. You need knowledge content and information technology tools that connect the right people to the right content at the right time. And finally, you need a clear and documented strategy for using Knowledge Management to meet the most important and urgent needs of the business and organizational effectiveness (Gopinath, 2019 c). This study is to interrogate whether this way of effective utilization of knowledge have impact on the level of the Occupational Stress of the faculties.

### **REVIEW OF LITERATURE**

Even though the consequences are very severe, nowadays, people have become addicted to high adrenaline hypersecretion (Elliott, 1993). Sometimes they are voluntarily inviting stress and wanted to have a sort of thrill in routine life, but these consequences lead to various health related issues, like headache, insomnia, fatigue, blood pressure and heart problems and issues in organizational performance, increases the rate of attrition (Gopinath, 2019 a; Sivakumar & Chitra, 2018). So, organizations are looking for factors which can alleviate the level of Occupational Stress. Researchers found emotional intelligence (Chitra & Vanadhi, 2021) and Knowledge Management (Kord et al., 2015) are some factors which has moderation on Occupational Stress. This paper is an attempt to investigate the role of Knowledge Management on Occupational Stress of faculty members of selected university. Knowledge Management is the process of managing knowledge in the organization (includes explicit knowledge and tacit knowledge). The objective of Knowledge Management is to improve storing, creation, sharing and use of knowledge in the organization and so improve performance and involvement of individuals and the organization as a whole (Trunecek, 2004; Gopinath, 2019e). The study of Neves & Lens (2005) has revealed that teachers have been reported to have the highest level of work stress and are less satisfied with their jobs compared to any other professional group. Several studies have been conducted to examine the determinants of job satisfaction in educational institutions (Gopinath, 2020 b; Sivakumar & Chitra, 2016; Hanaysha, 2016; Gopinath, 2019 d) and they found that the Occupational Stress is the prominent influencer of job satisfaction. The study of Cross and Cummings (2004) found a positive relationship between Knowledge Management and individual's performance in knowledge-centered businesses. Effective Knowledge Management is capable of creating an appealing organizational environment and effective organizational commitment (Gopinath, 2014 a) which might be the prominent cause for moderating the Occupational Stress (Gopinath, 2014 b).

### **3. RESEARCH METHODOLOGY**

Purpose of the study is to examine the relationship between Knowledge Management and Occupational Stress of faculty members of selected State University of Tamil Nadu Universities. Questionnaire on Knowledge Management (Biasutti & EL-Deghaidy, 2012) and Occupational Stress Questionnaire developed by England Institute of Health and Safety (2004) were used to collect the primary data. After examining the obtained data, analysis was done using SPSS software version 23, Pearson's correlation was used to find the correlation between the variables.

#### **3.1. Objective of The Study**

Investigating the relationship and influence of Knowledge Management with Occupational Stress and its components of faculty members.

### 3.2. Research Hypothesis

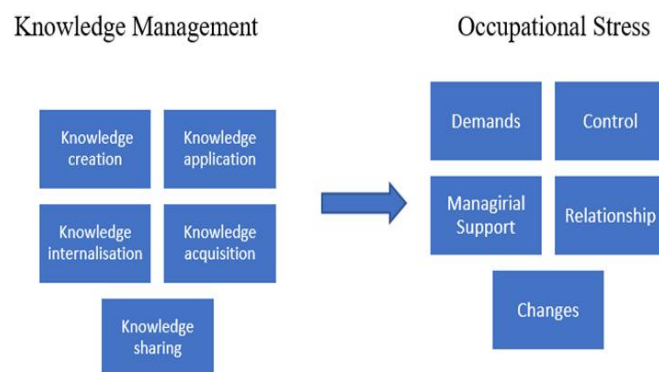
#### Main hypothesis

1. There is no significant relationship between Knowledge Management and Occupational Stress of Faculty members.
2. There is no significant influence of Knowledge Management on Occupational Stress

#### Subsidiary hypothesis

1. There is no significant relationship between Knowledge Management and demand factor of faculty members.
2. There is no significant relationship between Knowledge Management and control factor of faculty members.
3. There is no significant relationship between Knowledge Management and managerial factor of faculty members.
4. There is no significant relationship between Knowledge Management and relationship factor of faculty members.
5. There is no significant relationship between Knowledge Management and changes factor of faculty members.

### 3.4. Conceptual Model



## 4. ANALYSIS AND RESULTS

### 4.1. Demographic Distribution of respondents

Table 4.1. Showing demographic distribution of respondents

Demographic Variable	Groups	Frequency	Percentage (%)
Gender	Male	112	62.2
	Female	78	37.8
	<b>Total</b>	<b>180</b>	<b>100.0</b>
Age Group	Below 30 yrs	54	30
	31 - 35 yrs	63	35
	36 - 40 yrs	45	25
	41 & Above	18	10
	<b>Total</b>	<b>180</b>	<b>100.0</b>
Educational Qualifications	M.Phil. / Ph.D.	120	66.7
	NET/SET/Ph.D.	46	25.5
	PDF	14	7.8
	<b>Total</b>	<b>180</b>	<b>100.0</b>
Year of Experience	Below 5	44	24.4
	6 to 10 yrs	76	42.6
	11 to 15yrs	33	18
	Above 16 yrs	27	15
	<b>Total</b>	<b>180</b>	<b>100.0</b>

Based on the Table 4.1 out of 180 faculties 112 (62.2%) are Male and 78 (37.8%) are Female. The highest distribution of age is 31-35 years (35%) and the lowest distribution is 41 and above years (10%) almost 67% of the faculties are M.Phil. / Ph.D. qualified and only 7.8% of the faculties have the qualification of PDF. Majority of the respondents (42.6%) have 6-10 years of experience and only 15% have experience more than 16 years.

#### 4.2. Correlation

Relationship between Knowledge Management and Occupational Stress

**Table 4.2. Showing Pearson Correlation Coefficient between factors of Knowledge Management and Occupational Stress**

Factors of Knowledge Management and Occupational Stress		Knowledge Management	Demand	Control	Managerial Support	Relationship	Change	Occupational Stress
Knowledge Management	Pearson Correlation	1	0.765	0.574	0.912	0.768	0.891	0.760
	Sig. (2-tailed)		0.000	0.000	0.000	0.000	0.000	0.000
	N	180	180	180	180	180	180	180
Demand	Pearson Correlation	0.765	1	0.840	0.916	0.835	0.869	0.962
	Sig. (2-tailed)	0.000		0.000	0.000	0.000	0.000	0.000
	N	180	180	180	180	180	180	180
Control	Pearson Correlation	0.574	0.840	1	0.834	0.778	0.832	0.819
	Sig. (2-tailed)	0.000	0.000		0.000	0.000	0.000	0.000
	N	180	180	180	180	180	180	180
Managerial Support	Pearson Correlation	0.912	0.916	0.834	1	0.914	0.973	0.904
	Sig. (2-tailed)	0.000	0.000	0.000		0.000	0.000	0.000
	N	180	180	180	180	180	180	180
Relationship	Pearson Correlation	0.768	0.835	0.778	0.914	1	0.945	0.842
	Sig. (2-tailed)	0.000	0.000	0.000	0.000		0.000	0.000
	N	180	180	180	180	180	180	180
Change	Pearson Correlation	0.891	0.869	0.832	0.973	0.945	1	0.868
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000		0.000
	N	180	180	180	180	180	180	180
Occupational Stress	Pearson Correlation	0.760	0.962	0.819	0.904	0.842	0.868	1
	Sig. (2-tailed)	0.000	0.000	0.000	0.000	0.000	0.000	
	N	180	180	180	180	180	180	180

Based on the Table 4.2 Since the P value is less than 0.01 the Main hypothesis 1 is rejected at 1% level of significance. Hence there is a significant and positive relationship between Knowledge Management and Occupational Stress. The correlation between Knowledge Management and Occupational Stress is 0.760.

Since the P value is less than 0.01 the subsidiary hypothesis 1 is rejected at 1 % level of significance. Hence there is a significant and positive relationship between Knowledge Management and Demand factor of Occupational Stress. The correlation between Knowledge Management and demand factor of Occupational Stress is 0.765. This means that when Knowledge Management is increasing in an organization, the level of demands will also increase.

Since the P value is less than 0.01 the subsidiary hypothesis 2 is rejected at 1 % level of significance. Hence

there is a significant and positive relationship between Knowledge Management and Control factor of Occupational Stress. The correlation between Knowledge Management and Control factor of Occupational Stress is 0.574 and control is the factor having least relationship with Knowledge Management.

Since the P value is less than 0.01 the subsidiary hypothesis 3 is rejected at 1 % level of significance. Hence there is a significant and positive relationship between Knowledge Management and Managerial support factor of Occupational Stress. The correlation between Knowledge Management and Managerial support factor of Occupational Stress is 0.912. Managerial support is the factor having highest correlation with Knowledge Management.

Since the P value is less than 0.01 the subsidiary hypothesis 4 is rejected at 1 % level of significance. Hence there is a significant and positive relationship between Knowledge Management and Relationship factor of Occupational Stress. The correlation between Knowledge Management and Relationship factor of Occupational Stress is 0.768.

Since the P value is less than 0.01 the subsidiary hypothesis 5 is rejected at 1 % level of significance. Hence there is a significant and positive relationship between Knowledge Management and Change factor of Occupational Stress. The correlation between Knowledge Management and Relationship factor of Occupational Stress is 0.891. This second most influenced factor of Occupational Stress by Knowledge Management.

### 4.3. Regression Analysis

Influence of Knowledge Management on Occupational Stress

**Table 4.3: Sowing Influence of Knowledge Management on Occupational Stress**

Model Summary				
Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.760 <sup>a</sup>	0.578	.576	0.66625
<b>Predictors: (Constant), Knowledge Management</b>				

Correlation						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	0.299	0.202		1.479	0.141
	Knowledge Management	0.777	0.050	0.760	15.615	0.000
<b>Dependent Variable: Occupational Stress</b>						

Based on Table 4.3 Since the P value is less than 0.01 Main Hypothesis 2 is rejected at 1% level of significance. Hence there is a positive and significant influence of Knowledge Management on Occupational Stress and the regression value is 0.760.

### CONCLUSION

Effective Knowledge Management of faculties is the corner stone for the development institution and as well as for the nation. The Analysis indicates significant relationship and influence of Knowledge Management on Occupational Stress, which means when Knowledge Management is increasing; the level of stress is also increases. This result of correlation between Knowledge Management and Occupational Stress is in line with the results of Najafi (2011) who believed that stress was more evident in knowledge work and that generally knowledge and stress can be each other's generating source. When analyzing about the stress factor each factor is positively correlated with Knowledge Management, when analyzing about demand, the faculties are given least time for their research and development work and they are forced to handing more classes by that time they feel that they are not effectively utilizing their knowledge for the development of the students, which would be the stress causer. In the same way the controls imposed by the management is becoming the barrier for the knowledge development of the faculties. When Knowledge Management is increasing in an organization, the level of managerial support increases. This result, indicating that Knowledge Management and managerial support were correlated, is in line with the results of Moharramzadeh et al.,(2009) who asserted that the more the level of employees' cooperation and managerial support, considering employees as valued assets, the more the deployment of Knowledge Management. Relationship with the organization and peers and changes in the organization will also have influence on Knowledge Management.

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