

**PhD Title- A STUDY OF ROLE STRESS AND COPING STYLES AMONG THE  
SERVICE SECTOR EMPLOYEES OF NCT-DELHI**

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**Abstract**

With an advent of service sector in the last ten years, the scenario has turned into more competitive and dynamic, hence forcing the employees to perform better. With such a competition multitasking becomes evident and leads towards the multiple roles to perform, thus forces people to maintain equilibrium in the personal and professional roles. This maintenances of equilibrium causes role stress caused while performing different roles. Organizational growth and employee growth are interwoven concept which is inseparable .If either of them is affected the organizational goal achievements also gets affected. Explanation and examining the various concepts related to role is a quite beneficial in understanding the changing aspects of stress and its relation to the individual and impact on the organizations, it further help in deeply understanding the issues related to the organization and personal misfit that have become the primary source of stress. With the current scenario, everyone knows that the success of the organization lies in the success of its employees, and employees are the biggest and most valuable assets of any organization. On order to survive in a long run the organizations need to preserve these assets and tries to make the most use of it

which in turn benefits the employees and organizations both. Due to stress the most highly capable and enthusiastic employees were not able to perform, stress in workplace is the major issue for the employees as well as for the organizations, and most of the stress arises out of the roles and responsibilities to be performed in the personal and professional lives. Once the complexities and the issues pertaining to role stress were identified it become easy for the employees and organizations to deal with it. Additional attention is being given to the stress as a whole amongst the employees proper identification is being done to assess the issues and to take the corrective measures in order to make the working environment stress free.

Therefore, this study is an attempt to look into the role stress experienced by the employees of the service sector with main focus on FMCG sector in NCT/Delhi, and further analyses the coping styles used by the employees and the effect they have on their performances. 260 employees were selected from nine different organizations, and results suggested that employees are under medium level of stress and mostly uses the avoidance mode of coping. It also came into light that due to role stress employees are mostly have effect on their efficiency of doing accurate work and will power. Hence, various suggestions have been made to deal with the stress accordingly. This proves as the diameters and the dimensions of the role stress changes the way of dealing with the role stress also changes. Hence, the researcher wants to conclude that the intended purpose to conduct the research work is completed and further opens the avenues to conduct further work in the same or related area.

**Key Words: Role Stress, Service Sector, Coping Styles, FMCG Sector**