

# ANGER LEVELS OF EMPLOYEES WORKING IN GOVERNMENT AND NON-GOVERNMENT ORGANIZATIONS

## Abstract

The research was undertaken to study the anger levels of adults working in government and non- government organizations. The study was carried out in Guntur district of Andhra Pradesh state. Simple random sampling was used to select the respondents. A total of 60 adults aged between 24 – 45 years working in government and non- government organizations were selected. Anger levels of adults were measured with the help of 23- items anger scale developed by T.L.Alaka *et.al* 2018. The data was analysed through frequency, percentages, mean, standard deviation and t-test. Study reveals that majority of the government employees belonged to middle adults (72.22%) whereas non- government employees were young adults (83.33%). With regard to education majority 66.67 per cent of the government employees and 86.67 per cent non-government employees educated up to degree. Majority 86.67 per cent of the government employees and 80.00 of non-government employees belonged to medium level of anger .The results in the study also revealed that there was no significant difference between government and non-government with respect to experience, lie detector, verbal, mental dimension and behaviour dimensions respectively.

**Key words:** Anger levels, Aggression, Young adults, Non-government organizations

## Introduction

Aggression is a behaviour that is often found in children and adults (Loeber & Hay, 1997; Tolan, Gorman- Smith, & Loeber, 2000). In general terms, anger is a natural emotion/feeling that can be felt by everyone, when the needs and desires of the individual are hindered (Averill, 1983; Eisenberg and Delaney, 1998). Aggression is the behaviour or action that taken to hostile, destructive and violent behaviour. Social psychologists define aggression as behaviour that is intended to harm another individual who does not wish to be harmed (Baron and Richardson, 1994). Aggression is a behaviour that is carried out with the aim of hurting others by committing physical harm (Archer & Coyne, 2005) and verbal (Xie, Cairns, & Cairns, 2002) intentionally causing a person to be injured both physically and psychologically (Leary, Twenge, Quinlivan, Leary, & Quinlivan, 2006). Aggression behaviour can be one of the triggers of prolonged behavioural problems, such as violence, crime, bullying, and other delinquency (Yonas, O'Campo, Burke, Peak, & Gielen, 2005). In

adolescence aggressive behaviour can develop due to lack of social skills and lack of awareness to establish interpersonal relationships with other individuals (Archer & Coyne, 2005; Cairns, Cairns, Neckerman, Ferguson, & Et Al, 1989; Xie, Swift, Cairns, & Cairns, 2002). Social learning theory explained that aggression behaviour is a results from the learning process. Bandura explained that aggressive behaviour is formed from observing other people or direct experience that has positive and negative reinforcement, training or instruction, and odd beliefs (Bandura, Ross, & Ross, 1963). Anger is an emotional state that varies in intensity from mild irritation to intense fury and rage. It is accompanied by physiological changes, such as increase in heart rate, blood pressure and level of the hormones (American Psychological Association, 2010). Now a days irrespective of ages anger is seen in almost all the persons. Mostly anger is caused due to stress and over work load. In working employees anger will be slight high when compare with non-working employees. Espically in lockdown period non-government and few of government employees have worked from home to prevent the spread of virus as due to instructions given by government of India. Working continuously in home may increase their stress level. There are many common triggers for stress which further leads to anger. In order to study the anger level among the working employees (government and non-government employees) during lockdown period the study was conducted in Guntur district of Andhra Pradesh.

### **Objective**

To study the anger levels of adults working in government and non- government organizations.

### **Materials and methods**

The study was conducted to find out anger levels of adults working in government and non-government organizations. The study was conducted in Guntur district of Andhra Pradesh. A total of 60 (30 government and 30 non- government) respondents were selected as sample. Simple random sampling technique was used to select the respondents. Age, gender, education and occupation were considered as independent variables and anger level of adults was considered as dependent variable. Anger level of adults was measured by using a 23-item anger scale developed by Alaka. T. L. (2018). The scale was intended to measure five dimensions i.e., how often the respondents experience the anger, lie detectors, verbal anger, mental anger, and behaviour of adults. The responses were categorised as never, sometimes, and always with scores of 1, 2, and 3 respectively. The scores were interpreted as higher the

score, higher the anger level by the respondents. The data was analysed through frequency, percentage, mean, standard deviation and t-test.

## Results and Discussion

The findings of the study are discussed below.

**Table 1: Distribution of respondents based on age**

N = 60

S. No	Age	Government		Non-Government	
		f	%	f	%
1	Young adult	04	16.67	20	83.33
2	Middle adult	26	72.22	10	27.78

The results in the study indicated that, majority of the government employees belonged to middle adults (72.22%) whereas only 16.67 per cent of them belonged to young adults. With regard to non- government employees majority of the respondents were young adults (83.33%) and 27.78 per cent of them belonged to middle adults.

**Table 2: Distribution of respondents based on gender**

N = 60

S. No	Gender	Government		Non-Government	
		f	%	f	%
1	Male	15	50.00	15	50.00
2	Female	15	50.00	15	50.00

The results in the study indicated that equal per cent (50.00%) of the male and female were selected respectively.

**Table 3: distribution of respondents based on education**

N = 60

S. No	Education	Government(n=30)		Non-Government (n=30)	
		f	%	f	%
1	S.S.C	04	13.33	02	06.67
2	Degree	20	66.67	26	86.67
3	P.G and above	06	20.00	02	06.66

The results from table (3) it is revealed that majority 66.67 per cent of the government employees educated up to degree, 20.00 per cent educated up to P.G and above only 13.33 per cent of the respondents studied up S.S.C. With regard to non-government employees majority 86.67 per cent of the respondents educated up to degree, equal per cent of the respondents of the educated up to S.S.C and P.G (06.67%).

**Table 4: Distribution of respondents based on anger levels.**

N=60

S. No	Occupation	High	Medium	Low
		f (%)	F (%)	F (%)
1	Government	04 (13.33)	26 (86.67)	-
2	Non-Government	06 (20.00)	24 (80.00)	-

The results from table (4) it is revealed that majority 86.67 per cent of the government employees belonged to medium level of anger only 13.33 per cent of government employees belonged to high level of anger whereas majority 80.00 per cent of non-government employees belonged to medium level of anger and 20.00 per cent of non- government employees belonged to high level of anger and none of the employees are in low level of anger.

**Table 5: Distribution of respondents based anger dimensions.**

N= 60

Sl.No	Dimensions	Variables	Mean	SD	Sig
1	Experience	Government	16.900	3.376	0.738
		Non-Government	16.566	3.883	
2	Lie detector	Government	4.500	1.074	0.006
		Non-Government	3.566	1.194	
3	Verbal	Government	6.933	1.387	0.226
		Non-Government	6.400	1.428	
4	Mental	Government	6.900	1.516	0.933
		Non-Government	6.933	1.412	
5	Behaviour	Government	6.733	1.874	0.783
		Non-Government	6.866	1.736	

The results from table (5) it was observed that, there was no significant difference between government and non-government with respect to experience, lie detector, verbal, mental dimension and behaviour dimensions respectively.

**Conclusion:** The anger levels of employees in government and non-government organizations are influenced by distinct factors. Government organizations, characterized by bureaucratic structures and public scrutiny, may experience frustration due to slow decision-making and external perceptions. On the other hand, non-government organizations, facing performance pressure and job insecurity, may see heightened stress levels. Both sectors share common challenges such as workplace culture, leadership quality, and communication effectiveness, all contributing to employee satisfaction or dissatisfaction. Recognizing and addressing these factors are vital for promoting a positive work environment in either setting. Ultimately, understanding the unique dynamics of each sector is crucial for implementing tailored strategies to manage and reduce anger levels among employees.

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