

### Conflict and stress found in insurance sector (private v/s government insurance sector)

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This study focuses on stress and conflict found in (Government v/s Private) insurance sector and how it affects the productivity of the organisation and how it causes the physiological and psychological change on employees. In this paper we tried to understand the problem faced by employees in government v/s private insurance sector and who suffers the most. Analysis conducted in two phases. In first phase semi-structured interviews was conducted on 15 number of employees from government and 15 from private sector to explore the conflict related problems. Content analysis was done to gain in depth knowledge about conflicting area found in insurance sector and later used the LISRES-A (Life Stressors and Social Resources Inventory) inventory by Rudolf H. Moos to measure organizational stress among employees. t-testing was further done on the collected data to find out the significant difference between the mean of life stressor and social resources scale in LISRES -A scale. As we have assumed Result showed private insurance employees reported more conflict in their organization. Fear of demotion, high insecurity of job, paid less are some of the issues that create a conflict within organization. Stress too cause physiological and psychological, behavioural problems among private insurance employees which later decline the productivity of the organization. Private insurance employees feel more stress in work. Extended family which includes relationship with father, mother and relatives. Analysis show private insurance employees have more life stressors than government insurance employees whereas social resources found greater in government insurance employees.

#### Biography

Divya Dubey Pursuing Ph.D in Psychology from Amity university Lucknow, completed Masters in Psychology from Lucknow university, and had diploma in Forensic Psychology from Gujarat Forensic sciences university, Gujarat and a licensure in one of the tool in forensic psychology, Layered Voice Analysis (LVA 6.50) from Nemesysco, Israel. She also had a one-year work experience as a "Project Assistant" at Indian Institute of Technology, Gandhinagar, Gujarat.

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