

Research Paper

MANAGEMENT OF STRESS– A STUDY PERTAINING TO EMPLOYEES' STRESS DURING THE WORK HOURS

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ABSTRACT

Stress has both positive and negative outcomes. Not all stress is bad for people. Most people need a certain amount of positive stress or 'pressure' in order to perform well the tasks allotted to them. The benefits may turn to negative stress due to overload situation. There were a lot of researches conducted on stress for the past 100 years. Many of these theories were not accepted and settled; still studies and researches are going on. In this project we are trying to learn about the factor that leads to stress in individuals.

INTRODUCTION

Stress management has become one of the most important field in HR. Employees are open to many stressors which effects them physically as well psychologically. Stress has become one of the topical subjects with many people. Furthermore, many people describe stressful events like inefficient management, Lack of decision making by management, excessive working hours, and uncertainty and so on. One of the recent stress among employees was the recession all over the globe which led to layoffs and dilemma of losing jobs. So now a days the need of stress management has increased in organizations especially in BPO's, KPO's and manufacturing companies, all because night has turned days in these organizations. Health and Safety Executive(HSE) defined work stress as 'pressure and extreme demands placed on a person beyond his ability to cope' or 'stress is the reaction that people have to excessive pressures or other types of demand placed upon them'. The stress in a individual may be effecting him physically and psychologically. Physical and chemical factors that can cause stress include trauma, infections, toxins, illnesses, and injuries of any sort. Emotional causes of stress and tension are numerous and varied.

Causes of stress

Stress is experienced by all type of people, irrespective of age and profession. It does not mean that they should have a job to experience workplace stress. No external standards can be applied to predict stress levels in individuals. Even parent of one child may experience more stress related to [parenting](#) than a parent of several children. The degree of stress in our lives is highly dependent upon:

- § Individual factors such as our physical health.
- § The quality of our interpersonal relationships.
- § The number of commitments and responsibilities we carry.
- § The degree of others' dependence upon and expectations of us.
- § The amount of support we receive from others.
- § The number of changes or traumatic events that have recently occurred in our lives.

However people with strong social support networks like family, friends, religious organizations, or other social

groups report less stress and overall improved mental health in comparison to those without these social contacts. People who get inadequate [sleep](#), or who are physically unwell do not have the ability to cope with the pressures and stresses of everyday life and may have higher stress levels. Some stressors may be classified according to age groups and life stages. For example, [Children](#), [teens](#), working parents, and [seniors](#).

OBJECTIVES OF THE STUDY

- To measure and monitor individuals stress levels especially in their place of work by analyzing various factors to stress.
- To understand the body's biochemical reactions to stressors
- To identify common stress indicators and stress related diseases
- To review various strategies to help cope with stressors more effectively

SCOPE OF THE STUDY

It is the project of its kind in the company entitled "the study of stress management in Protect circuits and systems, Chennai. The study is made to measure and monitor the stress in employees especially in their work place. To analyze both internal and external stressors which effect individuals. The remedies to reduce and control stress are also studied so that impact of stress may be less. The study is conducted to identify stress symptoms and diseases and thereby know the remedial steps taken by individuals. Finally, findings the problem and giving suggestions on stress management techniques to cope up with stressors effectively.

RESEARCH METHODOLOGY

Primary data were collected by means of administered questionnaire. The questionnaire consists of information related to causes of stress; level of stress, respondent's interest in stress related activities. The secondary sources of information regarding details of stress management were gathered from various published books, journals, old projects and websites.

DATA COLLECTION METHOD

Fieldwork is actual data collection operation. Data are collected through administered questionnaire. The questions are of closed ended type with multiple choices. The respondents were asked to reveal their opinion regarding the

factors that induces stress and the remedies they choose. SIMPLE RANDOM SAMPLING was used for collection of data from 150 respondents and simple percentage , Chi-square analysis, Rank Correlation are used to analyze the data

REVIEW OF LITERATURE

Surveys conducted in 2006 and 2007 in the UK and the US respectively, found that employees in Information Technology (IT) industry (including the ITes outsourcing industry) were the most stressed. Accordingly, these organizations had started implementing various unconventional methods to decrease stress at the workplace. Even in India, organizations had woken up to this menace and were resorting to novel methods including teaching the employees dancing and music, trekking, etc, to reduce stress at the workplace. For instance, Tata Consultancy Services Ltd. had started different clubs like Theatre Club, Bibliophile Club, Adventure & Trekking Club, Fitness Club, Sanctuary Club, Music Club and Community Services Club, etc.

Infosys Technologies Ltd. focused on increasing self-awareness and provided the employees with guidance on how to cope with stress through a series of workshops by experts.

According to Robert Ostermann, professor of psychology at FDU's Teaneck-Hackensack Campus, "No one reaches peak performance without being stressed, whether an athlete, an office worker or a manager." The natural pattern of human behavior is to experience a stress-causing event or situation, react to it with increased tension and then return to a normal, relaxed state. The problem occurs when stress is so overwhelming or constant that this pattern is broken.

RESULT AND DISCUSSIONS

The age below 20 is 4% of the total samples, 55.33% is in age group 20-30, 40 respondents that comes to 26.67% belongs to age 30-40, 14% in 40-50 and there was no respondents in the age group above 50. 34% of the respondents say temperature as a factor that creates stress in the company, 5.33% opted odor, 13.33% of the respondents said noise, 18% say colleagues and 29.33% of the respondents preferred saying boss as the factor that creates stress. The maximum respondents want to listen to music when stress, while some 6% prefer being alone, 13.33% opt for exercise, 16.67% select yoga, chatting with friends 22.34%, going for a ride 5.33% and the other 1.33% of the respondents say others

TABLE 1: Table showing the age of the respondents

Particulars	No. of Respondents	Percentage
Below 20	6	4.00
20-30	83	55.33
30-40	40	26.67
40-50	21	14.00
50 Above	0	0.00
Total	150	100

TABLE 2: Table showing the causes of stress

Particulars	No. of Respondents	Percentage
Temperature	51	34.00
Odour	8	5.33
Noise	20	13.33
Colleagues	27	18.00
Boss	44	29.33
Total	150	100

TABLE 3: Table showing the respondent practices when there is work stress

Particulars	No. of Respondents	Percentage
Exercise	20	13.33
Yoga	25	16.67
Music	52	34.67
Chatting with friends	34	22.67
Going on a ride	8	5.33
Being alone	9	6.00
Others	2	1.33
Total	150	100

RANK CORRELATION :

The ranking is made to know the relation between gender and the person playing important role in stress management. Accordingly male has ranked family first by 43 respondents, friends by 28, colleagues by 18, psychartist by 9 and HR by 8. Female has ranked friends first by 14 responses, family by 9, colleagues by 8, HR by 7 and psychartist by 6. Since the correlation is so high there is disagreement in the order of ranks.

Gender and who plays an important role in their stress management

Particulars	Male	Female
Psychiatrist	9	6
HR	8	7
Family	43	9
Friends	28	14
Colleagues	18	8

$$\text{FORMULA} = \frac{[(1-(6D^2)) / (N(N^2-1))]}{[(1-(6^*4)) / (5(5^2-1))]} = \frac{1-(24/120)}{1-0.2} = 0.8$$

According to the ranking the relation between gender and methods of stress management, male has ranked 1st chatting with friends which is 35 of the total responses, being alone by 31 ranked as 2nd and others following like going on ride, yoga, exercise and others. Whereas female has ranked 1st as chatting with friends, going on ride as 2nd, the rest follows in the order of being alone, exercise, yoga and others.

Between Gender and Methods to manage stress

Particulars	MALE	FEMALE
EXERCISE	16	3
YOGA	23	4
CHATTING WITH FRIENDS	35	18
GOING ON RIDE	24	11
BEING ALONE	31	6
OTHERS	5	2

$$\text{FORMULA} = \frac{[(1-(6D^2)) / (N(N^2-1))]}{[(1-(6^*12)) / (7(7^2-1))]} = \frac{1-(72/336)}{1-0.21} = 0.8$$

CHISQUARE TEST :

HYPOTHESIS: There is no relationship between the salary and the stress level.

Particulars	very high	High	normal	Low	very low	Total
below 10000	5	19	23	6	2	55
10000-20000	5	18	26	8	3	60
20000-30000	1	5	13	8	1	28
30000-40000	0	0	6	1	0	7
Total	11	42	68	23	6	150

Degree of freedom	Calculated value	Table value	Result
12	16.46	21	Accepted

From the above table it is clear that, there is no relationship between the salary and the stress level.

CHI SQUARE 2: RELATION BETWEEN GENDER AND REASON FOR STRESS

Particulars	FINANCE PROBLEM	FAMILY PROBLEM	HEALTH PROBLEM	WORK RELATED PROBLEM	TOTAL
MALE	48	25	16	17	106
FEMALE	11	14	8	11	44
TOTAL	59	39	24	28	150

Degree of freedom	Calculated value	Table value	Result
3	5.624	8.1	Rejected

From the above table it is clear that, there is a relationship between gender and reason for stress

FINDINGS:

In total respondents of 150, 106 were male and the rest 44 females.

Of the total respondents of 150, 39.33% of the respondents say stress is created by financial problem, 25.33% say stress is created by family problem, 15.33% say health related problems while the other 20% say its created by work related problems

when asked about whether the employees suffer from digestive disorder or sleep disorder, 33.33% say they don't, 19.33% said both, 59 number of respondents said the suffer from sleep disorder and the other 8% said digestive disorder.

4.47% have said they feel very high stress level, 26% the respondents say the have high stress level, 44.67% said they have normal stress level, 21.33% say they have low stress level while 3.33% say they have very low stress level.

SUGGESTIONS AND RECOMMENDATIONS:-

The company can follow TENSION TIMING TECHNIQUES such as Respond Promptly and Positively to Stress Symptoms, Anchor Your Troubled Heart in God, Count Your Blessings, Tap Into the Therapy of Humor, Plan a Good Day Every Day

Even if the stress management tenuous is there in the company the respondents have opined that it's not effective, so HR department should take initiative to make stress management techniques more effective.

Rather than family members and friends the HR of the company should take necessary steps in controlling stress level in the employees.

The employees should understand the discomforts of their body such as headaches, stomach upset and poor sleep before it becomes major health problems from stress.

The employees can also be encouraged in Practicing martial arts, jogging, lifting weights, or even a short walk can improve mood and reduce feelings of stress by increasing endorphins, lowering cortical levels, and providing many other benefits.

Setting boundaries by prioritizing activities and saying no to some of the activities that are not important can help in saving time to practice some stress management activities.

At last if it's still affecting your ability to work, the organization should provide an efficient doctor, mental health provider or other professional.

CONCLUSION:

The large number of different stress-management techniques coupled with the wide range of health outcome measures used in stress intervention studies makes it difficult

to draw firm conclusion about the efficacy of each technique and each outcome. Stress can be positive and negative it depends on the person how he takes. Stress cannot be avoided completely but can be controlled. None of the stress interventions was consistently effective in producing effects on job/organization-relevant outcomes, such as absenteeism or job satisfaction. To produce changes on these types of measures, stress interventions will need to alter or modify the sources of stress in the work environment. It can be said that stress management in work settings can be effective in enhancing worker physical and psychological health, but the choice of which stress-management technique to use should be based on the specific health outcomes that are targeted for change. Both the HR and the employees should work hand in hand to control stress so that it directly benefits both the employees and the organization

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