

A Study on Stress Management in Revenue Department With Special Reference to Thanjavur

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Abstract- This paper examines the stress management capabilities as an imperative for improving performance among all employees in Revenue Department. The research sought to identify the effect of job stress on the health of all employees in Revenue department. Data were collected using questionnaires administered to one sixty employee (160) respondents selected from Revenue Department in Thanjavur. Data obtained were analyzed using statistical summation techniques and Z-Test at 0.05 level of significance. The result shows that occupational stress affects the health of employee lecturers in Revenue department in Thanjavur. The study concludes that the intellectual output of all employees will continue to dwindle as a direct result of the absence of stress management programs in the office. It is recommended that there should be the introductions of effective stress management policies which should be funded and monitored frequently ensuring that the objectives are achieved on a consistent basis.

I. INTRODUCTION

Every experiences stress at some stage in their life. It is a way for us to know that something in our life is causing us concern and is affecting how we are thinking and feeling.

Stress is not always bad. In small doses, it can help you perform under pressure and motivated you to do your best, but when you are constantly running in emergency mode, your mind and body pay the price.

Signs and symptoms of stress

- Mental
 - Trouble thinking clearly
 - Memory problems
 - Can't concentrate
- Emotional
 - Moodiness
 - Easily upset or hurt
 - Irritability or short temper
- Physical
 - Tightness in muscles

- Aches and pains
- Headaches, trembling, sweating
- Behavioural
 - Eating more or less
 - Sleeping too much or too little

These signs and symptoms of stress can also be caused by other psychological and medical problems. If you experience any of these, it is important to see your doctor—as they can help you determine whether or not your symptoms are stress-related.

CAUSES OF STRESS

The situations and pressures that cause stress are known as stressors. There are 2 types of stressors:

- External (where outside forces act on us)
- Internal (self-generated, we have some control over it).

How to manage stress

Managing stress is about making a plan to be able to cope effectively with daily pressure. The ultimate goal is to strike a balance between life, work, relationship, relaxation and fun. By doing this you are able to deal with daily stress triggers and meet these challenges head on.

Some strategies that can help you look after your mind and body, and in turn help you to better control behaviours that result from too much stress include:

- ✓ **Your body**
- ✓ **Your thinking**
- ✓ **Your behaviours**

II. OBJECTIVES OF THE STUDY

- To identify the existence of work stress in the organization.
- To study the factors causing stress among the employees.

- To know the impact of Work Stress Management and
- To suggest measures for coping with stress.

III. SCOPE OF THE STUDY

This particular study about Work Stress Management is restricted within the organization. The study is conducted on the staffs of the organization. This is not because of non-availability of resources but the nature of the study itself restricts it. It studies the existence or non - existence of stress among the staffs in the organization and identifies the factors which are contributing for stress (If any). It also provides the various steps adopted by the organization for managing the work stress of the employees, which can be used as future reference for decision-making and policy making with regard to the employees. This study reveals the morale of the employees.

LIMITATION OF THE STUDY:

- One of the most important limitations was the time period. The time period was not sufficient.
- The other limitation was the non-co operative nature of the people to give information and interviews.
- An important limitation was the area of the study which covers only Chennai where in market information collected cannot be a final key
- The employee were not willing to disclose their views openly.

IV. RESEARCH METHODOLOGY

INTRODUCTION

Under Research Methodology various steps that are generally adopted by a researcher in studying his research problem along with logic

Behind them is discussed. The researcher methodology has many dimensions and research methods to constitute a part of the research methodology.

Field Study:

The researcher has conducted the study among the executives and offices level employees in Revenue Department (Thanjavur).

COLLECTION OF DATA

- **Primary Data:**

Primary data was collected within the employees of organization through survey and personnel interview.

- **Secondary Data**

Secondary data was collected from various published books, companies' web sites and company old records.

- **Research Design**

The research designs under taken for the study is in descriptive one. The methodology involved in this design is mostly qualitative in a nature.

Types Of Study

- The present study is partly exploratory, partly descriptive and partly causal.
- It is exploratory because it is concerned with identifying the existence and non-existence of stress.
- It is descriptive as it aims to describe the various internal and external factors that contribute to stress.
- It is causal as it aims to analyze the causes for stress and the effect of stress in the performance of the employees.

Sample Design

A sample of 160 employees is taken out of a total population of 200 employees , based on judgment sampling. The sample is selected in such a way that it includes the employees of all ages, different designations from different educational streams with distinct experience from various departments.

Hence the sample is a representative of the population and an unbiased mix of all factors.

Sample Size

Out of the total universe 200 employees a total of employees a total of 160 employees belonging to different units of namely: Research Instrument

Limitation Of Study

- The study is restricted only to Thanjavur due to lack of time.
- Due to time constrain the study was limited to only 160 respondents of 200.

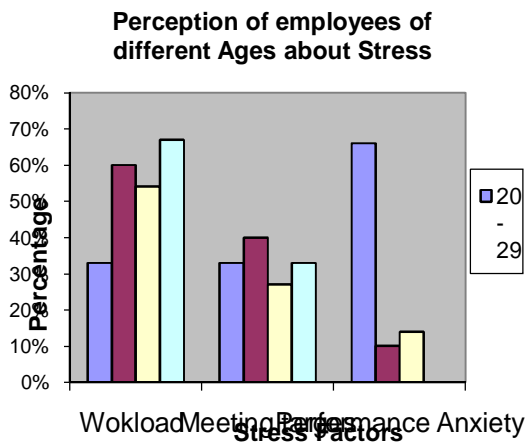
Research Hypothesis:

H_0 there is no significant relationship between the AGE and satisfaction level towards WORKING HOURS.

Tools Used For Analysis:

This part of study is mainly focused on verifying main objectives of the study. Research used SIMPLE PERCENTAGE ANALYSIS, CHI-SQUARE, CORRELATION, REGRESSION AND ONE WAY ANOVA as statistical tool for analysis of data.

Hypothesis On Perception Of Employees Of Different Age Groups About Stress



Interpretation:

From the above graphical representation it has been found that the age group of 30-39, 40-49 and 50-59 (65%) are having more workload than the employees aged between 20-29.

The employees with age group of 30-39 are having more stress on facing the Meeting targets than the other age group.

Finally the performance anxiety is more to the 20-29 age group and it is negligible in 50-59 aged employees.

(ii) ANOVA:

NULL HYPOTHESIS:

There is no significant ANOVA between age and the satisfaction level towards stress caused by lack of communication.

Conclusion:

Calculate F value is 102.028 and F critical value 3.870 so calculate value is more than the table value so null hypothesis is rejected, the alternative hypothesis is Accepted

V. FINDINGS

- It has been found that 58% of the employees among the total employees in the organization are undergoing stress and these are officers and asst. Managers.
- It has been found that the employees in the age group of 20-29 are facing more health problems than the higher age headache. This is because the employees of this age are undergoing more stress compare to higher age group due to factors like work load, meeting targets and performance anxiety.
- It is observed that though the employees in the age group of 30-39 are facing stress than the employees in the age group 40-49. Still they are able to maintain better inter personal relationship with their peers, subordinates and superiors.
- It has been found that employees in the age group of 30-39 wanted a few changes at work place to reduce the stress like timely targets, distributed work load and periodic relaxation because they feel that it is too concentrated and the time to meet these targets is highly insufficient.
- It is observed that 95% of the employees are comfortable with the working environment in which they are working.
- It is observed that the 99% of employees agree that the work stress management techniques will improve the morale of the employees.
- 80% of the employees are agreed that stress management techniques build up confidence.
- Mostly the employee are agreed to have provision of recreation in half yearly.
- 65% of the employee strongly agreed that the financial motivation reduces stress.
- It has been found that most of the organization has the opinion to take into consideration the employees while implementing the stress management techniques taken by the HR dept.

VI. SUGGESTIONS AND RECOMMENDATION

- It is recommended that the office should give one task at a time and give sufficient time in meeting the targets so that the employee performs his best without any stress.
- It is recommended to the office that it should conduct frequent health checkups gauges the health level of

employees from time to time. If the health of the employee is fine then it can be inferred that the degree of stress in the organizations is less or negligible.

- It is recommended to the office to conduct frequent recreational programs like get together in departments concerned, parties on occasions like the birthdays of the employees, on the achievements of any particular department, cultural activities, sports pleasure trips etc
- It is recommended to the office to initiate a few changes at the work place such as timely targets, distributed workload, flexible work hours and periodic relaxation.
- It is recommended to the office to provide frequent counseling to the employees who are under stress. The counseling should be more focused on the employees in the age group between 20-29 they should also not ignore those with 10 plus years of experience as they are more vulnerable to stress.

VII. CONCLUSIONS

The management understands the various reasons for stress and plans different techniques and implements it to reduce stress and increase employee morale. The cost incurred on implementing the work stress management techniques is considered to be cost effective. Revenue Department considers work stress as a management process. In Revenue Department the work stress management is being implemented from the past 3-4 yrs and is successful in enhancing the employee morale. This can be seen in the employee performance; the employee avoids absenteeism and is satisfied with his job. The techniques so implemented have proved to be positive in nature. The employees are surely benefited from work stress management. The more the employee morale, the less the chances of leaving the organization, so this reduces chances of leaving the organization. Yes, the different techniques adopted boost up confidence of employee. The quality of performance is not considered for vertical up graduation. The different techniques used are innovative plans; they are not based on any set standards. The employees are satisfied with the remuneration what they are paid.

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