

A Study on Employee Stress Management Reference With Meenakshi Hospital In Thanjavur

Mr. A.Sirajudeen ¹, S.Mohammed Al Basidh ²
² Assistant professor

I. INTRODUCTION

Stress in individual is defined as any interference that disturbs a persons' healthy mental and physical well-being. It occurs when the body is required to perform beyond its normal range of capabilities. Stress is the way that you react physically, mentally and emotionally to various conditions, changes and demands in your life. High levels of stress can affect your physical and mental well-being and performance. The results of stress are harmful to individuals, families, society and organizations, which can suffer from "organization stress". Ivancevich and Matteson define stress as individual with the environment. Stress is highest for those individuals who perceive that they are uncertain as to whether they will win or lose and lowest for those individuals who think that winning or losing is certainty. Canadian physician Hans Selye (1907-1982) in his book the stress of life 1956 popularized the idea of stress. According to Selye, the General Adaptation Syndrome consists of three phases.

Stress has become the 21 century buzz word, from the high pervading corporate echelons to the bassinets of teaching infants' nurseries we find this world liberally used. Stress is part of modern life. Various events in life cause stress, starting with the birth of a child and enduring with the death of a dear one.

Urbanization, industrialization and the increase scale of operations in society are some of the reasons for rising stress. It is an inevitable consequence of socio-economic complexity and to some extent, its stimulant as well. People experience stress as they can no longer have complete control over what happen in their lives. The telephone goes out of order, power is shut down, water supply is disrupted, children perform poorly at school etc, we feel frustrated and then stressed

1.1.2` REMEDIES TO REDUCE STRESS

There are two major approaches to reduce stress. They are,

- Individual approaches
- Organizational approaches

INDIVIDUAL APPROACHES

An employee can take individual responsibility to reduce his/her stress level. Individual strategies that have proven effective include, implementing time management techniques, increasing physical exercise, relaxation training, and expanding the social support network.

➤ Time management

Many people manage their time very poorly. Some of well known time management principles include,

- Making daily list of activities to be accomplished
- Scheduling activities according to the priorities set
- Prioritizing activities by importance and urgency

Knowing your daily cycle and

1.1.3ORGANIZATIONAL APPROACHES

Several of the factors that cause stress particularly task and role demands and organizations structure are controlled by management. As such they can be modified or changed. Some of the strategies that management want to consider include improved personal self section and job placement, use of realistic goal setting, redesigning of jobs, improved organizational communication and establishment of corporate wellness programmers.

Certain jobs are more stressful than others. Individual with little experience or an external lower of control tend to be more proven to stress. Selection and placement decisions should take these facts into consideration. Goal setting helps to reduce stress. It also provides motivation. Designing jobs to give employees more responsibility, more meaningful work, more autonomy, and increased feedback can reduce stress, because these factors give the employee greater control over work activities and lessen dependence on others.

Increasingly formal organizational communication with employees reduces uncertainly by lessency role ambiguity and role conflict. Wellness program, say, employee

counseling form on the employee's total physical and mental condition. They typically provide work ships to help people quit smoking, control alcohol usage, eat better and develop a regular exercise program.

Another remedy for reducing stress is **cognitive restructuring**. It involves two step procedures. First irrational or maladaptive thought processes that create stress are identified. For example Type A individuals may believe that they must be successful at everything they do. The second step consists of replacing these irrational thoughts with more rational or reasonable ones.

One important remedy to reduce stress is the maintenance

1.1.4 DEFINING STRESS AT WORK

Change in working practices, such as the introduction of new technology or the alternation of new technology or the alternative of targets, may cause stress, or stress may be built into an organization's structure. Organizational stress can be measured by absenteeism and quality of work.

1.1.5 ORGANIZATIONAL STRESS:-

- Stress affects as well as the individual within them. An organization with a high level of absenteeism, rapid staff turnover, deteriorating industrial and customer relations, a worsening safety record, or poor quality control is suffering from organizational stress.
- The below chart shows one example of the structure of a department in an organization, indicating typical causes of stress that may affect stress at certain levels in the structure, and particular.
- Stress is contagious; anyone who is not performing well due to increases the amount of pressure on their colleagues, superiors, and subordinates.
- The cause may range from unclear or overlapping job descriptions, to lack of communication, to poor working conditions, including "sick building syndrome"

II. REVIEW OF LITERATURE

- 1) Amir Shani and Abraham Pizam in their article "Work-Related Depression among Hotel Employees" conducted a study on the depression of work among hotel employees in Central Florida. They have confirmed the incidence of depression among workers in the hospitality industry by evaluating the relationship between the occupational stress and work characteristics
- 2) Viljoen, J.P., and Rothmann, S aimed at studying and investigating the relationship between "occupational stress, ill health and organizational commitment" (2009). The results were that organizational stressors contributed significantly to ill health and low organizational commitment. Stress about job security contributed to both physical and psychological ill health. Low individual commitment to the organization was predicted by five stressors, namely work-life balance, overload, control, job aspects and pay.
- 3) Schmidt, Denise Rodriguez Costa; Danas, Rosanna Aparecida Spadoti; Martial, Maria Helena Palucci and Laus, Ana Maria.⁹ In their work titled on "Occupational stress among nursing staff in surgical settings" This study aimed at evaluating the presence of occupational stress among nursing professionals working in surgical settings and investigating the relations between occupational stress and work characteristics
- 4) Li-fang Zhang a study titled "Occupational stress and teaching approaches among Chinese academics" (2009) He suggested that controlling the self-rating abilities of the participants, the conducive conceptual change in teaching approach and their role insufficiency predicated that the conceptual change in teaching strategy is negative.
- 5) Kayoko Urakawa and Kazuhito Yokoyama¹¹ in their journal "Sense of Coherence (SOC) may Reduce the Effects of Occupational Stress on Mental Health Status among Japanese Factory Workers" (2009) has resulted the adverse effects on mental health due to the job demand and job stress was positively associated with SOC (sense of coherence), the mental health status of males in managerial work was adversely negative, where as it was positive among the female co-workers. Thus, SOC is an important factor determining the coping ability over the job stress for both the genders
- 6) J.E. Agolla in his research article titled "Occupational Stress Among Police Officers: The Case of Botswana Police Service", (2009) has conducted a study among the police to find out work stress symptoms and coping strategies among the police service in Botswana. This study reveals that the police work stressors are; getting injured while on duty and the use of force when the job demands to do so, etc. The coping strategies were identified as exercising, socializing, healthy eating or diets, career planning and employee training.
- 7) Connolly, John F and Willock, Joyce and Hipwell, Michele and Chisholm, Vivienne their research titled "Occupational Stress & Psychological Well Being following University Relocation" (2009) they describe and analyze that management standards for work related stress
- 8) Chen, Wei-Qing; Wong, Tze-Wai; Yu, Tak-Sun¹⁴ in their book titled "Direct and interactive effects of occupational

stress and coping on ulcer-like symptoms among Chinese male off-shore oil workers”, (2009) has suggested that gastric/ulcer like health problems, age, educational qualification, marital status has been positively associated with occupational stress and ‘internal behaviour’ coping methods, but negatively associated with ‘external/social behaviour’ coping methods.

- 9) Chang-qin Lu; Oi-ling Siu; Wing-tung Au; Sandy S. W. Leung¹⁵ in their article titled “Manager's occupational stress in state-owned and private enterprises in the People's Republic of China” (2009) has showed that managers in private enterprises experienced higher levels of occupational stressors and psychological strains than those in state-owned enterprises. Moreover, ‘Organizational structure and climate’ was also found to be a major stressor when predicting both psychological and physical strain in both economic sectors.
- 10) Stewart Collins¹⁶ in his book titled “Statutory Social Workers: Stress, Job Satisfaction, Coping, Social Support and Individual Differences” (2008) he is highlighted that healthy or unhealthy coping

III. RESEARCH METHODOLOGY

Discuss the research design, research problems, important of the study, scope and significance of the study, source of data, questionnaire, sample design statistically techniques used in this study. Research methodology is the way in which researchers specify how they are going to retrieve the all-important data and information that they need to conduct the research. Hence Methodology is the pathway or an approach to get the needed information by locating the data from different sources

RESEARCH DESIGN:

The research design used for the study is DESCRIPTIVE design. Descriptive research, also known as statistical research, describes data and characteristics about the population or phenomenon being studied .The description is used for frequencies, averages and other statistical calculations. The major purpose of descriptive research is description of the state of affairs, as it exists at present. In short descriptive research deals with everything that can be counted and studied.

SAMPLE DESIGN:

Sample design used in this study is Convenient Sampling. Convenience sampling (sometimes known as grab or opportunity sampling) is a type of no probability sampling which involves the sample being drawn from that part of the

population which is close to hand. That is, a sample population selected because it is readily available and convenient.

SAMPLE SIZE:

A sample of 150 respondents has been taken for the study. The researcher contacted the respondents personally and brief summary of the nature of the study and details in the questionnaire were narrated to them.

DATA COLLECTION TOOL:

Questionnaire is used for the collection of required data. Questionnaire is framed on the basis of the objective of this study. Five Point Scale is used in most part of the questionnaire.

SOURCE OF DATA:

The relevant data has been collected from the primary source and secondary sources.

PRIMARY DATA:

The primary data is collected by a questionnaire from the employees. For this purpose of data collection, the questionnaire was circulated among the employees to collect information.

SECONDARY DATA

The secondary data is collected by newspapers, company journals, magazines, websites etc.

STATISTICAL TOOLS USED:

Statistical tools that are used in this study are

- Percentage Analysis
- Chi-Square
- Weighted Average

LIMITATION OF THE STUDY

- Accuracy of the study is purely based on the information as given by the respondents.
- The study is confined to limited period i.e. Six weeks.
- The sample size chosen is covered only a small portion of the whole population

TYPE OF SAMPLING

The sampling type is non-probability which involves deliberating selections of particular units constituting a sample, which represents the universe.

STRATIFIED SAMPLING:

Stratum means a layer population from which samples are to be selected may contain a number of layers from each layer a few samples are selected that is why this method is called stratified sampling.

STATISTICAL METHODS USED

- Percentage analysis
- Bars & charts
- Pie diagrams

STATISTICAL TOOLS USED

- Chi-square test
- Weighted average

PERCENTAGE ANALYSIS:

Percentage refers to a special kind of ratio. Percentages are used in making comparison between two or more series of data. Percentage is used to describe relative terms the distribution of two or more series of data

$$\frac{\text{No. of Respondents}}{\text{Total Respondents}} \times 100 = \text{Percentage of Respondents}$$

IV. CHI-SQUARE TEST

AGE AND CAUSES YOU TO GET STRESS IN YOUR JOB

AGE	AGE AND STRESS IN YOUR JOB ON WORK LOAD					Total
	<18 years	26-35 years	36-45 years	46-55 years	Above 55 years	
Never	10	30	16	0	0	56
Rarely	10	10	6	0	0	26
Sometime	4	8	6	0	0	18
Most of time	0	0	0	0	0	0
Always	0	0	0	0	0	0
Total	24	48	28	0	0	100

CHI SQUARE ANALYSIS TABLE

Group	Observed frequency (o)	Expected frequency (e)	o-e	(o-e) ²	(o-e) ² /e
Aa	10	13.44	-3.44	11.8336	0.8804
Ab	30	26.88	3.12	9.7344	0.3621
Ac	16	15.68	0.32	0.1024	0.0065
Ad	0	0	0	0	0
Ae	0	0	0	0	0
Ba	10	6.24	3.76	14.1376	2.2656
Bb	10	12.48	-2.48	6.1504	0.4928
Bc	6	7.28	-1.28	1.6384	0.2250
Bd	0	0	0	0	0
Be	0	0	0	0	0
Ca	4	4.32	-0.32	0.1024	0.0237
Cb	8	8.64	-0.64	0.4096	0.0474
Cc	6	5.04	0.96	0.9216	0.1828
Cd	0	0	0	0	0
Ce	0	0	0	0	0
Da	0	0	0	0	0
Db	0	0	0	0	0
Dc	0	0	0	0	0
Dd	0	0	0	0	0
De	0	0	0	0	0
Ea	0	0	0	0	0
Eb	0	0	0	0	0
Ec	0	0	0	0	0
Ed	0	0	0	0	0
Ee	0	0	0	0	0
				χ²	4.4863

Calculated value $\chi^2 = 4.4863$

$$\text{Degree of freedom} = (r-1)(C-1) = (4-1)(5-1) = 12$$

The table value of χ^2 for 12 degree of freedom at 5 per cent level of significance is 21.026

ANOVA

Time pressure and deadline		Feel and relaxed	
Never	26	Music	22
Rarely	19	Mediation	13
Some time	21	Movies/ Tv	12
Most of time	30	Spending with friends	28
Always	4	Hobbies	15
		Chatting with friends	10
Total	100	Total	100

Hypothesis

Null hypothesis: There is no significant relationship stress in your job Time pressure and deadline in the feel and relaxed

Anova: Single Factor						
SUMMARY						
Groups	Count	Sum	Average	Variance		
column1	100	267	2.67	1.597071		
column2	100	337	3.37	2.558687		
ANOVA						
Source of Variation	SS	Df	MS	F	P-value	F crit
Between Groups	24.5	1	24.5	11.79087	0.000725	3.888853
Within Groups	411.42	198	2.077879			
Total	435.92	199				

Conclusion: Calculated F value is 11.79087 and F critical value is 3.888853 more than a table value, so the null hypothesis is rejected. Hence it is concluded that there is no significant relationship between year of working and career prospects by the schools.

CORRELATION

Job redesign		Job profile	
Yes	64	High interesting	33
No	36	Interesting	47
		Neither interesting	20
		Un interesting	0
Total	100	Total	100

CORRELATION

	Column 1	Column 2
Column 1	1	
Column 2	0.717799	1

Conclusion: calculated value is more than 0.71 so I concluded it with year of working and

V. FINDING

1. Most of 53% of the respondent are male
2. Most of 48 % of the respondent are in the age group of 26-35 and 28% of the respondent are 36-45 respondents years old
3. Most of 42% of the employee are qualified in pg, 32% of the employee are qualified in others
4. Most of 54% of the respondent are working a job experience for 5-10 years, 14% of the respondent is working a job experience for 11-15years, 32% of the respondent are working in this organization for above 20 years.
5. Most of 54 % of the respondent are earn the monthly income is 10001-15000, 28% of the respondent are earn the monthly income is 15001-20000
6. Most of 58% of the respondent are married
7. Most of 58% of the respondents are nuclear family type
8. Most of 48% are respondents feel your in you job lack of information another respondents of 28% group behavior.
9. Most of 44% are respondents over load in a work 36% of respondents more administration and paper work
10. Most of 50% are respondents of redouble my efforts 38% of are respondents slowly take efforts.

11. Most of 56% are respondents of frequent hospitalization 19% of are respondents excessive alcohol.
12. Most of 32% are respondents of chatting with friend 22% of are respondents meditation.
13. Most of 62% are respondents of very true 38% of are respondents sometime.
14. Most of 64% are respondents yes 36% of are respondents no.
15. Most of 58% are respondents highly interesting 29% of are respondents interesting.
16. Most of 53% are respondents to a great extent 31% of are respondents to some extent.
17. Most of 33% are respondents all new tasks 26% of are respondents early stage of all tasks.

VI. SUGGESTIONS

- Employees' achievement in their work is appreciated and rewarded very rarely by the management in the organization. This is one of the reasons where the employees fell dissatisfied and vexed about his job. So the Management start appreciate and reward the employees work whenever needed which will motivate the employees and also reduce the stress level.
- Performance appraisal methods like 360 o appraisal, field review, ranking method, HR accounting can be conducted by the management which will help the employees to identify their position and help to improve their potential. Hence this will improve the job satisfaction of the employee resulting in reduced occupational stress.
- Both the Management and the employees have no idea about stress redluction or stress management program. Stress management programs will teach the employees techniques, etc .which will help to cope with stress .So the management can try some stress reduction programs.

VII. CONCLUSION

The present study was conducted at **EMPLOYEE STRESS MANAGEMENT SPECIAL REFFERENCE WITH MEEANKSHI HOSPITAL AT THANJAVUR** . The aim was to find the stress level among the employees and its impact. This was done using a detailed questionnaire. The study revealed that only a small percentage is highly stressed and majority of the employees are in middle level of stress and also accept that it affect their performance to some extent. At the end of the study, we can conclude that through there are signs of stress among the employees & such stress is affecting their behaviors, it can be controlled & reduced effectively.

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