

A Study on Employee Stress Management In Nexa Showroom Thanjavur

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I. INTRODUCTION

Stress in the workplace is not a new phenomenon, but it is a greater threat to employee health and well-being than ever before. While technology has made aspects of many jobs easier, it has also added to the anxieties of office life through information overload, heightened pressure for productivity, and a threatening sense of impermanence in the workplace.

To quote a definition: “Stress is an adaptive response to an external situation that results in physical, psychological and/or behavioral deviations for organizational practices”.

Stress in the workplace reduces productivity, increases management pressures, and makes people ill in many ways, evidence of which is still increasing. Workplace stress affects the performance of the brain, including functions of work performance; memory, concentration, and learning.

The physical or psychological demands from the environment that cause stress are called ‘stressors’. They create stress or the potential for stress when individual perceives them as representing a demand that may exceed that person’s ability to respond.

Stress can manifest itself in both a positive way and a negative way. Stress is said to be positive when the situation offers an opportunity for one to gain something. ‘*Eustress*’ is the term used to describe positive stress. *Eustress* is often viewed as motivators since, in its absence, the individual lacks that edge necessary for peak performance.

1.1.1 MEANING

Stress is a general term applied to various psychologic (mental) and physiologic (bodily) pressures experienced or felt by people throughout their lives.

1.1.2 STRESS DEFINITIONS

Each person’s definition and thinking about the term stress is uniquely personal. But let’s take a look at ten short

definitions of stress from the origin of the term and through to those earlier researchers who studied stress.

The word stress itself began as a variant of the term ‘distress’ in the fourteenth century. The medieval term actually meant physical hardship, pain, torture and starvation.

Hans Selye who is credited as being the modern day father of stress defined stress in 1936 as “the non-specific response of the body to any demand for change”. Hans Seyle’s stress definition later expanded in 1979 as he explained further that “stress is a ‘perception’. It is the demands that are imposed upon us because there are too many alternatives”.

Workplace stress has a negative impact on the business as well as on the individual employee. The increase in job stress creates emotional, financial, and safety concerns for employers and managers.

Stress is a normal physical reaction that occurs when you feel threatened or overwhelmed. The perception of a threat is as stressful as a real threat. We perceive a situation as threatening or feel overwhelmed because we are dealing with an unusually large number of everyday responsibilities. Not all individuals experience stress with same intensity. Some people overact to stressors and get highly stressed. Some other have the stamina, endurance and composure to cope with any stressors.

How an individual experience stress depends on (i) person’s perception of the situation (ii) person’s past experience (iii) presence or absence of social support and (iv) individual differences with regard to stress reactions.

II. LITERATURE REVIEW

A literature review uses as its database reports of primary or original scholarship, and does not report new primary scholarship itself. The primary reports used in the literature may be verbal, but in the vast majority of cases, reports are written documents. The types of scholarship may be empirical, theoretical, critical/analytic, or methodological

in nature. Second a literature review seeks to describe, summarize, evaluate, clarify and/or integrate the content of primary reports

1. **Dileep Kumar M. (2008)** - The productivity of the work force is the most decisive factor as far as the success of an organization is concerned. The productivity in turn is dependent on the psychosocial wellbeing of the employees. In an age of highly dynamic and competitive world, man is exposed to all kinds of stressors that can affect him on all realms of life. The growing importance of interventional strategies is felt more at organizational level. This research was study the impact of occupational stress on Nationalized and Non-Nationalized Bank employees. The author draws the attention from policy makers and men of eminence in the related fields to resume further research.

2. **Shruti M. (2009)** concludes that employees at bank are too much stressed with their job with heavy workload, so the employees expect some refreshing events to add up in their work place like entertainment, trips, tea breaks, intervals once in a while during lumps of work. Accordingly the employees expect hike in their salary from their worth performance. But even then the employees are very cooperative and have a very good high regard and respect towards the bank's image and its future.

3. **Rajendran Jayashree (2010)** - This research was to study the impact of occupational stress on Nationalized Bank employees. The problem of stress is inevitable and unavoidable in the banking sector. A majority of the employees face severe stress related ailments and a lot of psychological problems. Hence, the management must take several initiatives in helping their employees to overcome its disastrous effect. Since stress in banking sector is mostly due to excess of work pressure and work life imbalance the organization should support and encourage taking up roles that help them to balance work and family. The productivity of the work force is the most decisive factor as far as the success of an organization is concerned. The productivity in turn is dependent on the psychosocial well-being of the employees. In an age of highly dynamic and competitive world, man is exposed to all kinds of stressors that can affect him on all realms of life. The growing importance of interventional strategies is felt more at organizational level.

4. **Aliah Binti Roslan (2011)** -The purpose of this study is to determine factors of work stress among the Bank Rakyat's employees. The survey was carried out at 12 branches of Bank Rakyat at Northern Zone. A total of 154 bank employees participated in this study. Data was collected through 40 items questionnaires on a five-point Likert Scale. Correlation

analyses were conducted to test the relationship between levels of work stress with personal factors, organizational factors and environmental factors; whereas descriptive analysis was conducted to analyze demographic characteristics of respondents. Besides that, T-test, ANOVA and regression were also used in this study. The findings of this study showed that there was no statistically significant difference in the level of work stress by demographic factors. However, the findings showed that only organizational factors have significant relationship with work stress level. Findings of this study also resulted in the overall level of work stress among respondent is moderate.

5. **Sharmila A. and Poornima J. (2011)** - The banking sector is becoming increasingly competitive around the country and the level of product and service quality being offered to customer is almost same. Hence, the bank management adds more responsibilities on the shoulders of employees, resulting into a pressure on them, with increasing psychological problems i.e. stress, strain, anxiety, depression, sleep disorders, etc. This situation, in which the employees have little or no sense of identification with their job, can cause an individual looking for another job or don't perform efficiently their own. Therefore, it is very difficult for management that how to maintains bank employees' ability to develop successful performance with their organization under present conditions. The study is addresses the specific problems of private bank employees related to occupational stress. This throw light in to the pathogenesis of various problems related to occupational stress among bank employees.

III. RESEARCH METHODOLOGY

This chapter discusses the research design, data collection methods, operationalization of variables, sample size, sampling design and data analysis plan. This chapter also deals with the methods of selection of respondents, tools for analysis and choice of test statistics of the present study. The details of the questionnaire construction and the sampling procedure adopted in the study are explained in the following pages

3.1.1 MEANING

Research is a careful investigation of especially through search for new fact in any branch of knowledge. Methodology is a systematically to solve the research problem. It may be understand as a science of studying how research is done logically. The various steps that are generally adopted by a research in studying researcher problem are the main function of research methodology.

3.1.2 STATEMENT OF THE PROBLEM

The MR hospital wants to ensure that the employees have a good working atmosphere especially a stress free environment with the help of information’s from this study. MR hospital is an employee driven organization, this study is made to know various stressors for its employees, its impact and how effectively it can be managed.

3.1.3 RESEARCH DESIGN

The research design is which involves a series of rational decision making choice.

“A researcher design is the arrangement of condition for collection and the analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure.”

In fact the research design is the conceptual structure with in which research is conducts, it constitute the blue print for the collection, measurement and analysis of data.

The research design was based on descriptive study.

3.1.4 TYPE OF THE STUDY

The type of study conducted is Descriptive study.

3.1.5 TYPE OF DATA COLLECTED

Primary and Secondary data.

3.1.6 SAMPLE SIZE:

The sample chosen to collect data consisted of 100 employees. The data collected is used for final tabulation and Interpretation.

3.1.7 SAMPLING METHODS

A convenience sample is a type of non-probability sampling method where the sample is taken from a group of people easy to contact or to reach. For example, standing at a mall or a grocery store and asking people to answer questions would be an example of a convenience sample. This type of sampling is also known as grab sampling or availability sampling. There are no other criteria to the sampling method except that people be available and willing to participate.

3.1.8 RESEARCH INSTRUMENT

Structured questionnaire was used to collect primary data.

3.1.9 TECHNIQUES OF INTERPRETATION

Collected data’s are analysed through Systematic Tabulation and Graphical Presentation.

**4.1 DATA ANALYSIS AND INTERPRETATION
CHI- SQRUAE TABLE OF REALATIONSHIP
BETWEEN JOB SECURITY AND INCOME**

| | |
|----|----|
| 0 | 16 |
| 13 | 21 |
| 0 | 30 |
| 10 | 10 |

Degree of Freedom = 3
 Chi square = 26.43
 Level of significant = 0.05(5%)
 = 7.81

Ho = Rejected
 There is no significant relationship between Icome and Jobsecurity (7.81)

INFERENCE:

Hence the calculated value is greater than table value. Hence null hypothesis (HO) is rejected, therefore there is relationship between employees job security and their income in the organization.

ANOVA TEST OF MARITAL STATUS AND OVERTIME OF RESPONDENTS

| MARITAL STATUS | | OVERTIME | |
|----------------|-----|------------------|-----|
| Married | 22 | Most of the Time | 62 |
| Bachelor | 76 | Sometimes | 32 |
| | | Seldom | 6 |
| | | Always | 0 |
| | | Never | 0 |
| Total | 100 | Total | 100 |

Hypothesis

Null hypothesis: There is no significant relationship between marital status and overtime.

| Anova: Single Factor | | | | |
|----------------------|-------|-----|---------|----------|
| SUMMARY | | | | |
| Groups | Count | Sum | Average | Variance |
| Column 1 | 100 | 168 | 1.68 | 0.219798 |
| Column 2 | 100 | 156 | 1.56 | 0.450909 |

| ANOVA | | | | | | |
|---------------------|------|-----|--------|----------|---------|--------|
| Source of Variation | SS | Df | MS | F | P-value | F crit |
| Between Groups | 0.72 | 1 | 0.72 | 2.146988 | 0.14436 | 3.853 |
| Within Groups | 6.98 | 198 | 0.3525 | | | |
| Total | 7.7 | 199 | | | | |

Interpretation: Calculated F value is 2.146988 and F critical Value 3.88 so calculated value is less than the table value, so the null hypothesis is accepted. Hence it is concluded that there is no significant relationship between marital status and overtime

CORRELATION TEST OF AGE AND OVERTIME OF RESPONDENTS

| AGE | | BALANCE BETWEEN YOUR WORK LIFE AND HOME LIFE | |
|-------|-----|--|-----|
| 18-25 | 22 | Most of the Time | 62 |
| 26-35 | 56 | Sometimes | 32 |
| 36-45 | 10 | Seldom | 6 |
| >45 | 12 | Always | 0 |
| Total | 100 | Never | 0 |
| | | Total | 100 |

| | Column 1 | Column 2 |
|----------|----------|----------|
| Column 1 | 1 | |
| Column 2 | -0.19156 | 1 |

Interpretation: Correlation value is -0.19, so I concluded it with age and balance between work life and home life is negatively correlated.

V. FINDINGS

- 40% of respondents are new with an experience of less than 2 years in the company and 22% of the respondents are for the company since past 5 years it shows it has a good pool of fresh blood and experienced manpower.
- Company has as manpower of 30% females and 70% of males
- Excessive work load for employees is a major stressor for employees.
- Updating of results is another foremost stressor
- Employees feel complexity with multiple supervisors
- Employees seek much more salary based on performance
- Responsibilities or expectations are not clear to the employees
- Dead line given for results are not realistic
- There is delay in decision making.
- Employees stretch their normal working hours because of two major reasons, excessive work load and additional responsibilities.
- Sometimes machines and tools are not available in right time.
- 37% of respondents seek change in the present working hours and 16% of them prefer a timing of 8:30am- 5:00
- In spite of excessive workload 93% of employees feel good work life balance.
- More than 80% of employees are satisfied with the physical environment with respect to noise, ergonomics, air quality, ventilation, lighting, health and safety.
- 20% of employees states its poor and require lots of improvements.
- 77% of employees feel job security where the rest of employees feel that their job is not secured.
- More than 50% of employees get headache, irritability, sleep disturbance, stomach upset as impacts of stress
- More than 40% of employees feel difficulty in concentrating and have come across with poor relation with friends and family as impacts of stress
- 28% of respondents feel depression and lack of confidence at work place as a result of stress.

- 19% of employees states that they feel low morale and absenteeism because of stress.
- Employees are affected by other impacts like loss of patience, conflicts with co workers, frustrated etc.
- 85% of employees feel the training given is satisfactory, where as rest 15% states the training given is poor or no training is given as such.
- Emergency exits are not adequate
- Outbound activities are conducted annually and majority of employees prefer to have out bound activities in a frequency of 2 days at a stretch in every 6 months which can play a vital role in coping with stress.
- Some measures and facilities like medical check ups, flexi timing, and social interactions amongst team members, automated machines and processes and advanced work place has been taken care by the company which help in reducing stress at work.
- Majority of the employees strongly recommend for yoga, meditation, soft music, gifts and awards for performance, opportunities for carrier development, quality canteen and social interaction with team members to have a stress free work environment.
- Employees recommend for 5 working days, library, indoor games, gym/ health to relax and cope up with stress.
- 83% of employees state that HR department can play a vital role in managing stress through effective employee's programmes.

VI. SUGGESTIONS

- Provide mentoring and counseling for employees more effectively.
- The employees must give importance to time management techniques there by they can complete their work within the specified time.
- Many tasks can be delegated to subordinates without losing effectiveness so that we can reduce the overload of work.
- Engaging the bored employee in aerobic exercise, because it stimulates the brain and the body. Also the employee must do meditation and yoga in their daily life.

VII. CONCLUSION

As stated before stress in the workplace is not a new phenomenon, but it is a greater threat to employee health and well-being than ever before. In all organizations and in all nature of work this epidemic will be there. It has a negative effect on employee's morale, productivity and efficiency too.

It's all about how well it is managed by the organization and by the individual. This study has come out with various factors that lead to stress. It differs from person to person.

MR Hospital an employee driven company has already invested much on their employees in order to enhance their productivity, morale and efficiency in terms of employee welfare, EHS(Employees Health & Safety), advanced machines, equipments, scientifically designed ergonomics etc. The company has taken keen interest to ensure that the employees feel a good stay in the company with a stress free environment.

The study points out excessive work load, ambiguity in roles and responsibilities, updating and dead lines for results and multiple supervisions as focal factors for stress.

The study reveals headache, sleep disturbance, difficulty in concentrating and lack of confidence as key impacts of stress.

The study comes up with measures like Yoga and meditation, soft music, library, outbound activities which employees strongly recommend which will help to cope up with stress.

This study provides key information's to the company at the same time to the entire industry.

To conclude, taking into account the impacts of stress it is very vital to have a stress free environment to ensure employees efficiency, productivity and high morale, where the HR department can play a good role in it by providing employee assistance programmes as stated before.

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