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## **A STUDY ON EMPLOYEES STRESS MANAGEMENT**

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### **ABSTRACT:**

People from all walks of life suffer from stress in one-way or the other. Employees stress is the growing concern for organizations in today's environment. When stress becomes excessive it often affects work performance, which has significantly lead to burnout and turnover. It is necessary to recognize and address the causes of stress and effectively manage prolonged stress. Since it should be an ethical and legal decision for an organization in managing stress. Stress is expression of individual mental and physical reaction to stressor. The objective is to analyze various pressures that trigger job stress, identifying the causes and outcome, stress is not always negative it may also bring the best out of an individual at times, excessive stress may result into burnout. HR can play an active role in managing it. As outlined in the previous sentences that the level of stress at work place should be controlled since, too much of stress leads to burnout, HR can play a very vital role in the organization to curb the level of stress by reducing and identifying the root cause of the stressor by implementing stress audit program by measuring the stress in-terms of cost which will help to quantify the decrease in level of job performance.

There should be increase in the level of communication within the organization so that lower level of the people is free to communicate their seniors; rewriting the job description because it will enable role clarity so that there will be no role conflict and ambiguity in the

organization; to have better relation and avoid interpersonal conflict HR can have stress-reduction program so that they tend to live a healthier lifestyle and work in a group helping each other reflecting the team building spirit among the group; To reduce home-work interface HR

arrange for Healthy marriage relationship seminars to discuss family issues that allows better functioning of family, financial training by arranging a financial planner who would give free seminars to employees with the hope of planning a better future through their retirement plans, pension and investment and by also assisting the employee to pay back their credit card and loan debt. Initiate family support since research have found out organization that are highly family supportive have less stresses employees, for instance provide flexibility for married women so that mothers have adequate time for their children. Organization should encourage breaks to divert their attention from work so that employee get some time to breath fresh air to distress and relax from work load pressure, to tackle with behavioral stress which is often associated with psychological disturbance organization must have violence and harassment policy since violence is a kind of added stress which cannot be tolerated and organization must implement a zero-tolerance policy. All these factors will help an organization to retain it productive employees and help in making the healthy and happy employee organization sending the

message to its employees that how much they value their people.

Stress is a very complex phenomenon that we can define in several ways. However, if you put them together, it is basically the wear and tear of daily life. Stress management refers to a wide spectrum of techniques and psychotherapies for controlling a person's stress level, especially chronic stress. If there is effective stress management, we can help one another break the hold of stress on our lives. This article on stress management will throw light on the very same thing. The first step of stress management is identifying the source of stress in your life. It is not as easy as that but it is essential. The true source of stress may not always be evident as we tend to overlook our own stress-inducing thoughts and feelings.

For instance, you might constantly worry about meeting your deadline. But, in reality, maybe your procrastination is what leads to this stress than the actual deadline. In order to identify the source of stress, we must look closely within ourselves. If you explain away stress as temporary, then it may be a problem. Like if you yourself don't take a breather from time to time, what is the point? On the other hand, is stress an integral part of your work and you acknowledging it like that? If you make it a part of your personality, like you label things as

crazy or nervous energy, you need to look further. Most importantly, do you blame the stress on people around you or the events surrounding you? If you make it a part of your personality, like you label things as crazy or nervous energy, you need to look further. Most importantly, do you blame the stress on people around you or the events surrounding you?

**INTRODUCTION:** Stress has been called “the invisible”. It is a disease that may affect you, your organization, and any of the people in it, so you cannot afford to ignore it.

**EVOLUTION OF STRESS:** The Garden of Eden began as a tranquil stress environment. However when Adam was given the tantalizing chance to eat the forbidden fruit, he was thrust into mankind’s first stressful situation. Adam was offered a choice and, as we know, decision-making is the breeding ground for conflict, frustration and distress.

**DEFINITION:** Stress in individual is defined as any interference that disturbs a person’s 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 we react physically, mentally and emotionally

to various conditions, changes and demands in our life. High levels of stress can affect our 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”. Behr and Newman define job stress as “a condition arising from the interaction of people and their jobs and characterized by changes within people that force them to deviate from their normal functioning”.

In order to deal with the situation that is causing stress, we need to calm our mind and body so as to stave off the reactions and cope with it in a positive way. This can be through different methods, such as taking time off. If a situation is triggering our stress and we are unable to calm down, remove ourself from it. Go outside and take a walk to calm down. Alternatively, we can try implementing relaxation techniques such as deep breathing. If it is an internal stressor, stop our thought process until we are able to deal with it logically.

**NEED OF THE STUDY:** This particular study about Work Stress Management is restricted within the organization. The study is conducted on the employees 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 employees in the organization and identify 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

## **OBJECTIVES:**

This workshop will give you the tools to effectively

- □□□ identify stressors
- □□□ place stressors in categories: internal & external
- To identify stress management resources
- manage stress and maintain control

## **METHODOLOGY OF THE STUDY**

### **RESEARCH METHODOLOGY:**

Discuss the research design, research problems, importance of the study, scope and significance of the study, source of data, questionnaire, sample design, statistical techniques used, and objective of the study and limitations of the study.

### **RESEARCH DESIGN:**

A research design is an arrangement of conditions for collection and analysis of data in

a manner that aims to combine relevance to the research. Purpose with economy in procedure. It is the conceptual structure within which research is conducted and it constitutes the blueprint for the collection, measurement and analysis of data. It includes an outline of what the researcher will do from within the hypothesis and its operational implications to the final analysis of data. The research design used for the study is descriptive design. Descriptive research design includes surveys and fact finding enquires of different kinds. The major purpose of descriptive research is description of the state of affairs, as it exists at present.

### **SOURCE OF DATA:**

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

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

### **SAMPLE DESIGN:**

Narrated A sample of 150 Respondents was taken using random sampling. The researcher contacted the executive personally and brief summary of the

nature of the study and details in the questionnaire were to them.

For the purpose of present study percentage analysis was used.

## STATISTICAL TOOLS USED:

## DATA ANALYSIS AND INTERPRETATION

**Table no. 1: How often do you say the word “I am busy or I am having hard time” At the workplace?**

Options	No of Respond	Percentage
Very often	18	12
Often	26	21
Rarely	45	30
Very rarely	38	22
Never	23	15
TOTAL	150	100%

### Interpretation:

As is evident from the chart, majority of the respondents (52%) rarely and very rarely says that they are busy at work place.

**Table no. 2: You think physical environment problem in the work place cause Stress?  
(Temperature, lighting, gases, dust )**

Options	No of Respond	Percentage
Strongly agree	38	26
Agree	43	36

Cannot say	24	16
Disagree	25	16
Strongly disagree	20	6
TOTAL	150	100

### Interpretation:

Opinion of study reveal that, majority of the respondents (62%) agree with physical environment (Temperature, Lighting, Gases and Dust) causes Stress.

**Table no. 3: You feel time pressure to complete work?**

Options	No of Respond	Percentage
Strongly agree	20	10
Agree	52	41
Cannot say	22	13
Disagree	36	28
Strongly disagree	20	8
TOTAL	150	100%

### Interpretation:

The finally yet importantly, the question asked about the employees, majority of the employees (51%) of the NTPC agree and strongly agree with above statement.

**Table no. 4: Do you feel lack of co-operation in office?**

Options	No of Respond	Percentage
Very often	19	9

Often	36	26
Rarely	27	16
Very Rarely	26	17
Never	42	32
TOTAL	150	100%

### Interpretation:

As is evident from the chart, majority of the respondents (68%) faced lack of co-operation in office remaining (32%) of employees never faced lack of co-operation in organization.

**Table no. 5: Family problems cause stress?**

Options	No of Respond	Percentage
Strongly agree	29	19
Agree	53	41
Cannot say	22	11
Disagree	26	19
Strongly disagree	20	10
TOTAL	150	100%

### Interpretation:

As is evident from the chart, majority of the respondents (60%) strongly agree and agree with family problems causes stress.

**Table no. 6: Do you have problem of BP / sugar / any other health problems?**

Options	No of Respond	Percentage
Very often	10	5



Often	29	17
Rarely	28	19
Very Rarely	24	12
Never	59	47
TOTAL	150	100%

### Interpretation:

As is evident from the chart, majority of the respondents (47%) said don't love health problems like BP, sugar.

**Table no: 7 Physical exercise & yoga reduce the stress?**

Options	No of Respond	Percentage
Strongly agree	49	39
Agree	48	36
Cannot say	23	11
Disagree	18	9
Strongly disagree	12	5
TOTAL	150	100%

### Interpretation:

As is evident from the chart, majority of the respondents (75%) agree with above statement that by doing physical exercise & yoga stress will be reduced.

**Table no: 8: Meditation & prayer to reduce the stress?**

Options	No of Respond	Percentage
Strongly agree	50	40
Agree	47	37

Cannot say	24	14
Disagree	16	6
Strongly disagree	6	3
TOTAL	150	100%

### Interpretation:

As is evident from the chart, majority of the respondents (77%) agree with above statement that meditation & prayer to reduce the stress.

**Table no. 9: Lack of communication causes stress?**

Options	No of Respond	Percentage
Strongly agree	50	40
Agree	47	37
Cannot say	24	14
Disagree	16	6
Strongly disagree	6	3
TOTAL	150	100%

### Interpretation:

As is evident from the chart, majority of the respondents (68%) agree with above statement i.e. lack of communication causes stress.

**Table no. 10: Spending time with your family reduces stress?**

Options	No of Respond	Percentage
Strongly agree	45	35
Agree	54	44
Cannot say	19	9

Disagree	18	8
Strongly disagree	14	4
TOTAL	150	100%

### Interpretation:

As is evident from the chart, majority of the respondents (79%) agree with above statement i.e. appending more time with family reduces stress.

**Table no. 11: Improving working conditions, reduces the stress?**

Options	No of Respond	Percentage
Strongly agree	36	26
Agree	66	56
Cannot say	18	8
Disagree	17	7
Strongly disagree	13	3
TOTAL	150	100%

### Interpretation:

As it is evident from the chart, majority of the respondents (82%) agree with improving working conditions in office stress will be reduced

**Table no. 12: Rational allocation of work reduces the stress?**

Options	No of Respond	Percentage
Strongly agree	21	11
Agree	65	55
Cannot say	30	20
Disagree	20	10

Strongly disagree	14	4
TOTAL	150	100%

### Interpretation:

As it is evident from the chart, majority of the respondents (55%) agree with rational allocation of work, stress will be reduced.

**Table no. 13: Financial motivations reduce the stress?**

Options	No of Respond	Percentage
Strongly agree	22	12
Agree	53	43
Cannot say	42	32
Disagree	20	10
Strongly disagree	13	3
TOTAL	150	100%

### Interpretation:

As is evident from the chart, majority of the respondents (55%) agree with above statement i.e. financial motivation reduces the stress.

**Table no. 14: Training & Development programs help to cope-up with new technology reduces the stress?**

Options	No of Respond	Percentage
Strongly agree	26	16
Agree	62	52
Cannot say	31	21
Disagree	18	8

Strongly disagree	13	3
TOTAL	150	100%

### Interpretation:

As is evident from the chart, majority of the respondents (68%) agree with above statement i.e. training and development with changes.

**Table no. 15: Need for family counseling is required?**

Options	No of Respond	Percentage
Strongly agree	21	11
Agree	39	29
Cannot say	38	28
Disagree	29	19
Strongly disagree	23	13
TOTAL	150	100%

### Interpretation:

As is evident from the chart, majority of the respondents (40%) agreed that family counseling is needed to plan and over come the stress.

**Table no. 16: Relaxation reduces the stress?**

Options	No of Respond	Percentage
Strongly agree	42	32
Agree	58	48
Cannot say	23	13



Disagree	16	6
Strongly disagree	11	1
TOTAL	150	100%

### Interpretation:

As is evident from the chart, majority of the respondents (80%) agree with above statement i.e. relaxation (holydays, leaves, family, tours etc.) reduces stress.

**Table no. 17: Following safety precautions reduces the stress?**

Options	No of Respond	Percentage
Strongly agree	25	15
Agree	60	50
Cannot say	31	21
Disagree	20	10
Strongly disagree	14	4
TOTAL	150	100%

### Interpretation:

As is evident from the chart, majority of the respondents (65%) agree with above statement i.e. following safety precautions stress is reduced.

### FINDINGS:

The finding of the present revealed the following.

- Most of the respondent fall under low stress category.
- In this company, we can find that there is a significant

relationship between stress & demography factors i.e. age, experience & designation.

- They have dimensions for personal policies & practices of the organization

have contributed to stress among employees.

- Respondents who fall under the E2A & E5 grade are more stressed in comparison with the other grade.
- The organization falls a very tall structure of stress among hierarchy & this is one of the reasons for employees being stressed.
- There is no significant difference of stress among employees working in plant & other departments.
- The employees working in the plant gave a positive response in answering the Questionnaire

## **SUGGESTIONS:**

A Small percentage of the employees did have high stress. Person facing stress at the organizational level of lot of psychological problems in the form of decreased motivation, absenteeism low productivity targets not being achieving etc. as a reedy for the above said employees facing stress are advised to attend stress management courses which will help them to build coping strategies and cause out their stress. The stress management cause comprise of a package program consisting of:

- Relaxation
- Positive outlook towards works / responsibilities

- Self analysis through personality type tests
- Inter personal skill development
- Yoga cum meditation
- Time management
- Since T & D job related factors, performance appraisal & job satisfaction were

perceived stressful by the employees, the employees should be counseled

regarded the matter

- At the individual level the employees could practice a relaxing holiday (where in quality time is spent with the family) every fortnight or month
- Realize excessive use of tea / coffee cigarette is not answer to stress
- Try to get 6-7 hrs of continuous sleep per day

**CONCLUSION:** The present study was conducted at A.V.V.R CO-OP SUGARS LTD, THUMMAPALA. The aim was to find the stress levels, personality type of the employees. This was done using a detailed questionnaire. The study revealed that fall under low stress category only a small percentage is highly stressed & needed prevailing in the organization 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.

This can be done by giving counseling & incorporating the suggestions given here in at individual & organization level.

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