

A STUDY ON ORGANIZATIONAL STRESSORS AND MANAGEMENT OF STRESS IN RANE (MADRAS) LTD. CHENNAI

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Abstract: This study identifies how effectively the organizations help their employee in overcoming their work stress. It also identifies measures that are used by the organization in order to reduce the stress.

The main focus of the study is to identify the expectation of the employees in stress managing measures. Primary data collection was done through structured questionnaire. Secondary data was collected from company records and internet. Research design used in this study was descriptive research study. Convenience sampling method was followed. Conclusions were drawn based on the analysis of data collected from the respondents. Statistical tools applied are simple percentage chi-square and weighted average method. Recommendations were provided for enhancing the psychological well being and health of the employees.

Keywords: overcoming their work stress, stress managing measures, reduce the stress.

Definition of Stress Management

A set of techniques used to help an individual cope more effectively with difficult situations in order to feel better emotionally, improve behavioural skills, and often to enhance feelings of control. Stress management may include relaxation exercises, assertiveness training, cognitive restructuring, time management, and social support. It can be delivered either on a one-to-one basis or in a group format.

Concept

Stress is the emotional and physical strain caused by our response to pressure from the outside world. Common stress reactions include tension, irritability, inability to concentrate, and a variety of physical symptoms that include headache and a fast heartbeat.

It's almost impossible to live without some stress. And most of us wouldn't want to, because it gives life some spice and excitement. But if stress gets out of control, it may harm your health, your relationships, and your enjoyment of life.

Nature of Stress

Stress is a state of tension experienced by individuals facing extraordinary demands, constraints or opportunities. Stress can be either positive or negative. For example, some

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new work situations can bring us positive challenges and excitements, while others are very disturbing and anxiety arousing. Unfortunately for us, we live in an environment in which we must constantly face stress-producing situations. We cannot avoid them all, and we cannot fight them all. For the most part, we choose to go along with them. The ambiguous boss, the preferred opportunities, the multifarious relationships, increased mobility, heavy traffic, the extra job, risky investments-in general, "life in the fast lane" - which most of us experience, can be viewed as a series of stress producing situations. Consequently each of us faces in a week more of these stressors than our parents faced in a lifetime.

Individuals can have a variety of reactions to job stress. They can react emotionally by feeling frustrated or anxious, happy or excited, bored or depressed. They may experience mental blocks, be hypersensitive to criticism or have trouble in concentrating. People can also respond to stress behaviorally, they may eat more, drink more, or stop going out socially and mix with people freely.

NEED OF THE STUDY

The basic need of the study is to identify various sources of the stress. For any company their human resource is its important asset. Therefore the Rane (Madras) Ltd cannot afford to allow its employees to have stress beyond a certain limit as it would be harmful to both the management and the employees. This study is mainly to identify the expectation of employees in managing stress and there by suggesting the management to take corrective action in order to increase the productivity.

OBJECTIVE OF THE STUDY

- A study on stress management in Rane (Madras) Limited
- To identify the source of stress among the employees
- To identify the measures that are used by the organization in order to reduce the stress
- To know the effectiveness of stress managing measures
- To identify the expectation of the employees in stress managing measures

SCOPE OF THE STUDY

The main aim of this study is to find out the level of stress employees faces in their work life and what are the methods that can be used to reduce the stress in an effective manner. This study is helpful for the organization for conducting further research on stress, and also it helps in taking remedial measures to overcome stress for employees.

REVIEW OF LITERATURE

Cropanzano (2003) Even if some level of stress may have a positive effect on performance as suggested by the U-hypothesis, extended exposure to stress or a single exposure to an extreme stressor can have severe negative consequences on nontask performance dimension Selye.H (1976) Stressors vary in form and can include extreme temperature or lighting,time

pressure, lack of sleep, and exposure to threat or danger, among others. All stressors however tend to produce similar physiological responses within the body. Book name: The stress of life

Foster (1995) Occupational stress is a major news item, which has captured numerous headlines across the industrialised world and rightly so. Stress is reported to cost employees. Occupational stress should not be viewed as a negative by-product of worklife. A certain level of stress is definitely beneficial to individual and societal growth. This level of stress, referred to as the optimal level, allows employees to cope and overcome obstacles ensuring more productive and efficient output.

Halverson *et al.* (1995) Stressors involved in pacekeeping and combat operations overlap, but they are also somewhat distinct. Some of the most significant stressors associated with both types of deployments are uncertainty, long work hours, risk of death or disease, boredom and separation from family. Pearson and Thackray (1970) Moderators are important because they intervene in the stressor-stress-performance relationship and reduce negative effects of stressors and stress on the individual. There are many possible types of moderators.

RESEARCH METHODOLOGY

By a researcher in studying his research problem along with logic behind them.

RESEARCH DESIGN

Descriptive research is carried out in this project work.

Sampling Plan

Type of Sampling Technique

Convenience sampling is used to collect data from workers to analyze stress.

Sampling Unit: Existing employees of the Organization (252)

Sampling Size: The sampling size is 120 employees.

SOURCES OF DATA

Primary and secondary data were collected for the analysis of the Stress Management in Rane (Madras) Ltd.

RESEARCH TOOLS

The data collected were carefully analyzed and processed with statistical techniques such as **Percentage Analysis, Chi-Square, Weighted average** are being analyzed and applied to draw meaningful inferences.

LIMITATIONS OF THE STUDY

- The employees were reluctant to give correct information.
- Even though the employees gave correct

- information during the unstructured interview conducted, they gave incorrect answer while answering the questionnaire.
- The information given by the employees may be biased.

PERCENTAGE ANALYSIS

Table
Agewise Classification of the Respondents

| <i>Age</i> | <i>No of Respondents</i> | <i>Percentage</i> |
|--------------|--------------------------|-------------------|
| 20-30 | 19 | 16 |
| 31-40 | 37 | 30 |
| 41-50 | 38 | 32 |
| 50 and above | 26 | 22 |
| Total | 120 | 100 |

INFERENCE

19% of respondents are between (20-30) yrs of age, 37% of respondents are between (31-40) yrs of age, 38% of respondents are between (41-50) yrs of age and 26% of the respondents are between (50 and above) yrs of age.

Figure
Agewise Classification of the Respondents

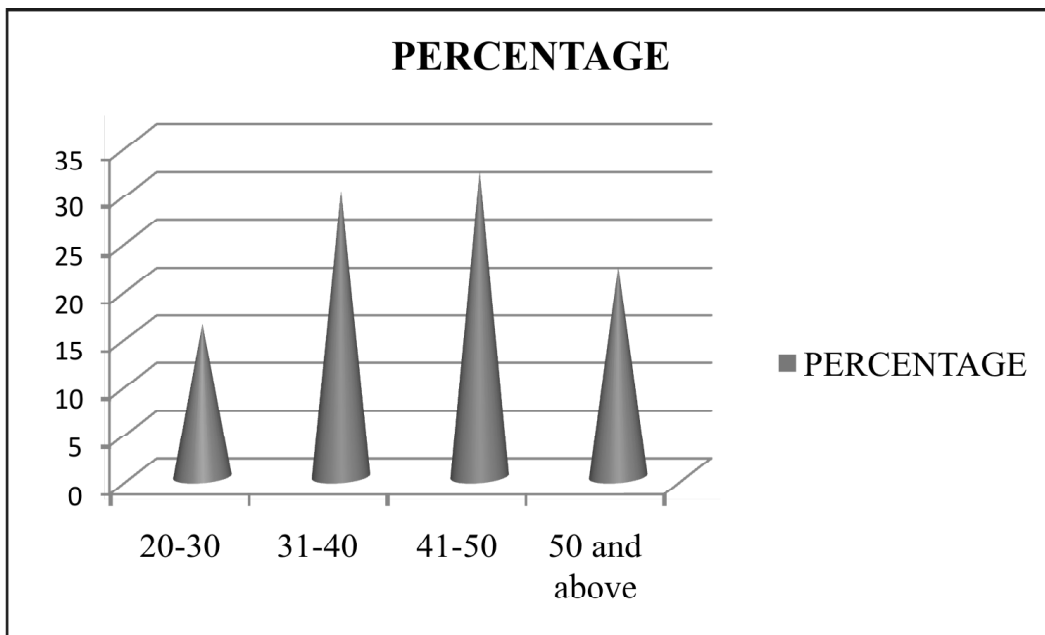


Table
Genderwise Classification of the Respondents

| <i>Gender</i> | <i>No of Respondents</i> | <i>Percentage</i> |
|---------------|--------------------------|-------------------|
| Male | 104 | 87 |
| Female | 16 | 13 |
| Total | 120 | 100 |

INFERENCE

104% of respondents are male and 16% of respondents are female

Figure
Genderwise Classification of the Respondents

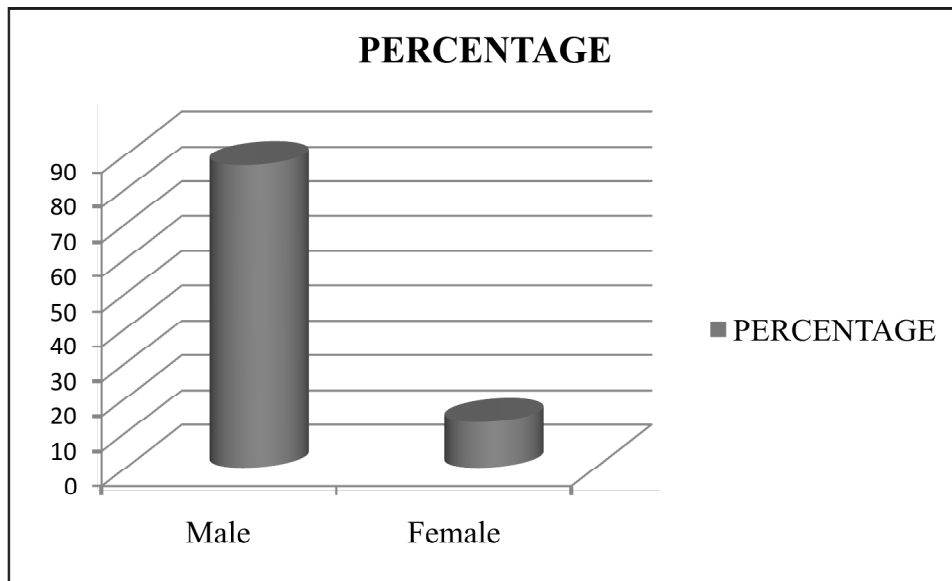


Table
Martial Status of The Respondents

| <i>Martial Status</i> | <i>No of Respondents</i> | <i>Percentage</i> |
|-----------------------|--------------------------|-------------------|
| Married | 83 | 69 |
| Unmarried | 37 | 31 |
| Total | 120 | 100 |

INFERENCE

83% of respondents are married and 37% of respondents are unmarried.

Figure
Martial Status of the Respondents

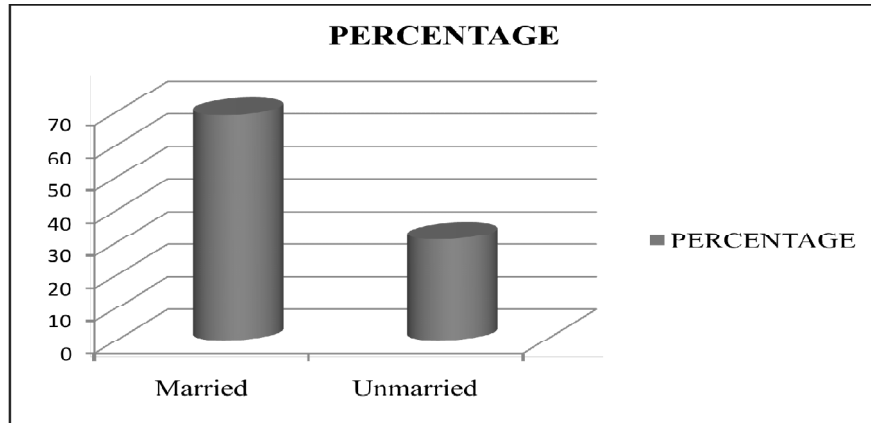


Table
Experience of the Respondents

| <i>Experience</i> | <i>No of Respondents</i> | <i>Percentage</i> |
|-------------------|--------------------------|-------------------|
| 1-10yrs | 16 | 13 |
| 11-20yrs | 47 | 22 |
| 21-30yrs | 31 | 26 |
| Above 30 yrs | 26 | 39 |
| Total | 120 | 100 |

INFERENCE

16% of respondents are between(1-10)yrs of experience, 26% of respondents are between(11-20)yrs of experience, 31% of respondents are between(21-30)yrs of experience and47% of respondents are Above 30yrs of experience

Figure
Experience of the Respondents

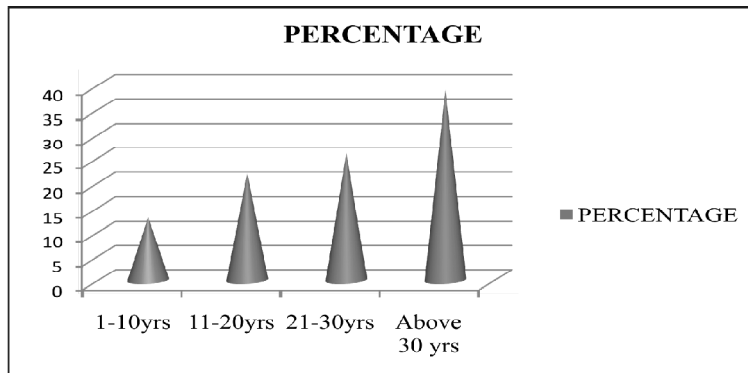


Table
Department of the Respondents

| <i>Department</i> | <i>No of Respondents</i> | <i>Percentage</i> |
|-------------------|--------------------------|-------------------|
| HR | 12 | 10 |
| Marketing | 25 | 21 |
| Finance | 47 | 39 |
| Production | 36 | 30 |
| Total | 120 | 100 |

INFERENCE

12% of employees are belonging to HR department, 25% of employees are belonging to Marketing department, 47% of employees are belonging to Finance department and 36% of employees are belonging to Production department

Figure
Department of the Respondents

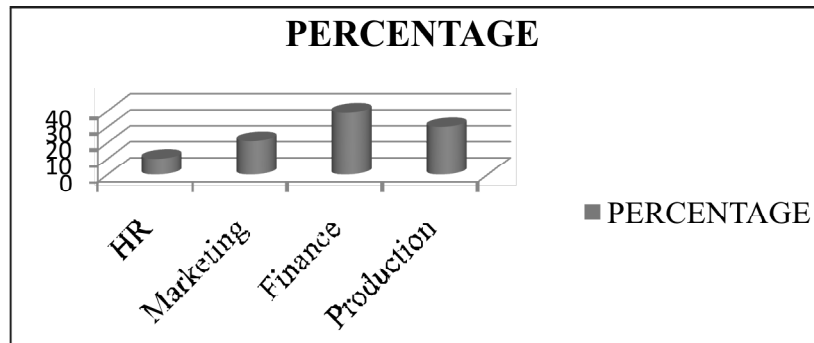


Table
Work Related Function Causes Stress

| <i>Options</i> | <i>No of Respondents</i> | <i>Percentage</i> |
|-------------------|--------------------------|-------------------|
| Strongly agree | 35 | 29 |
| Agree | 50 | 42 |
| Neutral | 28 | 23 |
| Disagree | 5 | 4 |
| Strongly disagree | 2 | 2 |
| Total | 120 | 100 |

INFERENCE

29% of respondents strongly agree, 42% of respondents agree, 23% of respondents feels neutral, 4% of respondents disagree and 2% of respondents strongly disagree

Figure
Work Related Function Causes Stress

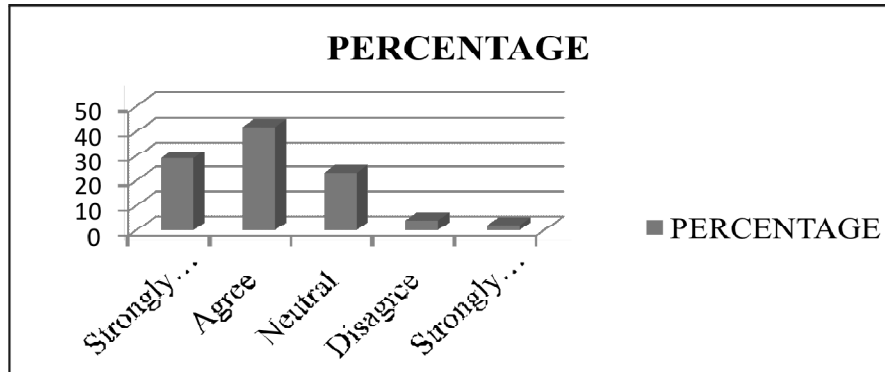


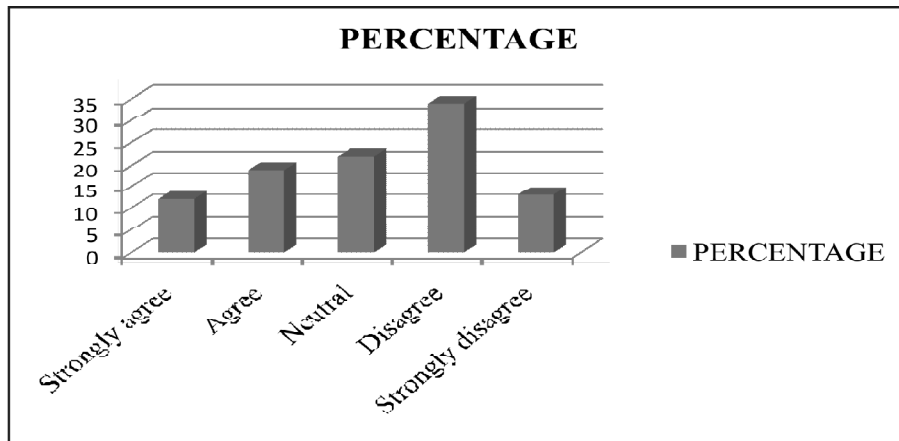
Table
Technology Creates Stress

| Options | No of Respondents | Percentage |
|-------------------|-------------------|------------|
| Strongly agree | 14 | 12 |
| Agree | 23 | 19 |
| Neutral | 27 | 22 |
| Disagree | 41 | 34 |
| Strongly disagree | 15 | 13 |
| Total | 120 | 100 |

INFERENCE

12% of respondents strongly agree, 19% of respondents agree, 22% of respondents feels neutral, 34% of respondents disagree and 13% of respondents strongly disagree

Figure
Technology Creates Stress



**Table
Monotony Causes Stress**

| <i>Options</i> | <i>No of Respondents</i> | <i>Percentage</i> |
|-------------------|--------------------------|-------------------|
| Strongly agree | 17 | 14 |
| Agree | 31 | 26 |
| Neutral | 54 | 45 |
| Disagree | 11 | 9 |
| Strongly disagree | 7 | 6 |
| Total | 120 | 100 |

INFERENCE

14% of respondents strongly agree, 26% of respondents agree, 45% of respondents feel neutral, 9% of respondents disagree and 6% of respondents strongly disagree

FINDINGS

- 38% of the respondents are between the age group 41-50 years
- 83% of the respondents are married
- 47% of the respondents have Above 30 years of long association with the organization.
- 42% of the respondents Agree that work related function causes stress
- 34% of the respondents disagree technology creates stress
- 45% of the respondents felt that Monotony is one of the reasons for the stress.
- 38% of the respondents felt that stress is not due to Bad interpersonal relationship.
- 22% of the respondents felt that stress is not due to family factors and 10% gave a feedback that the burden of taking care of the family is one of the main reason for stress.
- 39% of the respondents sometimes overloaded with work.
- 37% of the respondents feel satisfied with Yoga activities followed in the organization.

SUGGESTIONS

- The employees may give importance to time management techniques there by they can complete their work within the specified time.
- Many tasks may be delegated to subordinates without losing effectiveness so that we can reduce the overload of work.
- The organization may introduce Employee Assistance Programmes (EAPs) and stress control workshops to their employees. EAP includes counseling employees who seek assistance on how to deal with alcohol and drug abuse, managing personal finances, handling conflicts at the work place, dealing with marital and other family problems, and coping with health problems.
- Engaging the bored employee in aerobic exercise, yoga, and meditation because it stimulates the brain and the body. The employee may also do meditation and yoga in their daily life.

- Good off-site training programmes on different departments may be implemented, so that employees can cope up with the changing needs of the firm.
- Get together of employees to be made compulsory per month
- Form a stress management committee to solve employee's short comings
- company may organize regular health check up and those found suffering from stress may be given some assistance
- Family day may be conducted once in 6 months or at least once in a year
- Introduce a concept called personality development program to the employees

CONCLUSION

Stress in the work place has become the black plague of the present century. Much of the stress at work is caused by work overload and time pressure and due to working condition, by not providing individuals with the autonomy to do their work as they would like. Organization must begin to manage people at work differently, treating them with respect and valuing their contribution. If we enhance the psychological well being and health of the employees, in the coming future, the organization would make more revenue as well as employee retention as we all know

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