



## A STUDY ON STRESS MANAGEMENT PRACTICES OF EMPLOYEES OF REVENUE ADMINISTRATION WITH REFERENCE TO SIVAGANGA DISTRICT OF TAMIL NADU

**Dr. S. Prabhu**

Assistant Professor, Department of Politics and Public Administration ,  
Alagappa University, Karaikudi-630003, Tamilnadu

### ABSTRACT

Stress management is highly essential for employees in order to perform well and keep their health in good condition especially in revenue administration. Stress management includes practices to adopt an employee with effectual handling methods for managing physiological and psychological stress. More than two fifth of employees of revenue administration have moderate level of stress management practices. Significant differences exists among profile of employees of revenue administration and their stress management practices. Stress management practices and job performance of employees of revenue administration are positively, significantly and moderately correlated. To manage stress effectively and improve job performance, employees of revenue administration must schedule their work properly and carry out systematically. Further, they should play games or sports according to their interest and suitability and they must play with their pet animals to get relaxed and happy.

**KEYWORDS :** Performance, Imperative, Stress, Disparity

### 1. INTRODUCTION

Stress is a state of disparity among emotional and mental levels of person and it is occurred because of different internal and external factors, creates a border around individual person (Pratheep and Dharmaraj, 2016). Nowadays, it is seen that the issue of stress is receiving attention in the organizational and personal environments (Sharma et al 2015). Stress is becoming imperative because of vibrant social factor and transforming life styles and it is the reaction of individual person to the circumstance that will lead to changes in mental, physical and behaviour of person (Pestonjee, 1999). Most organizations across the globe provide methods and programmes for managing stress, as it influences performance of organizations and employees and also their well beings (Dolan 2007).

Each and every employee has to understand their stress level stimulating emotions, thinking processes and behaviours and the degree of stress an employee experience in the organization influences personal and organizational objectives and diminish the health of employee (Malarvizhi and Jeyarathnam, 2016). Thus, stress management is highly essential for employees in order to perform well and keep their health in good condition especially in revenue administration. Stress management includes practices to adopt an employee with effectual handling methods for managing physiological and psychological stress. Stress management engages methods that comprises of personal management, management of conflicts, self realization, positive attitude, deep breathing, meditation, physical exercises, healthy diet and deep sleep (Jayakumar and Sumathi, 2014). Effective management of stress engages learning to put boundaries for problems that generate stress among employees. Therefore, it is important to study stress management practices of employees of revenue administration with reference to Sivaganga district of Tamil Nadu.

### 2. REVIEW OF LITERATURE

Kumari and Pandey (2011) found that employees adopted physical exercises, walking, listening music, interaction with friends and family members, yoga, medication and relaxation methods in order to manage stress effectively. Sharma et al (2012) concluded that employees of corporate sector practiced yoga to manage or reduce their mental and physical stress and it helped them to improve their job performance.

Shukla (2013) revealed that employees used exercises, yoga practices, talking with friends, good sleep, healthy eating, meditation and watching movies in order to manage stress efficiently. Owusu and Tawiah (2014) indicated that

relaxation, management of time, taking job break, scheduling job activities, yoga, physical exercise and watching movies were important stress management practices adopted by senior female administrators.

Nirmala (2015) showed that playing music, vocational trips, playing games, going out, and watching movies and television, yoga and meditation were major strategies adopted by employees for managing stress. Reddy and Reddy (2016) found that management of time, eating healthy, drinking enough water, good sleep, walking, physical exercise and laughter therapy were practiced by employees to manage stress efficiently.

Jayaraj and Dharmaraj (2017) concluded that walking, going to gym, entertainment, developing healthy habits, medication, gardening and listening music were stress management practices adopted by employees. Rawal and Mhatre (2018) revealed that teachers of self financing colleges adopted stress coping strategies in order to reduce job stress among them and it was highly and positively related with their job performance.

### 3. OBJECTIVES OF THE STUDY

1. To study stress management practices of employees of revenue administration.
2. To study the differences between profile of employees and their stress management practices.
3. To study the relations among stress management practices and job performance of employees of revenue administration.

### 4. HYPOTHESES OF THE STUDY

1. There is no significant difference among stress management practices of employees of revenue administration and their profile.
2. There is no significant relations among stress management practices and job performance of employees of revenue administration.

### 5. METHODOLOGY

The present study is carried out in Sivaganga district of Tamilnadu. Employees of revenue administration are chosen by using random sampling technique. The questionnaire method is used to collect data from 250 employees of revenue administration. Percentages are calculated to know profile of employees of revenue administration and mean and standard deviation are worked out to understand stress management practices of employees of revenue administration. t-test and ANOVA test are used to inspect difference among profile of

employees of revenue administration and their stress management practices. The correlation analysis is carried out to study relation among stress management practices and job performance of employees of revenue administration.

## 6. RESULTS AND DISCUSSION

### 6.1. Profile Of Employees Of Revenue Administration

The profile of employees of revenue administration is given in Table-1. The findings clarify that 56.40 per cent of them are males, while, 43.60 per cent of them are females and 36.80 per cent of them are falling under age category of 31 – 40 years, while, 10.80 per cent of them are falling under age category of above 50 years. The findings disclose that 32.00 per cent of them are possessing higher secondary, while, 19.20 per cent of them are possessing secondary and 45.60 per cent of them are village administrative officers, while, 6.40 per cent of them are tahsildars. The findings explicate that 31.20 per cent of them are bearing 6 – 10 years of working experience, while, 16.40 per cent of them are bearing 16 – 20 years of working experience and 42.80 per cent of them are earning monthly salary of Rs.20,001 – Rs.30,000, while, 8.80 per cent of them are earning monthly salary of Rs.50,001 – Rs.60,000.

**Table-1. Profile of Employees of Revenue Administration**

Profile	Number of Employees	Percentage
<b>Gender</b>	<b>250</b>	
Male	141	56.40
Female	109	43.60
<b>Age Category</b>		
21 – 30 Years	74	29.60
31 – 40 Years	92	36.80
41 – 50 Years	57	22.80
Above 50 Years	27	10.80
<b>Education</b>		
Secondary	48	19.20
Higher Secondary	80	32.00
Graduation	70	28.00
Post Graduation	52	20.80
<b>Designation</b>		
Village Administrative Officer	114	45.60
Revenue Inspector	82	32.80
Deputy Tahsildar	38	15.20
Tahsildar	16	6.40
<b>Working Experience</b>		
1 – 5 Years	60	24.00
6 – 10 Years	78	31.20
11 – 15 Years	71	28.40
16 – 20 Years	41	16.40
<b>Monthly Salary</b>		
Rs.20,001 – Rs.30,000	107	42.80
Rs.30,001 – Rs.40,000	76	30.40
Rs.40,001 – Rs.50,000	45	18.00
Rs.50,001 – Rs.60,000	22	8.80

### 6.2. Stress Management Practices Of Employees Of Revenue Administration

The stress management practices of employees of revenue administration are studied and the results are given in Table-2.

**Table-2. Stress Management Practices of Employees of Revenue Administration**

Stress Management Practices	Mean	Standard Deviation
Yoga / Meditation	3.96	0.97
Physical exercise	3.93	1.02
Proper work schedule	3.41	1.07
Watching movies	3.85	1.05
Games / Sports	3.39	1.06

Talking with friends	3.98	0.94
Playing with pet animals	3.35	1.13
Listening music	3.81	1.03
Spending more time with children	3.88	1.00
Eating out	3.83	1.10

The employees of revenue administration are agreed with yoga / meditation, physical exercise, watching movies, talking with friends, listening music, spending more time with children and eating out, while, they are neutral with proper work schedule, games / sports and playing with pet animals.

### 6.3. Profile Of Employees Of Revenue Administration And Stress Management Practices

The distribution of employees of revenue administration based on their stress management practices is given in Table-3. The level of stress management practices is split into low, moderate and high on the basis of Mean  $\pm$  SD. (Mean = 33.40; SD = 3.42).

**Table-3. Distribution Of Employees Of Revenue Administration Based On Their Stress Management Practices**

Level of Stress Management Practices	Number of Employees	Percentage
Low	64	25.60
Moderate	102	40.80
High	84	33.60
<b>Total</b>	<b>250</b>	<b>100.00</b>

Among 250 employees of revenue administration, 33.60 per cent of them realized that the level of stress management practices is high, while, 25.60 per cent of them realized that it is low.

#### 6.3.1. GENDER AND STRESS MANAGEMENT PRACTICES

The relation among gender of employees of revenue administration and stress management practices is given in Table-4.

**Table-4. Gender and Stress Management Practices**

Gender	Level of Stress Management Practices			Total	t-Value	Sig.
	Low	Moderate	High			
Male	36 (25.53)	54 (38.30)	51 (36.17)	141 (56.40)	4.341	.000
Female	28 (25.69)	48 (44.04)	33 (30.27)	109 (43.60)		
<b>Total</b>	<b>64 (25.60)</b>	<b>102 (40.80)</b>	<b>84 (33.60)</b>	<b>250 (100.00)</b>	-	-

(The figures in the parentheses are per cent to total)

Among 141 male employees of revenue administration, 36.17 per cent of them realized that the level of stress management practices is high, while, 25.53 per cent of them realized that it is low. Among 109 female employees of revenue administration, 30.27 per cent of them realized that the level of stress management practices is high, while, 25.69 per cent of them realized that it is low. The t-value of 4.341 which is significant at one per cent level demonstrating significant difference is there among stress management practices and gender of employees of revenue administration. As a result, the null hypothesis is not accepted.

#### 6.3.2. Age Category And Stress Management Practices

The relation among age category of employees of revenue administration and stress management practices is given in Table-5.

**Table-5. Age Category and Stress Management Practices**

Age Category	Level of Stress Management Practices			Total	F-Value	Sig.
	Low	Moderate	High			
21 – 30 Years	17 (22.97)	25 (33.79)	32 (43.24)	74 (29.60)	5.345	.000

31 – 40 Years	23 (25.00)	42 (45.65)	27 (29.35)	92 (36.80)		
41 – 50 Years	17 (29.83)	23 (40.34)	17 (29.83)	57 (22.80)		
Above 50 Years	7 (25.93)	12 (44.44)	8 (29.63)	27 (10.80)		
<b>Total</b>	<b>64 (25.60)</b>	<b>102 (40.80)</b>	<b>84 (33.60)</b>	<b>250 (100.00)</b>	-	-

(The figures in the parentheses are per cent to total)

Among 74 employees of revenue administration falling under age category of 21 – 30 years, 43.24 per cent of them realized that the level of stress management practices is high, while, 22.97 per cent of them realized that it is low. Among 92 employees of revenue administration falling under age category of 31 – 40 years, 29.35 per cent of them realized that the level of stress management practices is high, while, 25.00 per cent of them realized that it is low.

Among 57 employees of revenue administration falling under age category of 41 – 50 years, 29.83 per cent of them realized that the level of stress management practices is high, while, 29.83 per cent of them realized that it is low. Among 27 employees of revenue administration falling under age category of above 50 years, 29.63 per cent of them realized that the level of stress management practices is high, while, 25.93 per cent of them realized that it is low. The F-value of 5.345 which is significant at one per cent level demonstrating significant difference is there among stress management practices and age category of employees of revenue administration. As a result, the null hypothesis is not accepted.

### 6.3.3. Education And Stress Management Practices

The relation among education of employees of revenue administration and stress management practices is given in Table-6.

**Table-6. Education and Stress Management Practices**

Education	Level of Stress Management Practices			Total	F-Value	Sig.
	Low	Moderate	High			
Secondary	16 (33.33)	20 (41.67)	12 (25.00)	48 (19.20)	5.080	.000
Higher Secondary	23 (28.75)	32 (40.00)	25 (31.25)	80 (32.00)		
Graduation	16 (22.86)	33 (47.14)	21 (30.00)	70 (28.00)		
Post Graduation	9 (17.31)	17 (32.69)	26 (50.00)	52 (20.80)		
<b>Total</b>	<b>64 (25.60)</b>	<b>102 (40.80)</b>	<b>84 (33.60)</b>	<b>250 (100.00)</b>	-	-

(The figures in the parentheses are per cent to total)

Among 48 employees of revenue administration possessing secondary education, 25.00 per cent of them realized that the level of stress management practices is high, while, 33.33 per cent of them realized that it is low. Among 80 employees of revenue administration possessing higher secondary education, 31.25 per cent of them realized that the level of stress management practices is high, while, 28.75 per cent of them realized that it is low.

Among 70 employees of revenue administration possessing graduation, 30.00 per cent of them realized that the level of stress management practices is high, while, 22.86 per cent of them realized that it is low. Among 52 employees of revenue administration possessing post graduation, 50.00 per cent of them realized that the level of stress management practices is high, while, 17.31 per cent of them realized that it is low. The F-value of 5.080 which is significant at one per cent level

demonstrating significant difference is there among stress management practices and education of employees of revenue administration. As a result, the null hypothesis is not accepted.

### 6.3.4. Designation And Stress Management Practices

The relation among designation of employees of revenue administration and stress management practices is given in Table-7.

**Table-7. Designation and Stress Management Practices**

Designation	Level of Stress Management Practices			Total	F-Value	Sig.
	Low	Moderate	High			
Village Administrative Officer	29 (25.44)	50 (43.86)	35 (30.70)	114 (45.60)	4.978	.000
Revenue Inspector	23 (28.05)	26 (31.71)	33 (40.24)	82 (32.80)		
Deputy Tahsildar	6 (15.79)	19 (50.00)	13 (34.21)	38 (15.20)		
Tahsildar	6 (37.50)	7 (43.75)	3 (18.75)	16 (6.40)		
<b>Total</b>	<b>64 (25.60)</b>	<b>102 (40.80)</b>	<b>84 (33.60)</b>	<b>250 (100.00)</b>	-	-

(The figures in the parentheses are per cent to total)

Among 114 village administrative officers, 30.70 per cent of them realized that the level of stress management practices is high, while, 25.44 per cent of them realized that it is low. Among 82 revenue inspectors, 40.24 per cent of them realized that the level of stress management practices is high, while, 28.05 per cent of them realized that it is low.

Among 38 deputy tahsildars, 34.21 per cent of them realized that the level of stress management practices is high, while, 15.79 per cent of them realized that it is low. Among 16 tahsildars, 18.75 per cent of them realized that the level of stress management practices is high, while, 37.50 per cent of them realized that it is low. The F-value of 4.978 which is significant at one per cent level demonstrating significant difference is there among stress management practices and designation of employees of revenue administration. As a result, the null hypothesis is not accepted.

### 6.3.5. Working Experience And Stress Management Practices

The relation among designation of employees of revenue administration and stress management practices is given in Table-8.

**Table-8. Working Experience and Stress Management Practices**

Working Experience	Level of Stress Management Practices			Total	F-Value	Sig.
	Low	Moderate	High			
1 – 5 Years	15 (25.00)	24 (40.00)	21 (35.00)	60 (24.00)	5.303	.000
6 – 10 Years	17 (21.80)	41 (52.56)	20 (25.64)	78 (31.20)		
11 – 15 Years	23 (32.40)	24 (33.80)	24 (33.80)	71 (28.40)		
16 – 20 Years	9 (21.95)	13 (31.71)	19 (46.34)	41 (16.40)		
<b>Total</b>	<b>64 (25.60)</b>	<b>102 (40.80)</b>	<b>84 (33.60)</b>	<b>250 (100.00)</b>	-	-

(The figures in the parentheses are per cent to total)

Among 60 employees of revenue administration bearing 1 – 5

years of working experience, 35.00 per cent of them realized that the level of stress management practices is high, while, 25.00 per cent of them realized that it is low. Among 78 employees of revenue administration bearing 6 – 10 years of working experience, 25.64 per cent of them realized that the level of stress management practices is high, while, 21.80 per cent of them realized that it is low.

Among 71 employees of revenue administration bearing 11 – 15 years of working experience, 33.80 per cent of them realized that the level of stress management practices is high, while, 32.40 per cent of them realized that it is low. Among 41 employees of revenue administration bearing 16 – 20 years of working experience, 46.34 per cent of them realized that the level of stress management practices is high, while, 21.95 per cent of them realized that it is low. The F-value of 5.303 which is significant at one per cent level demonstrating significant difference is there among stress management practices and working experience of employees of revenue administration. As a result, the null hypothesis is not accepted.

#### 6.3.6. Monthly Salary And Stress Management Practices

The relation among monthly salary of employees of revenue administration and stress management practices is given in Table-9.

**Table-9. Monthly Salary and Stress Management Practices**

Monthly Salary	Level of Stress Management Practices			Total	F-Value	Sig.
	Low	Moderate	High			
Rs.20,001 – Rs.30,000	32 (29.91)	41 (38.32)	34 (31.77)	107 (42.80)	6.028	.000
Rs.30,001 – Rs.40,000	15 (19.74)	35 (46.05)	26 (34.21)	76 (30.40)		
Rs.40,001 – Rs.50,000	10 (22.22)	19 (42.22)	16 (35.56)	45 (18.00)		
Rs.50,001 – Rs.60,000	7 (31.82)	7 (31.82)	8 (36.36)	22 (8.80)		
<b>Total</b>	<b>64 (25.60)</b>	<b>102 (40.80)</b>	<b>84 (33.60)</b>	<b>250 (100.00)</b>	-	-

*(The figures in the parentheses are per cent to total)*

Among 107 employees of revenue administration earning monthly salary of Rs.20,001 – Rs.30,000, 31.77 per cent of them realized that the level of stress management practices is high, while, 29.91 per cent of them realized that it is low. Among 76 employees of revenue administration earning monthly salary of Rs.30,001 – Rs.40,000, 34.21 per cent of them realized that the level of stress management practices is high, while, 19.74 per cent of them realized that it is low.

Among 45 employees of revenue administration earning monthly salary of Rs.40,001 – Rs.50,000, 35.56 per cent of them realized that the level of stress management practices is high, while, 22.22 per cent of them realized that it is low. Among 22 employees of revenue administration earning monthly salary of Rs.50,001 – Rs.60,000, 36.36 per cent of them realized that the level of stress management practices is high, while, 31.82 per cent of them realized that it is low. The F-value of 6.028 which is significant at one per cent level demonstrating significant difference is there among stress management practices and monthly salary of employees of revenue administration. As a result, the null hypothesis is not accepted.

#### 6.4. Relation Among Stress Management Practices And Job Performance Of Employees Of Revenue Administration

The relation among stress management practices and job performance of employees of revenue administration was studied through correlation analysis and the results are given in Table-10.

**Table-10. Relation Among Stress Management Practices And Job Performance Of Employees Of Revenue Administration**

Particulars	Correlation Co-efficient
Stress Management Practices and Job Performance of Employees of Revenue Administration	0.49**

\*\*Significance at 1% level

The correlation coefficient among stress management practices and job performance of employees of revenue administration is 0.49 and it is significant at one per cent level and consequently, it exhibits that they are positively and moderately interrelated.

#### 7. CONCLUSION

The above analysis elucidate that just more than two fifth of employees of revenue administration have moderate level of stress management practices. Significant difference exists among profile of employees of revenue administration and their stress management practices. Stress management practices and job performance of employees of revenue administration are positively, significantly and moderately correlated. To manage stress effectively and improve job performance, employees of revenue administration must schedule their work properly and carry out systematically. Further, they should play games or sports according to their interest and suitability and they must play with their pet animals to get relaxed and happy.

#### REFERENCES:

1. Abhijeet Rawal, & Sneha Mhatre. (2018). A study on work stress and its impacts on employee's productivity with respect to teacher's (self financing). IOSR Journal of Business and Management, 20(1), 15-23.
2. Malarvizhi, V.R., & Jeyarathnam, M. (2016). Stress and coping techniques among employees of sugar mills in Tamil Nadu. Amity Journal of Training and Development, 1(1), 58-76.
3. Martin Jayaraj, A., & Dharmaraj, A. (2017). A study on stress management practices adopted by small scale manufacturing units in Coimbatore. International Journal of Pure and Applied Mathematics, 117(21), 613-620.
4. Murali Krishna Reddy, M., & Veera Sudarsana Reddy, R. (2016). Stress management practices in banking sector-A comparative study of selected banks in Nellore, S.P.S.R. Nellore district-Andhra Pradesh. International Journal of Current Innovation Research, 2(1), 291-296.
5. Nirmala, R. (2015). A study on stress management among the employees of banks. International Journal of Science, Technology & Management, 4(1), 11-14.
6. Rahul Sharma, Sangeeta Jauhari, & Vijay Singh. (2015). Stress techniques and management : A review paper. Journal of Literature, Languages and Linguistics, 13, 184-189.
7. Shukla, H. (2013). A study on stress management among the employees of nationalized banks. Voice of Research, 2(3), 72-75.