



# A Study On Organisational Stress of the Employees At Work Place with Reference to Chennai City

**KEYWORDS**

Stress, causes, factors, symptoms, supportive program

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**ABSTRACT** *Modern life is full of hassles, deadlines, frustrations, and demands. For many people, stress is so common that it has become a way of life. Stress is not always bad. In small doses, it can help perform under pressure and motivate to do the best. It can protect by self recognizing the signs and symptoms of stress and taking steps to reduce its harmful effects. The present study aimed to find out the causes of stress, level of stress and to suggest the solution to the employees to coping with the stress.*

**INTRODUCTION**

Stress is a normal physical response to events that make feel threatened or upset balance in some way. When the sense danger – whether it's real or imagined – the body's defenses kick into high gear in a rapid, automatic process known as the "fight-or-flight" reaction, or the stress response. The stress response also helps you rise to meet challenges. Stress stops being helpful and starts causing major damage to health, mood, productivity, relationships, and quality of life.

**CAUSES OF STRESS**

The situations and pressures that cause stress are known as stressors. We usually think of stressors as being negative, such as an exhausting work schedule or a rocky relationship. However, anything that puts high demands on you or forces you to adjust can be stressful. This includes positive events such as getting married, buying a house, going to college, or receiving a promotion. What causes stress depends, at least in part, on your perception of it. Something that's stressful to you may not faze someone else; they may even enjoy it.

**COMMON INTERNAL CAUSES OF STRESS**

Not all stress is caused by external factors. Stress can also be self-generated:

<ul style="list-style-type: none"> <li>▪ Inability to accept u certainty</li> <li>▪ Pessimism</li> <li>▪ Negative self-talk</li> </ul>	<ul style="list-style-type: none"> <li>▪ Unrealistic expectations</li> <li>▪ Perfectionism</li> <li>▪ Lack of assertiveness</li> </ul>
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**COMMON EXTERNAL CAUSES OF STRESS**

Not all stress is caused by external factors. Stress can also be self-generated:

<ul style="list-style-type: none"> <li>▪ Major life changes</li> <li>▪ Work</li> <li>▪ Relationship difficulties</li> </ul>	<ul style="list-style-type: none"> <li>▪ Financial problems</li> <li>▪ Being too busy</li> <li>▪ Children and family</li> </ul>
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**SIGNS AND SYMPTOMS OF STRESS OVERLOAD**

The following table lists some of the common warning signs and symptoms of stress. The more signs and symptoms you notice in yourself, the closer you may be to stress overload.

Stress Warning Signs and Symptoms	
Cognitive Symptoms	Emotional Symptoms

<ul style="list-style-type: none"> <li>▪ Memory problems</li> <li>▪ Inability to concentrate</li> <li>▪ Poor judgment</li> <li>▪ Seeing only the negative</li> <li>▪ Anxious or racing thoughts</li> <li>▪ Constant worrying</li> </ul>	<ul style="list-style-type: none"> <li>▪ Moodiness</li> <li>▪ Irritability or short temper</li> <li>▪ Agitation, inability to relax</li> <li>▪ Feeling overwhelmed</li> <li>▪ Sense of loneliness and isolation</li> <li>▪ Depression or general unhappiness</li> </ul>
Physical Symptoms	Behavioral Symptoms
<ul style="list-style-type: none"> <li>▪ Aches and pains</li> <li>▪ Diarrhea or constipation</li> <li>▪ Nausea, dizziness</li> <li>▪ Chest pain, rapid heartbeat</li> <li>▪ Loss of sex drive</li> <li>▪ Frequent colds</li> </ul>	<ul style="list-style-type: none"> <li>▪ Eating more or less</li> <li>▪ Sleeping too much or too little</li> <li>▪ Isolating yourself from others</li> <li>▪ Procrastinating or neglecting responsibilities</li> <li>▪ Using alcohol, cigarettes, or drugs to relax</li> <li>▪ Nervous habits (e.g. nail biting, pacing)</li> </ul>

**OBJECTIVES OF THE STUDY**

- To identify the factors which causes of the work relates stress.
- To study about the level of stress among the employees.
- To suggest the solution to coping from the stress to the employees.

**SCOPE OF THE STUDY**

The scope of the study would be identify the stress amo ng the employees at different levels face in the organization and how much mentally they fit to face this kind of stress. To learn the ways the organization deals to handle the employee stress. The study also emphasis on how the employees get stressed and how they handle the stress and mentally, physically fit.

**LIMITATION OF THE STUDY**

- The limitations of the study are listed below:
- ✓ The study is made for the area of Chennai and sample size is only 100 with this we cannot predict entire employees in the organization.
  - ✓ The other limitation was the non cooperative nature of the people to give information.
  - ✓ The employees were not willing to disclose their views openly.
  - ✓ One of the most important limitations was the time pe riod. The time period was not sufficient.

**RESEARCH METHODOLOGY**

Research is defined as human activity based on intellectual application in the investigation of matter. The primary purpose for applied research is discovering. Research methodology is a way to systematically solve the research problem. The research methodology in the present study deals with research design, the data collection methods, sampling methods, survey, analysis and interpretation.

**Methodology**

The study was conducted to know the various factors which cause stress among the employees. Sample sizes of 100 were taken for study.

**DATA COLLECTION METHOD**

**Primary Data**

The questionnaire method was employed for collecting the primary data, where the structure non-disguise type of questionnaire was prepared and given to the respondents.

**Secondary Data**

A secondary data was obtained from company's literature, journals, websites, and library.

**ANALYSIS AND INTERPRETATION**

Interpretation refers to the task of drawing inference from the collected facts after analytical study. The data, after collection has to be processed and analysis in accordance with the outline laid down for the purpose at the time of developing the research plan. Process implies editing, coding, classification and tabulation of the collected data. So that they are amenable to analysis. In the process of analysis, relationships or difference supporting or conflicting with original or new hypothesis, should be subjected to statistical test of significance to determine with what validity data can be said to indicate any conclusion. The various methods of analysis used for the purpose of the study.

- ◆ Percentage Analysis
- ◆ Arithmetic Mean
- ◆ Chi-Square Test

**FACTORS WHICH CAUSES FOR STRESS AMONG THE EMPLOYEES**

**TABLE NO.1**

Factors causes of stress	High stress	Moderate stress	Low stress	No of respondents
Lack of Holiday Rest	62	33	5	100
Lack of Promotion & Incentives	68	26	6	100
Target Pressure	36	55	9	100
Increased Work load	72	20	8	100
Lack of Job Satisfaction	91	9	-	100
Peer Conflicts	43	30	27	100
Heavy Responsibility	31	44	25	100
Superior Pressure	46	47	7	100
Suspension or Dismissal from job	90	6	4	100

**INTERPRETATION**

The researcher reveals from the study that the high stress causes factors at work place is the Lack of job satisfaction, with the 91% of employees, followed by suspension or dismissal with 90%. In the moderate stress factors highly in target pressure with 55% of respondents followed by superior pressure. In the low stress category, the employees feel a peer conflict plays a lower level of stress in their work place.

**MOST PREFERRED STRESS BALANCING FACTORS AMONG THE EMPLOYEES**

To know the rank of stress balancing factors Arithmetic mean tool has been used in the study and presented in the table no.2

**Most preferred stress balancing factors among the employees  
TABLE NO.2**

Stress Balancing Factors	Mean Value	Rank
Supportive from colleagues	6.2	5
Supportive from superior	5.4	4
Recognition	2.4	1
Flexible working hours	2.8	2
Working environment	3.2	3

(COMPILED DATA)

**INTERPRETATION**

Respondents have ranked Recognition as the number one stress balancing factors. Flexible working hours has been ranked as second and working environment is rank third followed by other factors. It reveals recognition have a most preferred stress balancing factors among all other factors.

**Null Hypothesis (Ho)**

There is no relationship between the gender and coping strategies.

**TABLE NO.3**

Gender	Coping strategies			
	Counseling	Physical exercise	Watching T.V	Total
Male	21	16	4	41
Female	24	20	15	59
Total	45	36	19	100

(Compiled Data)

$$\chi^2 = \sum ( (O-E) / E ) = 3.89$$

Table value @ 5% level of significant with degree of freedom 2 is 5.8

$$\chi^2_{0.05} = 5.8$$

**INFERENCE**

The calculated value is less than table value so null hypothesis is accepted. Hence there is no relationship between the gender and coping strategies which follows by the employees in an organization.

**FINDINGS**

- ❖ Almost all the employees feel some level of stress in their job.
- ❖ Among all other factors, lack of job satisfaction causes high level of stress to the employees followed by the suspension or dismissal from job.
- ❖ Nearly half of the respondents suffer moderate stress with the heavy responsibility and superior pressure in their job.
- ❖ According to the stress balancing factors, the majority respondents have ranked as No.1 Recognition of the employees followed by Rank 2 as flexible working hours.
- ❖ Some of them felt that target pressure which causes the low stress in their job at work place.
- ❖ Most of the employees prefer to follow coping strategies personally to manage stress and they prefer to get counseling and physical exercise to reduce stress.
- ❖ In the age group of 25 – 35 employees feel high stress when compared to other age group.

**SUGGESTIONS**

- μ Employees should be provided training in time management techniques so as to avoid last minute rush in accomplishing the given targets which induces stress.
- μ Organization should provide facilities like gym, yoga, library etc, to relieve the stress.
- μ Provide good working condition like room lighting, air conditioning, seating etc,
- μ Employees should get a strong counseling center which provides consultation to them for all their problems and grievances.
- μ Many tasks can be delegated to subordinates without losing effectiveness so that we can reduce the overload of work.

**CONCLUSION**

Organisational stress is most the common in wake of liberalisation, globalisation and modernization process across industries. Making provision of better culture and climate is the support members expected from their top management in the changing organisational scenarios. Mentally alert and better-adjusted employees are the asset to any organisation and are required to face the challenges in the turbulent business atmosphere. Culture instilling and Industrial counseling process should be given more importance by the concerned organisations. This research in particular was intended to study the job stress on various causes factors and coping strategies of the employees.

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