

A Study on Employee Stress Management with Reference to Rane Madras, Chennai



Management

KEYWORDS : Stress, Stress Management, Personal Life, Satisfaction, Rane, Chennai

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ABSTRACT

Stress is an all pervading modern phenomenon that takes a heavy toll of human life. Different situations and circumstances in our personal life and in our job produce stress. Job related factors are work overload, time pressures, poor quality of supervision, insecure political climate, role conflict and ambiguity, difference between company values and employee values. The stress is so widespread; it has a very high cost for individuals, companies and organizations, and for society. For the company or organization, the costs of stress take many forms. These include absenteeism, higher medical costs and staff turnover, with the associated cost of recruiting and training new workers. It has also been shown in recent years that stress takes a heavy toll in terms of reduced productivity and efficiency.

INTRODUCTION

Stress at Work:

When we consider work stress in particular, research indicates six major sources of pressures (Cartwright and Cooper, 1997). They are as follows:

1. Factors intrinsic to the job:

These are related to

- Poor working condition
- Shift work
- Long Hours
- Travel
- Risk and Danger
- Poor Technology'
- Work Underload and overload.

2. Role in the organization:

When a person's role in the organization is clearly defined, stress can kept to a minimum.

3. Relationship at work:

As early as in 1946, Selye had pointed out that 'good relationships between members of a group are a key factor in individual and organizational health'. There are three critical interpersonal relationships at work, relationship with one's boss, those with one's subordinates, and those with one's colleagues.

4. Career development Factor:

Includes the degree of job security, fear of job loss, obsolescence of one's skills and capabilities and retirement. For many workers, career progression is of overriding importance. Performance appraisal can be extremely stressful experience.

5. Organizational structure and climate:

Non- participation at work and a general lack of control in the organization are related to a variety of stress related symptoms.

6. Non- Work pressures:

Includes pressures on the home front due to job stress. Another commonly seen effect is that due to dual careers, especially for women. The dual career family model may be a source of stress for men as well, the amount of time they are able to devote to their jobs.

OBJECTIVES OF THE STUDY

A study on stress management amongst the Employees in Rane (Madras) Limited

- To identify the measures that are used by the organization in order to reduce the stress
- To identify the expectation of the employees in stress managing measures

REVIEW OF LITERATURE:

The research study of Jamal.M finds that job stressors were significantly related to employees' psychosomatic problems, job satisfaction, unproductive time at the job, and absenteeism. Type A behavior was found to be an important moderator of the stress outcome relationship.

Fienmann views stress as a psychological response state of negative effect characterized by a persistent and a high level of experienced anxiety or tension.

Recent research into the interaction between the mind body show that we may place our body on stress 'alert' quite unconsciously, because of our psychological and emotional attitudes to stress. Anticipatory emotions like impatience, anxiety, and anger can produce the same nerve impulses and chemical reactions as being faced with a concrete challenge. So when faced with a stressful situation, we must either use up the energy created by the body to challenge or learn how to "turn off", the response using a conscious relaxation technique.

Hans Seyle, the endocrinologist, whose research on General Adaptation Syndrome (GAS), for the first time, revealed how human beings adapt themselves to emotional strives and strains in their lives. According to him emotional stress occurs in three important stages. 1. Alarm reaction stage 2. Resistance stage 3. Exhaustion stage.

Alarm reaction is caused by physical or psychological stressors. Resistances are brought about by ACTH hormone of the body. Exhaustion follows when ACTH dwindles as a result of continual stress. (ACTH-Aprinocorticotropic)

According to Stephen .P. Robbins*, stress related headaches are the leading cause of loss of work time in U. S. industry.

Cooper and Marshall* visualize stress as characteristics of both the focal individual and his environment. They designate the internal and external consultive forces as 'pressures' or 'stressors' and the resulting stalk of the organism on stress.

RESARCH METHODOLOGY

A survey was conducted using structured questionnaire, questions being designed as an opinion, multiple choice. The Questionnaire framed for the research study is a structured questionnaire in which different types of questions like open ended, close ended, and multiple choice pattern are used. The Questions in the Questionnaire are arranged in a sequence manner, which help the researcher to get apt answers from the respondents. The researcher has framed the Questionnaire in the clear manner such that it makes the respondent to understand and to answer the questions easily.

DATA ANALYSIS AND INTERPRETATION

TEST 1: THE SIGNIFICANT RELATIONSHIP BETWEEN DEPARTMENT AND SATISFACTION

Ho: There is no significance difference between satisfaction level of employees and department.

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	27.111 ^a	9	.001
Likelihood Ratio	28.734	9	.001
Linear-by-Linear Association	2.010	1	.156
N of Valid Cases	50		

P value = 0.001 < .05, Hence Ho is rejected

Inference: It is found that there is relationship between satisfaction level of respondents and the department they work.

TEST 2: THE SIGNIFICANT RELATIONSHIP BETWEEN DEPARTMENT AND WORKLOAD

Ho: There is no significance difference between work load and department.

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	12.314 ^a	3	.006
Likelihood Ratio	14.051	3	.003
Linear-by-Linear Association	.000	1	.988
N of Valid Cases	50		

P value = 0.006 < .05, Hence Ho is rejected

Inference: It is found that there is relationship between department and work load.

TEST 3: THE SIGNIFICANT RELATION BETWEEN DEPARTMENT AND HEALTH PROBLEM

Ho: there is no significance between health problem and department.

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	31.406 ^a	12	.002
Likelihood Ratio	36.079	12	.000
Linear-by-Linear Association	.500	1	.480
N of Valid Cases	50		

P value = 0.002 < .05, Hence Ho is rejected

Inference: It is found that there is relationship between department and health problem.

TEST 4: THE SIGNIFICANT RELATION BETWEEN EXPERIENCE AND HEALTH PROBLEM

Ho: There is no significance between experience and health problem.

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	27.265 ^a	12	.007
Likelihood Ratio	28.881	12	.004
Linear-by-Linear Association	.964	1	.326
N of Valid Cases	50		

P value = 0.007 < .05, Hence Ho is rejected

Inference: It is found that there is relationship between experience and health problem.

TEST 5: THE SIGNIFICANT RELATION BETWEEN GOOD WORK AND EMPLOYEE RECOGNITION

Ho: there is no significance between good work and employee recognition.

H₁: there is significance between good work and employee recognition.

Chi-Square Tests			
	Value	Df	Asymp. Sig. (2-sided)
Pearson Chi-Square	4.710 ^a	2	.095
Likelihood Ratio	6.250	2	.044
Linear-by-Linear Association	3.690	1	.055
N of Valid Cases	50		

P value = 0.095 > .05, Hence Ho is accepted

Inference: It is found that there is no relationship between satisfaction level for good work and employee recognition.

CONCLUSION:

Training and development is an essential part to improve the performance of the employees and which will also reduce the stress factor among them. Apart from training and development stress can well be managed by other external factors like pleasant infra structure, Monetary benefits and outreach programs for entertainment.

SUGGESTIONS:

The employees may give importance to time management techniques thereby they can complete their work within the specified time.

The organization may introduce Employee Assistance Program (EAP) 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 as their daily activity.

REFERENCE

Jamal M. "Job stress-prone Type A Behavior, Personal and Organizational consequences", Canadian Journal Administration Sciences, 1985.