Analytical Study of Stress at Work Place Among The Employees: with Referenceto the Shipping Companies in Chennai

Management

KEYWORDS :

Captain Ashwin Bhawarlal Solanki

Research Scholar AMET University East Coast Road, Kanathur, Chennai - 603112

Dr.R.Meganathan

Principal, Mohammed Sathak College of Arts and Science, Chennai - 600119

INTRODUCTION

Stress is a psychological and physiological response to events that upset our personal balance in some way. When faced with a threat, whether to our physical safety or emotional equilibrium, the body's defenses kick into high gear in a rapid, automatic process known as the "fight-or-flight" response. We all know what this stress response feels like: hearts pounding in the chest, muscles tensing up breathe coming faster, every sense on red alert.

Stress, or to be more accurate pressure, is an unavoidable part of everyday life, meaning different things to each of us. You only have to pick up a newspaper, read a magazine, watch television, listen to the radio or walk into any High Street bookshop and see the many books written on the subject of stress, to realize that we perceive it to be a big problem. Stress is much more recognized than it used to be, we have become very aware of the potential negative impact of stress on our health.

Stress affects most people in some way. Acute (sudden, short-term) stress leads to rapid changes throughout the body. Almost all body systems (the heart and blood vessels, the immune system, the lungs, the digestive system, the sensory organs, and brain) gear up to meet perceived danger. These stresses could prove beneficial in a critical, life-or-death situation. Over time, however, repeated stressful situations put a strain on the body that may contribute to physical and psychological problems. Chronic (long-term) stress can have real health consequences and should be addressed like any other health concern. Fortunately; research is showing that lifestyle changes and stress-reduction techniques can help people learn to manage their stress.

EXTERNAL AND INTERNAL STRESSORS

People can experience stress from external or internal factors. External stressors include adverse physical conditions (such as pain or hot or cold temperatures) or stressful psychological environments (such as poor working conditions or abusive relationships). Internal stressors can also be physical (infections and other illnesses, inflammation) or psychological (such as intense worry about a harmful event that may or may not occur). As far as anyone can tell, internal psychological stressors are rare or absent in most animals except humans.

SIGNS AND SYMPTOMS OF STRESS

According to Newstrom, 1999, stress is state of mind which reflects certain biochemical reactions in the human body and is projected by a sense of anxiety, tension and depression and is caused by such demands by the environmental forces or internal forces that cannot be met by the resources available to the person. Such environmental events or conditions that have the potential to induce stress are known as "stressors".
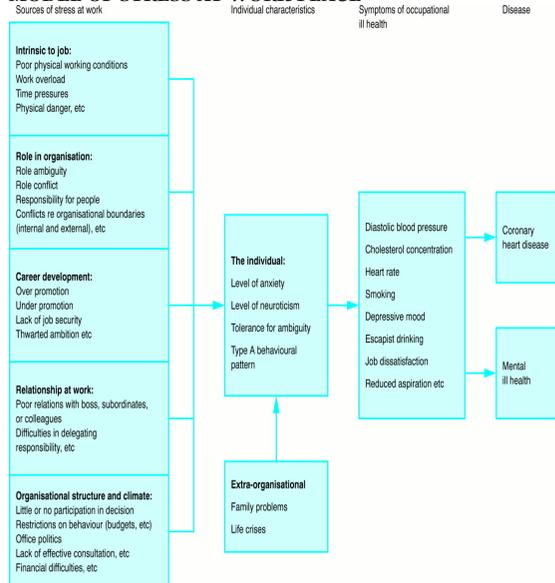
NEED FOR THE STUDY

This study involves learning stress level among employees in shipping companies. Because these are the people who work in different departments and shifts and difficult conditions which leads to more stress to them. This study enables me to analyze various factors and their effects on stress level among employees. So it is important issue which has to be paid attention to avert tension and stress arising in jobs. Thus the researcher has decided to conduct survey on problems associated with stress, causes of stress and also possible suggestions to overcome stress by taking into consideration.

SHIPPING INDUSTRY

In the current global scenario, organizations are being faced with consistent change. These changes vary in terms of demographics, nature of activity, industry, etc. The shipping sector plays an important role in India economy. Almost 90% of the country trade by volume is coordinated via Sea and country boasts of having the largest merchant shipping fleet among the developing nations. The Indian Shipping Industry not only transports national and International cargos but provides various other facility such as ship building, ship repairing, light loan facilities, freight forwarding etc. With globalization and liberalization the Indian Shipping Industry is all set to acquire new dimensions in terms of demand and infrastructural development. In order to resist stiff competition posed by foreign companies. The Indian shipping companies are striving to bring about rapid transportation. Changes in an organization of shipping industry has very strong effects on various stakeholders of an organization, including employees, customers, competitors, investors, etc Some changes are successful and tend to be beneficial for the organization while others become unsuccessful. To ensure better performance and competitiveness of an organization, it is essential for managers to plan changes. But realistically, most drastic changes are those that are emergent and, managers also need to be well prepared to deal with emergent factors. To enhance productivity, managers at all levels should be able to cope with change and help their subordinates in doing the same. Lack of ability to handle change may result in stress on the employees as well as the managers and that in turn leads to lower productivity and affects the bottom line of the company. This study analyzes the impact of stress management at work place among the employees of shipping companies.

MODEL OF STRESS AT WORK PLACE

OBJECTIVES OF THE STUDY

To study the stress among the working employees in the shipping companies

To find out various causes for the stress.

SCOPE AND SIGNIFICANCE OF STUDY:

The study also aims at analyzing the factors causing stress, the impact of stress and identifying ways for reducing stress. Moreover, this study as a feed back to the management, enabling to take appropriate action to manage stress among its employees. The study gives a clear-cut idea as to which groups of employees are facing stress in the organization. The study has a scope for further research.

REVIEW OF LITERATURE:

Christina Malachi and Michael p. Liter, 2001 says that stress is a serious problem in today's work place: companies everywhere are downsizing, outsourcing, and restructuring, leaving workers at all levels feeling stressed, insecure, misunderstood, undervalued and alienated.

According to Anderson, Schalk and Humpery (1998), work stress has been described as an incompatibility between the individual and his or her environment. Stress is the excitement, feeling of anxiety, and/or physical tension that occurs when the demands placed on an individual are thought to exceed his ability to cope. This most common view of stress is often called distress or negative stress. The physical or psychological demands from the environment that cause this condition are called stressors. (Hellriegel & Slocum, 2004)

CAUSES OF JOB STRESS:

Quite simple, job stress results from the interaction of the worker and the conditions of the work. Views differ on the importance of worker characteristics versus working conditions as the primary cause of job stress. Some view differences in individual characteristics, such as personality and copying style, are most important in predicting whether certain job conditions will result in stress. What may be stressful for one person may not be a problem for someone else. This viewpoint leads to prevention strategies that focus on workers and ways to help them cope with demanding job conditions.

JOB RELATED STRESS:

- Work overload
- Time pressures
- Poor quality of supervision
- Insecure job climate
- Lack of personal control
- Inadequate authority to match responsibilities
- Role conflict and ambiguity
- Difference between company and employee values
- Change of any type when it is major or unusual
- Frustration
- Technology with training or support
- Stress and job performance

RESEARCH METHODOLOGY

Type of Research: Descriptive Research

Field of Study: Employees working in the shipping companies

Sampling design:

Universe:

All the employees are under consideration in any field of inquiry constitute universe or population.

The universe of this research study is 'finite' in nature because the no. of employees can be known i.e. it is certain.

Sampling unit:

The sample includes all the employees of the company.

Sample Size: 100
Sampling Technique: Convenient sampling

Data collection Technique:

Primary data – Collected through Questionnaire, Discussions and Scheduled interview

Secondary data - collected from various journals, periodicals and reports.

Questionnaire design:

The sampling design involves questionnaire to collect data from the samples. "A questionnaire is a prescribed set of questions in a sequenced manner set by the researcher in order to extract the view point of the respondents to the subject/ problem under study. The questions may be either open-ended or close-ended depending upon the nature of research and subjectivity of the problem statement".

The questionnaire used in the research consists of close-ended questions to extract the view points of the respondents. The type of questionnaire is a structured one.The questionnaire included Open Ended Questions, Multiple Choice Questions and Dichotomous Questions.

Statistical analysis:

Collected data were arranged in logical of sequential order and the data was analysed using adequate quantitative tools.

Analysis of the Data and Inferences

TABLE SHOWING GENDER

SI NO.	GENDER	PERCENTAGE
1	Male	70
2	Female	30
	Total	100

INFERENCE:

From the above table it is found that, 70% of respondents are male and 30% of respondents are female .So the majority of respondents are male

TABLE NO. 2
TABLE SHOWING AGE OT THE EMPLOYEES

S.No.	AGE	MALE(Numbers)	FEMALE(Numbers)
1	Below 25	8	10
2	25 – 35	12	5
3	35 – 45	15	12
4	Above 45	35	03
5	Total	70	30

INFERENCE:

From the above table it is found that, In male 50 % of the respondents belongs to the age group of >45 years. In female 40 % of the respondents belongs to the age group of 25-35 years.

TABLE NO. 3
TABLE SHOWING STRESS AT WORK IS INCREASINGLY FELT

S.No.	Particulars	No. of Respondents	Percentage
1)	Strongly agree	68	68
2)	Agree	14	14
3)	Neutral	8	8
4)	Disagree	03	03
5)	Strongly disagree	07	07
6)	Total	100	100

INFERENCE:
From the above table it is found that 68 % of respondents strongly agree, 14 % of respondents agree, 8 % of respondents Neutral. 3 % of respondents disagree, 7 % of respondents strongly disagree.

TABLE NO. 4
TABLE SHOWING STRESS IS ALWAYS CAUSED DUE TO LACK OF CONTROL

S.No.	Particulars	No. of Respondents	Percentage
1)	Strongly agree	37	37
2)	Agree	42	42
3)	Neutral	08	08
4)	Disagree	05	05
5)	Strongly disagree	08	08
6)	Total	100	100

INFERENCE:
From the above table it is found that 37 % of respondents strongly agree, 42 % of respondents agree, 8 % of respondents Neutral. 5 % of respondents disagree, 5 % of respondents strongly disagree.

TABLE NO. 5
TABLE SHOWING FACE STRESSFUL SITUATION IN THEIR JOB FREQUENTLY

S.No.	Particulars	No. of Respondents	Percentage
1)	Strongly agree	12	12
2)	Agree	53	53
3)	Neutral	20	20
4)	Disagree	11	11
5)	Strongly disagree	4	4
6)	Total	100	100

INFERENCE:
From the above table it is found that 12 % of respondents strongly agree, 53 % of respondents agree, 20 % of respondents Neutral. 11 % of respondents disagree, 4 % of respondents strongly disagree.

TABLE NO.6
TABLE SHOWING I AM CAPABLE OF MANAGING STRESS

S.No.	Particulars	No. of Respondents	Percentage
1)	Strongly agree	12	12
2)	Agree	39	39
3)	Neutral	35	35
4)	Disagree	8	8
5)	Strongly disagree	6	6
6)	Total	100	100

INFERENCE:
From the above table it is found that 12 % of respondents strongly agree, 39 % of respondents agree, 35 % of respondents Neutral. 8 % of respondents disagree, 6 % of respondents strongly disagree.

TABLE NO. 7
TABLE SHOWING I FEEL THAT MY PRESENT WORKING HOURS INCREASE MY STRESS LEVEL

S.No.	Particulars	No. of Respondents	Percentage
1)	Strongly agree	09	09
2)	Agree	50	50
3)	Neutral	28	28
4)	Disagree	8	8
5)	Strongly disagree	05	05
6)	Total	100	100

INFERENCE:
From the above table it is found that 9 % of respondents strongly agree, 50 % of respondents agree, 28 % of respondents Neutral. 8 % of respondents disagree, 5 % of respondents strongly disagree.

TABLE NO. 8
TABLE SHOWING FAIR EQUITABLE REWARDS AND RECOGNITIONS REDUCE STRESS LEVEL

S.No.	Particulars	No. of Respondents	Percentage
1)	Strongly agree	15	15
2)	Agree	27	27
3)	Neutral	33	33
4)	Disagree	21	21
5)	Strongly disagree	04	04
6)	Total	100	100

INFERENCE:
From the above table it is found that 15 % of respondents strongly agree, 27 % of respondents agree, 33 % of respondents Neutral. 21 % of respondents disagree, 4 % of respondents strongly disagree.

TABLE NO. 9
TABLE SHOWING PROPER COMMUNICATION AND FLOW OF INFORMATION AT WORK

S.No.	Particulars	No. of Respondents	Percentage
1)	Strongly agree	12	12
2)	Agree	22	22
3)	Neutral	39	39
4)	Disagree	19	19
5)	Strongly disagree	08	8
6)	Total	100	100

INFERENCE:
From the above table it is found that 12 % of respondents strongly agree, 22 % of respondents agree, 39 % of respondents Neutral. 19 % of respondents disagree, 8 % of respondents strongly disagree.

TESTING OF HYPOTHESIS
(I) Need for the test: To determine whether there is an association between the Gender and capable of managing stress

Null Hypothesis H_o
There is no association between the Gender and capable of managing stress.

Alternate Hypothesis H$_1$

There is an association between the Gender and Capable of managing stress.

TABLE SHOWING ASSOCIATION BETWEEN GENDER AND CAPABLE OF MANAGING STRESS

Gender	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree	Total
Male	12	20	30	06	02	70
Female	2	17	05	04	02	30
Total	14	37	35	10	04	100

S.No.	Observed Frequency (O)	Expected Frequency (E)	Observed – Expected (O-E)	(O-E)^2	[(O-E)^2 / E]
1.	12	9.8	2.2	4.84	0.494
2.	20	25.9	-5.9	34.81	1.344
3.	30	24.5	5.5	30.25	1.235
4.	06	7.0	-1.0	1.00	0.142
5.	02	2.8	-o.8	0.64	0.229
6.	02	4.2	-2.2	4.84	1.152
7.	17	11.1	5.9	34.81	3.135
8.	05	10.5	5.5	30.25	2.000
9.	04	3.0	1.0	1.00	0.333
10.	02	1.2	0.8	0.64	0.533
				$\chi^2 = \Sigma(O - E)^2 / E = 10.597$	

Thus the calculated value of χ^2 **is = 10.597**

Degrees of freedom, $V = (c - 1)(r - 1) = (5 - 1)(2 - 1) = 4 * 1 = 4$.

For 4 degrees of freedom, at 5% level of significance, the table value of χ^2 **is 9.488**

INFERENCE:

The calculated value of χ^2 is greater than the table value, (*i.e.,* $\chi^2 > \chi^2_{0.05}$), H$_o$ is rejected. Therefore, there is an association between the Gender and Capable of managing stress.

FINDINGS

It is inferred that 70% of respondents are male and 30% of respondents are female .So the majority of respondents are male. It is inferred that 50 % of the respondents belongs to the age group of >45 years. In female 40 % of the respondents belongs to the age group of 25-35 years. It is found that 68 % of respondents strongly agree, 14 % of respondents agree, 8 % of respondents Neutral. 3 % of respondents disagree, 7 % of respondents strongly disagree. It is found that 12 % of respondents strongly agree, 53 % of respondents agree, 20 % of respondents Neutral. 11 % of respondents disagree, 4 % of respondents strongly disagree. It is found that 12 % of respondents strongly agree, 39 % of respondents agree, 35 % of respondents Neutral. 8 % of respondents disagree, 6 % of respondents strongly disagree. It is found that 9 % of respondents strongly agree, 50 % of respondents agree, 28 % of respondents Neutral. 8 % of respondents disagree, 5 % of respondents strongly disagree. It is found that 15 % of respondents strongly agree, 27 % of respondents agree, 33 % of respondents Neutral. 21 % of respondents disagree, 4 % of respondents strongly disagree. It is found that 12 % of respondents strongly agree, 22 % of respondents agree, 39 % of respondents Neutral. 19 % of respondents disagree, 8 % of respondents strongly disagree.

SUGGESTIONS

• People working in any organization experience stress. High level of stress leads to unsatisfactory work, absenteeism and banding of job which also includes psychological reactions such as anxiety, sadness, etc. and physiological illness such as headache, blood pressure, etc. The effects of stress on workers affect employers as much as the employees themselves. Employers can prevent extended sick leave due to stress through management training and leadership development.

• Next, emotional Intelligence is the ability to manage and use their emotions in positive and constructive ways. It's about communicating with others in ways that draw people to you, overcome differences, repair wounded feelings, and defuse tension and stress. It is to bring in the habit of self awareness, self management¸ social awareness and relationship management. The management should take efforts to train their executives to attain these qualities.

• Business leaders agree that new approaches are needed to reduce employee stress, which they see as a major drain on corporate productivity. Stress management seminars, exercise programs, smoking and alcohol cessation, nutrition programs and other health-related activities always help many employees to manage the stress levels.

• Employees are expected consistently to expend high levels of mental and /or physical energy (high effort), and feel they receive inadequate compensation or acknowledgement of their efforts in terms of status, financial gain or career advancement (low reward).

• Obtaining useful information simply by asking employees how they feel about demands, controls, efforts and rewards. If large proportions score at the extreme end of these factors, action is called for. Rewards are not restricted to money. Recognition, status and appreciation are also significant.

SOME OF THE SUGGSUGGESTIONS TO MANAGEMENT

• Management must assign jobs to employees based on their ability to perform

• Adequate rewards and quick promotion should be given which provide career growth to the employees.

• It is evident from the study that employees rarely or never perform yoga, meditation, and muscle relaxation exercise.

• Management must conduct program to educate employees about the importance of above said activities and changes that it will make in their regular course of work.

CONCLUSION

Stress Management is the ability to maintain control when situations, people, and events make excessive demands. To manage this one must set realistic goals for him. Employees must reduce the number of events going on in their life and reduce the unwanted and unimportant work load. One must try to prioritize a few truly important things and let the rest slide. They should focus on one troublesome thing and focus reactions to it. As such, work off stress with physical activity, whether it is jogging, tennis, gardening or involving in any other hobbies in which they are interested. Support from family members, friends and community has a big impact on how one experience stress. Support means having the love, trust and advice of others. Seeking such support doesn't mean you are weak.

Stress is a consequence of a situation or a response that places either physical or psychological demands on a person. The body's general biological response to stressors prepares the individual to flight or flee behavior generally in appropriate in the work place, many factors determine of work place and interaction with clients. An optimal level of stress probably exists for any particular task, and less or more stress than that level leads to reduced performance. Job burnout is a major result of unrelieved job-related

stress. The success of managing stress lies in the ability to convert distress to esters or cope up with existing stress to get maximum performance. Today science has improved and organization feel fortunate as various techniques and program are available to help people, manage stress. The fast growing meditation centers and professional counseling centers are examples for that, it is the management ability to design and implement programs best for their organization and employees so that more performance could be brought with satisfaction on both sides.

REFERENCE

• Anschuetz, B.L. "The High Cost of Caring: Coping with Workplace Stress" in Sharing: Rpilrpdy Ontario. Posted 29 November 1999. | • Fred Luthans, "Organizational Behaviour", (eighth edition), McGraw-Hill,International Edition (Pg. No.330). | • Leslie C. Reisner, Ph.D., "An introduction to stress management", Leslie@DrReisner.com. | • Murphy, L.R., Occupational Stress Management: Current Status and Future Direction in Trends in Organizational Behaviour, 1995, Vol. 2., p. 1-14. | • "Stress management for the health of it", April 2002 Clemson University Cooperating with the U.S. Department of Agriculture and South Carolina Countries; and "NIDA Community Drug Alert Bulletin: Stress and Substance Abuse", January 2002 – National Institute on Drug Abuse. | • Fink, G. (2000) "Stress, definitions and concepts of". Encyclopaedia of stress, Academic, New York. | • Naidoo, S., and Pau, A. (2008). Emotional intelligence and perceived stress. Vol.63 (3), 148-51. | • Moorhead, G. and Griffin, R.W. (1995) Organizational Behaviour: Managing People and Organizations, Houghton Miflin Co., Boston, MA. | • http://www3.about-stress-release.com/stress.xml | • www.lakshmimac.com | • www.businessballs.com/stressmanagement.htm | • John W. Newstrom, Keith Davis, "Stress and counseling", 11th edition, TATA McGraw-Hill. | • David A. Aaker, V. Kumar and George S. Day, Marketing Research- seventh edition, John Wiley & Sons, Inc. | • C.R. Kothari, Research Methodology, methods & techniques, second edition, New Age Publishers, "Research Methodology- An introduction" | • www.siemens.com | • www.stressfocus.com | • www.dissolvestressnow.com |