



The Effect of Stress Management on Employee Performance at Manufacturing Companies in MIDC Area Nagpur

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1) ABSTRACT

The purpose of the study was to know whether a Manufacturing Company has been using Stress Management as a tool for Administrative & Employee Job Perfection. The study indicates that the Stress Management has been found to place an unlimited deal of importance on the employee as a specific, although the Stress Management has been found to deal with only present and past job performance. This study on Stress Management among employees in Manufacturing Industries benefits the employees in classifying the issues which causes work stress and the effect of stress on them. The study also importance on the ways the organization deals to handle the kind of stress employee's faced and recommends remedial programs for the same. This study is done using descriptive research design method and data's are collected by primary and secondary sources. The questionnaire method is used to collect primary data for the study and sample size taken of 500 employees in this study. Data analysis results are analyzed and interpreted through percentage analysis.

Keywords: Stress Management, Administrative Perfection, Employee Job Perfection, Job Performance, Work Stress.

2) INTRODUCTION

The term stress derived from the Latin words strictest, which implies tight or slender and stringer and it was generally used to mean hardships, strain, difficulty and burden. "Stress involved in an environmental situation that perceived as presenting needs which threatens to exceed the person's capabilities and resources for meeting it, under situations where the person thinks a considerable differential in the rewards and costs from meeting the want versus not meeting it" (McGrath, 1976). The term "Stress" refers to the body's physical, mental, and chemical reactions to circumstances that confuse, endanger, frighten or irritate the individual. **Hans Selye Stress is defined** "as the general reply of the body to any demand". Stress is a inconsistency between an worker's apparent state and wanted state, when such a inconsistency is considered important by the worker. Stress influences two behaviours - (1) the employee's psychological and physical well-being and (2) the

employee's efforts to cope with the stress by preventing or reducing it. **S. P. Robbins defined stress as**, "It is an active disorder in which a separate is challenged with a chance, constraint or request connected to what he / she requirements and for which the result is apparent to be both unclear and important".

MAJOR SOURCES OF STRESS:

- ❖ **Finance:** Arguing with loved ones about money, being afraid to open mail or response the phone, Sense shamefaced about expenditure cash on non-essentials, Perturbing and sense nervous about currency. In the long-term, stress connected to finances outcomes in distress, which may bring up blood pressure and cause headaches, upset abdominal, chest pain, insomnia, and a overall feeling of condition. Financial stress has also been connected to a quantity of health difficulties, with depression, anxiety, skin problems, diabetes, and arthritis.
- ❖ **Work (Job Stress):** Any number of things can contribute to job stress, including too much work, job insecurity, dissatisfaction with a job or career, and conflicts with a boss and/or co-worker. Whether you are concerned around an exact scheme or feeling unethically treated, putting your job ahead of everything else can touch many aspects of your life, with personal relationships and mental and physical fitness. Issues external of the occupation itself also have a role in work stress, with a person psychological make-up, general health, private life and the quantity of emotional care they have outside of work.
- ❖ **Family responsibilities and Personal Relationships:** Family stress is defined as disturbance in the steady state of the family system. The disturbance can arise from the separate context (e.g., war, joblessness), from inside the family (e.g., death/divorce) or both instantaneously. In any event, the family scheme's equilibrium is helpless or disturbed. Family stress is therefore also defined as modification in the family's consistency. Such change can be expected (birth of a baby) or unexpected (winning a lottery). While changes and alteration are integrally stressful, the influence can be positive or negative.
- ❖ **Health related aspects:** Stress affects all systems of the body including the musculoskeletal, respiratory, cardiovascular, endocrine, gastrointestinal, nervous, and reproductive systems. Our bodies are well armed to grip stress in small doses, but once that stress develops long-standing or chronic, it can have thoughtful things on your body.

TYPES OF STRESS:

1. Distress (Negative): Examples of **Negative** personal stressors include:

- ❖ The death of a spouse. Filing for divorce. Losing interaction with loved ones.
- ❖ The death of a family supporter. Hospitalization (oneself or a family associate).
- ❖ Injury or illness (oneself or a family associate). Being harmed or deserted.
- ❖ Separation from a spouse or committed relationship partner. Sleep problems.
- ❖ Conflict in relational associations. Bankruptcy/Currency Problems.
- ❖ Joblessness. Children's difficulties at school. Lawful problems.

Distress, or negative stress, has the following characteristics:

- ❖ Causes anxiety or concern. Can be short- or long-term. Feels unpleasant. Decreases performance.

- ❖ Is apparent as outside of our managing aptitudes. Can lead to mental and physical difficulties.

2. Eustress (Positive): Examples of **positive** personal stressors include:

- ❖ Receiving a promotion or raise at work. Starting a new job, Marriage, Buying a home.
- ❖ Having a child, moving, Taking a vacation, Holiday seasons, Retiring.
- ❖ Taking learning programs or education a new hobby.

Eustress or Positive Stress has the subsequent characteristics:

- ❖ Inspires, attentions energy. Is temporary. Is perceived as within our handling capabilities.
- ❖ Sensations exciting. Advances performance.

STRESS MANAGEMENT STRATEGIES

- ❖ Learn how to say "no". Attitude, Fun, Avoid alcohol and smoking, Healthy eating, Exercise, Sleep, Health relationship, Time management, Organization, Budget, Spirituality, Slow down, Locate a Support System, Make changes to your environment, Delegate Obligations.

STRESS RELAXATION TECHNIQUE:

- ❖ Deep breathing, gradual muscle relaxation, meditation, visualization, yoga, and tai chi, Massage therapy for stress relief, Mindful eating, Guided imagery for stress relief are some of the stress-relieving techniques that have been extensively researched.

3) LITERATURE REVIEW

A literature review purposes to evaluation the serious points of particular subjects.

Bishawjit Chandra Deb, (2011), Stress is one of the burning questions that hinder the workers performance and productivity. We all experience it that affects our minds and bodies. This paper has been essentially built around the inputs obtained by conducting a comprehensive study covering the various aspects of stress in today's business. This paper has also tried to address three major key areas related with the type and sources of work connected stress, influence of stress on persons and the way of handling stress. **Deepti Bhargava, (2012)**, Stress is a condition of mental pressure for particular individual opposite problems from conservational and social well-being which leads to so many sicknesses. Young age is the critical period because at this time youth faces lots of changes in his/her life. They are expected to be the elites in the society. Thus, they should enhance their stress management abilities so as to live a healthy life after entering the society. When a child enters into the youth age, they need to not only adapt themselves to the new life and new environment but also be familiar with many new people, events, and things. **Hemant A. Anbhule, (2019)**, the efficiency of the work constrain is the most definitive factor the extent that the accomplishment of an association is concerned. Stress is unavoidable with respect to the workers as the frameworks, methods; strategies are getting muddled with the utilization of development innovation. Stress can influence one's wellbeing, work execution, public activity and the association with relatives. The stressors and its results are to be comprehended at individual and authoritative dimension. **Atul Kumar Raizada, (2019)**, Stress is a condition of mental pressure for a particular

individual facing problems from environmental and social well-being which leads to so many diseases. Young age is the critical period because at this time youth faces lots of changes in his / her life. They are expected to be the elite in society. Thus, they should enhance their stress management abilities so as to live a healthy life after entering society. **Manoj Kumar, A. and Bawthra, R, (2020)**, Stress is a condition of mental pressure for particular separate facing difficulties from conservational and common well-being which leads to so several sicknesses. Young age is the serious retro because at this period youth faces lots of variations in his/her life. The researcher found that the stress mainly comes from academic tests, and career exploration. Such stress may typically source psychological, physical, and behavioural difficulties.

4) RESEARCH OBJECTIVES

The following are the main objectives frame for the research work

- 1) To study the concept of Stress Management practices used by the manufacturing companies in MIDC Area Nagpur.
- 2) To understand the effect of Stress Management practices on employee's performance at manufacturing companies in MIDC Area Nagpur.
- 3) To evaluate the Awareness Programs and different methods of Stress Management practices that improvement of employee's performance at manufacturing companies in MIDC Area Nagpur.

5) RESEARCH METHODOLOGY

Analysis daily data collected from 2021 to 2023 are used:

Research Instrument:	Individual Meeting.
Investigation Project:	Descriptive
Data Type:	Primary & Secondary records
Connection Technique:	Company Records Survey, By Phone, Personal Meeting.
Sample size:	500
Sampling Technique:	Random Sampling Technique
Analysis Tools:	Percentage Analysis with Likert Rating Scale 1-5

6) RESULTS AND DISCUSSIONS:

Stress Management Parameters Analysis for Employees Performance:

- Physical Environment : A
- Job Satisfaction & Security : B
- Home & relationships with others : C
- Situations, Challenges, Difficulties : D
- Nutritional Status : E
- Overall Health and Fitness Levels : F
- Emotional Comfort : G
- Role Conflict : H

Options	Options Rating	Performance Score level	Assigned Score
1	Always/Strongly Agree/ Outstanding	80% -100%	5 means = 1.00
2	Agree / Often / Very good	60% - 80%	4 means = 0.80
3	Neutral / Occasionally / Good	40% - 60%	3 means = 0.60
4	Rarely/Disagree/Below Agree	20% - 40%	2 means = 0.40
5	Never / Strongly Disagree	00% - 20%	1 means = 0.20

Table1.1 Average Score against 5 Point Scale

Responses of Management									
Resp / Ver	A	B	C	D	E	F	G	H	Total
TOTAL	180	190	172	185	164	176	185	169	1421
AVG	1.80	1.90	1.72	1.85	1.64	1.76	1.85	1.69	1.77625

Responses of Production & Quality Department									
Resp / Ver	A	B	C	D	E	F	G	H	Total
TOTAL	177	165	190	185	173	169	183	170	1412
AVG	1.77	1.65	1.90	1.85	1.73	1.69	1.83	1.70	1.765

Responses of Marketing Department									
Resp / Ver	A	B	C	D	E	F	G	H	Total
TOTAL	188	192	199	183	195	197	185	180	1519
AVG	1.88	1.92	1.99	1.83	1.95	1.97	1.85	1.80	1.89875

Responses of HR Department									
Resp / Ver	A	B	C	D	E	F	G	H	Total
TOTAL	166	181	186	178	194	176	188	179	1448
AVG	1.66	1.81	1.86	1.78	1.94	1.76	1.88	1.79	1.81

Responses of Employees / Workers									
Resp / Ver	A	B	C	D	E	F	G	H	Total
TOTAL	190	184	196	178	173	186	195	199	1501
AVG	1.90	1.84	1.96	1.78	1.73	1.86	1.95	1.99	1.87625

Sample	Resp. / Ver.	Managem ent	Production & Quality Department	Marketing Department	HR Department	Employees / Workers	Weight age
Sample NO 01 TO	A	180	177	188	166	190	901
	B	190	165	192	181	184	912
	C	172	190	199	186	196	943
	D	185	185	183	178	178	909
	E	164	173	195	194	173	899
	F	176	169	197	176	186	904

100	G	185	183	185	188	195	936
	H	169	170	180	179	199	897
SUM		1421	1412	1519	1448	1501	7301
Mean Value		177.625	176.5	189.875	181.00	187.625	912.625

Table 1.2 Effect of Stress Management practices on employee's performance at manufacturing companies in MIDC Area Nagpur

Employees Performance and Improvements	Average Score Against 5 Point Scale	% of Performance Progresses	% of Performance till not Improvements
Management	1.77625	64.475	35.525
Production & Quality Department	1.76500	64.700	35.300
Marketing Department	1.89875	62.025	37.975
HR Department	1.81000	63.800	36.200
Employees / Workers	1.87625	62.475	37.525
Avg %	1.82525	63.495	36.505
Performance	63.495 % (60 % - 80 % achievement) Very good		

Table 1.3 Results of Employees Performance Improvements for affecting Factors:

Parameters (Variables)	Weight age	Resp. Avg. (500)	% of Performance in Improvements	% of Performance not Improvements
A = Physical Environment	901	1.802	63.96	36.04
B = Job Satisfaction & Security	912	1.824	63.52	36.48
C = Home & relationships with others	943	1.886	62.28	37.72
D = Situations Challenges Difficulties	909	1.818	63.64	36.36
E = Nutritional Status	899	1.798	64.04	35.96
F = Overall Health and Fitness Levels	904	1.808	63.84	36.16
G = Emotional Comfort	936	1.872	62.56	37.44
H= Role Conflict	897	1.794	64.12	35.88
% of Average Performance			63.495	36.505

Results and Discussions:

- ❖ Work stress has an impact on the performance of the employees. Decrease in productivity and decrease in job satisfaction are the factors through which the impact of stress can be identified. These problems are prevailing in the organization. Lack of recreational facilities is also one of the main stressors.
- ❖ Counselling programs and grievance handling procedures have been adopted by the company. All the workers have a normal work routine of 8-10 hours; there is only one hour to rest. It has remained originate out that for utmost of the employees, their job makes stress.
- ❖ Production targets have been set up by the top management for the respondents to be achieved. It has been found that most of the employees are satisfied with their current job. It has also been found that the employees maintain a good relationship with their co- workers.

- ❖ The study concluded that there was positive and significant effect of stress management techniques on performance of employee in manufacturing firms at MIDC Area Nagpur. The study identifies that major stress management techniques are meditation technique and relaxation technique. Meditation helps employees to be more peaceful, more focused and less worried when practiced, meditation enables employees to have reflection time that bring peace thus reducing stress, focused in planning work and reduces work pressure and increases concentration and meditation helps employees to cool their nerves in disturbing occurrence and help to review and analyses situation which brings stress and avoid them.

7) CONCLUSIONS

- ❖ Employees face various Mental and physical problems to the routine work progress. It was found that the main reasons for work stress are due to heavy work load and pressure from department heads. It was also found out that majority of the employees are able to achieve the targets sometimes only.
- ❖ The standards set up by the top management are not easily achievable by the employees but achievable. The upper administration should attempt to give extra breaks through the working hours. The administration can offer more fun services to the employees so that stress can be reduced to some extent. Development in work situation can be encouraged by providing lighting and ventilation in work room.
- ❖ The administration can reform the job to decrease work stress. Health elevation programs could be applied in the firm which is helpful in monitoring the general health of the staffs. Staffs who sensation more stresses at work should be provided with separate treatment. Employee's engagement cum motivational programs should be conducted periodically to sensitize the staff towards public service motive.
- ❖ Management of organizations should invest in stress management practices such as stress management training, seminars on job burnouts, supportive organisational climate, yoga and meditation; the close association of co-workers, celebrations are practised periodically at the executive level. But, celebration, stress management training and yoga and meditation are the most preferred practices.

8) SCOPE FOR FUTURE RESEARCH / RESEARCH IMPLICATION

- ❖ This study has much scope for upcoming research. The study can be extended number of respondents for a more accurate conclusion regarding the Stress Management in Manufacturing Companies in MIDC Area Nagpur.
- ❖ The scope this study is limited to Manufacturing Companies in MIDC Area Nagpur only, so the same study can be undertaken in other Cities in Maharashtra and the inference can be compared.
- ❖ As there was a time bound in the research work and so survey was conducted over **500 respondents** only. During the survey the employees were non-cooperative for finishing the questionnaire. The study is based on the Primary data & secondary data.
- ❖ This study has much scope for future research. The area of study can be extended and number of respondents can also be increased to arrive at a more realistic conclusion regarding the Stress Management in Manufacturing Companies in MIDC Area Nagpur.

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