



MANAGING STRESS AMONG AUTOMOBILE EMPLOYEES WITH SPECIAL REFERENCE TO STAR HYUNDAI, KPR AUTO AGENCY PVT Ltd., MYSURU

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Abstract:

The success of any organization largely depends upon the quality of human resources deployed towards the work and their level of satisfaction. Further when employees are under pressure and stress they could not reach to the expectation of organizational standards in terms of their productivity. When the productivity of the individual has come down obviously it will affect the productivity of the organizations and negativity on the profitability of the organizations. Stress has become a part and parcel everyday of human life. Stress has become significant due to dynamic social factors and changing needs of life styles of individuals. Stress is man's adaptive reaction to an outward situation which leads to physical, mental and behavioral changes. It is proved that stress kills brain cells, not all stresses are destructive in nature. Appropriate amount of stress can actually trigger passion for work, tap abilities and inspirations. Now the individual is forced to spend more time in solving stress related problem and they try to come out of it. The present study aims at examine in the level of stress among the employees and to investigate the factors which are responsible for increased stress among the employees and give suitable solution for the managing the level of stress.

Keywords: Stress Management, Employees, Organizational performance, Workplace stress.

Introduction

Successful organization and economies begin with people who are the most important and vital element called human resource. Man possesses a plethora of activities which fulfill his/her humanity from within expresses his basic ideal his dreams, his aspiration, his emotions and his values. It ensure evident that human beings cannot remain in complete isolation as he is aware that his needs for which he is aspiring for viz., power, prestige, recognition appreciation etc. cannot be fulfilled individually but in a society. So we can manage physical resources, financial resources but it is very difficult to manage the human resources in the organization.

Today's corporate life of the employees stress has become a part and parcel of human life. Stress has become significant due to dynamic social factors and changing needs of life styles. Stress is man's adaptive reaction to an outward situation which leads to physical, mental and behavioral changes. Even though stress kills brain cells, not all stresses are destructive in nature. Appropriate amount of stress can actually trigger passion for work, tap abilities and inspirations. Now the individual is forced to devote more time in resolving stress related problem than in achieving his objectives or predetermined goals. This is what is happening in the present day in all the fields with deadlines hanging over one's head, day in day out. Yes a certain amount of stress is essential even in our day to day life without which nothing can be achieved it could be even at school level where a student goes through stress while appearing for his exams, extending up to higher position a man occupies. This stress gives us zest for life and releases our creativity in finding better ways of performing the tasks.

Concept of Stress

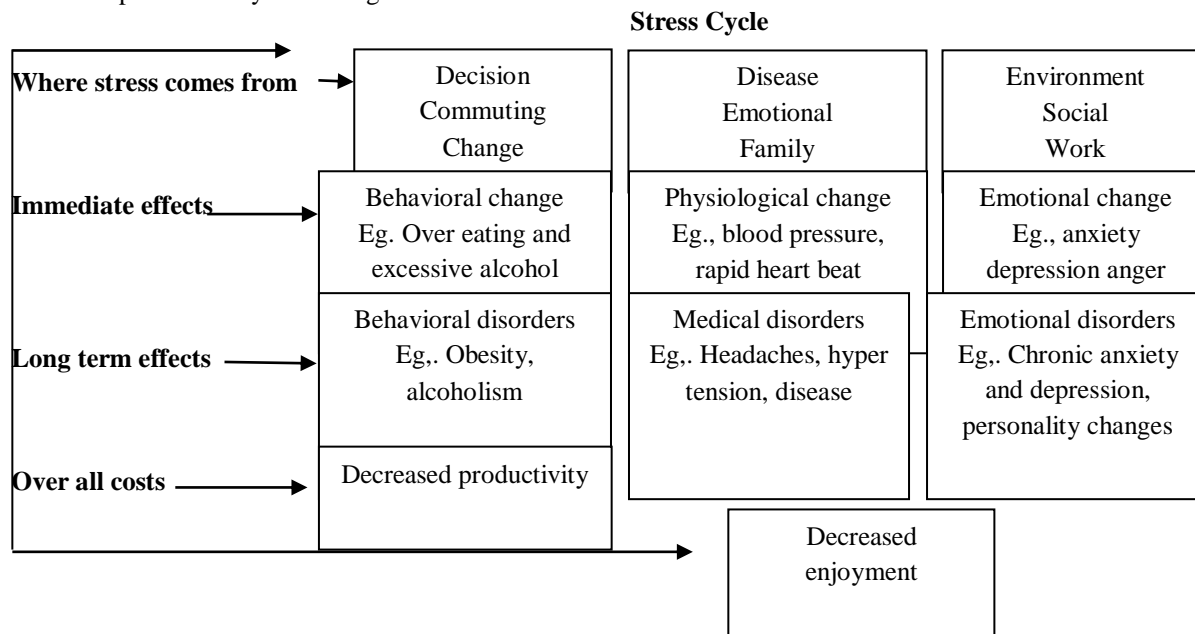
Generally stress is a feeling of emotional/physical tension. It can come from any event or thought that makes you feel frustrated angry or nervous. Stress is human beings body's reaction to a challenge or demand. In short bursts, stress can be positive, such as when it helps human being avoid danger or meet a deadline.

Stress management is a widely used term with a seemingly obvious meaning. Stress is your body's way of responding to any kind of demand. It can be caused by both good and bad experiences. When people feel stressed by something going on around them, their bodies react by releasing chemicals into the blood. These chemicals give to the people more energy and strength, which can be good thing if their stress is caused by physical danger. But this can also be a bad thing, if their stress is in response to something emotional and there is no outlet for this extra energy and strength. This paper will discuss different causes of stress, how stress affects, methods of stress management and various strategies which can be implemented to overcome from the stress.

Figure No. 1 Common Effects of Stress

SL NO	ON BODY	ON MOOD	ON BEHAVIOR
1	Headache	Anxiety	Over or under eating
2	Muscle pain or pains	Restlessness	Angry outburst
3	Chest pain	Lack of motivation	Drug abuse
4	Fatigue	Anger	Alcohol abuse
5	Sleep problems	Depression	Tobacco abuse

Source: <http://www.mayoclinic.org>



Decreased intimacy

Source: Author Created

Review of literature

Monica Rao (2011) carried out detailed explained that occupational stress has been recognized as a major health issue for modern work organizations. Conditions of the work place have been shown to lead to negative emotional reactions (e.g., anxiety), physical health problems in both the short term (e.g., headache or stomach distress) and the long term (e.g., cardiovascular disease), and counterproductive behavior at work. After reviewing this it is to be noted that perception of control plays an important role in this process being associated with all these variables. Some evidences are showing that enhancement in control at work place can be an important element in employees’ health and also for well-being. These relationships can be understood only in the context of the when there is control in stress.

Malik(2011) collects data on 200 bank employees in Quetta, Pakistan of which 100 work in public sector banks and the remaining 100 in private sector banks it gives that there is a significant difference in the level of stress to which both groups are subject and that public sector bank employees face a high level of occupational stress.

VasudhaVenugopal (2010) opined that, an increasing number of IT professionals have been finding it difficult to handle emotional stress, an occupational hazard, the stress related to work needs to be addressed without delay. Coping with stress and striving for mental health welfare should be a matter of concern for all and not treated simply as a lifestyle problem of the IT phenomenon, Post- recession, employees feel pressured to perform well. Regular occupational problems such as wrist problems due to constant handling of the mouse, slip disc and eye fatigue are common now, but handling stress that arises owing to fear of losing job or to cope with the increasing competition, affects the employee’s performance, eventually, taking a major toll on his health. As if to acknowledge the prevalence of high levels of stress among employees, many IT companies have help hotlines that provide counselling intervention to their employees who face stress or psychological fatigue. Companies are also trying to help employee’s combat stress better. Companies such as Infosys, Tata Consultancy Services, Cognizant and Wipro have regular stress breaks intended to help the employees strike a healthy balance between work and fun.

D.Aleo, Stebbins, Lowe, and et.al., (2007) Researcher examined a sample of 559 public and 105 private sector employees to assess their respective risk profiles. This study reveals that public sector employees face more stress than private sector employees.

Macklin et.al., (2006) survey 84 public and 143 private sector employees to assess any significant difference in their stress levels. It concludes that there is no significant difference between employees on the basis of sector, but that there is a significant difference between genders, i.e., female employees are subject to greater stress than males.

Lewing and Dollard (2001) opined that public sector employees are subject to greater work related stress than private sector employees.

Dollard and Walsh (1999) however, report that private sector workers in Queensland, Australia, had made twice as many stress claims as public sector workers.

Scope for the Study

The motive of the study is to find out the stress level of the select respondents. The questionnaire has been framed and the information has been collected from 50 respondents. This study is confined to Star Hyundai, KPR Auto Agency Pvt Ltd., Mysore.

Objectives of the study

1. To study the relationship between the stress and productivity of the employees.
2. To examine the level of work stress among the employees.
3. To identify various measures inculcated to manage the work stress among the surveyed respondents.

Research Methodology

The present study is based on both primary and secondary data. The required primary data has been collected through standard questionnaire, which was sent through single terms. Interaction with the employees was conducted by filling the questionnaires through Google form. The secondary data was collected from published sources like text books, journals and performance appraisal reports of employee's electronic sources. Convenient sampling method was adopted to distribute questionnaire and thereby to get the required information. A sample of 50 respondents has been chosen for the study which represents 100% of 50 employees of hyundai motors in (Star Hyundai, KPR Auto Agency Pvt Ltd., Mysuru)

The data collected from the respondents were converted in to readable format for processing, classification and arrangements. The data was tabulated and analyzed using statistical tools like bar diagram, pie diagram, percentage method, mean, standard deviation with the help of SPSS software.

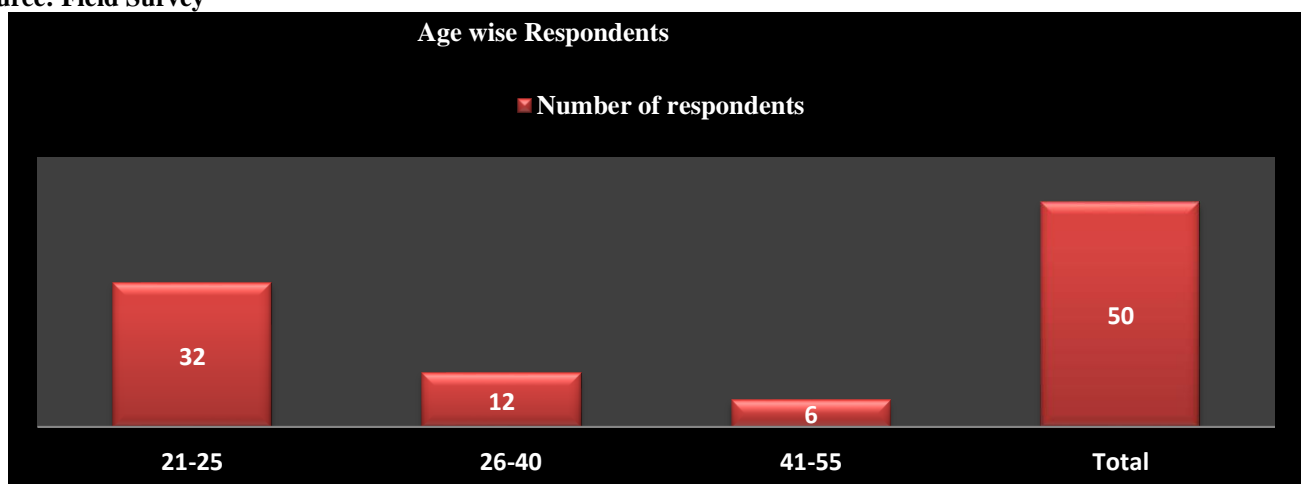
Analysis of Data and Interpretation

The respondents are Star Hyundai, KPR Auto Agency Pvt Ltd., Mysuru, age group, gender, educational level, visiting to temples, doing yoga and meditation, keeping silence in any problem. All these variables have an effect of stress on employees of hyundai motors in (Star Hyundai, KPR Auto Agency Pvt Ltd., Mysuru). These effects are studied through percentage analysis. A percentage analysis is one of statistical measures used to describe characteristics of sample or population in totality. It also involves computing measures of variables selected of study and its finding will give easy interpretation for the reader.

Table: 2 Age Wise Classification of the Respondents

Age in years	Number of respondents	Percentage of respondents
21-25	32	64%
26-40	12	24%
41-55	06	12%
Total	50	100%

Source: Field Survey



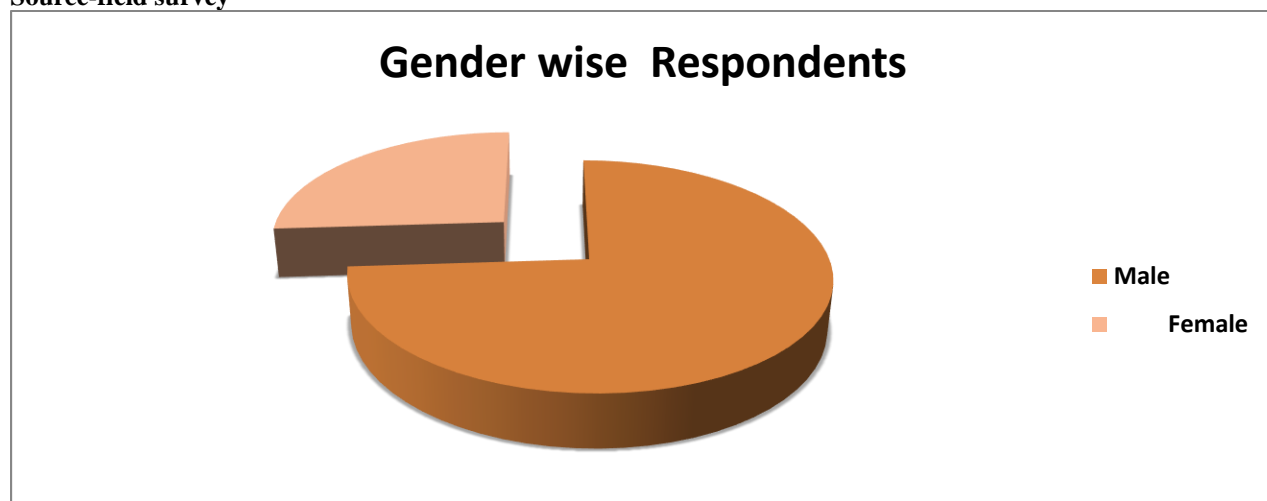
Interpretation

According to the above table and chart it is to be noted that out of 50 respondents 32% are in the age group of 21-25, 12% are in the age group of 26-40, while 6% are in the age group of 41-55. Majority of the respondents are in the age group of 21-25 years. It is interested to mention that the majority of the respondents are in the age group of 21-25 years indicating that the new blood has entered the company which will have the vibrant system in all the activities.

Table: 3 Gender Wise Classifications of the Respondents

Gender	Number of respondents	Percentage of respondents
Male	37	74%
Female	13	26%
Total	50	100%

Source-field survey

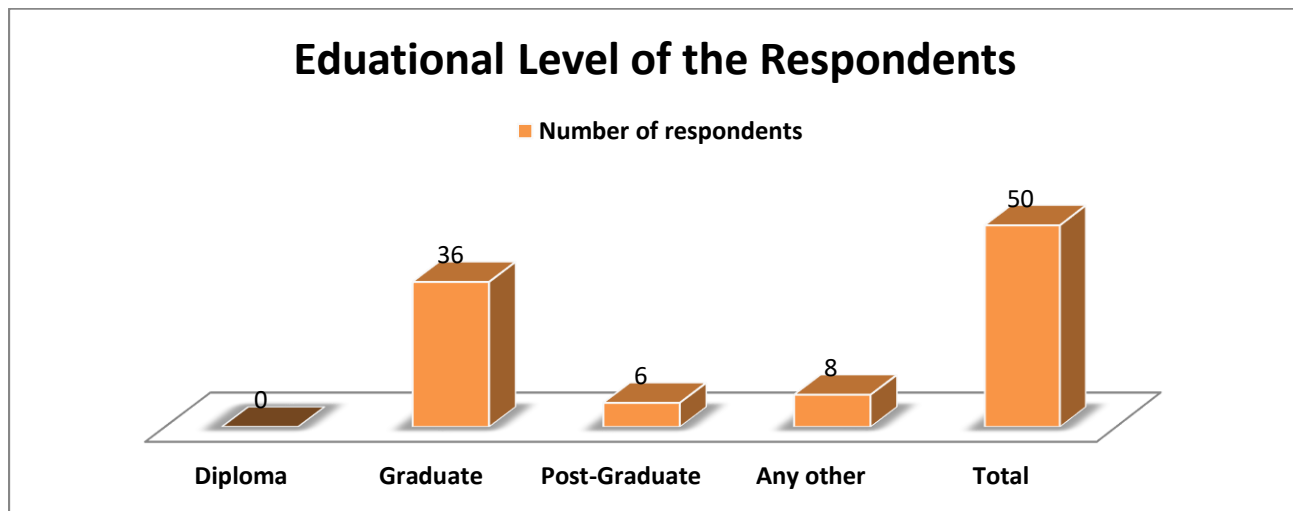
**Interpretation**

From the above table and chart, it is indicated that out of 50 respondents 74% are Male and 26% are Female employees. Majority of the respondents are male employees.

Table: 4 Educational Level Classifications of the Respondents

Educational Level	Number of respondents	Percentage of respondents
Diploma	--	--
Graduate	36	72%
Post-Graduate	06	12%
Any other	08	16%
Total	50	100%

Source: Field Survey



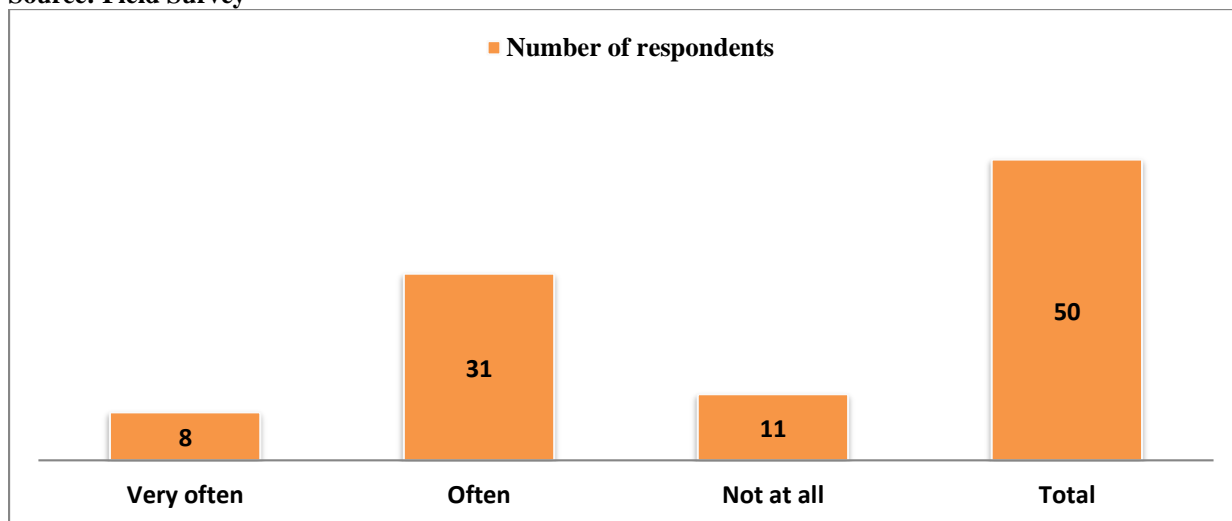
Interpretation

As per the above table and chart it is depicted that, 36% of the respondents are graduates, 8% of them are from some other education background except the given data while 6% of them are post graduates. It is clearly states that majority of the respondents are graduates and they know how to handle the situations at workplace.

Table: 5 Visiting To Temples

Particulars	Number of respondents	Percentage of respondents
Very often	08	16%
Often	31	62%
Not at all	11	22%
Total	50	100%

Source: Field Survey



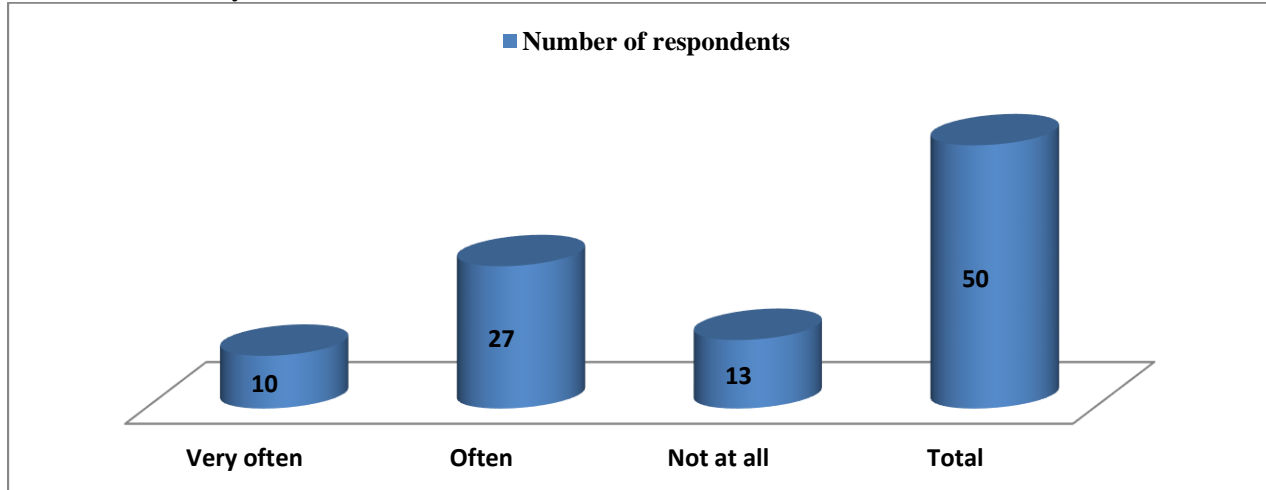
Interpretation

As per the above table and chart majority of the respondents have opined as often they go for temples to reduce their stress level at the work place and this will be act as one of the technique to reduce stress level at work place.

Table: 6 Doing Yoga and Meditation

Particulars	Number of respondents	Percentage of respondents
Very often	10	20%
Often	27	54%
Not at all	13	26%
Total	50	100%

Source: Field Survey



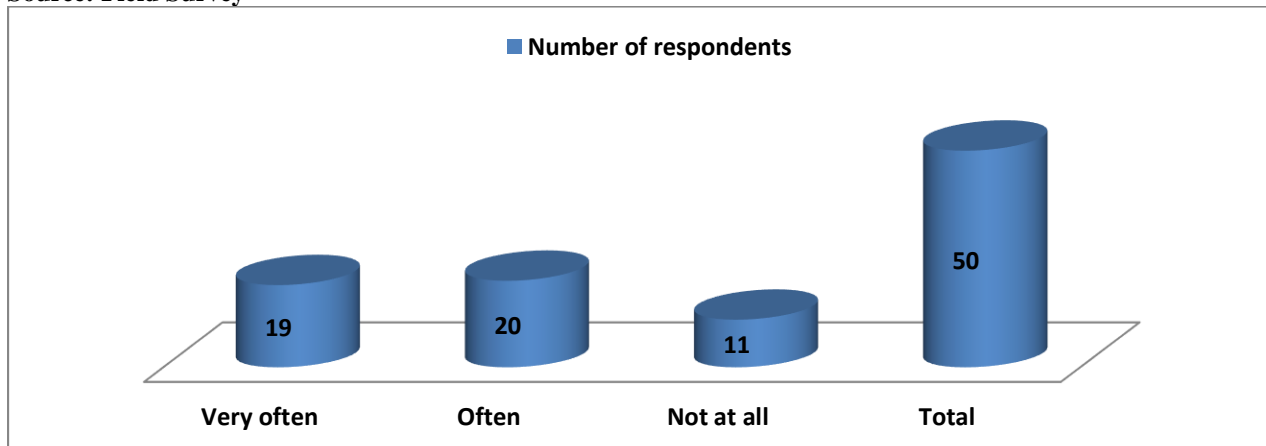
Interpretation

As per the above table and chart majority of the respondents have opined as often they do yoga and this yoga practice reduces stress level and this will be act as one of the technique to reduce stress level at work place.

Table:7 Keeping Silence in Any Problem

Particulars	Number of respondents	Percentage of respondents
Very often	19	38%
Often	20	40%
Not at all	11	22%
Total	50	100%

Source: Field Survey



Interpretation

As per the above table and chart majority of the respondents have opined as often they keep in silence when they face problems at workplace and this reduces stress level and this will be act as one of the way to reduce stress level at work place.

SUGGESTIONS

- As per survey majority of the respondents are facing headache and some other diseases in the workplace. Most of them are in the age group 21-25 years. At this young age maintain and managing good health is of prime importance situation. The organization must take necessary action to reduce stress by providing proper techniques and guidance.

- Most of the respondents are suffering from work burden; roles are insufficient and monotonous work, long working hours, monotonous work in the organization. Working overtime physically, body is working as machine; body is likely to develop stress related disease as a result of stress toxins that are released. Working hours can able to reduce in the workplace. By reducing working time and changing the role of the employees in the workplace stress can be reduced.
- It is necessary to organize a Stress Management Program that focuses on different categories of employees. Undertake stress audit at all levels in the organization to identify stress areas.
- It is suggested to develop sound working environment which are having good natural light and with comfortable equipment with proper safety of the employees at workplace.

CONCLUSION

Globalization and technological innovations have brought about new challenges to employees in the different cadre which in turn has paved way the study of mental health and stress management. History has clearly demonstrated that with each new technological innovation there have been profound changes in the quality of life of human beings, societal changes follow suit the scientific changes. Stress in the work place has become the black plague of the present century. The productivity of the work force is the most decisive factor as far as the success of an employee as well as organization is concerned. The productivity in turn is largely dependent on the psychosocial well-being of the employees.

Stress is the way what we react it may be physically or emotionally, positive or negative and mild or severe. The level of uncertainty behavioural changes and the degree of importance will determine the amount of stress. The greater importance and the higher level of uncertainty lead to higher level of stress. The duration and severity of stress is dependent on how the causes are and how long causes continue. Usually people react to stress in two ways:

- They may elect to avoid the stress and hope whatever is causing the stress goes away.
- They may resist stress by becoming very defensive and strong by adopting stress.

If it knows that there will be heavy burden means he can avoid stress or if he willing to take risk, manage and resist he can come front ability to face stress. Some of it is attitude of the employee, laugh, exercise, proper sleep, relaxing body and mind, maintaining proper and healthy relationships, proper time management etc.

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