



A Study on Stress Management and its Impact among Employees with Special Reference to Butler Leather Goods Factory India Private Limited in Chennai.

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ABSTRACT

The purpose of this study on stress management and its impact among employees identifying the factors which causes work stress and the effect of stress on them. The study also emphasizes on various ways of the organization deals to handle the different kinds of stress, the employee's face and recommend remedial programs for the same. In every organization, employees are the backbone that ensures the smooth running of the business. But as a matter of fact, these employees are ordinary people who are vulnerable to any and all threats, be it physical, emotional and psychological and this includes stress. It can cause them to lose focus in their activities and accumulate low yield or performance in most or all their functions seeing as they will be too distracted thinking about their own problems to do their work. Moreover, stress is not uncontrollable. It can be managed in order to protect any sort of negative impacts/ effects. This is what is called stress management. It is defined as the method or techniques of handling or controlling stress.

Keywords: Job related stress, Individual related stress, performance, Stress Management

INTRODUCTION

The Stress Management has become a most important and valuable technique to boost the employee morale and the company's productivity in all companies. All the organizations have understood that the employees play a key role and they should be out of stress to give a high performance atmosphere.

There are varieties of techniques to manage stress in organizations. High stress jobs refer to work, which involves hectic schedule and complex job responsibilities that result into imbalance between personal and work life. Overwork may affect physical health of individual resulting into ineffective work and dissatisfaction among employees leading to imbalance in family or personal life also.

There are lots of individual stressors like role ambiguity, psychological hardiness, and type of personality that affect the morale of the employees as a whole. Effective stress management should overcome the stressors and it is obvious that no technique can completely remove stress but only can minimize it to negligible level. And the organizations are trying to minimize and cope up with the stress factors by implementing various trends and techniques in minimizing stress.

Types of Stress:

- ❖ **Eustress:** These are also known as Positive Stress, which makes us to feel good and exerting healthy effect. This type of Stress occurs short period of time. Eustress gives ability to person to generate optimum output by performing best. In such situation person may thrilled, excited while watching Horror Movie, Excited when won the Prize, Zeal for purchasing first car, happiness in accomplishing challenges, etc.
- ❖ **Distress:** This is called as Negative Stress, bad stress. This is opposite to Eustress. Death of someone you love, Illness, Financial crisis, Heavy work load etc, leads to Distress. It has two types such as Acute Stress and chronic Stress
- ❖ **Hyper-Stress:** If the person pushed beyond what one can handle, which turns in to Hyper-stress. More times it occurs because workload or over worked. This type of stress occurs when constant heavy financial difficulties, work both at home and office, Continuous tension, travelling day and night etc.
- ❖ **Hypo stress:** This is directly opposite to hyper stress. This type of stress experienced by people when they constantly feel bored, same task over and over again, restless work and lack of inspiration.

Objectives of the study

- To find out reason that came stress in the day to day activity life of workers.
- To identify impact of stress on job performance.
- To measures action taken by the management for reliving stress in the organisation.
- To identify the impact of stress on behaviour of employees.

Needs of the study

Stress is a term that is widely used in all organizations, it is believed to occur in situations where there is excessive pressure being placed on recruiting the fresher. Occupational stress is a major hazard for many employees.

Increased workloads, downsizing, overtime, hostile work environments and shift work are just a few of the many causes of stressful working conditions.

Research methodology

Research Methodology deals with the research design used and other methods used to present the study, to explore bases are manifested in the real world. Basic research aims to explain, predict, and describe fundamental bases of behaviour. It is called basic, pure, fundamental research. The main motivation is to expand man's knowledge, not to create or invent something. There is no obvious commercial value to the discoveries that result from basic research. Basic research lay down the foundation for the applied research

OBSERVATION METHOD:

Commonly used in behavioural sciences .It is the gathering of primary data by investigator's own direct observation of relevant people, actions and situation without asking from the respondent.

QUESTIONNAIRE:

A questionnaire is a sheet of paper containing questions certain specific aspects regarding with the research collect the data. The questionnaire is given to the respondent to be filled. Sometime the questionnaire is also in the form of file generator through computer.

SAMPLING:

A sampling is a part of the total population. It can be an individual element or a group of elements selected from the population. Although it is a subset, it is representative of the population and suitable for research in terms of cost, convenience, and time. The sample group can be selected based on a probability or non-probability approach. A sample usually consist of various units of the population.

- ✓ The Population size 220 Employees
- ✓ The sample size is 100 employees of Leather industries
- ✓ The sample was selected from population by simple random sampling methods.

TOOLS USED FOR ANALYZING THE DATA:

- ✓ Percentage Method
- ✓ Chi-Square
- ✓ Correlation Analysis

REVIEW OF LITERATURE

1) **Kavitha in her research titled** – role of stress among employee focuses on the organizational roles stress for the employees. the review is employees more affect the stress in the work place . It is impact of organization so the company is try to give the solution for the employees.

2) **P.S. Swaminathan, & Rajkumar S. in their work on** —Stress levels in Organizations and their Impact on Employees' Behaviour (2013). They have conducted a study that focused on the levels of stress among the age group, profession, different varieties of jobs, hours of work and the influence of work environment on the degree of stress faced by employees. Stress in an employees' individual in nature. This study indicates that, an optimum level in which every individual can perform with his full capacity and identified three conditions responsible for work stress.

3) **Satija S. & Khan W. in their research work titled** —Emotional Intelligence as Predictor of Occupational Stress among Working Professionals (2013). According to them Occupational Stress is as same as Job Stress that needs to be controlled at the workplace otherwise it will negatively effect on employee's work attitudes & behavior. This study investigates that, the relationship between Emotional Intelligence and Occupational Stress. This study revealed findings that, Emotional Intelligence is a most significant predictor of Occupational Stress.

4) **Amir Shani and Abraham Pizam(2009)** —Work-Related Depression among Hotel Employees have conducted a study on the depression of work among hotel employees in Central Florida. They have found that, incidence of depression among workers in the hospitality industry by evaluating the relationship between the occupational stress and work characteristics.

5) **Viljoen and Rothmann, have investigated the relationship between** —occupational stress, ill health and organizational commitment (2009). They found that organizational stressors contributed significantly to ill health and low organizational commitment. Stress about job security contributed to both physical and psychological ill health. Low individual commitment to the organization was predicted by five stressors such as work –life balance, overload, control, job aspects and pay.

DATA ANALYSIS AND INTERPRETATION

Table: 1- If Employees Productivity is Affected When under Stress

RESPONSE	NUMBER OF RESPONDENTS	PERCENTAGE
YES	24	17.5
NO	24	17.5
OFTEN	25	31.25
RARELY	27	33.75
TOTAL	100	100

Inference:

From the above table we can Analyse that out of 100 respondents, 17.5% employees says Yes and 17.5% says No, 31.25% of employees says often, 33.75% says rarely are affected when they are under stress

Chart: 1- If Employees Productivity is Affected When under Stress

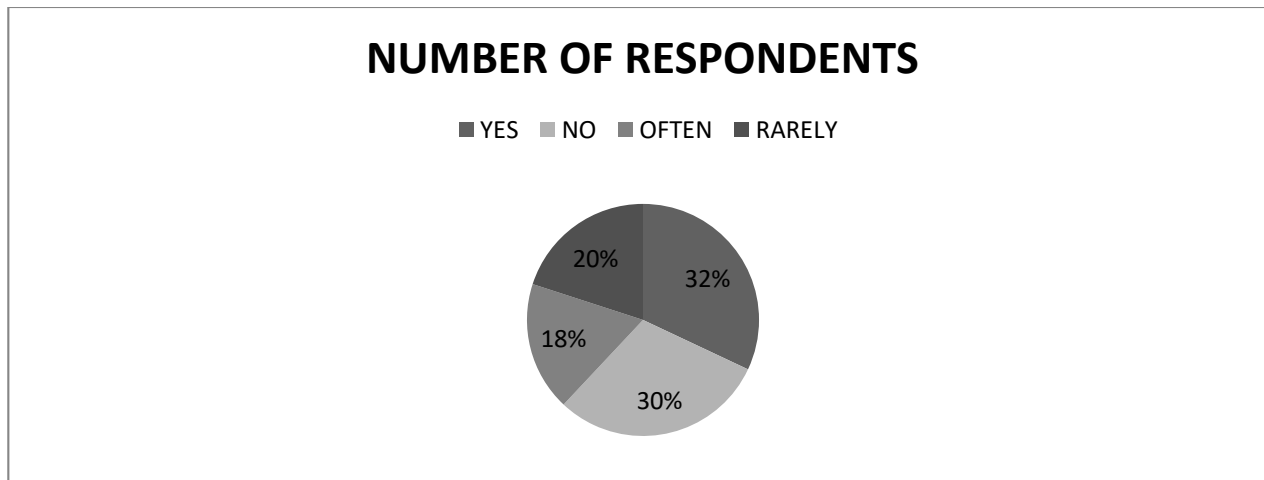


Table: 2- If the Work Load is the Reason for Stress among Employees

RESPONSE	NUMBER OF RESPONDENTS	PERCENTAGE (%)
YES	32	27.5
NO	30	25
OFTEN	18	22.5
RARELY	20	25
TOTAL	100	100

Inference

From the above table we can analyze that out of 100 employees 27.5% employees yes, 25% employees no, 22.5% employees often, 25% rarely find the work load to be the reason for stress.

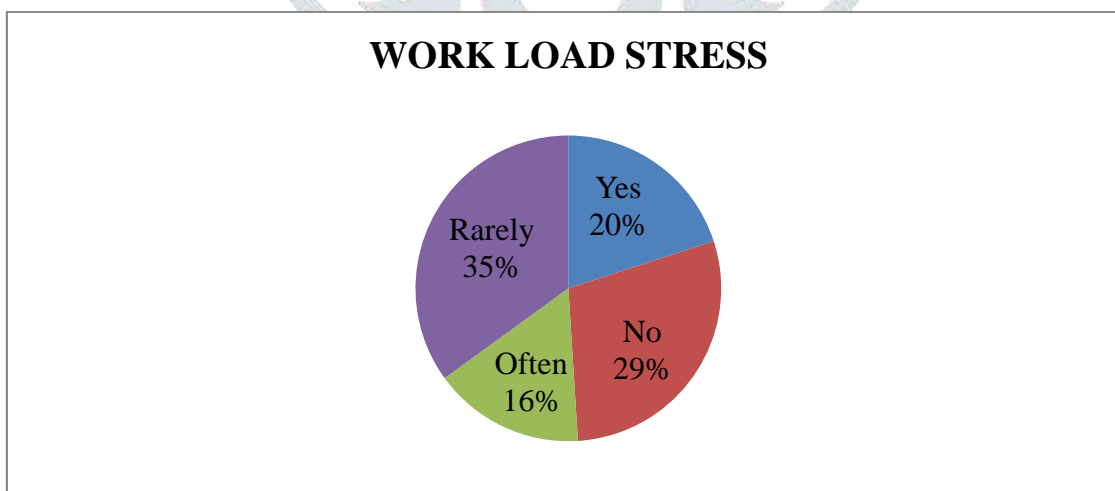


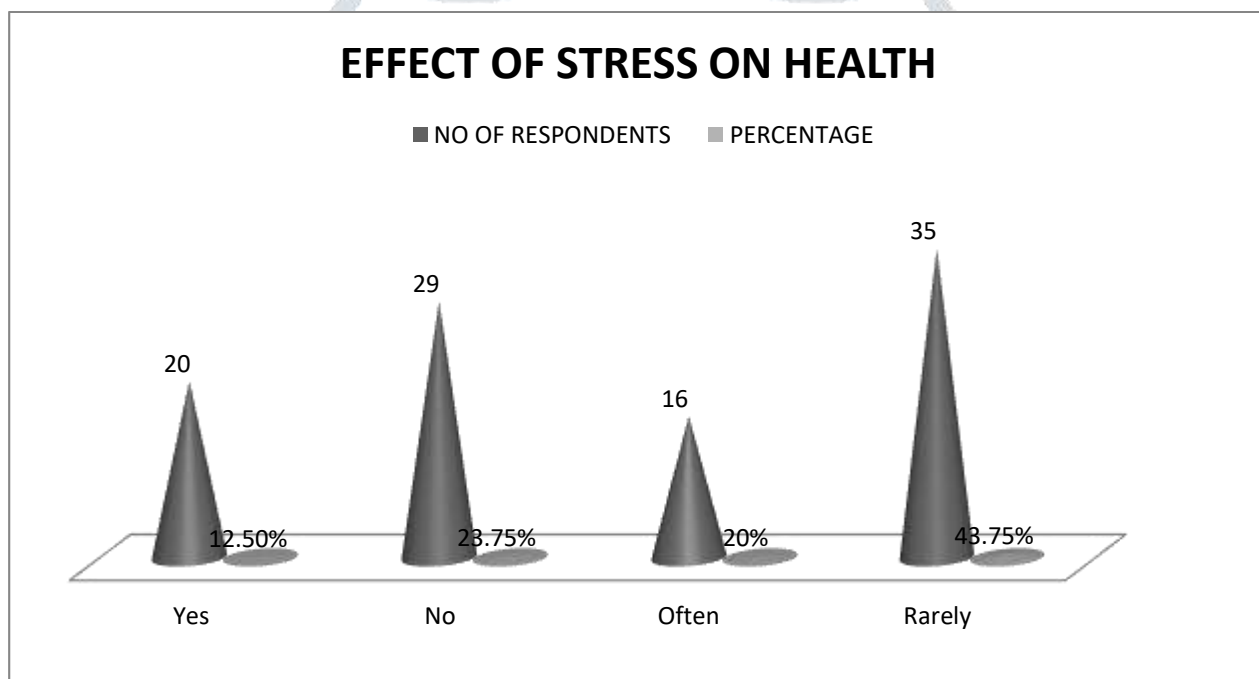
Chart: 2- If Employees Have any Effect of Stress on Health

Table: 2- If the Work Load is the Reason for Stress among Employees

RESPONSE	NUMBER OF RESPONDENTS	PERCENTAGE
YES	50	50
NO	30	25
OFTEN	0	0
RARELY	20	25
TOTAL	100	100

Inference:

From the above table we can analyze that out of 100 respondents, 50% employees says yes, 25% says No and 25% are rarely have the effect of stress on health

**Table: 3-Performance Appraisal**

Performance appraisal	No of respondent	Percentage (%)
Assessment of individual performance	35	33
Motivation to employee	35	33
Job evaluation	30	34
Total	100	100

Inference:

The above table reveals that, out of the respondents taken for the study 33% of the respondents are performance appraisal is assessment of individual performance, 33% of the respondents are performance appraisal is motivation to employee, 34% of the respondents are performance appraisal is job evaluation.

Chart: 3- Performance Appraisal

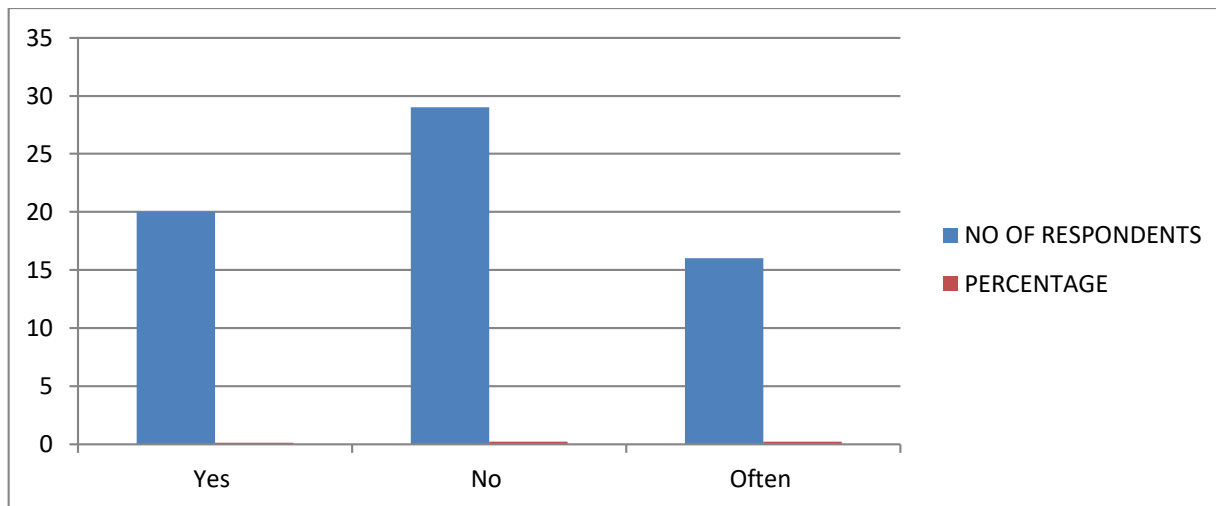


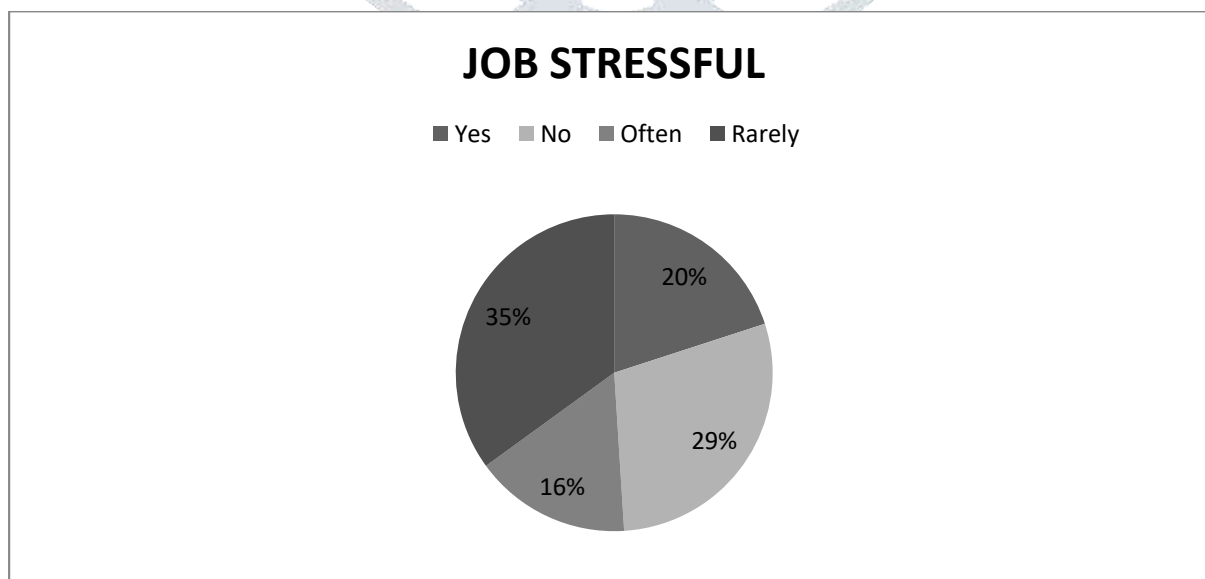
Table: 4-Employees who find their Job Stressful

Response	No. of Respondents	Percentage (%)
Yes	20	12.5
No	29	23.75
Often	16	20
Rarely	35	43.75
Total	100	100

Inference:

From the above table we can analyze that out of 100 respondents 12.5 % employees says Yes 23.75% employees says No 20% employees says often and 43.75% employees said rarely they find their job stressful.

Chart: 4-Employees who find their Job Stressful



✓ Findings:

- There is a conducive working environment as majority of them in the organization are able to work in the given time frame without any disturbances. But there are also situations where in the employees do not come up with the time frames.
- ✓ Less than half of the employees get time to meet their personal obligations and are satisfied about the time schedule available for them to meet their personal obligations which includes spending time with family. While the rest of the employees say no and rarely do they get time to meet their personal obligations hence it adds on to their stress.
- ✓ Most of the employees in the organization say their productivity is not affected when they are under stress. While the other employee's productivity is rarely affected when they are stressed, which means the productivity of an employee takes a beat when he / she work under stress.
- ✓ From the survey done we can infer that least of the employees in the leather industry find their job stressful throughout, the other range of employees say often and rarely do they find the job stressful because of the work load which is high at certain period of time.
- ✓ Majority of the employees rarely find difficulty in concentrating or remembering things, the reason behind this can be stress or other pre-occupied thoughts in the employee's mind. While the other few have no problem with regard to concentrating on work or in remembering things as they have peace of mind at work place.

Suggestions:

- ✓ As employees stress levels should be within a healthy boundary, facilities like recreation, yoga classes, meditation, etc. could be introduced.
- ✓ A few feasible and peaceful stress buster programs could be implemented.
- ✓ An area for fun, games etc. to reduce stress could be created to relax the employee's mind and to lighten the environment.
- ✓ Proper counseling and grievance handling cell for all employees could benefit the employees to become stress free and perform better.
- ✓ Organization should focus more on work life balance of employees and take initiatives in implementing the strategies.
- ✓ Employees in the leather industry to be given an option of flexi working hours, which will reduce their stress in a great extent
- ✓ Human resource department or employee engagement department in the leather industry will enhance the engagement level which in turn distresses the employees.

- ✓ A customized training module to be used to specific skill set which will reduce the employee's job related stress and build the employee morale.

Conclusions:

The stress of employees At Butler Leather Goods Factory is within the optimal range for performance and the stress builds could be controlled. The various stress indicators of the employees are experiencing troubles while taking decisions, getting angry while interrupted at work, experiencing repetitiveness in mistakes or approach, difficulties in concentrating or remembering things, experience frequent headaches and migraines, etc.

The common responses given by employees under stress are heavy workload, working overtime, low pay package, lack of training etc. It is also a comfortable environment to work as majority employees are able to work without disturbances or interruptions and also do they get time to meet their personal obligations. But since it is a leather industry, the environment adds on to an employee's stress.

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