

STRESS AMONG RTO OFFICE EMPLOYEES IN MADURAI DISTRICT

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INTRODUCTION

Stress refers to pressure that is exerted on a person, which in turn results in tension or “strain”. Within certain limits, people are able to deal with these pressures and adapt to the current situation, and to recover when the situation is over. However, when the pressure is too large, people may not be able to recover or adapt. An individual’s adaptability is determined by personal characteristics, e.g. their stress tolerance, and by the environment, e.g. the availability of social support.

In this ever changing modern world, stress is omnipresent and every individual is experiencing stress irrespective of their profession. Globalisation, urbanisation and industrialisation are the drivers instrumental in dissemination of stress and individuals have no option other than managing it. So, today’s organisations are endowed with stressful employees and interaction among them is sure to aggravate the stress levels.

OBJECTIVES OF THE STUDY

The objectives of the study are:

1. To investigate the socio-economic profile of the respondents.
2. To study the symptoms of stress experienced by the respondents.
3. To study the coping strategies applied by the respondents to manage stress.

SIGNIFICANCE OF THE STUDY

Regional Transport Office employee’s like employees in other service sector are prone to stress. In modern times employees have to live with stress. If stress is not properly managed at individual and organisational level, it will affect their health. So, the study will provide information about the nature of stress and stress management strategies used by regional transport office employees in Madurai. The research will be helpful for management of policy makers to formulate stress management strategies and maintain the mental health of the RTO employees.

RESEARCH METHODOLOGY

The unit of analysis for this study is RTO employees working in Madurai District. A total of 50 RTO employees were selected randomly to participate in this survey. The questionnaire was distributed to them and was administered with the help of an enumerator.

The study used both primary and secondary data. Primary Data was collected using Questionnaires. The sources of secondary data include magazines, websites, journals, and books based on their reliability, suitability and adequacy.

FINDINGS

Out of the total 50 respondents 70 percent are male and 30 percent are female. 2 percent of the respondents are in the age group of below 28 years, 34 percent are in the age group of 28 years - 38 years, 44 percent are in the age group of 38 years – 48 years and 20 percent are in the age group of 48 years - 58years.

82 percent of the respondents are married and marital statuses of 18 percent of the respondents is unmarried. Educational qualification of 62 per cent of the respondents is Arts and Science degree and the rest 38 per cent of the respondents are engineering degree holders.

12 percent have experience of less than 5 years, 18 percent have experience between 5 - 10 years, 14 percent have experience between 11 - 15years, 30 percent have experience between 16 – 20 years, 14 percent have experience between 21 – 25 years and the rest 12 percent have experience of above 20 years.

88 percent of the respondents experience stress and the rest 12 percent do not experience stress. Tendency to remain alone is the major symptoms suffered by 21 out of the total 50 respondents. Physical symptoms of stress like headache, high blood pressure, stomach disorder ulcer and nausea are experienced by 39 out of the total 50 respondents. 82 per cent of the respondents faced the symptom sleep disturbances. There is significant association among the respondents with different total work experience is found in the symptoms of stress are headache, high blood pressure, stomach disorder ulcer and nausea, since the f-statistics are significant at one percent level.

Entertainment, Sleep and prayer are the major strategies followed by all the respondents to cope with to reduce level. Tour is the coping strategy for 11 respondents, Yoga /Mediation and playing with pet animals are the coping strategies for 12 respondents and other factors of coping strategies like physical exercise, away from stressful environments, speaking with likeminded persons, medications, positive thinking, time management are also used by respondents for coping stress.

CONCLUSION

Job stress leads to physical illness, psychological disturbances, psychosomatic and physical changes. Stress is unavoidable in modern day work life, but it the price individuals and organisations pay for it is very high. Individuals face ill health and personal problems, while organisations face the problem of decreased productivity. So the need of the hour is to help individuals manage stress.

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