

International Journal of Advance Research in Computer Science and Management Studies

Research Paper

Available online at: www.ijarcsms.com

An Analytical Study of Occupational Stress Level among the Employees in EID PARRY (INDIA) Ltd: Pettavaithalai

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Abstract: Stress may be understood as a state of tension experienced by individuals facing extraordinary demands, constraints or opportunities. The pressures of modern life, coupled with the demands of a job, can lead to emotional imbalances that are collectively labeled 'stress' of achievement and the excitement of a challenge. Stress is the spice of life and the absence of stress makes life dull, monotonous and spiritless. There is, in fact, growing evidence that people need a certain amount of stimulation and that monotony can bring some of the problems like over-work. Stress management is an issue of managing the demands and pressures placed on you in the most effective way. The point at which positive pressure turns to negative stress varies for each individual. It will also vary at different times in one's life.

Job stress is an important factor in determining the quality of any organization. An employee who is out of his stress in his job will contribute his maximum to the organization. Therefore the researcher wanted to study the level of job stress among the employees in EID Parry Industry.

In the present scenario one can find the increasing rates of heart attacks, nervous breakdown, mental disorders, etc., and the researcher felt that long before one gets to that stage, it is better to recognize the symptoms and prevent it.

Keywords: *Job Stress, Satisfaction, Physical Fitness, Organizational Strategy, Stress Management.*

I. INTRODUCTION

Stress may be understood as a state of tension experienced by individuals facing extraordinary demands, constraints or opportunities. The pressures of modern life, coupled with the demands of a job, can lead to emotional imbalances that that are collectively labeled 'stress' of achievement and the excitement of a challenge. Stress is the spice of life and the absence of stress makes life dull, monotonous and spiritless. There is, in fact, growing evidence that people need a certain amount of stimulation and that monotony can bring some of the problems like over-work. Stress management is an issue of managing the demands and pressures placed on you in the most effective way. The point at which positive pressure turns to negative stress varies for each individual. It will also vary at different times in one's life.

Definition:

Beehr and Newman (1980) define job stress as a "condition arising from the interaction of people and their jobs and characterized by changes within the people at forces them to deviate from their normal functioning".

Simplifying above definitions, "stress" is defined as an "Adaptive response to an external situation that results in physical, psychological and behavioral deviations for organizational participants".

Statement of the Problem:

Job stress is an important factor in determining the quality of any organization. An employee who is out of his stress in his job will contribute his maximum to the organization. Therefore the researcher wanted to study the level of job stress among the employees in EID Parry Industry.

Need for the Study:

Stress has become increasingly common in organizations especially in the rat race to earn more and more money in less and less time, largely because of the great job complexity and economic pressure on individuals.

At the beginning of their career people who are trying to establish themselves often experience stress. The pressure of global competition, new technology and the ever present threat of lay off etc., contribute to job stress.

In order to attract the consumer they have to adopt some tricks which in turn lead to a stressful life. When people experience threats from all quarters of life, they experience too much of stress, which ultimately develops problems at home, at work place, as well as within self.

In the present scenario one can find the increasing rates of heart attacks, nervous breakdown, mental disorders, etc., and the researcher felt that long before one gets to that stage, it is better to recognize the symptoms and prevent it.

II. OBJECTIVES

The objectives of the study are as follows:

- ✚ To study the socio economic status of the respondents.
- ✚ To find out the working conditions of the respondents.
- ✚ To find out the various factors affecting job due to stress.
- ✚ To study the impact and usefulness of Work Stress Management and also to suggest measures for coping with stress.

III. METHODOLOGY OF THE STUDY

Research methodology includes steps, procedures and strategies for gathering and analyzing the data in a research investigation. The present study assesses the level of Stress. The simple random sampling method was adopted for this research. The universe of the sample or total work force of the EID Parry Industry is 501. A sample of 80 employees is taken out of a total population of 500 employees (16%), based on judgment sampling. The sample is selected in such a way that it includes the employees of all ages, different designations from different educational streams with a distinct experience from various departments.

Hence the sample is a representative of the population and it is an unbiased mix of all factors.

IV. REVIEW OF LITERATURE

Bclikic (1996), E. Madad (1997) who has conducted a study on comparison of professional drivers with hypertension found that the drivers with hypertension showed a heightened brain wave reaction when they performed the traffic accident avoidance task. This indicates that their attention levels were very high in these situations on the other hand, most drivers with hypertension denied any kind of fear whatsoever when driving. This seems to indicate that denying the difficulty associated with driving puts an extra burden upon the driver's physiology and could possibly contribute to risk of hypertension.

Dr. H. L. Kaila (1998) has conducted a study of anxiety, stress and smoking in women. She found that the female daily smokers have significantly higher score in the areas of physiological anxiety. Feeling restless, difficulty in relaxing, fears (fear about uncertainty of the future, afraid of saying no), and obsessive anxiety (worrying about minor matters, troubled by recurrent and persistent ideas) are greater than other categories. In case of women, smokers are sedative, stimulant, indulgent, addictive, and psychosocial.

Integra Survey (2000) conducted a study on workplace stress and reported that 65% of workers said that workplace stress had caused difficulties and more than 10% described these as having major effects. 14% said they work in an atmosphere where physical violence has occurred because of job stress and in this group. 42% report that yelling and other verbal abuse is common, 29% had yelled at co-workers because of workplace stress. 14% said they work machinery or equipment has been damaged because of workplace range and 2% admitted that they had actually personality problem. 19% or almost one in five respondents had quit a previous position because of job stress and nearly one in four have been driven to tears because of workplace stress. 62%o routinely have work-related neck pain, 44% reported stressed-out eyes, 38%> complained of hurting hands and 34% reported difficulty in sleeping because of stress. 12% fell sick because of job stress. Over half said they often spend 12-hour days on work related duties and an equal number frequently skip lunch because of the stress of the job demands.

Chittranjan N. Daffuar & Priya Nair (2000) has conducted a study on “The Impact of Organizational Stress on Occupational Stress “in process, service, engineering and manufacturing organizations. The study aimed to study the differences in the culture of these organizations. The results indicate an adverse relationship between organizational culture and occupational stress in most cases. With regard to differences in culture, the culture of service organization was found significantly different from the culture of an Engineering manufacturing organization differed significantly from manufacturing organization. No Significant differences were found between any other organizations.

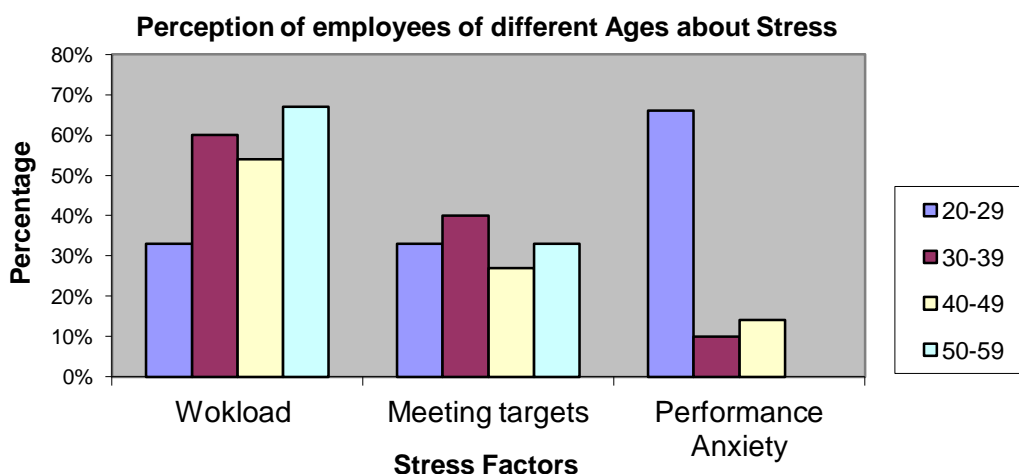
Dr. H. L. Kaila (2000) has conducted "A Study On Health Problems Of Women Computer Workers" and revealed that the psychosomatic problem, has been found to be significantly more among the women who used computer at different exposure times than those who did not use. These respondents had trouble with aches in the neck or upper back. 83.5% of the women, who used computer 75% of the time in a day at their work place, complained that they often or sometimes had aches in the neck or upper neck. The other psychosomatic problems were found to be tiredness in a short time, trouble with lower back pain & breathing, a feeling of constriction in chest, trouble with poor appetite & getting no sleep etc.

Raja (2002) conducted a study on job-related stress and its management among the executives in BHEL, Trichy. He concluded that role ambiguity of an individual or lack of support of team workers and lack of information from the boss may create stress.

Boby (2004) conducted a study on stress in executives at Apollo Tyres, Perambara Unit, Kerala. He concluded that role overload, extra working hours, personal factors and office politics to some extent have been found to be the reason for the stress, causing some effect on the performance of the executives.

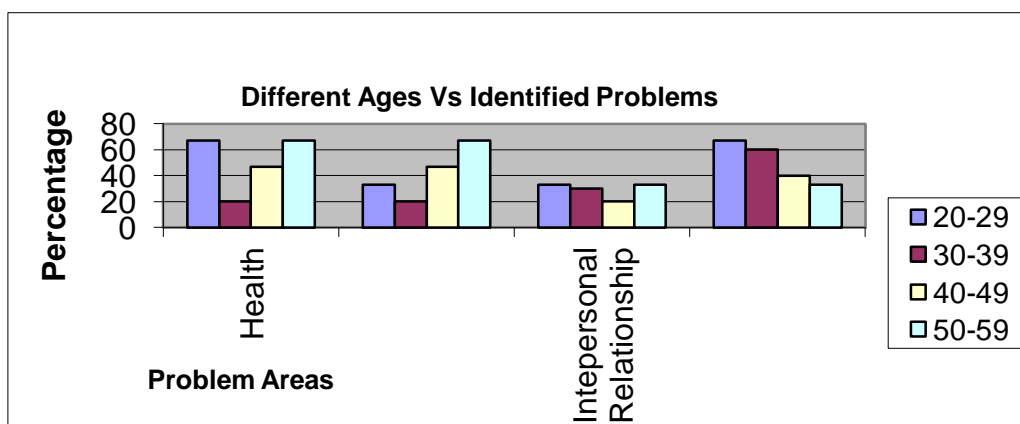
V. DATA ANALYSIS AND INTERPRETATION

Diagram: Perception of Employees of Different age groups about Stress



Interpretation: From the above graphical representation it has been found that the age group of 30-39, 40-49 and 50-59 (65%) are having more workload than the employees aged between 20-29.

Diagram: Problem areas identified by employees of different ages

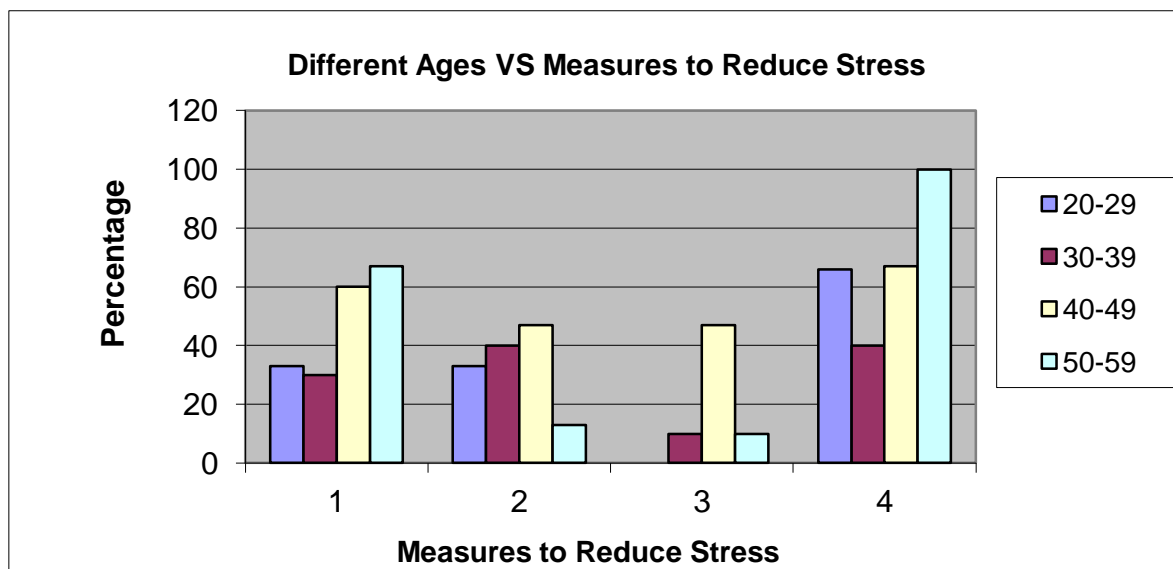


Interpretation: The analysis shows that the employees grouped between 20-29 and 50-59 are facing more health problems (66%) than the other age group 30-39 and 40-49 and this is because of stress factors like performance anxiety, workload and meeting targets.

It can be inferred that there is a strong correlation between health and psychology because the later has a direct impact on health. Problems like mental tension, anxiety, depression, loss of memory and concentration, arise due to psychological problems. And finally it can be found that the age group 20-29 and 30-39 have a problem in their work itself (67%) as these are the upcoming employees with new positions.

It has been found that the employees though they are facing more stress they are still able to maintain better interpersonal relationship with their peers, subordinates and superiors. This may be because to reduce the stress and to complete the task with their support.

Diagram: Measures to reduce stress given by employees of different age groups



1. Counseling 2. Job Rotation 3. Relations 4. Recognition

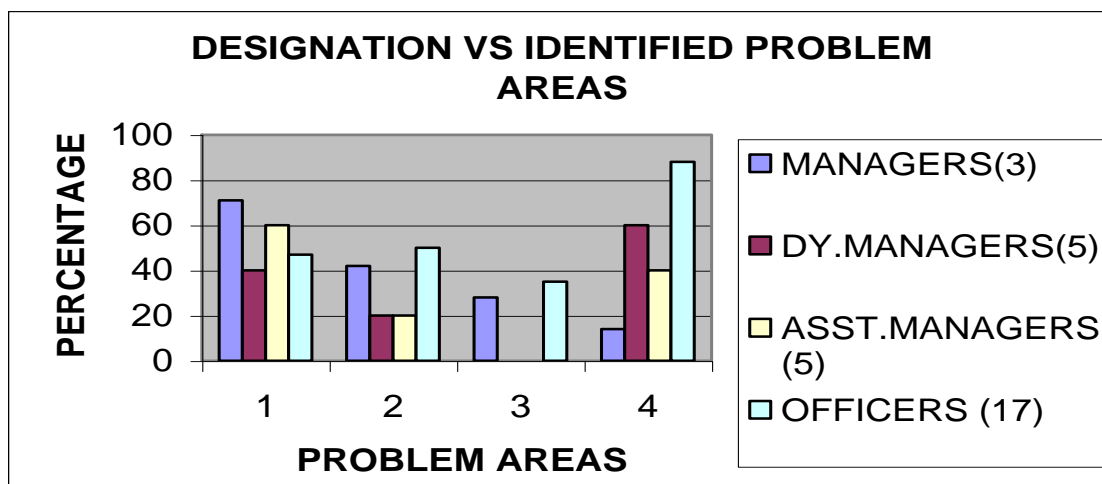
Interpretation: It has been found that the employees of age group 40-49 and 50-59 require counselling (66%) as they are undergoing more stress, whereas employees of the age group 20-29 and 30-39 do not feel the need for counselling (33%).

It has been found that the age group of 30-39 and 40-49 (47%) feel more stress; they insist that job rotation can be used as one of the measures to reduce stress.

From the above analysis we can say that the age group 40-49 feels that better interpersonal relationships (47%) can help reduce the stress level, which in turn will improve the relationship between superior and subordinate.

It has been found that the employees of all the different age groups have felt recognition that good work (67%) can also be one of the measures to reduce stress and this is more in age group of 50-59.

Diagram: Problems areas identified by employees with different designations



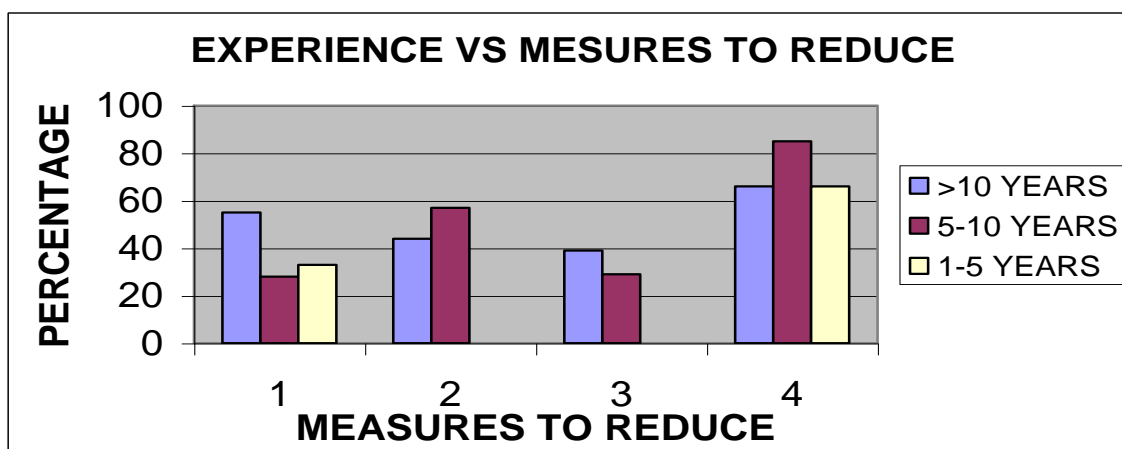
Interpretation: It has been found that the Managers, Asst. Managers and Officers are having more health problems (65%) because there is a direct impact of stress factors like work load, performance anxiety and meeting targets.

The Psychological problems are more marked among Officers and these are equal in Dy. Managers and Asst. Managers are equally facing same psychological problems

It has been found that among managers and officers 35% face fewer problems in interpersonal relationships than others.

And finally we can analyze that the Dy. Managers, Asst. Managers and officers are feeling more stress due to work itself i.e., 90% of problems are due to work itself according to officers and 67% of its in Dy. Managers and Asst. Managers. And it is very little in Managers.

Diagram: Measures to reduce stress given by employees with different designations

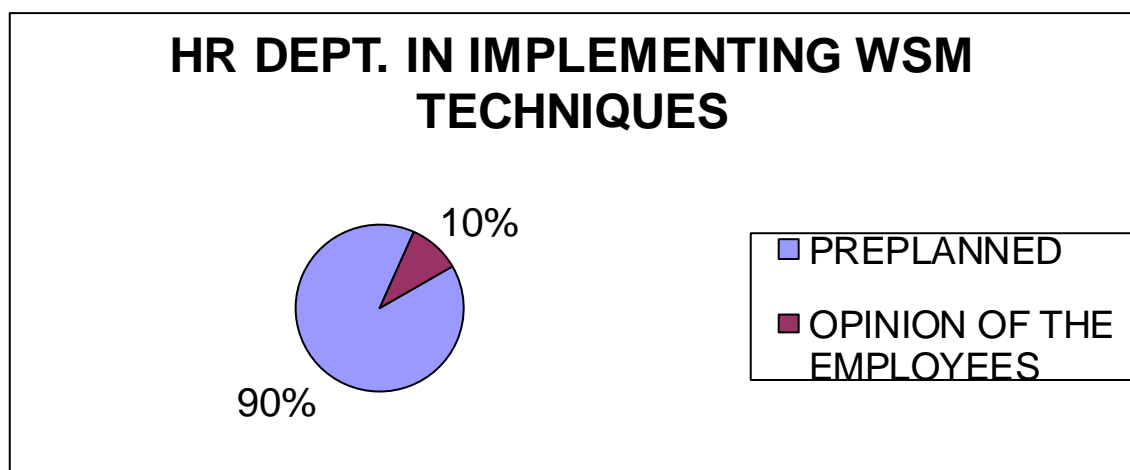


1. Counseling 2. Job Rotation 3. Relations 4. Recognition

Interpretation: It has been found that 70% of those in Officer Cadre feel the need for counselling, job rotation and recognition. They undergo major stress. On the other hand, among Dy. Managers and Asst. Managers 80% feel that recognition

of good work is a good measure of reducing the stress levels. When the good work is recognized it provides them motivation, encouragements there by contributing to the high morale and indirectly reducing the stress level.

Diagram: Perception of employees about HR dept. in implementing work Stress Management techniques



Interpretation: 90% of the analyses show that the HR department must take the opinions of the employees regarding the implementation of work stress management techniques and 10% of the employees want it to be pre-planned by the HR department itself.

VI. FINDING

- ✚ It has been found that 58% of the employees among the total employees in the organization are undergoing stress and these are officers and asst. Managers.
- ✚ It has been found that the employees in the age group of 20-29 are facing more health problems than those of the higher age. This is because the employees of this age are undergoing more stress compared to higher age group due to factors like work load, meeting targets and performance anxiety.
- ✚ It is observed that the employees in the age group of 30-39 are facing more stress than the employees in the age group 40-49. Still they are able to maintain better inter personal relationship with their peers, subordinates and superiors.
- ✚ It has been found that employees in the age group of 30-39 wanted a few changes at work place to reduce the stress like timely targets, distributed work load and periodic relaxation because they feel that it is too concentrated and the time to meet these targets is highly insufficient.
- ✚ It is observed that 95% of the employees are comfortable with the working environment in which they are working.
- ✚ It is observed that the 99% of employees agree that the work stress management techniques will improve the morale of the employees.
- ✚ It has been found that most of the organization has the opinion to take into consideration the employees while implementing the stress management techniques taken by the HR dept.

VII. SUGGESTIONS

- ✚ It is recommended to the company that if stress management techniques are initiated then the average health of the employees will be better and he will be able to better cope with stress. Then by the level and degree of performance of the employee will improve.

- It is recommended that the company should give one task at a time and give sufficient time in meeting the targets so that the employee performs his best without any stress.
- It is recommended that it should focus more in giving stress management techniques to the age group of 20-29. Probably it is due to inexperience.
- It is recommended to the company to take appropriate measures in identifying and arresting the psychological problems. Then the health related problems would also come down. As psychological health has a direct impact on health, performance of employees will improve.
- It is recommended to the company that it should conduct frequent health checkups, and gauges the health level of employees from time to time. If the health of the employee is fine then it can be inferred that the degree of stress in the organizations will be less or negligible.
- It is recommended to the company to conduct frequent recreational programs like to get together in departments concerned, parties on occasions like the birthdays of the employees, on the achievements of any particular department, cultural activities, sports pleasure trips etc.
- It is recommended to the company that bit should improve interpersonal relationships among the employees of different departments by bridging the gap between superiors and subordinates. These can a long way in reducing the degree stress to some extent. It is recommended to the company to initiate a few changes at the work place such as timely targets, distributed workload, flexible work hours and periodic relaxation.
- It is recommended to the company to provide frequent counselling to the employees who are under stress. The counselling should be more focused on the employees in the age group between 20-29 they should also not ignore those with 10 plus years of experience as they are more vulnerable to stress.
- It is recommended to the company to the employee job rotation since doing the same job again and again causes monotony therefore job rotation can be used as an effective tool to reduce stress by creating more interest in the work which will lead to better employee performance.
- It is recommended to the company to instantly recognize any good work done by the employees however small it may be. They should regard them suitably and provide them constant encouragement and support. This will stand in good stead in the long run in sustaining the high morale of the employees and also enhancing its future
- It is recommended that since psychological problem have a direct impact on health it also affect the interpersonal relationships and the quality of work performance among the employees. It is therefore recommended to the company that they try to reduce or eliminate the psychological problems by engaging or hiring well-trained psychiatrist.
- It is recommended that the more experienced employee should be given more work load than the in experienced employee shouldn't be burdened with workload but initially they should be given distributed work and gradually the amount of workload can be increased with the passage of time as they gain more experience.
- It is recommended that the company should create a balance between timely targets and distributed workload by allotting a piece of work to be completed in a specified time. The time limit is proportionate with the work given i.e. time limit should be neither too short not too long.
- It is recommended to the company to organize frequent camps or programs on meditation, yoga, transcendental meditation and stress management.

- It is recommended to the company that it compulsorily insist on the employees to mediate for 15 minutes after coming to the office and before starting their work. They should also similarly mediate for 10-15 minutes after their lunch break and once at the end of the day before they leave the office. This will help the employees to take the work on the next day with a fresh mind.
- It is recommended to the company to arrange for a special and separate room from noise and disturbance and which is quiet and peaceful for meditation purposes.

VIII. CONCLUSION

Stress becomes the part of our everyday life. The researcher has studied job stress among the employees in EID PARRY (INDIA) LTD, PETTAVAITHALAI.

According to this study the workers have more stress due to poor salary, no fringe benefit and heavy work load. So, stress can be eradicated through giving proper effective training and development programmes, adequate salary and other benefits which can fulfil the needs of the employees. The researcher has covered a few aspects of stress. In future research can be conducted in this area focusing more on the emotional aspects.

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