

## A STUDY ON STRESS MANAGEMENT AMONG EMPLOYEES IN AISHWERIYA RUBBER PRODUCTS AT COIMBATORE

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### **ABSTRACT**

*Stress can be defined as the physiological and psychological reaction which occurs as a consequence of perception of an imbalance between the level of demand placed upon individuals and their capabilities to meet those demands. Stress relates to the causes and consequences of less than optimum performance, which is attributable to motivation. Such level of motivation by its nature or its intensity is inappropriate to the work being performed and personality and abilities of the individual concerned. Stress is basically the impact of one object on another. Industrialization increase in the scale of operations in the society is causing increasing stress. Stress is a person's adaptive response to a stimulus that places excessive psychological or physical demand on the person. It can be caused by many factors.*

**KEYWORDS:** *Organizational Stress, Stressed and Unproductive Behavior, Organization, Policies, Consequences of Stress*

### **INTRODUCTION**

Major organizational stressors are task demand, physical demand, and role demand. Stress can affect performance and attitudes or cause withdrawal. It is anything that changes our physical, emotional or mental state encountering various stimuli in the environment. Two important individual differences related to stress are hardiness and optimism. Hardiness is a person's ability to cope with stress. People with hard personalities have an internal locus of control, are strongly committed to the activities in their lives, and view change as an opportunity for advancement and growth.

Some of the consequences of stress have been identified as:

- Reduced productivity
- Lack of creativity
- Job dissatisfaction
- Increased sick leave
- Premature retirement
- Absenteeism

- Accidents
- Organizational breakdown.

Such a strategy would address the following sort of issues:

**Table 1**

Level	Aims	Responsibility
1	Treat casualties	Occupational Health Professionals
2	Detect other cases	Employees/Occupational Health Professionals
3	Increase awareness	Employees, Training, Occupational Health
4	Teach Skills	Training, Occupational Health
5	Improve Culture	Senior Management Team

The first four actions are as essential as the last. These can all be developed by internal staffs that have the knowledge, skills, and ability to ensure that what is provided is as good as anywhere else. There may be benefit from employing outside assistance to consult in the process but basically, the experts in the field are in the organization.

### **Organizational Stress Management**

Organizational Stress Management aims at preventing and reducing stress for both the individual employee and the organization or company. The Training Package offers you eight detailed sessions for stress management training groups in your workplace. These include eight relaxation exercises on audio cassette tapes, together with training in relaxation, breathing, and cognitive-behavioral techniques. We also provide practical training in the management of many workplace stressors. The Stress Management sessions provide employees with the opportunity to tackle major stressors using techniques from Problem Solving Therapy. We also provide research notes with each session, giving you in-depth background information on the problems of work-place stress, together with step-by-step presentations of related therapies of particular value in the treatment of stress at work.

Organizational stressors may be due to any of the following causes:

- **Intrasender Conflict:** This occurs when the same person sends conflicting messages.
- **Intrarole Conflict:** This occurs when different people have different expectations about what a role incumbent should do. This type of conflict is also known as role expectations conflict.
- **Interrole Conflict:** This occurs when two roles held by one person are in conflict. It is also known as integral distance stress.
- **Person Role Conflict:** This occurs when the personal attitudes or values of the individual conflict with what is required of him in a particular role. It is also known as self-role distance.
- **Relationships at Work:** Relationship with colleagues (subordinates, boss and peers) may be a source of occupational stress.
- **Roles Stagnation:** When a person wants to hold a role with a higher responsibility, but is stuck in the same role, this kind of stress results.

- **Organizational Structure and Climate:** Organizational structure and climate may sometimes act as sources of work stress.

### **Statement of the Problem**

Organizational stress has become a widely discussed problem in today's business world. In any organization and in any situation the employee experiences stress in various forms. Stress can either help or hinder one's effectiveness depending on the stress level. An attempt has been made in this research work to identify the organizational stress factors and its impact on job performance of the employees.

### **Significance of the Study**

Generally, stress has negative consequences. However, stress which has neutral connected; it is only the degree of stress, which produces positive or negative consequences. Eustress denote the presence of an optimum level of stress in an individual, which contribute positively to his performance. The present study reveals the dominant organizational stress factors present in the organizational and its impact on the performance of employees.

### **Scope of the Study**

With the study, the researcher can bring about a clear picture about the stress level among the employees in Aishwarya Rubber Products, Coimbatore. The researcher can also state the areas in which the employees face a lot of stress and can also suggest the ways in which the employees can scope of stress in those areas so that their day-to-day work is not disturbed.

## **OBJECTIVES OF THE STUDY**

### **General Objective**

To find out the strategies adopted by employees to manage stress

### **Specific Objectives**

- To identify the stressors in the area of work.
- To examine whether there is any relation between age and stress.
- To analyze whether there is any correlation between the area of work and stress.
- The measures adopted by employees to counter stress.
- To examine and analyze the ensuring factors influencing employee stress.

## **RESEARCH METHODOLOGY**

### **Research Design**

The research design used was Descriptive one. It narrates the whole research in a simple manner. The study has been conducted on Aishwarya Rubber Products, Coimbatore. The study seeks to find out the level of stress among employees and the factors contributing to their stress.

### Sampling Method

The proportionate sampling method is used for choosing the sample size.

### Sample Size

Total strength of the employees where 105. Out of 105, I had collected 100 samples.

### Tools for Data Analysis

The following statistical tools were used for analysis of data:

- Percentage Analysis Method
- Chi-Square Test
- Correlation Analysis
- Percentage analysis method

## REVIEW OF LITERATURE

### Behavior in Organization (Page no: 245)

According to **Baron (1983)**, define occupational stress as "A condition arising from the interaction of people and their jobs and characterized by changes within people that force them to deviate from their normal functioning."

### Stress Management (Page no: 142)

According to **Miles and Perreault (1976)** identify four different types of role conflict: 1. Intra-sender role conflict 2. Inter sender role conflict. 3. Person- role conflict; 4. Role overload. The use of role concepts suggests that job related stress is associated with an individual, interpersonal, and structural variables (Katz and Kahn, 1978; Whetten, 1978). The presence of supportive peer groups and supportive relationships with supervisors are negatively correlated with R.C. (Caplan et al., 1964)

### Employee Participation of Occupational Stress (Page no: 213)

According to **Srivastava and Sehgal (1984)**, the study revealed that employees who maintained high work motivation experienced significantly lower occupational role stress. Such as overload, role ambiguity and conflict, unreasonable group, and political pressures, responsibility for persons, for peer relations, strenuous working conditions and non-profitability as compared to low in the employees.

### A Survey of Employees and Workplace Stress (Page no: 198)

According to **Wheatley, R. (2000)** taking the strain examines the relationship between stress and pressure, highlights the observable signs of stress that a manager should be aware of and describes the key causes of stress at work, including organizational culture and organizational change.

**Stress management, a comprehensive guide to your well being (Page no: 301)** According to **Charles Worth, E.A. and Nathan R.G (1985)** excessive pressure and problems can occur in an employee's personal life as well as at work. If an employee is facing a relationship breakdown, financial problems, and difficulties with neighbors or bereavement, it is

possible that these problems may affect the employee's ability to work effectively. Employees do not have to describe the nature of their personal problems to their manager or personnel. However, if personal problems begin to affect performance at work, then this will need to be raised and discussed with the employee. The objective of the meeting would be to identify the help that the manager or personnel can give to the employee to return to effective working.

## DATA ANALYSIS

The term analysis refers to the computation of certain measures along with searching for pattern of relationship that exist among the data groups. The objective of the study is to determine the impact of organizational stress among the employees in Aishweriya Rubber Products, Coimbatore.

This portion consists of the individual profile of the respondents of the organization. For this percentage analysis was used. Independent variables like gender, age, etc.... are chosen. The data collected on each of the above variables using questionnaire are analyzed using percentage analysis. A five point scale is used for each statement.

The survey was confined to Aishweriya Rubber Products, Coimbatore.

## CORRELATION

The relationship between organization problems are your own and enjoy their role very much

$$\sum xy$$

$$r = \frac{\sum xy}{\sqrt{\sum x^2} * \sqrt{\sum y^2}}$$

$$X-20 \quad Y-20$$

**Table: 2**

X	x	x <sup>2</sup>	Y	Y	y <sup>2</sup>	xy
19	-1	1	7	-13	169	13
22	2	4	17	-3	9	-6
18	-2	4	15	-5	25	10
14	-6	36	24	4	16	-20
27	7	49	37	17	289	119
100	0	94	100	0	508	116

$$\sum x^2 = 94 \quad \sum y^2 = 508 \quad \sum xy = 116$$

$$\sum xy$$

$$r = \frac{\sum xy}{\sqrt{\sum x^2} * \sqrt{\sum y^2}}$$

$$116 = 9.69 * 22.53$$

$$116 = 218.52$$

$$= 0.5308$$

## Interpretation

There is a positive correlation between the employee's consideration towards this organizations problems as their own of the enjoyment of their own role.

## CHI-SQUARE

A relationship between perfection in the quality of work done and employee's who have heavy work load

**Table 3**

	Not at all True	Rarely True	Sometimes True	Most Of The Time True	Always True	Total
Not at all true	5	4	3	2	2	16
Rarely true	9	8	2	1	3	23
Sometimes true	10	9	7	5	4	35
Most of the time true	7	2	1	2	1	13
Always true	6	4	2	1	0	13
<b>Total</b>	<b>37</b>	<b>27</b>	<b>15</b>	<b>11</b>	<b>10</b>	<b>100</b>

H1= There is a true relationship between the perfection in the quality of work done & heavy work done.

H0= There is no true relationship between the perfection in the quality of work done & heavy work done.

$$X^2 = \sum (O-E)^2 / E$$

**Table 4**

O	E	O-E	(O-E) <sup>2</sup>	(O-E) <sup>2</sup> /E
5	5.92	-0.92	0.84	0.14
9	4.32	4.68	21.90	5.06
10	2.4	7.6	57.76	24.06
7	1.76	5.24	27.45	15.59
6	1.6	4.4	19.36	12.1
4	8.51	-4.51	20.34	2.39
8	6.21	1.79	3.20	0.51
9	3.45	5.55	30.80	8.92
2	2.53	-0.53	0.28	0.11
4	2.3	1.7	2.89	1.25
3	12.95	-9.95	99.00	7.64
2	9.45	-7.45	55.50	5.87
7	5.25	1.75	3.06	0.58
1	3.85	-2.85	8.122	2.10
2	3.5	-1.5	2.25	0.64
2	4.81	-2.81	7.89	1.64
1	3.51	-2.51	6.300	1.79
5	1.95	3.05	9.30	4.76
2	1.43	0.57	0.32	0.22
1	1.3	-0.3	0.09	0.06
2	4.81	-2.81	7.89	1.64
3	3.51	-0.51	0.26	0.07
4	1.95	2.05	4.20	2.15
1	1.43	-0.43	0.18	0.12
0	1.3	-1.3	1.69	1.3
				100.72

100.72 -----> calculated

26.3 -----> Table Value

$$V = (r-1)*(c-1)$$

$$= (5-1)*(5-1)$$

$$= (4)*(4)$$

$$= 16$$

At 5% of significance at value 16. The table values 26.3

### Interpretation

Calculated as the value is higher than the table value the project (Ho) is rejected.

## FINDINGS AND SUGGESTIONS

The study was conducted to find out the strategies adopted to manage the stress of the employees of Aishwariya Rubber Products, Coimbatore.

- According to gender, 60% of the respondents are male and only 40% of the respondents are female. Therefore the majority of the respondents are male.
- According to marital status, 75% of the respondents are married and only 25% of the respondents are single. Therefore the majority of the respondents are married.
- According to their educational qualification, 16% of the respondents are post graduate, 24% of the respondents are HSC, 49% of the respondents are graduate and 11% of the respondents are primary. Therefore, according to their qualification, most of the respondents are graduate.
- According to experience, 38% of the respondents are between 5-10 years, 22% of the respondents are between 10-20 years, 31% of the respondents are under 5 years and 9% of the respondents are above 20 years. Therefore, according to experience most of the respondents are between 5-10 years.
- According to their work before office time 45% of the respondents work before office time and 55% of the respondents are not working before office time. Therefore, we can understand that majority of them are doing their job after office time.
- According to employees who are not clear about the expectations of their role 29% of the respondents not at all true, 26% of the respondents rarely true, 24% of the respondents sometimes true, 9% of the respondents most of the time true and 12% of the respondents always true. Therefore, we can understand that majority of the respondents not at all true.

### Suggestions

The following suggestions are made to improve the organizational performance and for a sound organizational position.

- The firm can increase the organizational strength by increasing the number of workers.
- The firm can use Collateral Stress Programs like Stress management programs, Health promotion programs and Screening programs detect signs of stress.

- Since team -work is very important in the workplace.
- More entertainment program can be conducted for the employees to reduce the work stress.
- In order to reduce the heavy workload of the employees more employees, can be appointed.
- More remuneration should be given to the employees doing more work.

## CONCLUSIONS

The present study concerned about organizational stress among employees of Aishwarya Rubber Products, on the basis of the results of the study is able to find out the strategies adopted by the employees to manage stress..

Organizational stress measures show that the organizational position of Aishwarya Rubber Products is stressful. In order to maintain a stress less satisfactory organizational position and also to prevent chances of stress. Aishwarya Rubber Products can use both institutional and collateral programs to reduce stress.

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