

A Study On Stress At Workplace With Reference To Axles India Limited

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ABSTRACT: The aim of this paper is to study the stress level of employees at work place and employees' satisfaction towards the management practices and work stress. Suggestions and recommendation are also given to further to reduce the stress level at work place. Stress management is a wide spectrum of techniques and psychotherapies aimed at controlling a person's level of stress, especially chronic stress, usually for the purpose of improving everyday functioning. The sample consists of 100 employees of Axles India Limited. It is a Descriptive Research. The participants are the employees of the company. It is done using Random sampling. In this study Primary data is collected through questionnaire. In this research, a detailed analysis of the collected data has been attempted as per the objectives of the research. Statistical tools such as percentage analysis and Chi-Square test has been applied for analyzing the data. Hence, there is a significant difference between the psychological working conditions affecting the organization.

Key Words: Stress, Evolution of stress, Group stress, Organizational stress

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I. INTRODUCTION

Stress has become the 21st century buzz word and is part of modern life. Various life events cause stress, starting from birth of a child and enduring with a death of a dear one. Urbanization, industrialization and increase of scale operations in society are some of the reasons for rising stress. People experience stress as they can no longer have complete control over what happens in their lives. The telephone goes out of order, power is shut down, water supply is disrupted, children perform poorly in school etc., we feel frustrated and then stressed.

The word stress is derived from a Latin word **stringer** meaning to draw tight. From the point of view of physical sciences, the phenomena of stress are all evident in all materials when they are subjected to "force, pressure, strain or strong- front". Every material steel, rock or wood has its own limit up to which it can withstand stress without being damaged. Similarly human beings can tolerate a certain level of stress. Stress is highly individualistic in nature. Some people have high level of stress tolerance for stress and thrive very well in the face of several stressors in the environment. In fact, some individuals will not perform unless they experience a level of stress which activates and energizes to put forth their best results.

For every individual there is an **optimum level of stress** under which he or she will perform to full capacity.

If the stress experience is below the optimum level, then the individual gets bored, the motivational level of work reaches a low point and it results to careless mistakes, forgetting to do things and thinking of things other than work during work hours and also leads to absenteeism which may ultimately lead to turnover.

If on the other hand, stress experience is above the optimum level, it leads to too many conflicts with the supervisor or leads to increase of errors, bad decisions and the individual may experience insomnia, stomach problems and psychosomatic illness.

Stress is all pervading modern phenomenon that takes a heavy toll of human life. Different situations and circumstances in our personal life and in our job produce stress. We shall divide them into factors related to the organization or job factors related to the person which include his experience or personality traits.

Job related factors are work overload, time pressures, poor quality of supervision, insecure political climate, role conflict and ambiguity, difference between company values and employee values.

Person related factors are death of a spouse or a close friend, family problems, change to a different line of work, prolonged illness in the family, change in social activities, eating habits, etc.,

Personality traits are Type - A personality. They are impatient, ambitious, competitive, aggressive and hard working. They set high goals and demands on themselves and others. And they are particularly prone to stress inducing anticipatory emotions such as anxiety.

OBJECTIVES OF THE STUDY Primary Objective:

- To undergo an in-depth study about the stress among the employees of Axles India Limited.

Secondary objective:

- To identify the factors causing stress among the employees.
- To find out the level and kind of stress among the employees of different age groups.
- To study about the effects of stress on employees in Axles India Limited.
- To identify the coping strategies to manage stress.

II. LITERATURE REVIEW

Stress is an unavoidable characteristic of life and work. In any job, there are wide variety of potential causes of stress, some of which are common to both men and women, and others are specific to each group. Occupational stress describes physical, mental and emotional wear and tear brought about by incongruence between the requirement of job and capabilities, resources and needs of the employee to cope with job demands.

A review on the previous studies on stress among the employees is necessary to know the areas already covered. This will help to find our new areas uncovered and to study them in depth. The earlier studies made on stress among the employees are briefly reviewed here.

Beena and Poduval (1992) conducted a study on sample of 80 (40 male and 40 female) executives in different organizations. “They found that when age increases, experienced stress also increased due to the increase in the responsibility of the executives. Female executives showed higher rate of stress because women experience greater amount of work change than men do.

Srivastava et al. (1994) revealed that in private sector organization middle level managers faced greater stress and anxiety as compared to top level managers.

Fulcheri et al. (1995) also observed that size of work loads, the complexity of tasks and responsibility are the major sources of stress factors. The reasons for frustration are delay in career development and a slow erosion of status among the managers.

Peterson (1995) explored role conflict; role ambiguity and role overload as reported by industrial workers and also found that managers are more stressed due to role overload from his study “organizational issues for managers”.

Sahu and Mishra (1995) explored the life stress and coping styles in teachers. The sample consisted of 120 male and 120 female teachers. The males used emotion-focused coping as well as problem-focused coping while females used only emotion-focused coping.

Newstrom and Davis (1998) found that when job autonomy provided to managers is high; they enjoy their work and have freedom to do the task according to their own will so that they feel less stress.

Harshpinder and Aujla (2001) investigated the different physical stress management techniques utilized by women. Results showed that working women were making more use of writing dairy, standard furniture and high fiber diet as compared to non working women. The two groups did not differ significantly in the use of other techniques.

Potter et al. (2002) concluded that the interpersonal stressors at work place have the influence on the employees. Interpersonal conflicts experienced in the work place also predict diseases and well being declines. Results proved that psychosocial environment of work place have unique effects on employee.

Arthur, Andrew R (2005) found that

86 per cent of employees who experience stress in the workplace sought help from their workplace counseling schemes. This study found that almost high levels of mental health problems existed (86 per cent) in employees who remained at their work. This finding was at variance with the usual comorbid presentation of anxiety and depression found community based on mental health services and suggests that depression may be an important differentiating factor between those who can remain at work and use counseling and those who cannot.

Coetzer, and W.J.; Rothmann, S. (2006) in their article titled “Occupational stress of employees in an insurance company”, they identified occupational stressors for employees in an insurance company. The results showed that job insecurity as well as pay and benefits were the highest stressors in the insurance industry. They also assessed the relationships between occupational stress, ill health and organizational commitment.

Latha and Panchanatham (2007) found out the job stressors and their implications on the job performance of 40 software professionals. More than 50% of the respondents do not feel stressed by the working conditions and promotional opportunities. It can be inferred that IT industry is providing better working environment.

Sang, Katherine J. C.; Dainty, Andrew R. J.; Ison, Stephen G. (2007) their research titled. "Gender: a risk factor for occupational stress in the architectural profession" jointly aimed to research gender differences in occupational health and well-being. In this study, the female respondents reported significantly lower overall job satisfaction and due to it, significantly higher levels of insomnia and constipation, work-life conflict and turnover intentions.

Nagesh, P. And Murthy, M. S. Narasimha(2008) in their study titled "Stress Management at IT Call Centers" has identified that the six factors contribute to workplace stress: demands of the job, control overwork, support from colleagues and management, working, clarity of role, and organizational change. This paper also suggested measures in the form of training to enable organizations and individuals to manage stress at workplaces in general and IT call centers in particular. The paper is based on a study carried out in respect of a few selected IT call centers.

Richardson, K. M., and Rothstein, (2008) "Effects of occupational stress management intervention programs" they provided an empirical review of stress management interventions, employing meta-analysis procedures. The results also revealed that relaxation interventions were the most frequent type of intervention. Further, there were a few stress interventions focused on the organizational level. More specific results also indicated that cognitive-behavioral interventions produced larger effects than other types of interventions.

Magee and Bill (2009) in their article titled "Stress, Anxiety and Anger about Home and Work" they suggested that mediate associations between the differentiated forms of work with me matching effects at home.

J.E. Agolla (2009) in his research article titled "Occupational Stress Among Police Officers: The Case of Botswana Police Service", has conducted a study among the police to find out work stress symptoms and coping strategies among the police service in Botswana. This study reveals that the police work stressors are; getting injured while on duty and the use of force when the job demands to do so, etc. The coping strategies were identified as exercising, socializing, healthy eating or diets, career planning and employee training.

It is quite obvious that occupational stress influences employee's experiences in different aspects of their job. Stress and distressed by: **Musica, Christopher, Searcher**, Feb 2010, Vol.18

Issue 1, P36 - 41,5p, 1 color photograph, 1 chart : The article presents situations where customer service agents who are unpaid, underappreciated, and over worked become stressed out and the effects these factors bring on customer service. Stressed out customer service representatives provide inadequate and poor customer service. Strategies like taking a deep breath or venting out emotion, including using humor, along with having a proper diet to ease-out stress are discussed.

The research study of **Jamal. M** finds that job stressors were significantly related to employees' psychosomatic problems, job satisfaction, unproductive time at the job, and absenteeism. Type A behavior was found to be an important moderator of the stress outcome relationship.

J. M. Atieh argues that it is not safe to assume that job conditions that have an adverse impact on affective reactions to the job will also have a negative impact on overall subjective well-being.

Fienmann views stress as a psychological response state of negative effect characterized by a persistent and a high level of experienced anxiety or tension. Recent research into the interaction between the mind body show that we may place our body on stress 'alert' quite unconsciously, because of our psychological and emotional attitudes to stress. Anticipatory emotions like impatience, anxiety, and anger can produce the same nerve impulses and chemical reactions as being faced with a concrete challenge. So when faced with a stressful situation, we must either use up the energy created by the body to challenge or learn how to "turn off", the response using a conscious relaxation technique.

Brief. A. P and J. M. Atieh, "Studying job stress: Are we making mountains out of molehills?" Journal of occupational behavior, 1987 pp115- 26. Hans Seyle, the endocrinologist, whose research on General Adaptation Syndrome (GAS), for the first time, revealed how human beings adapt themselves to emotional strives and strains in their lives. According to him emotional stress occurs in three important stages.

Alarm reaction stage
Resistance stage
Exhaustion stage.

Alarm reaction is caused by physical or psychological stressors. Resistances are brought about by ACTH hormone of the body. Exhaustion follows when ACTH dwindles as a result of continual stress. (ACTH- Adrenocorticotropic). According to **Stephen .P. Robbins**, stress related headaches are the leading cause of loss of work time in U. S. industry.

Cooper and Marshall visualize stress as characteristics of both the focal individual and his environment. They designate the internal and external consultive forces as ‘pressures’ or ‘stressors’ and the resulting stalk of the organism on stress.

III. RESEARCH DESIGN

A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with the economy in procedure.

A. SAMPLE UNIT AND SAMPLE SIZE Sampling:

A part of population form a set of units, which is provided by some process or other, usually by deliberate selection with the objective of investigating the properties of parent population or set.

Sample surey :

The survey was carried out in just a portion and not the whole population is surveyed.

Sample unit:

The employees of AXLES INDIA are the sample unit in this survey.

Sample size:

The total numbers of respondents are termed as sample size. The size of sample for current research is 100.

B. Statistical Tools

The statistical tools involved in this project are as follows:

- ¾ Percentage Analysis
- ¾ Chi-Square analysis

C. Data Analysis

AGE WISE CLASSIFICATION OF EMPLOYEES		
Age	No of respondents	Percentage
(21-30)years	46	46%
(31-40)years	30	30%
(41-50) years	20	20%
50 & above years	4	4%
TOTAL	100	100%

INTERPRETATION:

From the above table, we can see that

46% of the respondents are between (21-30) years, 30% of the respondents are between (31-40) years, 20% of the respondent are between (41-50) years and 4% of the respondents are above 50 years.

D. STATISTICAL ANALYSIS

1. CHI-SQUARE TEST STATEMENT OF HYPOTHESIS:

A hypothesis can be defined as a logically conjectured relationship between two or more variables expressed in the form of testable statement.

1. Null Hypothesis- There is no significant relationship between
2. Alternate hypothesis- There is significant relationship between

Null hypothesis (H₀):

Null hypothesis is formulated only to test whether there is any relationship between variables related to the problem being studied. Usually the null hypothesis is formed as a negative statement.

Alternate hypothesis (H_a):

Alternate Hypothesis (H_a) is a statement, which is accepted after the null hypothesis is rejected based on the test result. The alternate hypothesis usually is formed as a positive statement.

Chi Square: Chi Square is used as a test of independency. By using chi square we can find out whether two or more attributes are associated or not. In this parlance chi square test is used to find out whether are or the level of stress plays a significant role in handling stress.

Chi square = $(O-E)^2 / E$

f Degree of freedom for single data: (n-1)

f Degree of freedom for double data: (r-1) (c-1)

f Significance level: 5%

WORKING CONDITIONS	NO OF RESPONDENTS	PERCENTAGE
Pleasant	40	40%
Friendly	25	25%
Neutral	10	10%
Strained	15	15%
Very poor	10	10%
TOTAL	100	100%

O	E	O-E	(O-E) ²	(O-E) ² /E
40	20	20	400	20
25	20	5	25	1.25
10	20	-10	100	5
15	20	-5	25	1.25
10	20	-10	100	5
TOTAL	100	0	650	32.5

Presentation:

To aid presentation, pie charts and bar diagrams are used in the study to give a quick recap and better understanding.

PSYCHOLOGICAL WORKING CONDITIONS NULL HYPOTHESIS (H₀):

There is no significant difference between Psychological working conditions that affecting the organization.

ALTERNATIVE HYPOTHESIS (H_a):

There is a significant difference between Psychological working conditions that affecting the organization.

Level of significance	5%
Calculated Value	32.5
Degree of Freedom	4
Table Value	9.48
TV < CV	

Therefore, Hypothesis is rejected at 5% significant level.

Interpretation:

Hence, there is a significant difference between the psychological working conditions affecting the organization.

2.Experience Vs. Stress In Job Null Hypothesis (H₀):

There is no significant difference between Experience and Stress in Job.

ALTERNATIVE HYPOTHESIS (H_a):

There is a significant difference between Experience and Stress in Job.

OBSERVED FREQUENCIES

EXPERIENCE	Yes	No	TOTAL
Below 5 years	30	10	40
5-10 years	20	8	28
10-15 years	15	5	20
15 & above	5	7	12
TOTAL	70	30	100

EXPECTED FREQUENCIES

EXPERIENCE	YES	NO	TOTAL
BELOW 5	28	12	40
5-10 YEARS	19.6	8.4	28
10-15 YEARS	14	6	20
15 & ABOVE	8.4	3.6	12
TOTAL	70	30	100

O	E	O-E	(O-E) ²	(O-E) ² /E
30	28	2	4	0.142
20	19.6	0.4	0.16	0.008
15	14	1	1	0.0714
5	8.4	-3.4	11.56	1.376
10	12	-2	4	0.333
8	8.4	-0.4	0.16	0.0190
5	6	-1	1	0.1666
7	3.6	3.4	11.56	3.211
TOTAL	100	0	33.44	5.327

Level of significance	5%
Calculated Value	5.327
Degree of Freedom	4
Table Value	7.814

T.V > C.V

Therefore, hypothesis is accepted at 5% significant level. INTERPRETATION:

Thus, there is no significant difference between Experience and Stress in job.

IV. FINDINGS

f46% of the respondents are between the age group 21-30 years.

f Out of the total sample most of the respondents, 90% are male employees.

f50% of the respondents are married and the rest 50% of the respondents are unmarried.

f Out of the total sample most of the respondents, 70% are Under Graduate.

fMost of the respondents have 5 – 10 years of long association with the organization.

fMost of the employees disagree that their job interferes with family and social obligations or their personal needs and 22% of employees say that their work environment is not very pleasant to them.

f Almost 40% of the employees are satisfied with the physical working conditions of the organization.

fMajority of 60% of the employees undergo mental stress in their job.

fAmong all other factors, the job itself causes more stress according to most of the respondents.

f Most of the respondents feel very high level of stress in their job.

fMore than half of the respondents have physical inconvenience due to stress and most of the respondents suffer from headache and hyper tension.

f Employees of the age group 21 – 30 years have said that stress affects their performance level.

f Almost all the respondents prefer to follow

coping strategies personally, to manage stress and they prefer to spend time with their family and at the same time to follow a healthy diet.

f Most of the respondents say that the organization takes suitable steps to manage stress.

V. SUGGESTIONS AND RECOMMENDATIONS

- fConduct self analysis through personality type testes.
- fDevelop inter personal skill development.
- fFocus on performance appraisal and financial motivation.
- f Try to get 6-7 hours of continuous sleeper day
- fCreate positive outlook towards work and responsibilities.
- f The employees must give importance to

time management techniques thereby they can complete their work within the specified time.

- f Stress management programs should beadministered to almost all the employees as they experience stress.
- fSince the job itself is identified as the main cause of stress among 40% of the respondents, measures regarding changing the job design should be undertaken.
- fAdopt the work to home transitionstrategy. It means instead of carrying the pressures of the work to home, the suggestion is to start the unwinding process during the work day and enter the home in a relaxed and peaceful mind.
- fGiving counseling to the employees whenthey face problems, because counseling is the discussion of a problem that usually has emotional content with an employee in order to help the employee cope within better.
- fEngaging the employee in trainingexercise, because it stimulates the brain and the body. Also the employees must do meditation and yoga in their daily life.

VI. CONCLUSION

Stress has been called “the invisible”. It is a disease that may affect you, your organization, and any of the people in it, so you cannot afford to ignore it.

Stress in the work place has become the black plague of the present century. Much of the stress at work is caused not only by work overload and time pressure but also by lack of rewards and praise, and more importantly, by not providing individuals with the autonomy to do their work as they would like. **It is important that your workplace is being continuously monitored for stress problems.**

Further, it is not only important to identify stress problems and to deal with them but to promote healthy work and reduce harmful aspects of work.

The present study was conducted at AXLES INDIA LIMITED. This research set out to explore various causes and effects of stress at focusing on

fEffects of Stress on Performance

f Measures to reduce Stress.

A survey questionnaire was given to all the employees at Axles India Limited. From the responses it appears that majority of the employees are happy and are able to cope up with stress situations and the study reveled that only few employees fall under low stress category and more than half of the employees are highly stressed & need prevailing in the organization to some extent.

The management can however focus on measures for better management of stress. This can be achieved by

fConducting seminars on Stress management

f Providing Counseling

fTeaching Yoga

fOrganizing Stress management events such as laughter therapy, cultural events etc.,

f Providing various relaxing facilities such as gym, table tennis etc., so that employees can relax during their break time.

Overall, I feel that when we enhance the psychological well being and health of the employees, in the coming future, the organization would make more revenue as well as employee retention. Because it is said that

“A Healthy Employee is a Productive Employee”

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