
A STUDY ON STRESS MANAGEMENT AT WORKPLACE WITH REFERENCE TO RKS MOTORS

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ABSTRACT:

Stress is a major factor which will show effect on personnel and professional life of an employee. Employee stress may relate to personnel or professional but it definitely show effect on the work. In this study it is found that many of the employees found stress in the work environment. Stress is majorly due to targets and working timings. Many of the employees want to share their problems with colleagues rather than supervisors. It indicates the need to improve Supervisors-subordinate relations to handle the stress situations effectively. There should be scope for employee participation to motivate the employees towards their targets and management has to show special concern on these areas.

Key words: Stress, Work environment, Supervisors, Targets, Employee participation

INTRODUCTION

Working for more than four hours a day can be quite challenging for some people since not all employees have the same skill level and intellect. Besides that, the number of problems in the workplace that need to be resolved immediately can be quite demanding. Hence, it is important for companies to ensure that continuous seminars and workshops are held on a regular basis to make sure staff members are equipped to conquer various trials.

Stress management refers to the wide spectrum of techniques and psychotherapies aimed at controlling a person's levels of stress, especially chronic stress, usually for the purpose of improving everyday functioning.

OBJECTIVES

- To study the stress levels of employees in the organization.
- To study the impact of stress on employees.

METHODOLOGY

The study was carried out with primary and secondary data. The primary data was collected from 100 employees of RKS MOTORS(SABOO) located in Hyderabad, Telangana. The analysis was carried out with the responses of RKS MOTORS employees by adopting convenience sampling through questionnaire and presented in the form of tabulation. The tools for analysis are percentage analysis.

Review of Literature

Professor Derek Mowbray : "Stress is at the wrong end of a continuum that includes the stimulus of pressure, the semi-stimulus of tension, the diversion of strain, and the disaster that is stress. Stressed people do not concentrate and tend to freeze in the face of anxiety. Failure to treat and eliminate stress often results in serious physical conditions."

L. S. Kang and R. S. Sandhu : stated that stress is an individual's state of mind in an encounter of a demanding situation or any constraint in the organization which she/he feels harmful or threat for herself/himself.

Pratibha Garg: Job or occupational stress is a mismatch between the individual capabilities and organizational demands. Employees often experience stress because of heavy work, unexpected work pace, difficult work schedules,

role conflict, and uncertainty regarding job security, poor interpersonal relationships and unpleasant working conditions. Stress manifests in conflict, depression, headaches, hypertension, alcoholism and other conditions. The organizations not only lose money by paying medical bills but also lose profits due to reduced productivity.

R Neelamegam and S Asrafi: stated that stress is a general term applied to the pressures felt in life. Stress at work is almost inevitable in many jobs. It has become a major buzzword and a legitimate concern of the time.

Kulkarni : in an article Burnout said that rapid change of the modern working life is associated with increasing demands of learning new skills, need to adopt to new types of work, pressure of higher productivity and quality of work, time pressure and hectic jobs are increasing stress among the workforce. Further he added that privatization and globalization have ignited mergers, acquisitions and precarious employment.

Cobb: study related that, "The responsibility load creates severe stress among workers and managers." If the individual manager cannot cope with the increased responsibilities it may lead to several physical and psychological disorders among them.

Causes of Stress:

The major causes of stress at work or in organization:

- Career Concern
- Role Ambiguity
- Rotating Work Shifts
- Role Conflict
- Occupational Demands.
- Lack of Participation in Decision-making
- Work Overload:
- Work Under load
- Poor Working Conditions
- Lack of Group Cohesiveness

- Interpersonal and Intergroup Conflict
- Organizational Changes

Certain factors outside the scope of an organization also cause stress.

- Civic Amenities
- Life Changes
- Frustration
- Racial, Caste, and Religious Conflicts
- Personality
- Technological Changes

Following habits can remarkably help to relieve stress:

- Regular meditation,
- Physical exercise,
- Balanced diet,
- Focused thinking,
- Control of anger,
- Managing Depression,
- Maintaining calmness in stressful situations,
- Having a positive attitude towards life,
- Harmony towards self and others, etc.

Data analysis

Table: 1 How is work culture supportive in your organisation?

Particulars	No. Of respondents	% of response
Mostly	54	54%
Rarely	20	20%
Sometimes	20	20%
Not at all	6	6%
Total	100	100%

Interpretation: Work culture is Supportive for the employees to perform their job.

Table: 2 How often you face stress situation in your organisation?

Particulars	No. Of respondents	% of response
Mostly	14	14%
Rarely	40	40%
Sometimes	38	38%
Not at all	8	8%
Total	100	100%

Interpretation:

40% of the people are facing Stress situations Rarely and 38% of the people are facing sometimes. 14% are voted for mostly and 8% are voted for not t all.

Table:3 Most of your stress is related to...

Particulars	No. Of respondents	No. of response
Work environment	50	50%
Supervision	34	34%
Work group	14	14%
Social injustice	2	2%
Total	100	100%

Interpretation:

50% of the people facing Stress, related to Work environment. And 34% people feel due to supervision they are facing stress, and 14% & 2% are facing stress situation due to work group and social injustice respectively.

Table:4 Are you Satisfied with your job

Particulars	No. Of respondents	No. of response
Satisfied	84	84%
Not Satisfied	16	16%
Total	100	100%

Interpretation:

84% of the employees are satisfied with their job and 16% of the employees are not satisfied with their job. So we can conclude that most of the employees are satisfied with their roles.

Table:5 Do you want to change your duties for sometime

Particulars	No. Of respondents	No. of response
Yes	22	22%
No	20	20%
Periodically	24	24%
Weekly	18	18%
Randomly	16	16%
Total	100	100%

Interpretation:

Most of all the employees wants to change their duties is either randomly, periodically or weekly and only 20% of the people don't want to change their duties.

Table:6 Have you taken leave in the past 12 months due to work related stress?

Particulars	No. Of respondents	No. of response
Yes	68	68%
No	32	32%
Total	100	100%

Interpretation:

68% of the people are take leave in the past 12 months due to work related stress It clearly shows that work burden is more in employees.

Table:7 Is your Stress related to Targets?

Particulars	No. Of respondents	No. of response
Yes	28	28%
No	28	28%
Can't say	22	22%
Sometimes	22	22%
Total	100	100%

Interpretation:

All options have are voted similarly, there is little difference between the majority i.e., 6% and two options i.e., yes and no two options get voted with same majority of the people i.e., 28%

Interpretation:

40% of the people feel that management is effective in handling the stress situation.

Table:8 Whom does you report / share if you have any problems in your work ?

Particulars	No. Of respondents	No. of response
Superior	24	24%
Colleagues	32	32%
Functional Head	20	20%
Head of Hr dept	24	24%
Total	100	100%

Interpretation:

32% of the employees are sharing problems with their colleagues and 24% are sharing with their superior and head of hr dept. And 20% are sharing with their functional head.

Table:9 To what level the Management is effective in handling your Stress situation?

Particulars	No. Of respondents	No. of response
Completely	24	24%
To a certain extent	40	40%
To a satisfactory	30	30%
Not at all	6	6%
Total	100	100%

Table:10 Do you ever feel that you are achieving less than you should.

Particulars	No. Of respondents	No. of response
Yes	36	36%
No	26	26%
Sometimes	38	38%
Total	100	100%

Interpretation:

Most of the people vote for the options sometimes and yes which indicates that they are not feeling that they are not meeting their standards.

Findings

5.1. Findings:

- In Saboo automobiles most of the employees facing stress situations, due to targets.
- Mostly employee's stress is related to their work environment
- And some of the employees are taking leaves because of work related stress.
- Most of the employees want to share their problems with their colleagues rather than their superiors.
- To a certain extent management is effective to handle employee stress whenever there is a possibility
- Few people want to join in groups like unions who will support their thoughts.
- Most of the employees want to change their duties like shifts.
- Employees sometimes feel that they are achieving less than they should.

CONCLUSION

Stress is a major factor which will show effect on personnel and professional life of an employee. Employee stress may relate to

personnel or professional but it definitely show effect on the work, where management has to show special concern on these areas.

In Saboo most of the stress is related to work environment and it is impacting on productivity. Management role is crucial in handling the stress among the employees by reviewing their targets and by setting up proper mechanism like changing in working hours will also give positive results. Both sides employee and management by getting habituated to such habits like meditation, jogging, yoga etc.,

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