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## A STUDY ON STRESS MANAGEMENT OF EMPLOYEES WITH SPECIAL REFERENCE TO STERLING HOLIDAYS, OOTY

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### ABSTRACT

*Stress is the emotional and physical strain caused by our response to pressure from outside the world. It is a dynamic condition in which an individual is confronted with an opportunity, constraint, or demand related to what he or she desires and for which the outcome is perceived to be both uncertain and unimportant. Stress is also often typified by a lack of control over conditions at work. Stress is the physical and mental response of the body to demands made upon it. It is the result of our reaction to outside events, not necessarily the events themselves. Stress is the anticipated and unavoidable element of life due to unavoidable element of life due to ever increasing complexities and competitiveness in living standards. The speed of change in humankind today is certainly overwhelming and breathtaking. In the fast changing world of today, no individuals are free from stress nor is any profession stress free. It is just not enough to treat the causes but the consequences of stress one physical, emotion and behaviors areas also require due attention.*

### KEYWORDS

signs of stress, causes of stress, physical & mental response.

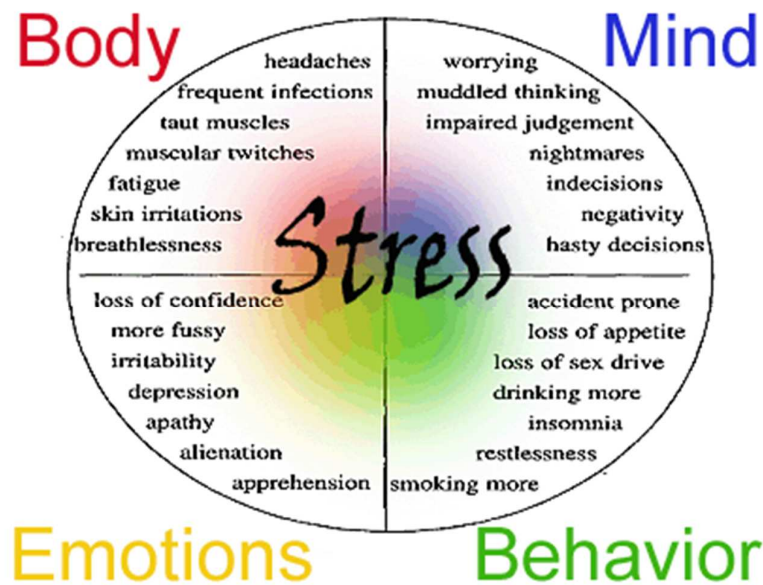
### INTRODUCTION

**S**tress is a normal physical response to events that makes one feel upset in some way or the other. In today's modern world, life is so full of hassles, deadlines and demand that stress has become a mode of life. People usually think of stress as a negative experience. According biological point of view, stress can be a neutral, negative or positive experience. It is not always bad and it can help individuals to perform well under pressure. But a person constantly running in the emergency mode is sure to harm one's mind and body. It is thus essential to balance and manage stress in positive way to lead a healthy life in body, mind and spirit.

### SOME SIGNS OF STRESS

- **PHYSICAL SIGN**
  - a) Increased heart rate
  - b) Muscle aches, stiffness or pain
  - c) High blood pressure
  - d) Weight gain or loss
- **BEHAVIOURAL SIGNS**
  - a. Increased smoking, drinking, drug etc
  - b. Aggression (i.e. yelling, swearing)
  - c. Changes eating habits
  - d. Changes sleeping hob
- **MENTAL SIGNS**
  - a. Difficulty concentrating
  - b. Decreased memory
  - c. Confusion
  - d. Difficulty making decision
- **EMOTIONAL SIGNS**
  - a. Anxiety
  - b. Anger
  - c. Irritability: short temper
  - d. Impatience

FIG. 1



### OBJECTIVES OF THE STUDY

1. To identify the major sources of stress of employees in the company.
2. To assess the level of stress experienced by the workers.
3. To identify the situations that cause stress among workers.
4. To understand satisfaction level and physical & mental strain of workers.

### STATEMENT OF THE PROBLEM

Modern living has brought with it, not only immeasurable means of comfort, but also an overabundance of demand that tax human body and mind. Nowadays, everyone talks about stress. It is prevalent across all socioeconomic group of population. Not only just high pressure executives are its key victims but it also includes laborers, slum dwellers, working women, businessmen, professionals and even children.

Stress is the anticipated and unavoidable element of life due to ever increasing complexities and competitiveness in living standards. The speed of change in humankind today is certainly overwhelming and breathtaking. In the fast changing world of today, no individuals is free from stress nor is any profession stress free.

### LIMITATIONS OF THE STUDY

- The study is confined to limited period i.e. 45 days
- Some of the respondents were un willingness to answer the questions.
- Most of the respondents hesitate to give their personal details related to stress
- The sample size chosen is covered only a small portion of the whole population of sterling holidays
- The study is limited with the permanent employees.

### SCOPE OF THE STUDY

- The organization have now realized the importance of stress management however, they focus on the reduction or management of the job related stressors alone, but the impact of personal stressors like family and social commitments do have a bearing on the emotional stability and physical ability of the employee.
- It is just not enough to treat the causes but the consequences of stress one physical, emotion and behaviors areas also require due attention.
- In this way, this study could be extended so as to include the personal stresses and the consequences of the stress may those be identified so as to enable the employee is the better management of their response to stressors.
- Considering the role of worker the data can be obtained at different stages of the schedule of work and the variations in the stress level can also be studied.

### RESEARCH METHODOLOGY

Research in common parlance refers to search of knowledge. Business research can be defined the systematic enquiry whose objective is to provide information to solve managerial problem.

#### RESEARCH DESIGN

It is the arrangement of conditions for collection and analysis of data in a manual that aims to combine relative to the research purpose with economy in procedure. The research design is the conception stature for the collection, measurement and analysis. The nature of study is a descriptive research. It studies those, which are concerned with describing the characteristics of a particular individual or of a group.

#### SAMPLING DESIGN

The sample design that has been under taken is convenient sampling.

#### METHODS OF DATA COLLECTION

The task of data collection begins after a research problem has been and research design or plan chalked out.

#### PRIMARY DATA

Primary data are those, which are collection afresh and for the first and thus happen to be original in character. The primary data is collected through questionnaire method. In this method, questionnaire is sent to the presence concern with request to answer the question and return the questionnaire. A questionnaire consists of number of questions printed or typed in a definite order on a form or set of forms.

**SECONDARY DATA**

Secondary data means, data that already available. They refer to the data is have already been collected and analyzed by someone else. Secondary may either be published data or unpublished data usually data available in technical and trade journals, reports and publication of various association connect with business and industry, letter, research work.

**TOOLS FOR DATA COLLECTION**

The data collected through questionnaires were analyzed using

- ✓ Simple percentage method,
- ✓ Chi-square method and
- ✓ Ranking analysis.

**TABLE 1: SIMPLE PERCENTAGE METHOD**

Variables	Category	Percentage	Variables	Category	Percentage
Age	20-30	33.6	Opinion regarding the excessive work overload	Strongly Agree	30
	30-40	35.2		Agree	20
	40-50	29.6		Neutral	25
	50 above	1.6		Disagree	40
Gender	Male	65.6	Opinion regarding the time pressure & deadlines	Strongly Disagree	5
	Female	34.4		Strongly Agree	40
Marital status	Married	42.4		Agree	25
	Unmarried	57.6		Neutral	20
Qualification	Diploma	29.6	Opinion regarding the conflicting job demand, loyalties	Disagree	10
	Engineer	32		Strongly Disagree	5
	Graduate	25.6		Strongly Agree	20
Experience	Post graduate	12.8		Agree	40
	0 – 3	20		Neutral	25
	3 – 7	42.5		Disagree	7.5
	7 – 10	21		Strongly Disagree	7.5
Salary	10 above	16.5	Opinion regarding the physical and mental hard work	Strongly Agree	45
	4000 – 8000	47		Agree	20
	8000 – 15000	13		Neutral	21
	15000 - 20000	33.5		Disagree	9
	20000 above	6.5		Strongly Disagree	5

**CHI SQUARE**

**TABLE 2: CROSS TABULATION BETWEEN GENDER AND STUDY VARIABLE**

VARIABLES	CHI SQUARE	SIGNIFICANT/NOT SIGNIFICANT	REMARK
Number of dependents on your income	.331	NOT SIGNIFICANT	ACCEPT
Experience of the respondents	.888	NOT SIGNIFICANT	ACCEPT
Excessive work overload	.092	NOT SIGNIFICANT	ACCEPT
Time pressure and dead line	.688	NOT SIGNIFICANT	ACCEPT

**INTERPRETATION**

From the above table it could be inferred that the hypothesis is accepted, hence there exist no significant relationship between Gender and study factor at significant, except all variables only very less % of the dependent variable (The value) can be explained by independent variable (gender).

**TABLE 3: CROSS TABULATION BETWEEN AGE AND STUDY VARIABLE**

VARIABLES	CHI SQUARE	SIGNIFICANT/NOT SIGNIFICANT	REMARK
Conflicting job demand loyalties	.240	NOT SIGNIFICANT	ACCEPT
Existence of rumours and gossips	.004	SIGNIFICANT	REJECT
Existence of sex discrimination and prejudices	.054	NOT SIGNIFICANT	ACCEPT
Administration and paper work	.430	NOT SIGNIFICANT	ACCEPT

**INTERPRETATION**

From the above table it could be inferred that the null hypothesis is rejected, as there is a significant relationship between age and the existence of rumors and gossips @ 5% level of significance.

**RANKING ANALYSIS**

**TABLE 4: SHOWING PROBLEM FACED BY THE EMPLOYEES**

S.No	Problems	Total	Rank
1	Less time to spent with family	972	VI
2	Physical strains	958	VII
3	Low morale and work force	1000	V
4	Job is too stressful	1032	I
5	Distance from place your reside	1027	II
6	Too much criticism	1006	IV
7	No opportunities for advertisement	1023	III

**Source: Primary Data**

**INTERPRETATION**

The above ranking analysis shows that job is too stressful (Rank 1) is the most problem faced by respondents from sterling holidays. Its followed by after distance from place your reside (2), no opportunities for advertisement (3), too much criticism (4), low morale and work force (5), less time to spent with family(6), physical strains(7).

The major of respondents stated that job is too stressful is the common problem faced.

**REVIEW OF LITERATURE**

**“Salve Hans in 1936”** The concept of stress was first introduced in the life science (Salve Hans in 1936) It was derived from the Latin word ‘stringers it means the experience of physical need, malnourishment, agony and pain. Stress means “the non-specific response of the body to any demand placed upon it”. Further, stress was defined as “any external event or internal drive which threatens to upset the human being stability”

**"Stephen Robbins in 1999"** Stress has been stated by Stephen Robbins (1999) as "a dynamic condition in which an individual is confronted with an opportunity, constraint or demand related to what he /she desires and for which the outcome is perceived to be both uncertain and important". Stress affect not only our physical health but our mental well –being too.

**"Burns in 1990"** The first part of this report will deal with the nature of stress and its impact on the mental and physical health of people. In the second part the review of literature will provide different strategies for improving our ability to deal with stressful situations.

**"Weihrich and Koontz, 1993"** is an adaptive response, mediated by individual differences and/or psychological processes, that is, a consequence of any external (environment) action, situation, or event that places excessive psychological and/or physical demands on a person. (Weihrich and Koontz, 1993)

**"Murray & Lopez, in 1997"** In the Global Burden of Disease study. It was predicted that by the year 2020 depression would be second only to heart disease. That report also indicated that mental disorders, and alcohol-use disorders, were linked to disability and death by suicide.

## FINDINGS

- Majority 31% of the respondents are neutral.
- Majority 29% of the respondents are having neutral opinion with the statement.
- Majority 45% of the respondents strongly agree.
- Majority 44% of the respondents strongly agree for face conflicting demand from superiors.

## SUGGESTIONS

- ❖ It is very difficult to work in continuous shift. The company can avoid such situation.
- ❖ The company can try to increase the employee earnings and improve their present working conditions.
- ❖ The workload of the employees can be reduced by the company for reducing the stress of employee.
- ❖ Company should provide the feedback for the employee's performance. It helps in reducing the stress level of employees.
- ❖ Management should provide adequate infrastructure facility. It will help in reducing the stress of employees.

## CONCLUSION

Discuss stress and its management are should understand that this is not the exhaustive list of the stress factors and various techniques. Stress can be confronted and reduced if and only. If we understand ourselves better, analyze the behavior and identify the stressors. The stress management techniques will work if we are honest with ourselves and adopt the techniques in their fullest spirit.

The project was carried out in STERLING HOLIDAYS Pvt. Ltd. It was an attempt to study the roles stress among employees in the company and to evaluate the overall satisfaction level of employees towards the stress provided in the company. The descriptive research design, chi-square and correlation test are used.

From this data analysis, I have given few suggestion regarding the role of stress, more improvement in the company is supportive (physically, emotionally and (financially) in case of illness, accident, bereavement etc.

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