

INTERNATIONAL JOURNAL OF RESEARCH IN COMMERCE, IT & MANAGEMENT

ijrcm



A Monthly Double-Blind Peer Reviewed Refereed Open Access International e-Journal - Included in the International Serial Directories

Indexed & Listed at:

Ulrich's Periodicals Directory ©, ProQuest, U.S.A., EBSCO Publishing, U.S.A., Cabell's Directories of Publishing Opportunities, U.S.A.

as well as in Open J-Gate, India [link of the same is duly available at infibnet of University Grants Commission (U.G.C.)]

Registered & Listed at: Index Copernicus Publishers Panel, Poland

Circulated all over the world & Google has verified that scholars of more than Hundred & Thirty Two countries/territories are visiting our journal on regular basis.

Ground Floor, Building No. 1041-C-1, Devi Bhawan Bazar, JAGADHRI – 135 003, Yamunanagar, Haryana, INDIA

www.ijrcm.org.in

CONTENTS

Sr. No.	TITLE & NAME OF THE AUTHOR (S)	Page No.
1.	REVISITING TRAINING EVALUATION SAJEET PRADHAN & DR. RABINDRA KUMAR PRADHAN	1
2.	THE INFLUENCE OF AGE ON CONSUMER ACTIVISM DR. ANTHONY. A. IJEWERE	5
3.	AN INVESTIGATION ON EMOTIONAL INTELLIGENCE OF STUDENTS WITH RESPECT TO STUDENT DEVELOPMENT MODEL AND ITS IMPLICATION ON EMOTIONAL LEARNING SYSTEM IN MALAYSIA DR. VIMALA SANJEEVKUMAR	8
4.	DETERMINANTS OF CHILD LABOUR IN AGRICULTURAL PRODUCTION IN OYO STATE-NIGERIA AJAO, A.O	14
5.	ECONOMIC VALUE ADDED VS. ACCOUNTING RESIDUAL INCOME: WHICH ONE IS A BETTER CRITERION FOR MEASUREMENT OF CREATED SHAREHOLDERS VALUE? MOHAMADREZA ABDOLI, MOHAMADREZA SHURVARZI & AKRAM DAVOODI FAROKHAD	18
6.	ACTIVISM AMONG THE NIGERIA CONSUMERS DR. ANTHONY .A. IJEWERE	23
7.	AN EVALUATIVE STUDY OF USE OF HIP HOP ARTISTS IN MOBILE TELECOMMUNICATIONS ADVERTISEMENTS: A STUDY OF AIRTEL SUBSCRIBERS IN SOUTHEASTERN NIGERIA DR. CHINENYE NWABUEZE & EMMANUEL OKEKE	27
8.	TELECOMMUNICATION, TECHNOLOGY & TRAINING (3TS) - A UNIQUE LEARNING MODEL FOR TELCOS AJAY KR VERMA, SUDHIR WARIER & LRK KRISHNAN	34
9.	FUTURE CHALLENGES OF HRM IN CORPORATIONS OF U.K. IN THE GLOBAL VILLAGE CONTEXT DR. S. P. RATH, DR. BISWAJIT DAS, SATISH JAYARAM & SAMEER DIWANJI	44
10.	PROS AND CONS OF BRAND IMAGE BUILDING THROUGH NON MASS MEDIA: A CONCEPTUAL FRAMEWORK WITH SPECIAL REFERENCE TO ORGANISED RETAIL IN INDIA V.JYOTHIRMAI & DR. R. SIVA RAM PRASAD	47
11.	FEEDBACK ON IMPLEMENTATION OF ONLINE PERFORMANCE MANAGEMENT SYSTEM - A MINI MIX MODEL M. S. R. SESA GIRI & P. V. SARMA	52
12.	PROBLEMS AND PROSPECTS OF SALES PROMOTION IN RURAL MARKETS OF FMCG SECTOR IN INDIA DR. S. LOURDU INITHA & DR. S. GOVINDARAJU	55
13.	FUND GROUPING: A MATHEMATICAL MODEL – PUBLIC AND PRIVATE SECTOR MUTUAL FUNDS IN INDIA DR. K. P. SIVAKUMAR & DR. S. RAJAMOCHAN	60
14.	TESTING STATIONARITY OF BETA AND BETA REGRESSION TENDENCIES IN INDIAN STOCK MARKET DR. BAL KRISHAN & DR. REKHA GUPTA	65
15.	AN EVALUATION OF FINANCES OF DEC OF SRI VENKATESWARA UNIVERSITY, TIRUPATI, A.P. DR. G. VENKATACHALAM & DR. P.MOHAN REDDY	69
16.	COMPLIANCE OF POLLUTION CONTROL MEASURES AMONG INDUSTRIAL UNITS OF PUDUCHERRY S. BALAJI & DR. P. NATARAJAN	74
17.	JOB SATISFACTION AMONG TEACHERS DR. SANDHYA MEHTA	77
18.	MODELING AND MEASURING PRICE DISCOVERY IN COMMODITY MARKET DR. SUYASH N. BHATT	84
19.	CORPORATE CARBON DISCLOSURE THROUGH SUSTAINABILITY REPORT - AN INDIAN EXPERIENCE DR. HEENA SUNIL OZA	90
20.	A STUDY ON CONSUMER BEHAVIOR OF MOBILE PHONES FROM UNIVERCELL STORES IN KERALA J. RAMOLA PREMALATHA, DR. N. SUNDARAM & JIJAY JOSEPH	95
21.	THE STOCHASTIC MODELLING AND RELIABILITY ANALYSIS OF A BATTERY PRODUCTION SYSTEM IN AN INDUSTRY DR. PAWAN KUMAR & ANKUSH BHARTI	98
22.	A STUDY OF IMPACT OF E LEARNING ON UNIVERSITY STUDENTS DR. TUSHAR CHAUDHARI	103
23.	EMOTIONAL INTELLIGENCE AMONG COLLEGE STUDENTS RUKMINI S. & VIJAYA U. PATIL	106
24.	BOOTSTRAPPING: STARTING A BUSINESS ON A BUDGET SHABANA A. MEMON.	111
25.	EMPLOYEE ENGAGEMENT WITH SELECTED FACTORS AT BSNL, HYDERABAD- AN EMPIRICAL STUDY P. LAKSHMI NARAYANAMMA	115
26.	MERGERS AND ACQUISITIONS IN INDIAN INFORMATION TECHNOLOGY INDUSTRY AND ITS IMPACT ON SHAREHOLDERS' WEALTH JAYANT KALGHATGI	118
27.	PLASTIC CARD FRAUDS AND THE COUNTERMEASURES: TOWARDS A SAFER PAYMENT MECHANISM ANUPAMA SHARMA	122
28.	A STUDY ON CAUSES OF JOB STRESS IN THE IT SECTOR OF BANGALORE SHERIL MICHAEL ALMEIDA	126
29.	IMPACT OF TRADITIONAL MEDIA ON JUDICIAL OFFICERS DR. AMIT KUMAR SINGH & MILI SINGH	129
30.	CUSTOMER RELATIONSHIP BUILDING THROUGH SOCIAL NETWORKING WEBSITES VIKRAM SINGH	133
	REQUEST FOR FEEDBACK	138

CHIEF PATRON

PROF. K. K. AGGARWAL

Chancellor, Lingaya's University, Delhi
Founder Vice-Chancellor, Guru Gobind Singh Indraprastha University, Delhi
Ex. Pro Vice-Chancellor, Guru Jambheshwar University, Hisar

PATRON

SH. RAM BHAJAN AGGARWAL

Ex. State Minister for Home & Tourism, Government of Haryana
Vice-President, Dadri Education Society, Charkhi Dadri
President, Chinar Syntex Ltd. (Textile Mills), Bhiwani

CO-ORDINATOR

AMITA

Faculty, Government M. S., Mohali

ADVISORS

DR. PRIYA RANJAN TRIVEDI

Chancellor, The Global Open University, Nagaland

PROF. M. S. SENAM RAJU

Director A. C. D., School of Management Studies, I.G.N.O.U., New Delhi

PROF. M. N. SHARMA

Chairman, M.B.A., Haryana College of Technology & Management, Kaithal

PROF. S. L. MAHANDRU

Principal (Retd.), Maharaja Agrasen College, Jagadhri

EDITOR

PROF. R. K. SHARMA

Professor, Bharti Vidyapeeth University Institute of Management & Research, New Delhi

CO-EDITOR

DR. BHAVET

Faculty, M. M. Institute of Management, Maharishi Markandeshwar University, Mullana, Ambala, Haryana

EDITORIAL ADVISORY BOARD

DR. RAJESH MODI

Faculty, Yanbu Industrial College, Kingdom of Saudi Arabia

PROF. SANJIV MITTAL

University School of Management Studies, Guru Gobind Singh I. P. University, Delhi

PROF. ANIL K. SAINI

Chairperson (CRC), Guru Gobind Singh I. P. University, Delhi

DR. SAMBHAVNA

Faculty, I.I.T.M., Delhi

DR. MOHENDER KUMAR GUPTA

Associate Professor, P. J. L. N. Government College, Faridabad

DR. SHIVAKUMAR DEENE

Asst. Professor, Dept. of Commerce, School of Business Studies, Central University of Karnataka, Gulbarga

MOHITA

Faculty, Yamuna Institute of Engineering & Technology, Village Gadholi, P. O. Gadholi, Yamunanagar

ASSOCIATE EDITORS

PROF. NAWAB ALI KHAN

Department of Commerce, Aligarh Muslim University, Aligarh, U.P.

PROF. ABHAY BANSAL

Head, Department of Information Technology, Amity School of Engineering & Technology, Amity University, Noida

PROF. A. SURYANARAYANA

Department of Business Management, Osmania University, Hyderabad

DR. ASHOK KUMAR

Head, Department of Electronics, D. A. V. College (Lahore), Ambala City

DR. SAMBHAV GARG

Faculty, M. M. Institute of Management, Maharishi Markandeshwar University, Mullana, Ambala, Haryana

PROF. V. SELVAM

SSL, VIT University, Vellore

DR. PARDEEP AHLAWAT

Reader, Institute of Management Studies & Research, Maharshi Dayanand University, Rohtak

S. TABASSUM SULTANA

Associate Professor, Department of Business Management, Matrusri Institute of P.G. Studies, Hyderabad

SURJEET SINGH

Asst. Professor, Department of Computer Science, G. M. N. (P.G.) College, Ambala Cantt.

TECHNICAL ADVISOR

AMITA

Faculty, Government H. S., Mohali

MOHITA

Faculty, Yamuna Institute of Engineering & Technology, Village Gadholi, P. O. Gadholi, Yamunanagar

FINANCIAL ADVISORS

DICKIN GOYAL

Advocate & Tax Adviser, Panchkula

NEENA

Investment Consultant, Chambaghat, Solan, Himachal Pradesh

LEGAL ADVISORS

JITENDER S. CHAHAL

Advocate, Punjab & Haryana High Court, Chandigarh U.T.

CHANDER BHUSHAN SHARMA

Advocate & Consultant, District Courts, Yamunanagar at Jagadhri

SUPERINTENDENT

SURENDER KUMAR POONIA

CALL FOR MANUSCRIPTS

We invite unpublished novel, original, empirical and high quality research work pertaining to recent developments & practices in the area of Computer, Business, Finance, Marketing, Human Resource Management, General Management, Banking, Insurance, Corporate Governance and emerging paradigms in allied subjects like Accounting Education; Accounting Information Systems; Accounting Theory & Practice; Auditing; Behavioral Accounting; Behavioral Economics; Corporate Finance; Cost Accounting; Econometrics; Economic Development; Economic History; Financial Institutions & Markets; Financial Services; Fiscal Policy; Government & Non Profit Accounting; Industrial Organization; International Economics & Trade; International Finance; Macro Economics; Micro Economics; Monetary Policy; Portfolio & Security Analysis; Public Policy Economics; Real Estate; Regional Economics; Tax Accounting; Advertising & Promotion Management; Business Education; Management Information Systems (MIS); Business Law, Public Responsibility & Ethics; Communication; Direct Marketing; E-Commerce; Global Business; Health Care Administration; Labor Relations & Human Resource Management; Marketing Research; Marketing Theory & Applications; Non-Profit Organizations; Office Administration/Management; Operations Research/Statistics; Organizational Behavior & Theory; Organizational Development; Production/Operations; Public Administration; Purchasing/Materials Management; Retailing; Sales/Selling; Services; Small Business Entrepreneurship; Strategic Management Policy; Technology/Innovation; Tourism, Hospitality & Leisure; Transportation/Physical Distribution; Algorithms; Artificial Intelligence; Compilers & Translation; Computer Aided Design (CAD); Computer Aided Manufacturing; Computer Graphics; Computer Organization & Architecture; Database Structures & Systems; Digital Logic; Discrete Structures; Internet; Management Information Systems; Modeling & Simulation; Multimedia; Neural Systems/Neural Networks; Numerical Analysis/Scientific Computing; Object Oriented Programming; Operating Systems; Programming Languages; Robotics; Symbolic & Formal Logic and Web Design. The above mentioned tracks are only indicative, and not exhaustive.

Anybody can submit the soft copy of his/her manuscript **anytime** in M.S. Word format after preparing the same as per our submission guidelines duly available on our website under the heading guidelines for submission, at the email addresses: infoijrcm@gmail.com or info@ijrcm.org.in.

GUIDELINES FOR SUBMISSION OF MANUSCRIPT

1. COVERING LETTER FOR SUBMISSION:

DATED: _____

THE EDITOR
IJRCM

Subject: SUBMISSION OF MANUSCRIPT IN THE AREA OF _____.

(e.g. Finance/Marketing/HRM/General Management/Economics/Psychology/Law/Computer/IT/Engineering/Mathematics/other. **please specify**)

DEAR SIR/MADAM

Please find my submission of manuscript entitled ' _____ ' for possible publication in your journals.

I hereby affirm that the contents of this manuscript are original. Furthermore, it has neither been published elsewhere in any language fully or partly, nor is it under review for publication elsewhere.

I affirm that all the author (s) have seen and agreed to the submitted version of the manuscript and their inclusion of name (s) as co-author (s).

Also, if my/our manuscript is accepted, I/We agree to comply with the formalities as given on the website of the journal & you are free to publish our contribution in any of your journals.

NAME OF CORRESPONDING AUTHOR:

Designation:

Affiliation with full address, contact numbers & Pin Code:

Residential address with Pin Code:

Mobile Number (s):

Landline Number (s):

E-mail Address:

Alternate E-mail Address:

NOTES:

- a) The whole manuscript is required to be in **ONE MS WORD FILE** only (pdf. version is liable to be rejected without any consideration), which will start from the covering letter, inside the manuscript.
- b) The sender is required to mention the following in the **SUBJECT COLUMN** of the mail:
New Manuscript for Review in the area of (Finance/Marketing/HRM/General Management/Economics/Psychology/Law/Computer/IT/Engineering/Mathematics/other, please specify)
- c) There is no need to give any text in the body of mail, except the cases where the author wishes to give any specific message w.r.t. to the manuscript.
- d) The total size of the file containing the manuscript is required to be below **500 KB**.
- e) Abstract alone will not be considered for review, and the author is required to submit the complete manuscript in the first instance.
- f) The journal gives acknowledgement w.r.t. the receipt of every email and in case of non-receipt of acknowledgment from the journal, w.r.t. the submission of manuscript, within two days of submission, the corresponding author is required to demand for the same by sending separate mail to the journal.

2. **MANUSCRIPT TITLE:** The title of the paper should be in a 12 point Calibri Font. It should be bold typed, centered and fully capitalised.

3. **AUTHOR NAME (S) & AFFILIATIONS:** The author (s) **full name, designation, affiliation (s), address, mobile/landline numbers**, and **email/alternate email address** should be in italic & 11-point Calibri Font. It must be centered underneath the title.

4. **ABSTRACT:** Abstract should be in fully italicized text, not exceeding 250 words. The abstract must be informative and explain the background, aims, methods, results & conclusion in a single para. Abbreviations must be mentioned in full.

5. **KEYWORDS:** Abstract must be followed by a list of keywords, subject to the maximum of five. These should be arranged in alphabetic order separated by commas and full stops at the end.
6. **MANUSCRIPT:** Manuscript must be in **BRITISH ENGLISH** prepared on a standard A4 size **PORTRAIT SETTING PAPER**. It must be prepared on a single space and single column with 1" margin set for top, bottom, left and right. It should be typed in 8 point Calibri Font with page numbers at the bottom and centre of every page. It should be free from grammatical, spelling and punctuation errors and must be thoroughly edited.
7. **HEADINGS:** All the headings should be in a 10 point Calibri Font. These must be bold-faced, aligned left and fully capitalised. Leave a blank line before each heading.
8. **SUB-HEADINGS:** All the sub-headings should be in a 8 point Calibri Font. These must be bold-faced, aligned left and fully capitalised.
9. **MAIN TEXT:** The main text should follow the following sequence:

INTRODUCTION

REVIEW OF LITERATURE

NEED/IMPORTANCE OF THE STUDY

STATEMENT OF THE PROBLEM

OBJECTIVES

HYPOTHESES

RESEARCH METHODOLOGY

RESULTS & DISCUSSION

FINDINGS

RECOMMENDATIONS/SUGGESTIONS

CONCLUSIONS

SCOPE FOR FURTHER RESEARCH

ACKNOWLEDGMENTS

REFERENCES

APPENDIX/ANNEXURE

It should be in a 8 point Calibri Font, single spaced and justified. The manuscript should preferably not exceed **5000 WORDS**.

10. **FIGURES & TABLES:** These should be simple, crystal clear, centered, separately numbered & self explained, and **titles must be above the table/figure**. **Sources of data should be mentioned below the table/figure**. It should be ensured that the tables/figures are referred to from the main text.
11. **EQUATIONS:** These should be consecutively numbered in parentheses, horizontally centered with equation number placed at the right.
12. **REFERENCES:** The list of all references should be alphabetically arranged. The author (s) should mention only the actually utilised references in the preparation of manuscript and they are supposed to follow **Harvard Style of Referencing**. The author (s) are supposed to follow the references as per the following:
 - All works cited in the text (including sources for tables and figures) should be listed alphabetically.
 - Use (ed.) for one editor, and (ed.s) for multiple editors.
 - When listing two or more works by one author, use --- (20xx), such as after Kohl (1997), use --- (2001), etc, in chronologically ascending order.
 - Indicate (opening and closing) page numbers for articles in journals and for chapters in books.
 - The title of books and journals should be in italics. Double quotation marks are used for titles of journal articles, book chapters, dissertations, reports, working papers, unpublished material, etc.
 - For titles in a language other than English, provide an English translation in parentheses.
 - The location of endnotes within the text should be indicated by superscript numbers.

PLEASE USE THE FOLLOWING FOR STYLE AND PUNCTUATION IN REFERENCES:

BOOKS

- Bowersox, Donald J., Closs, David J., (1996), "Logistical Management." Tata McGraw, Hill, New Delhi.
- Hunker, H.L. and A.J. Wright (1963), "Factors of Industrial Location in Ohio" Ohio State University, Nigeria.

CONTRIBUTIONS TO BOOKS

- Sharma T., Kwatra, G. (2008) Effectiveness of Social Advertising: A Study of Selected Campaigns, Corporate Social Responsibility, Edited by David Crowther & Nicholas Capaldi, Ashgate Research Companion to Corporate Social Responsibility, Chapter 15, pp 287-303.

JOURNAL AND OTHER ARTICLES

- Schemenner, R.W., Huber, J.C. and Cook, R.L. (1987), "Geographic Differences and the Location of New Manufacturing Facilities," Journal of Urban Economics, Vol. 21, No. 1, pp. 83-104.

CONFERENCE PAPERS

- Garg, Sambhav (2011): "Business Ethics" Paper presented at the Annual International Conference for the All India Management Association, New Delhi, India, 19–22 June.

UNPUBLISHED DISSERTATIONS AND THESES

- Kumar S. (2011): "Customer Value: A Comparative Study of Rural and Urban Customers," Thesis, Kurukshetra University, Kurukshetra.

ONLINE RESOURCES

- Always indicate the date that the source was accessed, as online resources are frequently updated or removed.

WEBSITE

- Garg, Bhavet (2011): Towards a New Natural Gas Policy, Political Weekly, Viewed on January 01, 2012 <http://epw.in/user/viewabstract.jsp>

A STUDY ON CAUSES OF JOB STRESS IN THE IT SECTOR OF BANGALORE

SHERIL MICHAEL ALMEIDA
ASST. PROFESSOR
CHRIST UNIVERSITY
BANGALORE

ABSTRACT

Job stress can be easily caused to an employee in the modern world, especially in the IT hub of Bangalore where people are surrounded by all the factors causing stress. When the cause of the stress can be identified, is of short duration, and can be responded to by a specific set of positive actions that eliminate the cause, this is a healthy stress reaction. However, when the source of the stress is not identifiable, becomes excessive, repeated, prolonged, or continuous, it becomes "distress" and creates unhealthy physiological and psychological reactions. Continuous staring of computers, plenty of deadlines, less control over decision making related to one's job, lack of symmetry between organisation's and individual objective are a few factors contributing to the job stress. This paper deals with the job stress in the IT sector of Bangalore. To study the factors causing the job stress primary data was collected from the IT sector after dividing the IT sector into small to medium, large size and multinational companies. Statistical tool Chi square and ANOVA were applied to interpret the result. Appropriate suggestions are given on the basis of result.

KEYWORDS

causes, Job Stress, overcome.

INTRODUCTION

Work is the core belief of every human. Through work the humans fulfill their basic need to create, accomplish, and feel satisfied. Stress can be caused when the humans are not able to utilize their creativity, intelligence and decision making ability. With the immense increase in the adaptation of technology in all the sectors, the offices have become more like factories with a row of workers more disconnected from the final product. Workers don't find the job very challenging, and the overall job satisfaction comes down. Due to this a sense of boredom seeps in, also the feeling that every minute of one's working day is being recorded has intensified the pressure of the job. All this put together causes Occupational or job stress. Cause of Job stress includes job insecurity, technology, and high demand for performance, workplace culture, personal or family problems. Job stress leaves a worker completely drained out with symptoms insomnia, loss of mental concentration, anxiety, absenteeism, depression, substance abuse, extreme anger and frustration, family conflict, physical illnesses such as heart disease, migraine, headaches, stomach problems, and back problems.

REVIEW OF LITERATURE

Lot of research has been conducted into stress over the last hundred years. IT Industry is the fastest-growing industry in our country, but it is most vulnerable to lifestyle diseases, its future growth could be stunted if stress and other health related problems are not addressed now. Long working hours, night shifts and a sedentary lifestyle make people employed at information technology companies prone to heart disease and diabetes. There have also been growing reports of mental depression and family discord in the industry. In Bangalore, the psychiatrists say their Saturdays are reserved for marriage counseling for the IT sector. The ICRIER (Indian Council for Research on International Economic Relations study), which surveyed 81 companies, said they lose approximately 14% of their annual working days due to employee sickness. Less than a third of them provide their staff with preventive health care measures. Reducing just one health risk increases an employee's on-the-job productivity by 9% and cuts absenteeism by 2%, the study said.

IMPORTANCE OF THE STUDY

This proposed research is in the field of commerce and management. This research is based on the fact that long working hours, high work pressures, deadlines, are causing stress in the booming IT sector, and so an attempt will be made in this research to find out the level of stress and its causes in the IT sector. Stress is a prevalent and costly problem in today's workplace. Many IT workers report high levels of stress, and high levels of stress are associated with substantial increases in health service utilization. Additionally, periods of disability due to job stress tend to be much longer than disability periods for other occupational injuries and illnesses. An attempt will be made in this study to find out the level of stress present in the IT industry, for this purpose three IT firms are selected. The way stress is affecting the employees will be found out and, later it will be studied that what are the steps adopted by the management to cope up with the stress.

OBJECTIVES OF PROBLEM

From the problems stated above we derive the objectives as

- To get an insight of the causes of the stress in the IT sector
- To compare the stress in various types of firms of the IT sector.

METHODOLOGY

This study is based in Bangalore. The IT sector is under study. The data is collected from the people working on a middle level i.e. the team leads. For this purpose Bangalore IT sector was divided into small to medium companies, large companies and Multi-National companies, this division was done on the basis of number of employees. Equal number of the employees was considered in all the three types of companies, i.e. 30 employees were taken from every IT firm. So the total sample size is of 90 respondents. The questionnaires were distributed to collect the primary data regarding the job stress. The data which was collected was tabulated and represented in the graphs. Statistical Tools i.e. Chi square testing and ANOVA are used for data interpretation.

RESULTS AND DISCUSSION

Hypothesis	Table value	Calculated Value	Accept/Reject
H0: Feeling of job stress and gender are not dependent. H1: Feeling of job stress and gender are dependent.	3.84 Alpha = 0.05(5% LEVEL OF SIGNIFICANCE) and degree of freedom d.o.f. = 1	0.1171	accept the null hypothesis (Ho) and reject the alternate hypothesis (H1)
H0: Feeling Of Job Stress And Age Group are not dependent. H1: Feeling Of Job Stress And Age Group are dependent.	7.82 Alpha = 0.05(5% LEVEL OF SIGNIFICANCE) and degree of freedom d.o.f. = 3.	1.469	accept the null hypothesis (Ho) and reject the alternate hypothesis (H1).
H0: Feeling Of Job Stress And income are not dependent. H1: Feeling Of Job Stress And income are dependent.	7.82 Alpha = 0.05(5% LEVEL OF SIGNIFICANCE) and degree of freedom d.o.f. = 3.	3.66	accept the null hypothesis (Ho) and reject the alternate hypothesis (H1) .
H0: Feeling Of Job Stress And Number Of Working Hours are not dependent. H1: Feeling Of Job Stress And Number Of Working Hours are dependent	5.99 Alpha = 0.05(5% LEVEL OF SIGNIFICANCE) and degree of freedom d.o.f. = 2.	0.28	accept the null hypothesis (Ho) and reject the alternate hypothesis .

ANOVA RESULTS

HYPOTHESIS	CALCULATED VALUE OF F	TABLE VALUE AT 0.5 LEVEL	SIGNIFICANT OR NOT
HO – Clarity of work objectives is same in Small to medium companies, large Companies and Multi-National companies H1 –Clarity of work objectives is not same in Small to medium companies, large Companies and Multi-National companies	0.01	1.65	NO
HO –Control and freedom at work is same in Small to medium companies, large Companies and Multi-National companies H1 –Control and freedom at work is not same in Small to medium companies, large Companies and Multi-National companies	0.1189	1.65	NO
HO – Level of Job Satisfaction is same in Small to medium companies, large Companies and Multi-National companies H1 – Level of Job Satisfaction is not same Small to medium companies, large Companies and Multi-National companies	0.253	1.65	NO
HO – Physical Demand From The Work is same in Small to medium companies, large Companies and Multi-National companies H1– Physical Demand From The Work is not same in Small to medium companies, large Companies and Multi-National companies	13.84	1.65	YES
HO – Performance Of Employees is same in Small to medium companies, large Companies and Multi-National companies H1– Performance Of Employees is not same in Small to medium companies, large Companies and Multi-National companies	6.48	1.65	YES

FINDINGS

The above mentioned chi square results show that job stress is not caused due to the gender of a person. This means that the chances of job stress in today's world are equal for a male as well as a female. Job stress is not caused due to the age of a person. Thus it is concluded that whether a person belongs to younger, middle or elderly age group the chances of the person to get job stress is same. The next analysis is related to the job stress and income. It is concluded that chances of getting the job stress does not depend on the income. Whether a person belongs to higher or lower income group his or her chances of getting job stress is same. The next analysis is related to the job stress and number of working hours. It is concluded that chances of getting the job stress does not depend on the number of working hours. Whether a person works long or no his or her chances of getting job stress is same. Actually the factors such as gender of a person, age of a person, income of a person and the number of hours a person works can cause stress but that is the other type of stress here this research only deals with the job stress which is caused mainly due to the job environment and job conditions.

From the ANOVA it is very clear that Clarity of work objectives is same in Small to medium companies, large Companies and Multi-National companies. When the mean of this variable was studied it was found that the mean for clarity of work objective for the three company types i.e. Small to medium companies, large Companies and Multi-National companies was, 77, 75, 72, respectively. Thus it is concluded that work objectives are well defined in all the three company types and the employees are very clear about what is to be done. Thus the job stress which could have arisen due to the non clarity of work objectives is not arising in this area.

From the next ANOVA it is clear that Control and freedom at work is same in the Small to medium companies, large Companies and Multi-National companies. When the mean of this variable was studied it was found that the mean for Control and freedom at work for the three companies i.e. Small to medium companies, large Companies and Multi-National companies was 187, 182, 195, respectively. Thus it is concluded that Control and freedom at work is good in all the three companies and the employees feel free about the decisions regarding their work. Thus the job stress which could have arisen due to the lack of control or rigidity in freedom is not arising in this area.

From the next ANOVA it is clear that Level of Job Satisfaction is same in Small to medium companies, large Companies and Multi-National companies. When the mean of this variable was studied it was found that the mean for Control and freedom at work for the three companies i.e. Small to medium companies, large Companies and Multi-National companies was, 183, 185, 172, respectively. Thus it is concluded that the level of job satisfaction is towards a higher side in all the three companies. And so the job stress which could have arisen due to the lack of job satisfaction is not arising in this area.

From the next ANOVA it is clear that Physical Demand from the Work is not same in Small to medium companies, large Companies and Multi-National companies. When the mean of this variable was studied it was found that the mean for Control and freedom at work for the three companies i.e. Small to medium companies, large Companies and Multi-National companies was, 177, 179, 182, respectively. In this mean the mean of Multi-National companies is 182 which is higher than the mean of the other two company types. Therefore it is concluded that the Physical Demand From The Work is more in Multi-National

companies. It is further interpreted that since the Physical Demand From The Work is more in Multi-National companies therefore the job stress will also be more in Multi-National companies.

From the last ANOVA it is clear that Performance of Employees is not same in Small to medium companies, large Companies and Multi-National companies. When the mean of this variable was studied it was found that the mean for Performance of Employees for the three companies i.e. Small to medium companies, large Companies and Multi-National companies was, 75, 74, 163, respectively. In this mean the mean of Multi-National companies is 163 which is higher than the mean of the other two company types. Therefore it is interpreted that the Performance of Employees is least Multi-National companies. It is further concluded that since the Physical Demand from the Work is more in Multi-National companies, the health of the employees is also a matter of concern and this is affecting their performance.

SUGGESTIONS

JOB ANALYSIS-It involves understanding and aligning the priorities in the job; it includes concentrating on few important activities and paying less attention to unimportant tasks. This helps one to get the greatest return from the work, while keeping the workload under control.

UNDERSTAND THE ORGANIZATION'S STRATEGY-Every job will exist for a reason, and this will be determined by the strategy of the organizational unit one works for. Focus as to how the organisation can achieve its mission through the tasks done. Employee's individual objectives should contribute towards the mission. These should be major objectives of one's job. If they are not, make a note of this.

UNDERSTAND THE ORGANIZATIONAL CULTURE-every organization has its own culture – its own, historically developed values, rights and wrongs, and things that it considers to be important. If one is new to an organization, talk through with established, respected members of staff to understand these values. Check which objectives fit with these values. How far they reinforce the company's culture? Align ones priorities with the company's priorities.

CONCLUSION

Stress is a part of everyday life .With a fast life packed with loads of work; one is bound to be stressed out. Stress is the body's way of responding to any kind of demand. Both good and bad experiences cause job stress. Analyzing working conditions as a primary source of stress is an important first step in overcoming it. Recognising the cause of job stress and working on eradication of that cause is the key for success.

REFERENCES

1. Stress and Quality of Working Life: The Positive and the Negative by Pamela L. Perrewe , James Campbell Quick , Ana Maria Rossi . Publisher: Information Age Pub Inc
2. Rout U, Rout JK. Job satisfaction, mental health and job stress among general practitioners before and after the new contract —a comparative study. Fam Pract 1994; 11: 300–306
3. Sutherland VJ, Cooper CL. Identifying distress among general practitioners: predictors of psychological ill-health and job dissatisfaction. Soc Sci Med 1993; 37: 575–581.
4. Schnall PL, Landsbergis PA, Baker D. Job strain and cardiovascular disease. Annu Rev Public Health 1994; 86: 324–331.
5. Stress for Success. By Dr. Peter Hanson. Published by pan Books. ISBN 0-330-31218-9

REQUEST FOR FEEDBACK

Dear Readers

At the very outset, International Journal of Research in Commerce, IT and Management (IJRCM) acknowledges & appreciates your efforts in showing interest in our present issue under your kind perusal.

I would like to request you to supply your critical comments and suggestions about the material published in this issue as well as on the journal as a whole, on our E-mails i.e. **infoijrcm@gmail.com** or **info@ijrcm.org.in** for further improvements in the interest of research.

If you have any queries please feel free to contact us on our E-mail infoijrcm@gmail.com.

I am sure that your feedback and deliberations would make future issues better – a result of our joint effort.

Looking forward an appropriate consideration.

With sincere regards

Thanking you profoundly

Academically yours

Sd/-

Co-ordinator

ABOUT THE JOURNAL

In this age of Commerce, Economics, Computer, I.T. & Management and cut throat competition, a group of intellectuals felt the need to have some platform, where young and budding managers and academicians could express their views and discuss the problems among their peers. This journal was conceived with this noble intention in view. This journal has been introduced to give an opportunity for expressing refined and innovative ideas in this field. It is our humble endeavour to provide a springboard to the upcoming specialists and give a chance to know about the latest in the sphere of research and knowledge. We have taken a small step and we hope that with the active co-operation of like-minded scholars, we shall be able to serve the society with our humble efforts.

Our Other Journals

