

# An Approach to Estimate Potential Sources and Consequences of Stress Management of Employees in an Organization: A Case Study

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**ABSTRACT:** *Stress prevents employees from focusing on their work to perform effectively, and from unfolding their unique talents. Accumulate stress causes frustration, depression and anxiety, and can lead to imbalance in personal and professional life. Now it has become common among the employees of the organizations and it can be controlled by stress management strategies because stress can have both positive and negative consequences if not well managed. Stress in employees can be traced by adopting different strategies. Suitable measures should be taken to eradicate the stress of the employees. This study finds the factors of the stress, signs of stress and also suggests suitable strategies to manage the stress.*

## I. INTRODUCTION

Stress Management has become most important technique to boost employee morale and the company's productivity in all companies. Organizations have realized that the employees play a key role and they should be out of stress to give high performance atmosphere. There are varieties of techniques to manage stress in organizations. High Stress jobs refer to work, which involves hectic schedule and complex job responsibilities that result into imbalance between personal and work life. Over work may affect physical health of individual resulting into ineffective work and dissatisfaction among employees leading imbalance in personal life also. Due to improper job role assignment, improper working conditions, under utilization of skills and organizational politics the employee could be stressed.

## OBJECTIVES OF THE STUDY

- To identify the problems or lapses in stress management of employees in the company

## II. LITERATURE SURVEY:

Stress in individual is defined as any interference that disturbs a persons' healthy mental and physical well being. It occurs when the body is required to perform beyond its normal range of capabilities. Stress is the way that you react physically, mentally and emotionally to various conditions, changes and demands in your life.

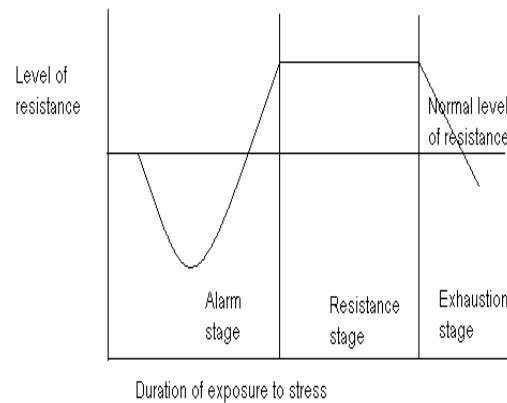
## EVOLUTION OF STRESS:

The Garden of Eden began as a tranquil stress environment. However when Adam was given the tantalizing chance to eat the forbidden fruit, he was trust into mankind's first stressful situation. Adam was offered a choice and, as we know, decision-making is the breeding ground for conflict, frustration and distress.

- **Alarm Reaction:** The first is the alarm phases. Here the individual mobilizes to meet the threat. The alarm reaction has two phases. The first phases includes in initial 'stock shock phase' in which defensive mechanism become active. Alarm reaction is characterized by autonomous excitability, adrenaline discharges, increase heart rate, ulceration. Depending on the nature & intensity of the threat and the condition of the organization the

period of resistance varies and the severity of symptoms may differ from mild invigoration to disease of adaptation.

- **Resistance:** The second is the phase of resistance. The individual attempts to resist or cope with the threat. Maximum adaptation occurs during this stage. The bodily signs characteristic of the alarm reaction disappear. If the stress persists, or the defensive reaction proves ineffective, it may overwhelm the body resources. Depleted of energy, the body enters the phase of third.
- **Exhaustion:** Adaptation energy is exhausted. Signs of the alarm reaction reappear, and the resistance level begins to decline irreversibly. The organism collapses.



Pestonjee has identified three important sectors of life in which Stress originates. These are

- ✿ Job and the organization
- ✿ The social sector
- ✿ Intrapsychic sector

## INDUSTRY PROFILE: BHEL



The company has commenced manufacture of large scale desalination plants to help augment the supply of drinking water

### BACKGROUND

1956 - Company was set up at Bhopal in the name of M/s Heavy electrical (India) Ltd. in collaboration with AEI, UK. Subsequently, three more plants were set up at Hyderabad, Hardwar and Trichy. The Bhopal Unit was controlled by the company, the other three were under the control of Bharat Heavy Electricals Ltd. The Company's object is to manufacture

of heavy electrical equipments. 1972 - In July the Operations of all the four plants were integrated. 1974 - In January Heavy electrical (India) Ltd was merged with BHEL. –

**BHEL has**

1. Installed equipment for over 90000MW of power generation-for utilities, captive and industrial users.
2. Supplied over 225000MW a transformer capacity and other equipment operating in transmission and distribution network up to 400Kv (AC& DC)
3. Supplied over 25000 motors with drive control system to power projects, petro chemicals, refineries, steel, aluminum, fertilizers, cement plants etc.
4. Supplied traction electrics and AC/DC locos to power over 12000kms railway network.

**METHODOLOGY**

The data has been collected from the primary sources and secondary sources. The primary data is collected by a questionnaire from the employees. For this purpose of data collection, the questionnaire was circulated among the employees to collect information. The secondary data is collected by news paper company journals, magazines websites etc.

**Sampling Size :** the sampling size is 50

**Sampling Method:** Sample Random Sampling Method

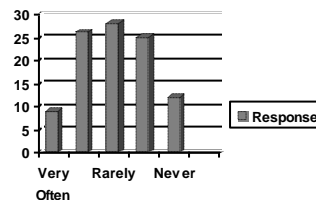
**Extent of Sampling Procedure:** The Sampling is done in Lingam ally branch.

**Research Instrument:** Structured Questionnaire

**RESULTS & INTERPRETATION:**

**1. How often do you say the word ‘I am busy’ or ‘I am having hard time’ at the work place?**

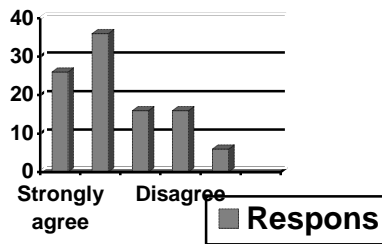
Options	Response ( % )
Very often	9
often	26
Rarely	28
Very rarely	25
Never	12



**Interpretation :**As is evident from the chart, majority of the respondents (52%) rarely and very rarely say that they are busy at work place. It can inferred from the above table that employees in BHEL are not too busy.

2. Will the physical environment problem makes you feel the Stress?

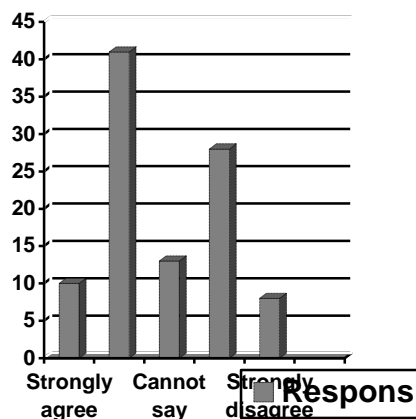
Options	Response ( % )
Strongly agree	26
Agree	36
Cannot say	16
Disagree	16
Strongly disagree	6



**Interpretation:**Opinion of study reveal that, majority of the respondents (62%) agree with physical environment causes Stress. Hence it can be inferred from above table that the physical environment in BHEL is more stressful.

3. To complete work will you feel any stress at the work place?

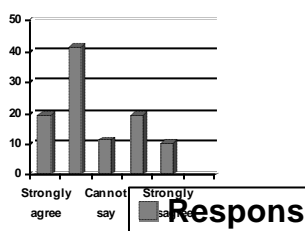
Options	Response ( % )
Strongly agree	10
Agree	41
Cannot say	14
Disagree	28
Strongly disagree	8



**Interpretation:**It is evident that majority of the employees (51%) of the BHEL agree and strongly agree with above statement. Hence, it can be inferred that employees in BHEL have time pressure to complete the work.

4. How you feel the co-operation between the employees?

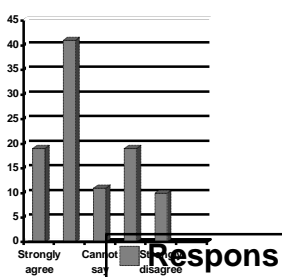
Options	Response ( % )
Very often	9
often	26
Rarely	16
Very rarely	17
Never	32



**Interpretation:**As is evident from the chart, majority of the respondents (68%) faced lack of co-operation in office remaining (32%) of employees never faced lack of co-operation in organization. Hence, it can be inferred that there is a feeling of lack of cooperation among employees of BHEL.

5. Do you feel any stress from your family problems?

Options	Response ( % )
Strongly agree	19
Agree	41
Cannot say	11
Disagree	19
Strongly disagree	10



**Interpretation:** As is evident from the chart, majority of the respondents (60%) strongly agree and agree with family problems causes stress. It can inferred that majority of the employees in BHEL have family problems which cause stress.

**CONCLUSION:**

The present study was conducted at BHEL. The aim was to find the stress levels, personality type of the employees. This was done using a detailed questionnaire. The study revealed that

fall under low stress category only a small percentage is highly stressed & needed prevailing in the organization to some extent. At the end of the study, we can conclude that through there are signs of stress among the employees & such stress is affecting their behaviors, it can be controlled & reduced effectively. This can be done by giving counseling & incorporating the suggestions given here in at individual & organization level.

### **BIBLIORAPHY:**

#### **Books for reference:**

- [1] Fred Luthans : 'Organization behavior' Mc Graw Hill International Edition.
- [2] Stephen P. Robin: 'Organization Behavior – concept Controversies & Applications'
- [3] V. Ashwatha Ramaiah: 'A celebration called Life' Unique consultants (P) Ltd.
- [4] V. K. Jain: 'The management journal of power professionals' BHEL Articles.

#### **Sample Questionnaire**

1. How often do you say the word "I am busy or I am having hard time" At the work place?  
A. Very often    B. Often    C. Rarely    D. Very rarely    E. Never
2. Do you think physical environment problem in your work place cause Stress?  
(Temperature, lighting, gases, dust)  
A. Strongly agree    B. Agree    C. Cannot say    D. Disagree    E. Strongly disagree
3. Do you have any feeling of time pressure to complete work?  
A. Strongly agree    B. Agree    C. Cannot say    D. Disagree    E. Strongly disagree
4. Do you feel lack of co-operation in office?  
A. Very often    B. Often    C. Rarely    D. Very rarely    E. Never
5. Do you family problems cause stress?  
A. Strongly agree    B. Agree    C. Cannot say    D. Disagree    E. Strongly disagree
6. Do you have problem of BP / sugar / any other health problems?  
A. Very often    B. Often    C. Rarely    D. Very rarely    E. Never
7. Do you have physical exercise & yoga facilities to reduce the stress?  
A. Strongly agree    B. Agree    C. Cannot say    D. Disagree    E. Strongly disagree
8. Do you have Meditation & prayer facilities to reduce the stress?  
A. Strongly agree    B. Agree    C. Cannot say    D. Disagree    E. Strongly disagree
9. Do you feel lack of communication in your organization which causes stress?  
A. Strongly agree    B. Agree    C. Cannot say    D. Disagree    E. Strongly disagree
10. Do you find time to spend with your family to reduce stress?  
A. Strongly agree    B. Agree    C. Cannot say    D. Disagree    E. Strongly disagree
11. Do you feel there is a need to improve working conditions to reduce the stress?  
A. Strongly agree    B. Agree    C. Cannot say    D. Disagree    E. Strongly disagree
12. Is there rational allocation of work to reduce the stress?  
A. Strongly agree    B. Agree    C. Cannot say    D. Disagree    E. Strongly disagree

13. Do you have Training & Development programs which help to cope-up with new technology reduces the stress?

A. Strongly agree    B. Agree    C. Cannot say    D. Disagree    E. Strongly disagree

14. Do you feel a family counseling is required?

A. Strongly agree    B. Agree    C. Cannot say    D. Disagree    E. Strongly disagree