



A COMPARITIVE STUDY ON STRESS MANAGEMENT AND ITS RECOVERY  
PROCESS AMONG THE EMPLOYEES OF A MANUFACTURING SECTOR  
WITH THAT OF A SERVICE SECTOR.

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## EXECUTIVE SUMMARY

The manufacturing sector and service sector plays a major role in the Indian economy. The Indian auto ancillary industry has come a long way since it had its small beginnings in the 1940's. At any point of time millions of people work in various cadres to complete their tasks ensuring quality as their major priority. The chances of changing from a manufacturing economy to a service economy have important implications for theoretical models of the relationships between job characteristics and workers' psychological distress. The job demand-control model posits that jobs that are both high in job demands and low in decision latitude are associated with greater psychological distress. The job demand-service model posits that jobs that are high in job demands and low in service to others are associated with greater psychological distress. Results show that the job demand-control model is a significant predictor of psychological distress among employees in the manufacturing industry, whereas the job demand-service model is a significant predictor of psychological distress among employees in the services industries.

Roots industries limited fall under the manufacturing sector and established in the year 1970 and now they are a leading manufacturer of horns in India. There are many physical sources of stress for employees, such as work overload, irregular work hours, loss of sleep, noise, improper lighting. Psychological sources of stress may be due to a particular situation such as boring job, inability to socialize, and lack of autonomy, responsibility of results, without sufficient authority, unrealistic objectives, role ambiguity, role conflict and dual career marriages. Since people differ widely in age, economic position and level of maturity people react differently to situations. What might be more stressful to one person may be less to another person. Here a direct link exists between the finished product and the community. The manual labor and community has an indirect link. Hence the stress has an indirect link to the community. Since most of the manufacturing industry have a separate quality control

department, there is enough time and resources available to check the quality and identify the mistake done by the stressed labor. Rectifying the mistakes is possible

Evolution of air traffic control started from the pioneering days of flying, Orville Wright (1904) required navigational and communicational assistance from ground persons "*THE UNSUNG HEROES OF AVIATION*". Subsequently with increasing air traffic congestion and cruising speed of aircrafts, the need for air traffic regulation was felt during the World War II, and by 1930 civil aviation was established and *Air traffic control* (ATC) was introduced in *India*. At any point of time, about ten thousand and odd aircrafts are flying across the globe. At the National level there are approximately 1600 ATCO's and at Chennai Airport there are 118 of them.

The ATCO's unique critical job category and their ever increasing job and time demands, peer pressures, advancing technology, airspace congestion etc, have created a global emerging consensus on their health and job stress like the mental strenuousness, psycho-behavioral changes, personality, ergonomic disorders and other related factors influencing their health outcome. Here a direct link exists between manual labor and community. Stress that exists in labor affects the community directly. Since the service organization deals with the community directly, most of the time, there does not exist a second chance to rectify the mistake done by the stressed labor. Rectifying the mistakes is painful

Changing demands made by the workplace may be associated with psychomental and socioemotional stresses. Underlying reasons involve work organization and specific work content, as also social relationships at the workplace, the remuneration situation, and the risks related to the occupational biography of the individual. Changes in the workplace-related risks necessitate further investigations into the work and performance process relevant to the individual case. The job demands the caliber, physical fitness and mental alertness, which are essential. At this juncture such a study is relevant and vital, which allows formulation of preventive measures