

**A STUDY ON WORK STRESS OF EMPLOYEES IN SRI SANGEETHA SPINNING
MILLS IN COIMBATORE**

A PROJECT REPORT

Submitted

p-2506

by

K.V.POORNACHANDRAN

Reg. No. 0720400026



in partial fulfillment of the requirements of

Anna university-Coimbatore

for the award of the degree of

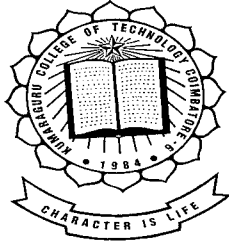
MASTER OF BUSINESS ADMINISTRATION



DEPARTMENT OF MANAGEMENT STUDIES

KUMARAGURU COLLEGE OF TECHNOLOGY

JULY 2008



**DEPARTMENT OF MANAGEMENT STUDIES
KUMARAGURU COLLEGE OF TECHNOLOGY
COIMBATORE**

BONAFIDE CERTIFICATE

Certified that this project titled **“A STUDY ON WORK STRESS OF EMPLOYEES IN SRI SANGEETHA SPINNING MILLS IN COIMBATORE”** is the bonafide work of **Mr.K.V.POORNACHANDRAN** who carried out this research under my supervision. Certified further, that to the best of my knowledge the work reported herein does not form part of any other project report or dissertation on the basis of which a degree or award was conferred on an earlier occasion on this or any other candidate.

Faculty Guide

Director

Evaluated and viva-voce conducted on..... 1.11.08

Examiner I

Examiner II

DECLARATION

I hereby declare that the dissertation entitled "**A STUDY ON WORK STRESS OF EMPLOYEES IN SRI SANGEETHA SPINNING MILLS IN COIMBATORE**" submitted for the **MASTER OF BUSINESS ADMINISTRATION** degree is my original work and the dissertation has not formed the basis for the reward of any Degree, Associate ship, Fellowship or any other similar titles.

K.V. [Signature]
18/11/08

Signature of the student

With date



SRI SANGEETHA MILLS

PH. : 2332281

2333945

S.F. No. 366/2, Kaduvettipalayam, Annur Road, Karumathampatti - 641 659.

Head Office: S.R.S. Complex, Karumathampatti Road, Somanur - 641668.

TNGST No. : 2463817 **1128** CST No. : 850486 Dt. 11.08.2004

CERTIFICATE

This is to certify that **Mr.K.V.POORNACHANDRAN**,
I Year M.B.A., Kumaraguru College of Technology,
Coimbatore has completed his project by name "**A Study on
Work Stress**" in our organization from the period of
14th June 2008 to 14th July 2008.

He has completed the project successfully.

For SRI SANGEETHA MILLS

PARTNER

ACKNOWLEDGEMENT

Few people are as fortunate as I have been. Throughout my life I have always benefited from many wonderful people around me, and the last two months of my final project have been no exception. I have many people to be thankful to.

I thank our respected chairman Dr. N. Mahalingam who helped us to undergo this master's degree and acquire a lot of knowledge.

I express my sincere gratitude to our beloved correspondent **Prof. Dr. K. Arumugam**, the prime guiding spirit of Kumaraguru College of Technology.

I extend my heartfelt thanks to principal **Dr. Joseph V. Thanikal**, Kumaraguru college of Technology, for provided facilities to do this project.

In great honor and with indebted gratitude I thank my inspiring guide **Prof. K.R. Ayyasamy** who has taken great interest in helping me on and often in the successful pursuit of my project. I am very much fortunate to get such a good guide, who encouraged me constantly with good counsel and helped me to complete the project successfully on time.

I am highly obliged to extend my sincere thanks to **Mr. Soundarajan**, Head-Projects & **SRI SANGEETHA SPINNING MILLS Private Ltd** for his effective guidance and valuable support to carry out this project in their premises.

I express my heartfelt gratitude to **SRI SANGEETHA SPINNING MILLS Private Limited**, for giving me an opportunity for doing the project in their esteemed organization and encouraged me with this expert counseling and guidance for successful completion of my research study.

Above all, I thank **Almighty God and My Parents**

TABLE OF CONTENTS

Description	Page No
Acknowledgement	I
Contents	li
List of Tables	lii
List of Figures	lv
Abstract	Vi
1. Introduction	1
Company	2
Review of Literature	3
2. Methodology	5
3. Analysis and Interpretation	7
4. Findings and Inference	21
5. Recommendations	21
6. Conclusion	24
Appendices	25
Bibliography	27

LIST OF TABLES

S.No	TITLE	Pg.No
1	Distribution of respondents by their age	7
2	Distribution of respondents by their education qualification	9
3	Distribution of respondents by their yrs of experience	11
4	Distribution of respondents by their salary	13
5	Distribution of respondents by their working hours	15
6	Distribution of respondents by their superior behavior	16
7	Distribution of respondents by their working stress	17
8	Distribution of respondents by their amenities	18
9	Distribution of respondents by their shift timings	19

LIST OF CHARTS

S.No	TITLE	Pg.No
1	Distribution of respondents by their age	8
2	Distribution of respondents by their education qualification	10
3	Distribution of respondents by their yrs of experience	12
4	Distribution of respondents by their salary	14
5	Distribution of respondents by their working hours	15
6	Distribution of respondents by their superior behavior	16
7	Distribution of respondents by their working stress	17
8	Distribution of respondents by their amenities	18
9	Distribution of respondents by their shift timings	19

Abstract

Work stress is the key to witness substantial growth and to leverage the process of the company. The study involves international auto giant establishing its marketing strategies, presence in India and giving a competition to the other auto makers. Studying work stress in Coimbatore was conducted through questionnaire involving 40 samples of the employees of Sri Sangeetha spinning mills to know their awareness and satisfaction. The research methodology is descriptive and simple percentage tool is used to obtain the result. The counterparts in the market were also taken into consideration to have an effective knowledge of various brands and segments. At this juncture such a study is relevant and vital, which allows formulation of new strategies and preventive measures.

CHAPTER I

INTRODUCTION AND DESIGN OF THE STUDY

1.1 BACKGROUND OF THE STUDY

Stress is quite a common experience for everyone and it is a part of everyday life and not necessarily a negative phenomenon, being a physiological stimulus usually connected with human-environment interactions. However, it can become a harmful risk factor for health when it is perceived as an imbalance between an excess of demands and the individual ability to meet them. This causes a perturbation of the psycho-psychical equilibrium, taxing physical and behavioral responses aimed at coping with it. If this coping fails, stress can have harmful consequences on physical, mental and social well-being, with high costs both for the individual and society. Stress at work can be generated by job demands, environmental conditions, work organization and human relations; its impact on job satisfaction, performance efficiency and health can vary widely depending on the psycho-physical characteristics and coping resources of individuals, as well as on the social support received. Sri Lanka spinning mills are generally considered one of the working groups having to deal with a highly demanding job. In fact, it entails a complex set of tasks requiring very high levels of knowledge and expertise, as well as the practical application of specific skills pertaining to cognitive domains. This job is associated with stress and strain which paves way to lose their energy very quickly.

1.2 STATEMENT OF THE PROBLEM

In this capitalist situation, the workers are exploited by the employer, by way of giving low wages or heavy work. Existence of bad working climate and strict management are also form to reasons for dissatisfaction of job. To ensure good management, there things must be avoided and good environment must be created for the workers. The attitude of the workers is fully depends upon the satisfaction in their working situation and conditions. For that, the employer must provide them with adequate facilities.

At this background an attempt has been made to find out answers for the following questions.

1. To what extent the employees are satisfied in their job?
2. Whether any relationship between job satisfaction and various factors?

3 INTRODUCTION ABOUT THE COMPANY

SRI SANGEETHA SPINNING MILLS LIMITED was incorporated in 1994 by Sarvashri. P.Ratnam, S.P.Sambandam, S.P. Rajendran and K.R. Manicka Mudaliar who had been doyers in textile Business at Salem. Due to their strenuous efforts over decades, the company has flowered into a major industrial concern presently boasting of a total spindleage of 50,588 and 336 OE Rotors in two units, first at Udayapatti, Salem (25,100 spindles) and another at Seshanchavadi (25,488 spindles). There has been a continuous expansion and modernization at these units. The Company manufactures Carded, Combed, Auto coned, TFO, Ring Doubled Yarn. It is making large profits and declaring sizable dividends year after year.

The Company Presently is headed by Sri. R. Selvarajan, S/o. Sri. S.P. Ratnam, Founder. He has four decades of experience in yarn trade/manufacture. The Joint Managing Director Sri. S. Vijayshankar, a management graduate, son of Sri. R.Selvarajan. They are very much involved in running the Company successfully with a closely knit team of qualified, youthful and skilful team of technical and other managers and workforce. Importance is given to adherence to quality systems and schedules. Customer requirements awareness is indicated to the good root level workers.

As stated earlier, sri sangeetha Spinning Mills Limited is a significant member of the Sambandam Group of Companies. It strives for excellence in every sphere of its activities. Quality, best services, customer friendly and steady development are its policies. The Company is committed to Corporate Governance in fulfilling its quest for achieving significant growth with profits. The award of ISO 9001:2000 & EMS 14001:2004 Accreditation to the Company is a fitting testimony in this regard.

QUALITY POLICY

- Strictly adopting BIAS for preparing mixing
- Following manual contamination collection for controlling contaminants
- Having well equipped Uster Machines in our testing Lab accederated with NABL certification for Fibre to yarn testing.

1.4 REVIEW OF LITERATURE

A brief literature would help to the researcher in gaining insight into selected problem. The researcher would gain good background of the problem by reviewing certain studies. A reference to these earlier studies will be related in the context of shaping the present study.

¹A study by Alfonzo and Andres Sousa-Poza, suggests that work stress is determined by finding the work-role of management.

The Sousa-Poza ² study found that having an interesting and having good relations with management explained the largest proportion of variance in work stress.

³See Gary Blau in his study reveals that work stress is negatively related to the performance of routine tasks, and also that job satisfaction is positively related to the performance is positively related to the performance of more complex and autonomous tasks.

⁴G.G.Loganathan in his study found that the job security is the most satisfying factor for the employees working in public sector organizations whereas work environment emerges as the most satisfying factor for the employees working in private sector organizations. The study further reveals that 41 percent of the private sector employees consider career development as the most important motivational factor as compared to just 18 percent of the public employees sharing similar views.

⁵P. Madhusudana Rao and Miss B. Sujatha and P.M.G. Kalayan Chakravarthy in their study found that the salary drawn by the employee is the most important factor in deciding the performance of employees.

1.5 OBJECTIVES OF THE STUDY

The objectives of the study are as follows

- ❖ To study the socio economic characteristics of the sample respondents.
- ❖ To identify the factors that influences the work stress of the respondents.
- ❖ To study the level of performance of the sample respondents.
- ❖ To offer valuable suggestions and recommendations for improving job satisfaction of sample respondents.

1.6 SCOPE OF THE STUDY

The study has been undertaken to know the job satisfaction of employees in SRI SANGEETHA PINNING MILLS (p) Ltd., Annur with regard to various factors such as working hours, income provided by the company relationship with superiors, relationship with subordinates provided by the company

CHAPTER II

RESEARCH METHODOLOGY

METHODOLOGY

Data for this study were collected from primary source as well as secondary sources. The primary data were collected from the employees in SRI SANGEETHA SPINNING MILLS (p) Ltd., Annur. The secondary data relating to the study were collected from magazines, journals, and websites.

2.1 RESEARCH DESIGN

The research design adopted for the study's is descriptive design. The researcher has to describe the present situation in order to know the satisfaction of the customers. Hence descriptive research study is used. Descriptive research can only report what has happened and what is happening.

2.2 SAMPLING DESIGN

2.2.1 Sample Size

The study based only on the opinion and expectation of customers. Total number of sampling size of customers is 40.

2.2.2 Data Collection Method

The collection of data is considered to be one of the important aspects in the research methodology. There are two types of data that exists one is primary data and the other is secondary data.

2.2.2.1 Primary Data

Well structured questionnaire has been used for the collection of primary data from the respondents

2.2.2 Secondary Data

Secondary data has been collected from the company record, various magazines, journal and various web sites.

3 TOOLS USED FOR ANALYSIS

The data collected from the respondents were converted into readable for processing, classification and arrangements. The data was tabulated and analyzed using Statistical Methods like.

1. Simple Percentage analysis

$$\text{Percentage of Respondents} = \frac{\text{Number of Respondents}}{\text{Total Respondents}} \times 100$$

4 PERIOD OF THE STUDY

The study has been conducted during the year 2007-08.

5 LIMITATIONS OF THE STUDY

Through a detailed investigation is made in the present study it has got the following limitations.

- ❖ This study is based on employee's attitude and opinion but the attitude may change.
- ❖ The employees were not able to express their opinion freely in front of the colleagues and co-workers.

CHAPTER III
DATA ANALYSIS AND INTERPRETATION

Simple Percentage Analysis

Table No: 1
Distribution of Respondents by their Age

AGE is one of the essential factors which determine work stress of the employees. Normally, the attitude and interest will differ from age to age. Hence an attempt is made to analyze the gender of the sample respondents.

AGE			Frequency	Percent	Valid Percent	Cumulative Percent
Valid	UPTO 25 YR	25	16	40.0	40.0	40.0
	26-40		17	42.5	42.5	82.5
	>40		7	17.5	17.5	100.0
	Total		40	100.0	100.0	

Inference:

It is found from the above table 40% of the respondents belongs to the age group of 25 years, 42.5% of the respondents belongs to the age group of 26 – 40 years, 17.5% of the respondents belongs to the age group of 40 years.

It is concluded that the majority of the respondents belongs to the age group of 26- 40 years.

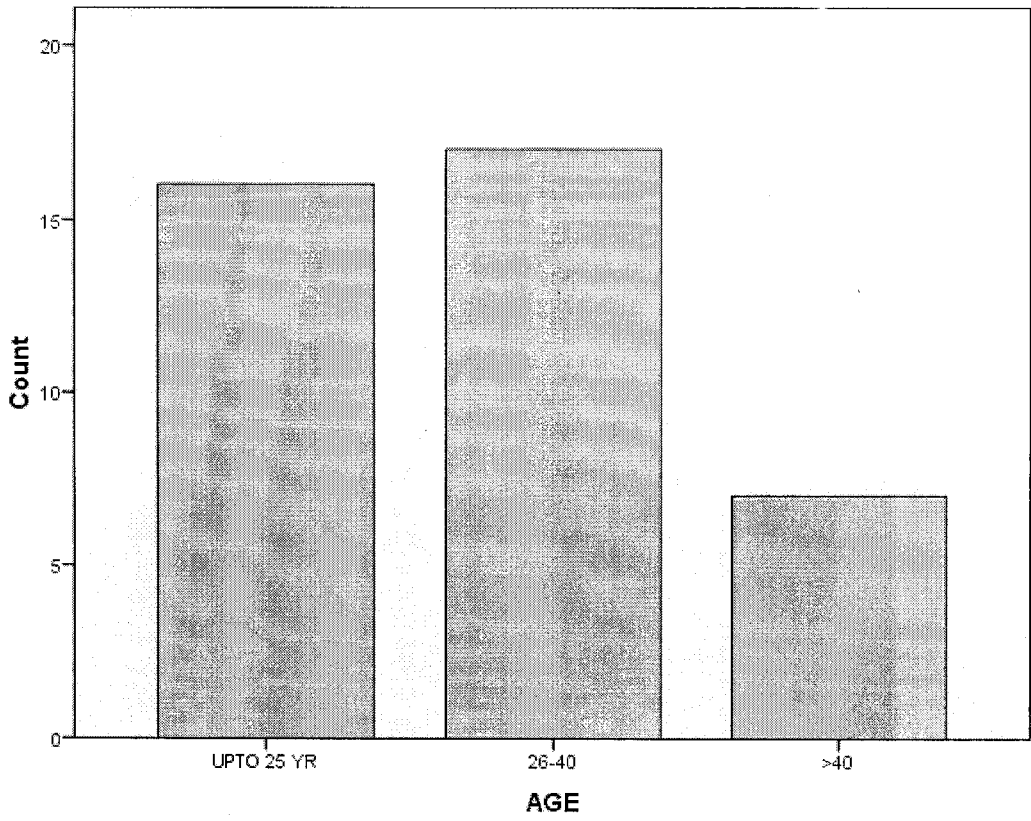


Table no:2

Distribution of respondents by their education qualification

Education is one of the most important factors in determining the work stress. Education enables a man to think rationally and guide his while taking essential decisions on day to day activities. Hence, this factor is considered to ascertain the job satisfaction of the sample respondents. the educational qualification of respondents are classified into three categories i.e., up to school level, degree level, diploma level, and post graduate level.

The table shows the classification of sample respondents on the basis of educational qualification.

EDU QUALIFICATION	Frequency	Percent	Valid Percent	Cumulative Percent
UPTO SCHOOL	3	7.5	7.5	7.5
UG	18	45.0	45.0	52.5
PG	12	30.0	30.0	82.5
DIPLOMA	7	17.5	17.5	100.0
Total	40	100.0	100.0	

INFERENCE

Table 2. reveals that 7 percent of the sample respondents have the qualification up to school level, 45percent of the respondents are having qualification up to UG level, 30percent of the respondents are having the qualification up to post graduate level, and 17.5 percent of the respondents are having the qualification up to diploma level

Hence, it is concluded that the majority of the sample respondents have the qualification up to school level.

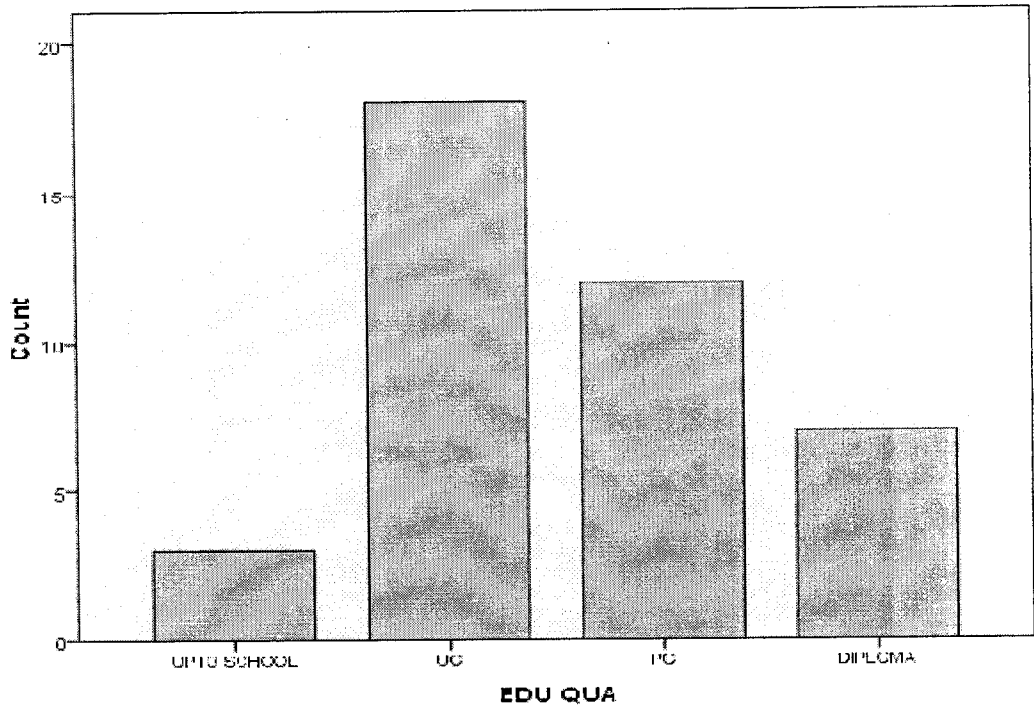


Table No:3

Distribution of respondents by their experience

Experience is one of the important factors in determining work stress. The attitude of an experienced person will differ from an inexperienced person. In this regard the years of experience of the respondents are classified into three categories i.e., up to 5 years, 6 to 10 years, and above 10 years. The table 3 shows the classification of sample respondents on the basis of years of experience

Experience	Frequency	Percent	Valid Percent	Cumulative Percent
<=5	18	45.0	45.0	45.0
6-10	14	35.0	35.0	80.0
>10	8	20.0	20.0	100.0
Total	40	100.0	100.0	

Inference

Table 3 reveals that 45 percent of the sample respondents are having up to 5 years experience, 35 percent of the sample respondents are having 6 to 10 years and 20 percent of the sample respondents are having above 10 years experience.

Hence, it is concluded that the majority of the sample respondents are having up to 5 years of experience.



P-2506

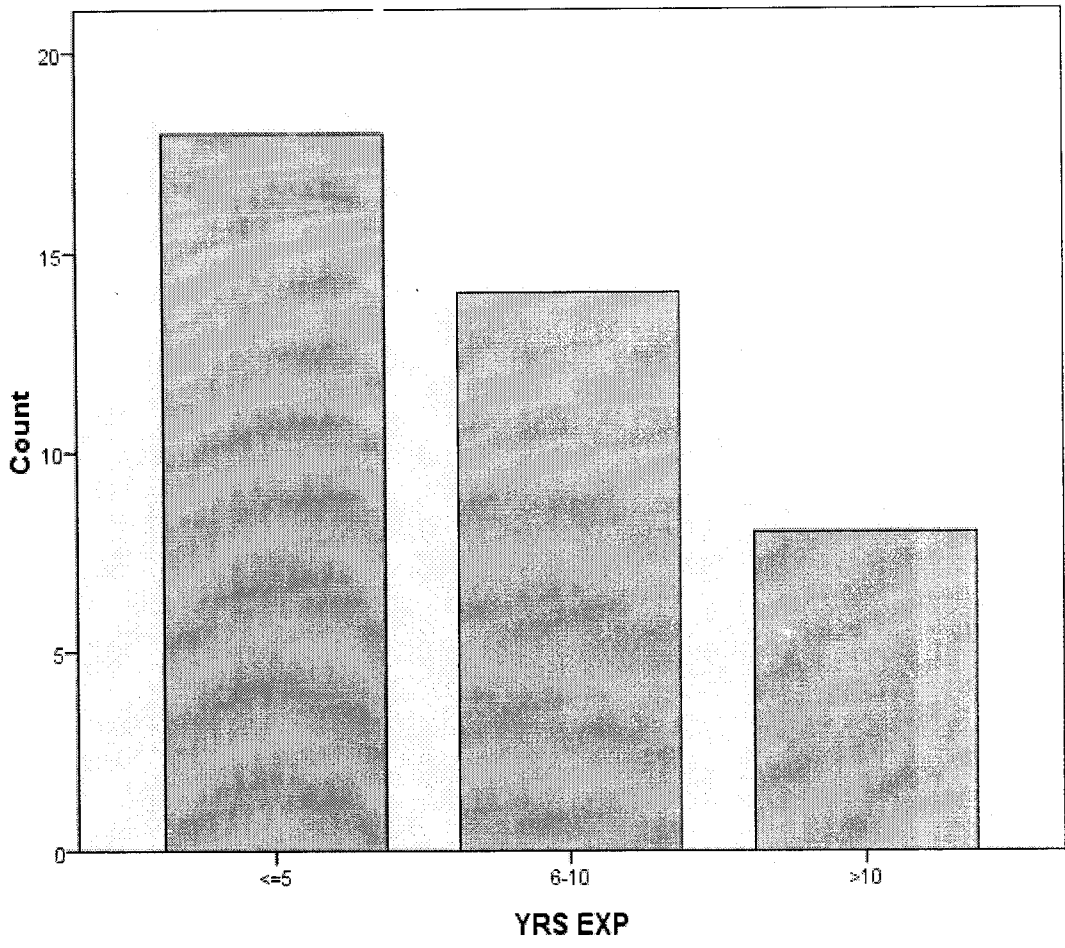


Table No:4
Distribution of respondents by their salary

Salary is an important factor to determine the work stress. Behavior of the person differs according to salary drawn during the year 2006-07. Therefore, it is taking into consideration to determine the job satisfaction. Salary drawn during the financial year 2006-07 is classified into three categories viz., up to Rs.25, 000, Rs.25, 001 to Rs.50, 000, Rs.50, 000 to Rs.1,00,000, and above Rs.1,00,000. The table 4 shows the classification of sample respondents on the basis of years of experience.

SALARY ANNUAL	Frequency	Percent	Valid Percent	Cumulative Percent
<=25000	4	10.0	10.0	10.0
25001-50000	14	35.0	35.0	45.0
50001-100000	13	32.5	32.5	77.5
>100000	9	22.5	22.5	100.0
Total	40	100.0	100.0	

Inference

Table 4 reveals that 10 percent of the sample respondents are drawn their salary up to Rs.25, 000, 35percent of the sample respondents are drawn their salary Rs.25, 001 to Rs.50, 000, 32.5 percent of the sample respondents are drawn their salary Rs.50, 001 to 1,00,000 , and 22.5 percent of the sample respondents are drawn their salary above Rs. 1,00,000 during the financial year 2006-07.

Hence, it is concluded that the majority of the sample respondents are drawn their salary between Rs.25, 001 to Rs.50, 000 during the financial year 2006-07.

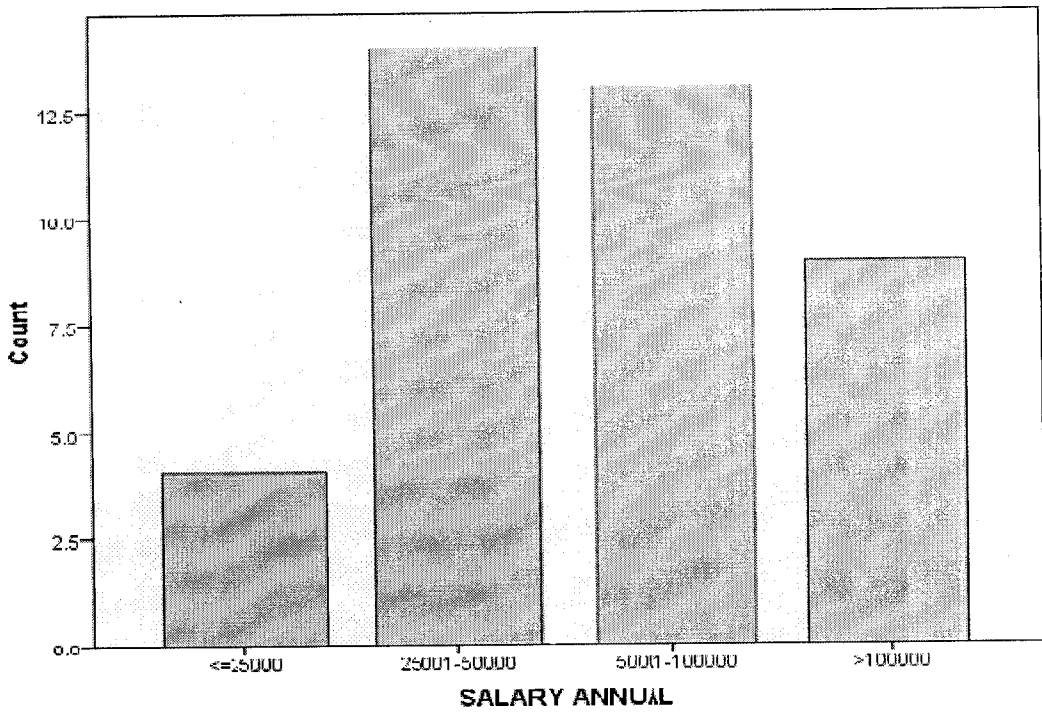


Table No:5

Distribution of respondents by their working hours

The working hour is an important factor to determine the work stress. Some person needs more working hours and some person needs less working hours. Hence, the working hour is considered as essential factor to assess the satisfaction.

The table 5 shows the of satisfaction regarding working hours.

WORKING HOURS	Frequency	Percent	Valid Percent	Cumulative Percent
YES	24	60.0	60.0	60.0
NO	16	40.0	40.0	100.0
Total	40	100.0	100.0	

Inference

This table shows that work stress of respondents during the working hours, 60% of the respondents stress that compulsion of high authority during the working hours, and 40% of the respondents opined that lack of number of worker during working hours.

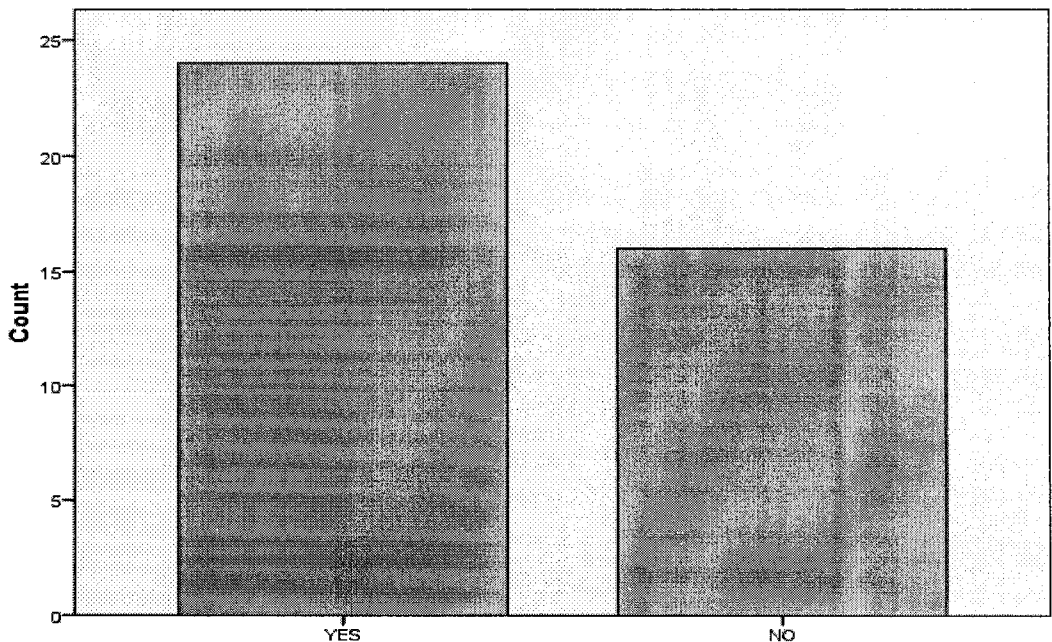


Table No:6

Distribution of respondents by their superior behaviour

Supervisor behavior also determines the work stress of the sample respondents. Hence, the supervisor behavior is considered as essential factor to assess the job satisfaction of the sample respondents.

The table 6 shows satisfaction regarding supervisor's behavior

Supervisor behavior	Frequency	Percent	Valid Percent	Cumulative Percent
YES	23	57.5	57.5	57.5
NO	17	42.5	42.5	100.0
Total	40	100.0	100.0	

Inference

The table 6 shows that out of 40 respondents, 57.5percent of the sample respondents are satisfied with supervisor behavior and 42.5percent of the sample respondents are not satisfied with supervisor behavior.

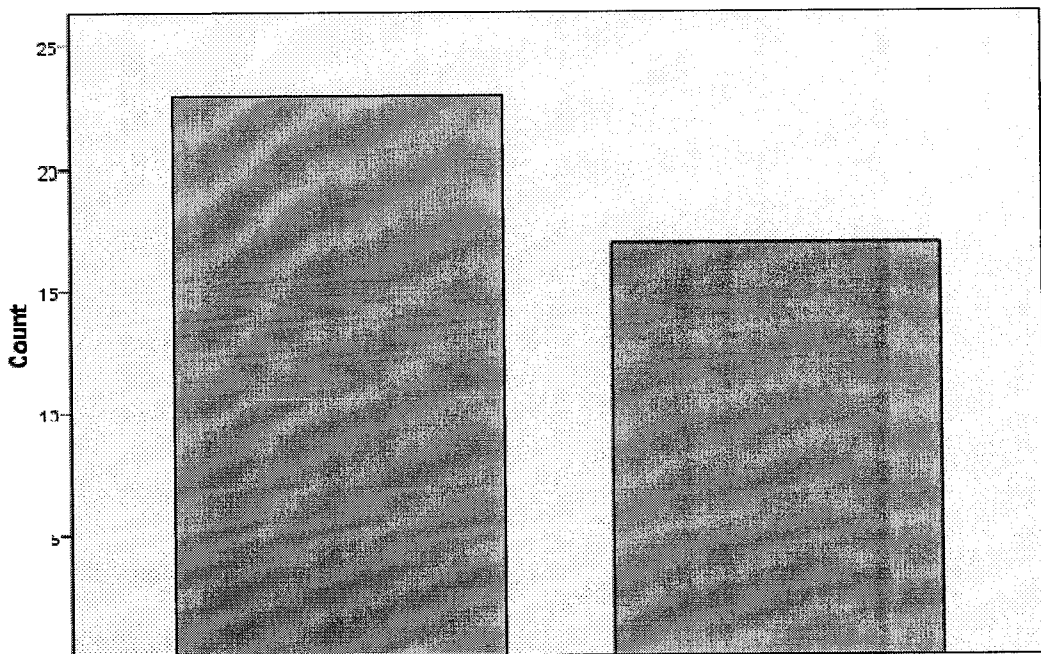


Table No:7

Distribution of respondents by their working stress

Working stress also determines the same respondents. Hence working stress also considered as essential factors.

Working Stress	Frequency	Percent	Valid Percent	Cumulative Percent
OVER LOAD	16	40.0	40.0	40.0
COMPULSION	15	37.5	37.5	77.5
LACK OF WORKERS	9	22.5	22.5	100.0
Total	40	100.0	100.0	

Inference

From table 7 it reveals that 40 percent of the respondents do their work due to overload, 37.5 percent of the respondents do their work due to compulsion, 22.5 percent of the respondents do their work due to lack of workers.

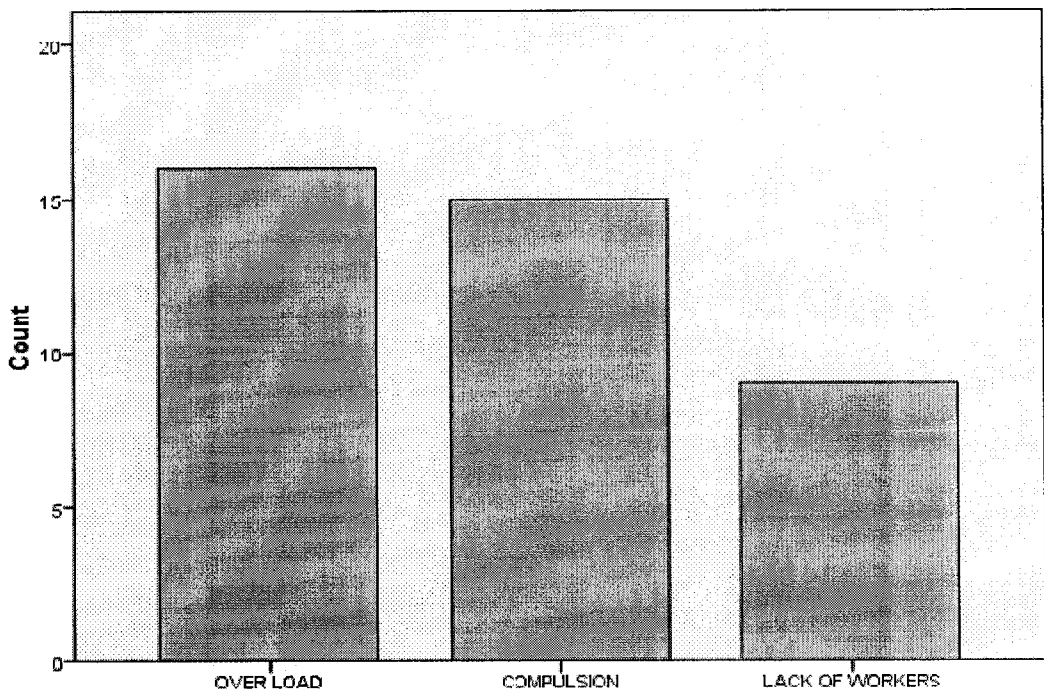


Table No:8

Distribution of respondents by their amenities

Amenities provided in company also determines the working stress of employees.Hence amenities also considered as essential factors.

Amenities	Frequency	Percent	Valid Percent	Cumulative Percent
YES	19	47.5	47.5	47.5
NO	21	52.5	52.5	100.0
Total	40	100.0	100.0	

Inference

From the table 8 it reveals that 47.5 percent of the respondents are satisfied with amenities provided,52.5 percent of the respondents are not satisfied with provided amenities.

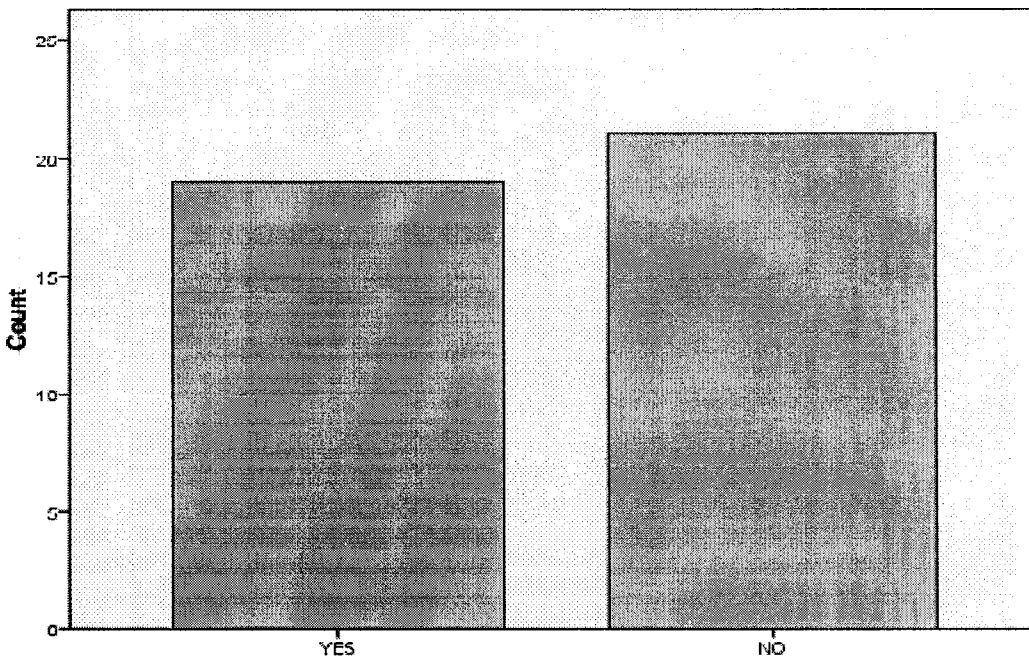


Table No:9

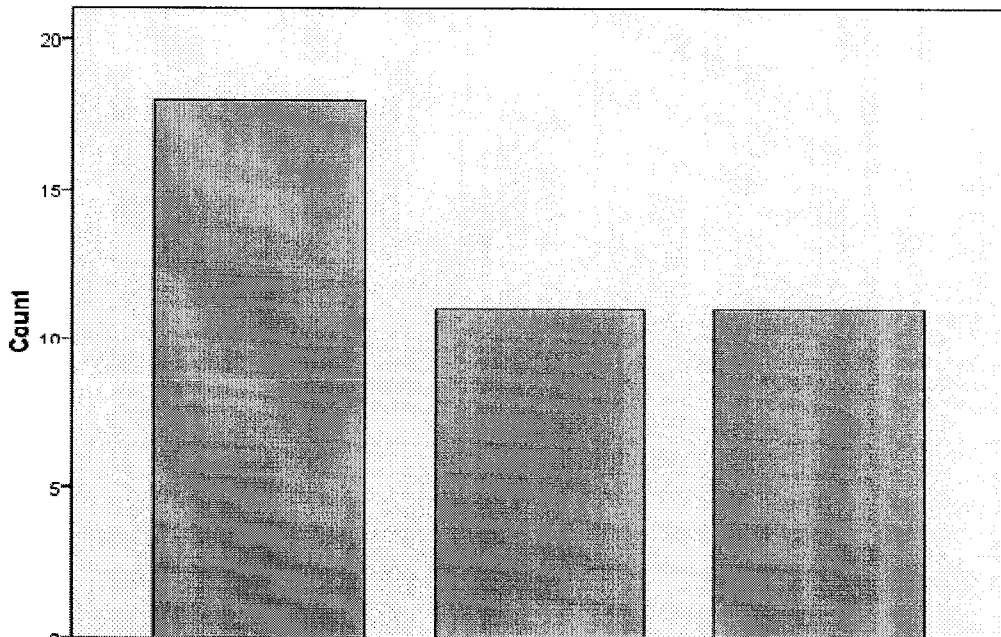
Distribution of respondents by their shift timings

Shift timings also determines the working stress or respondents.Hence shift timings also considered as essential factors.

Shift timing	Frequency	Percent	Valid Percent	Cumulative Percent
6-2	18	45.0	45.0	45.0
2-10	11	27.5	27.5	72.5
10-6	11	27.5	27.5	100.0
Total	40	100.0	100.0	

ference

From the table it reveals that 45 percent of the respondents are satisfied with their shift timings 6-2pm,27.5 percent of the respondents are satisfied with shift timings 2-10pm,27.5 percent of the respondents are satisfied with shift timings 10-6am.



1 CONCLUSION

In this chapter, an attempt is made to analyze the socio-economic characteristics of the sample respondents towards their job and work stress. The demographic factors like gender, age, educational qualification, years of experience, salary drawn during the year 2006-07 are analyzed.

- ❖ Majority of the sample respondents are under the category of male.
- ❖ Majority of the sample respondents belong to the age group of up to 25 years.
- ❖ Higher percentage of the sample respondents has the qualification up to UG level.
- ❖ Most of the sample respondents are having up to 5 years of experience.
- ❖ Majority of the sample respondents are drawn their salary between Rs.25, 001 to Rs.50, 000 during the financial year 2006-07.

CHAPTER IV

SUMMARY OF FINDINGS, CONCLUSION AND SUGGESTIONS

1 INTRODUCTION:

The study has been undertaken to analyse the work stress of employees in SRI ANGEETHA SPINNING MILLS (p) Ltd., Annur. The success of every company depends upon the cooperation extended by the employees. An employee who is satisfied with their job would like to strengthen his relationship with the organisation.

2 OBJECTIVES OF THE STUDY

The objectives of the study are as follows

- ❖ To study the socio economic characteristics of the sample respondents.
- ❖ To identify the factors that influence the job satisfaction and work stress of employees of the respondents.
- ❖ To study the level of satisfaction of the sample respondents.
- ❖ To offer valuable suggestions and recommendations for improving job satisfaction of sample respondents.

3 HYPOTHESIS OF THE STUDY

On the basis of the observations made while collecting data, the following null hypotheses were framed.

- ❖ There is no significant relationship between personal variables of employees such as gender, age, educational qualification, years of experience, salary drawn during the financial year 2006-07, savings during the financial year 2006-07 and level of satisfaction of the sample respondents in their job.

4 METHODOLOGY AND TOOLS

4.1 Sampling Design

Data for this study were collected from primary source as well as secondary sources. The primary data were collected from the employees in SRI SANGEETHA SPINNING MILLS(p) Ltd., Annur. A list of the employees has been obtained from the manager. Out of 100 persons, 40 persons were selected as the sample for the present study by using random sampling technique. The secondary data relating to the study were collected from magazines, journals, and websites.

4.2 Frame work of analysis

The data collected were transcribed in a long sheet and from them various required tables were prepared and analyzed with the help of statistical tools like percentage analysis.

5 SUMMARY OF FINDINGS AND CONCLUSIONS

5.1 Socio characteristics of the sample respondents

The first objective of the study is to know the socio-economic characteristics of the sample respondents.

For this purpose, the sample respondents were classified according to gender, age, educational qualification, years of experience and salary drawn during the financial 2007-08.

It was found that

- 42 percent of the sample respondents are in the age group of up to 25 years, and 26 to 40 years.
- 66.67 percent of the sample respondents are in the category of male.
- 45 percent of the sample respondents have the qualification up to UG level.
- 4 percent of the sample respondents has experience up to 5 years.
- 35 percent of the sample respondents are drawn their salary during the financial year 2006-07 Rs. 25,001 to Rs. 50,000.

5.2. Satisfaction of level of sample respondents

The fourth objective of the study is to analyze the satisfaction level of the sample respondents. was found that,

- 60 percent of the sample respondents are highly satisfied in their job out of 100% workers according to the salary.
- 33.3% of the sample respondents are satisfied with the working condition in the company
- 57.5 % of the sample respondents are satisfied in relationship with superiors in the company
- 30% of the sample respondents are satisfied in relationship with subordinates
- 47.5% of the sample respondents are satisfied with amenities provided in the company

6 SUGGESTIONS

Based on the findings of the study the following suggestion are made

- Most of the respondents in this study have stated that the income provided by the organisation is inadequate. Hence, it is suggested that the information regarding the company take necessary steps to raise the wages of the employees.
- The recreational facility provided to the employees is very poor level. So, management should have to taken care about that.
- Most of the sample respondents stated that there is no proper cordial relationship between superiors and employees. In this regard, suggested that the management should keep smooth relationship between employees and superiors.
- Most of the respondents are not satisfied with the amenities provided by the company.
- Most of the respondents do their work under compulsion and over workload.so the work should be done in proper way.

4.7 CONCLUSION

Without the satisfaction of the employees, any software company cannot achieve its project. This study has been conducted with the aim of knowing work stress of employees in SRI SANGEETHA SPINNING MILLS(p) Ltd., Annur. If the company give due attention regarding this, they can ensure a high level of Job satisfaction from the employees with lower level of working stress. .

APPENDIX

NAME OF THE EMPLOYEE :

AGE : Up to 25 yrs 26 to 40 yrs
 Above 40 yrs

GENDER : male Female

EDUCATION QUALIFICATION

Up to school level UG level
 PG Level Diploma level

YEARS OF EXPERIENCE

Up to 5 Years 6-10 Years Above 10 Years

ANNUAL SALARY OF THE YEAR (APRIL TO MARCH 2007-2008)

Up to Rs. 25,000 Rs.25,001 to Rs.50,000
 Rs.50,001 to Rs. 1,00,000 Above Rs.1,00,000

WORKING STRESS

over workload Compulsion of high authority
 Lack of number of workers

Are you satisfied with your supervisor's behavior?

Yes No

If No state the reasons

1. Lack of relationship
2. over burdening of work
3. Making urgency in completion of work
4. Irritation & confusion while giving instructions.

Normal working hours per day

hours

Do you feel the working hours are high?

Yes

No

If yes state the reasons

1. over workload
2. Compulsion of high authority
3. Lack of number of workers

Are you satisfied with the amenities provided in the firm?

Yes

No

If no state the areas of dissatisfaction.

1. No space for parking of vehicles
2. Non availability of rest room
3. Poor canteen facility
4. Poor water facility

Are you satisfied with the shift timings of the industry?

1.6-2pm

2.2-10pm

3.10-6am

BIBLIOGRAPHY

Reference Books

- **Donald R Cooper – Pamela S Schindler**, “Business Research Method,” Tata Mc Graw – Hill Publishing Company Ltd., 8th edition, 2003.
- **Kazmi S.H.H & Satish K Batra**, “Advertising & Sales Promotion”, Excel Books, Second Edition, 2006.
- **Kothari C.R.**, “Research Methodology”, New age international Prakashan Publishers, Second edition, 2004.
- **Memoria. C.B. and Sathish Memoria (1985)**, “Marketing Management”, Ketab Mahal, New Delhi.
- **Philip Kotler (2000)**, “Marketing Management”, Prentice Hall of India, New Delhi.