

**STUDY ON EMPLOYEES PRODUCTIVITY THROUGH STRESS
MANAGEMENT IN COROMANDEL ENGINEERING COMPANY PVT.
LIMITED. CHENNAI.**

BY

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A PROJECT REPORT

Submitted to the

FACULTY OF MANAGEMENT SCIENCES

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Of

MASTER OF BUSINESS ADMINISTRATION



CENTRE FOR DISTANCE EDUCATION

ANNA UNIVERSITY CHENNAI

CHENNAI 600 025

SEPTEMBER 2009

BONAFIED CERTIFICATE

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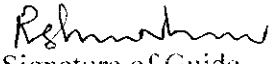
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20th July 2009

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“STUDY ON EMPLOYEES PRODUCTIVITY THROUGH STRESS
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During the tenure her conduct was good.

For Coromandel Engineering Company Ltd.,

C. VISALAKSHI
HR Executive

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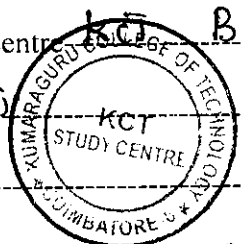
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DECLARATION

DECLARATION

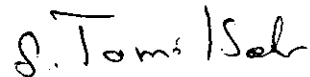
I hereby declare that this project report entitled as STUDY ON EMPLOYEE PRODUCTIVITY THROUGH STRESS MANAGEMENT IN COROMANDEL ENGINEERING COMPANY PVT. LTD CHENNAI. done in a leading construction company, at Chennai has been undertaken for academic purpose, submitted to Annauniversity in partial fulfillment of the requirement for the award of the degree of Master of Business Administration.

The project report is the record of the original work done by me under the guidance of Lecturer Mrs.R.HEMANALINI during the academic year 2008-2009.

I also declare hereby that the information given in this report is correct to best of my knowledge and belief.

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Date :



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ABSTRACT

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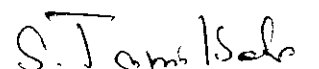
The project title "A study on Employees Productivity through stress Management In Coromandel Engineering Company Pvt . LTD. Chennai.

Human Resource is an important capital of the organization the unreasonable stress may lead to low moral and loyalty of the employees towards company, poor productivity, mental problems, more absenteeism, poor quality products / services, industrial accidents, more employee turnover.

This study will helpful to know stress level in the company and how the employee perceive the same and how to the reduce stress level.

The researcher adopted various techniques, in which questionnaires , was administered by direct interview method and information collected from planning and resource department, analysis was made using statistical tools like percentage analysis, Chi-square test, and correlation. From this inference was drawn. Based on the inference, necessary suggestion was given.

The company take some steps for improve co-operation among administrative staff and site workers, proper communication of the information to workers, improve physical working environment of the company , arrange tour yearly once and introduce infrastructure facility to do Physical exercises, Yoga, or meditation in the company beyond the working hours.


Signature of Candidate

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I express my sincere gratitude to our beloved **A. Senthilkumar counselor MBA Programme, KCT Study Center Coimbatore**, for his kind blessings and moral support for carrying out this project.

I thank respected **Director, Centre for Distance Education, Anna university , Chennai** who helped us to undergo this master's degree and acquire a lot of knowledge.

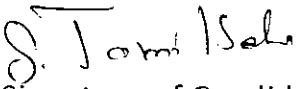
I take this opportunity to convey my sincere thanks to the **Dr. S.Sadasivam Coordinator, KCT Study Centre, Coimbatore** for her cooperation and support given during this course.

It express my sincere thanks to **Prof.Dr.S.V.Devanathan Project in-charge and other member of Project Monitoring Committee, KCT Study Centre, Coimbatore** for allowing us to carry out this project work.

I take the privilege to extend my hearty thanks to my **Internal project Guide**

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My special acknowledgements and thanks to Centre of distance education, faculty members, my friends, my dear colleagues and family members who helped me in the Completion of this project successfully.


Signature of Candidate

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INTRODUCTION

CHAPTER 1

INTRODUCTION TO STUDY ON EMPLOYEES PRODUCTIVITY THROUGH STRESS MANAGEMENT IN COROMANDEL ENGINEERING COMPANY

1.1 RESEARCH BACKGROUND

This study is very much beneficial for the company, since the stress is always linked with productivity in a negative manner after some reasonable level. I.e. if the stress level is more in organization, it will end up with less productivity, at the same time if the stress level is very low (Employees may become lazy), it will also end up with poor productivity. Stress is such a critical factor in organization.

COMPANY PROFILE

Coromandel Engineering Company Ltd

The company was the first to introduce pre-engineered building systems in India. It has strategic tie-up with the world leader in pre-engineered building systems, Butler Manufacturing Company of the USA.

Contact

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Opportunities in real estate & construction industry

- Over 200 lacks new housing units required in 5 years.

- There has been a rapid growth in the industry for past few years. High demand growth has led to prices doubling over 3 years in many cities.

Business Overview

We were incorporated in the year 1947 and belong to the 'Murugappa Group of Companies'. Today, modern management technique has propelled the company's stature to a level of excellence. In the field of civil engineering construction the company strives for perfection and inspires trust. At present it has 2 distinct activities namely:

- **Construction**
- **Property Development**

Construction

CECL are providers of integrated turn-key construction services and have executed or are executing projects across all states and union territories in India. CECL provide integrated turn-key construction services in the industrial, commercial, infrastructure and residential sectors of the construction industry. Our integrated turn-key construction services include a range of (i) construction services such as construction design, engineering, procurement, construction and project management and (ii) construction allied services such as mechanical and electrical ("M&E"), plumbing, fire-fighting, heating, ventilation and air conditioning, interior fit-out services and glazing solutions.

Property Development

CECL are also into the business of property development, with their significant operations in the State of Tamilnadu. The company focuses on Real Estate Development of Residential and Commercial sector. They have an integrated in-house development team which covers all aspects of property development from project identification and inception through construction to completion and sale. The company commenced their property development activity in the year 1987-88. Since then they have developed over 30 residential projects covering approximately 6.54 lacs square feet of saleable area.

SOME OF THE PRESTIGIOUS COMMERCIAL PROJECTS UNDERTAKEN BY US ARE

1. Pylon , Vijayawada Thermal Power Station

A 450 MT Steel crown girder supported on 4 RCC Pylons of 5 M X 5 M at a height of 70 Mtrs. The boiler is hung from the crown girder. Each of the Pylon has foundation using well sinking method upto a depth of 28 Mtrs below ground level in hard and soft soil rock. The Pylon was constructed using Slip Form Technique and all four Pylon were slipped simultaneously. At one stroke the 450 MT fabricated steel was lifted to the height of 70 Mtrs without crane and using hydraulic jacks and pre-stressed wires.

2. Forebay and Circulatory Pump House System, Tuticorin Thermal Power Station

On the seashore, doing excavation upto (-) 9 M from the ground level and making 144 nos. rock anchors of 100 MT each to support the base slab at (-) 9 Mtrs by drilling holes up to (-) 31 Meters using Well Point Water System for De-watering to construct Foreplay & Pump House to bring in raw water from sea to pump house.

3. RCC TV Tower, Shimoga

Erection of 150 Mtr high tower with 106 Mtrs RCC tapered structure built using Slip Form Technique 44 Mtrs above RCC – Galvanised structural steel tower.

4. Blending Silo, India Cements Ltd., Tirunelveli

Two large pre-stressed RCC silos of 28 Mtr. Dia and 32 Mtrs height and 22 Mtrs dia with a height of 90 Mtrs. using Slip Form Method.

5. Coal Storage Building, India Cements Ltd., Tirunelveli

88 Mtrs. Dia steel cover without any intermediate support.

6. Ford India Building, Chennai

First PEMBS (Pre -Engineered Metal Building System) building in India using butler system. Spread across 10,000 Sq.Mtr.

COMPETITIVE STRENGTHS

The company's our primary competitive strengths:

- **Experienced Management and Employees**
- **Established Reputation for Quality Projects and Construction**
- **Our standardised and documented internal processes.**

Company Strategy

- **Making CECL one of the most preferred contractor.**

We intend to make CECL one of the most preferred contractors. To achieve this, we intend to continue to promote and expand our brand. We will do so by continuing to focus on quality and innovation in our projects, and providing strong after-sales support and services. We believe that delivering value to our customers and enhancing their overall satisfaction with our products will enable us to strengthen our brand further.

- **Get into the Rs.5 – 20 Crores segment where the number of reliable Contractors are less.**

We intend to take up orders ranging 5 to 20 crores for better utilization of our infrastructure. Nonetheless any repeat order of our existing clientele of lesser value will also be taken up to keep our customer relation. We also expect quality competitors in this range.

- **Quote for projects with reasonable margins.**

In order to endure the competition, pricing of the project plays a significant role. We therefore intend to price our projects at a competitive rate, which shall also earn reasonable margin for us. Also, where we enter into contracts primarily through a competitive bidding process, contractors for major projects are selected by clients based

on certain pre-qualification parameters including past experience in the execution of similar projects, technical ability and performance, reputation for quality, safety standards, financial strength and the price competitiveness of the bid. We intend to leverage our existing experience as well as our financial position to enhance our chances at the pre-qualification stage and win bids on contracts for larger scale projects.

PROPERTIES

Registered Office

Our registered office is situated at Parry House, 3rd Floor 43, Moore Street, Chennai - 600 001, which has been taken on lease from Parry (India) Limited vide lease agreement dated 01/07/2006 (for 33 months) . The premises is on an area of 3945 square feet (including 450 sq.ft for the purpose of dining of employees and car parking facility in the complex). A monthly rent of Rs. 81,600 is being paid for the same. Except for land at Pallikaranai which has been acquired for purpose of development & sale, we do not own any other property, neither have we taken any property on lease basis.

Growth potential in real estate & construction industry

- Several factors are expected to contribute to the rapid growth in Real Estate.
 - Large demand-supply gap in affordable housing, with demand being fuelled by tax incentives and a growing middle class with higher savings.
 - Increasing demand for commercial and office space especially from the rapidly growing Retail, IT/ ITeS and Hospitality sectors.
 - The recently announced JNNURM expected to provide further impetus.
- Investment opportunities exist in almost every segment of the business.
 - Housing: About 200 lacs new units expected to be built in five years.
 - Office space for IT/ITeS: Five-fold increase in office space requirement over the next 3 years.

Recruitment Strategy

Manpower Planning is done as part of Business Plan and reviewed quarterly. Depending upon the position/vacancies recruitment is done through campus interviews, employee

referrals and periodic recruitment advertisements. The selection process consists of panel interview and merit rating as may be required.

Training

- The Company provides an induction/onboard training programme to all its new recruits.
- Training for capability development includes:
 - Training to potential staff to shoulder higher responsibilities
 - Planning to create competitive edge

The various training programmes held by the Company are as follows:

Programme title Programme for

- ❖ Organizational Growth Strategies Senior Managerial Team
- ❖ Performance Excellence Graduate Engineer Trainees – Future Managers
- ❖ Management of Site Operations Project Heads, Engineers and Supervisors
- ❖ Role Effectiveness Administrative and Support staff

Retention Strategy

- Periodic review of compensation package to match the industry median.
- Review of employee Performance, based on their achievement on the defined tasks, at the end of the year, rating is awarded based on the normalization process.
- We offer family accommodations and suitable site allowances for staff posted at site away from their family.

1.2 IDENTIFIED PROBLEM

The Company would like to know the existing stress level in the company and how the employees perceive the same and how it will affect the employee performance and productivity. Human Resource is an important capital of the organization the unreasonable stress may lead to

- ❖ Low moral and loyalty of the employees towards company
- ❖ Poor productivity
- ❖ Mental problems
- ❖ More absenteeism
- ❖ Poor quality products / service
- ❖ Industrial accidents
- ❖ More employee turnover

Company is very specific about maintaining positive stress in the organization and executing the stress management activities in order to maintain

- ❖ High level motivation and moral among the employees
- ❖ Employees' loyalty and belief towards the company
- ❖ Increasing the productivity to the maximum extent
- ❖ Providing physically and mentally healthy work environment
- ❖ Reducing Absenteeism
- ❖ Good quality in Products / Service
- ❖ Prevention of industrial accidents
- ❖ Long-lasting relationship with the employees.

DEFINING STRESS AT WORK

Change in working practices, such as the introduction of new technology or the alternation of new technology or the alternative of targets, may cause stress. or stress may be built into an organizations' structure. Organizational stress can be measured by absenteeism and quality of work.

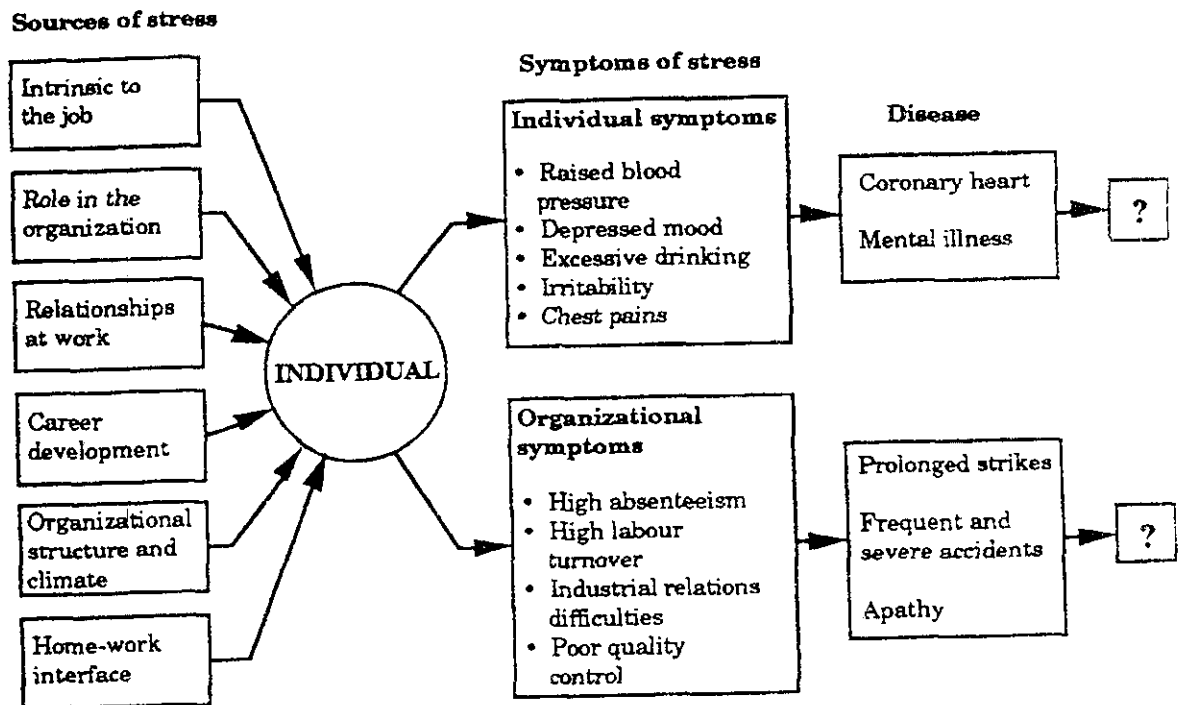


Figure 2 : Cooper's model of the dynamics of work stress
(adapted from Cooper and Marshall, 1976)

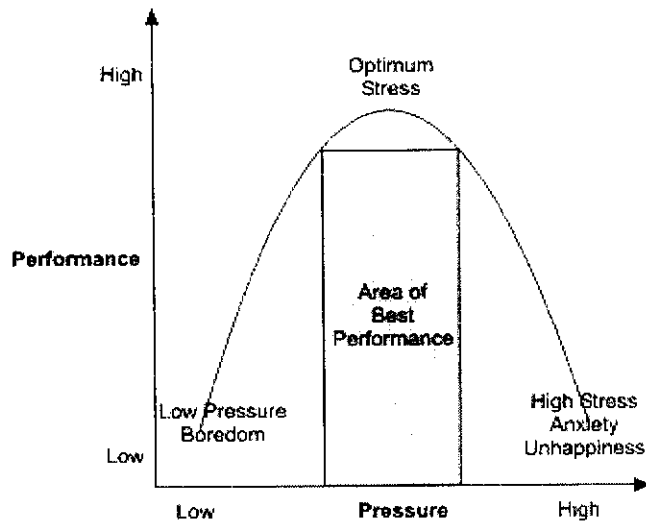
Stress and performance

For the most part, people view stress as a negative factor. Stress however is only negative when it is excessive, unmanaged and results in adverse symptoms and experiences. Some of the negative consequences include:

Feeling anxious, irritable, or depressed	Muscle tension or headaches
Apathy, loss of interest in work or other activities	Stomach problems
Problems sleeping	Social withdrawal
Fatigue, Trouble concentrating	Loss of sex drive
	Using alcohol or drugs to cope

It is clear that with these symptoms the individual's performance at work, home and in social settings will be adversely affected. Negative stress also seems to have a self-building facet where once stressed, additional factors just keep contributing to the stress and increase the stress levels while decreasing performance and functioning.

The balance between excessive stress (distress) causing non-functional behavior and good stress (eustress) is often represented as an inverted U graph.



The inverted-U relationship between pressure and performance

This is why some stressors provide a motivational force that can in fact drive us forward, whether that is at work or with personal aspects.

Eustress is a feeling of excitement and a sense of commitment to something. Eustress is often experienced when playing a sport, when accomplishing a goal or when succeeding at a challenge.

1.3 NEED FOR STUDY

- ❖ Coromandel Engineering Company Pvt. Ltd is always wanted to be more innovative and creative. This is a company which always strives to maintain high quality in service.
- ❖ In such scenario work environment and as well as the work psychology of the employees always play a key role in producing the best qualitative and creative work in construction industry. So, this study helps in analyzing the behavioral aspects of the employees and as well as to ascertain the stress levels in the organization.

- ❖ Through this study, organization can analyze the need of organizing different training and development programs through which the employees can enrich their perceiving ability in a positive way so that the stress levels can be reduced and the better productivity can be achieved through increased satisfaction levels among the employees in the organization.

1.4 OBJECTIVES & SCOPE

OBJECTIVES OF STUDY

- ❖ *Study on work stress of the employee in a company*
- ❖ *Study on work productivity of the employee on stress*
- ❖ *To analysis the factors causing stress to employees*
- ❖ *To provide solution that enhances self-perception and reduces stress*

SCOPE OF STUDY

- *Through this study, organization can analyze the need of organizing different training and development programs through which the employees can enrich their perceiving ability in a positive way so that the stress levels can be reduced and the better productivity can be achieved through increased satisfaction levels among the employees in the organization.*
- *This study covers the various aspects of stress management activities followed by Coromandel among employees in work environment and steps taken by the management to rectify or minimizing the same.*
- *The employees of the company may be benefited through the means for conveying their opinion towards stress level in the organization to the management by participating in this survey, so that they may get remedial measures for the same.*

- *The researcher of the study may be benefited through getting broader knowledge about stress, the terms related to stress, its impact in the organization in a positive and negative way, and the perception of the employees and their reaction towards the same. Moreover interaction with the employees itself may give lot of practical exposure to the HR student while doing the field survey.*
- *This study also increases the growth of the company and location of the company i.e Chennai by the way of better productivity, innovative, creativity and high quality of service.*

1.5 DELIVERABLES

1. The company may take some steps to improve cooperation among Administrative staff and site workers by means of forming the quality circles, safety teams, conducting some contests during annual celebration with the representatives from both sides.
2. The Organization may take necessary steps such as proper usage of notice board in shop floor and administrative office , circulars to ensure proper communication of information to the workers at the site.
3. Even though the workers were satisfied with the physical working environment of the company, they are expecting the best environment like some similar major industries.
4. The Company arranges tour yearly once, if possible it can be increased to yearly twice and also workers welcome some get together parties.
5. At present the company is not having any infrastructure facility to do Physical exercises, Yoga, or meditation in the company beyond the working hours, which may be implemented for the benefit of workers to improve moral and physical fitness of the workers.

LITERATURE SURVEY

CHAPTER 2

LITERATURE SURVEY

Review of Literature

Below is the review on most cited literature

2.1 Sue Hunter (April 2002)¹ understanding stress among state patrol officers

We confirmed that stress is a problem for state patrol officers in Wisconsin just as it is throughout the country. A Follow –up Study will develop strategies for mitigating stress are 51 percent rated their job –related stress as high 53 % said that all or most of the officers they know suffer from job –related stress .DSP sworn personnel do not feel that DSP is very concerned about their stress 22 % said their immediate supervisors were concerned 13 % said others DSP management staff were concerned Result indicates a need to reevaluate the department’s stress management program and related activities.

And their family members access to helpful counseling services. The study documented the extent and nature of stress experienced by the state patrol sworn officers. bringing a clearer understanding of the problem and potential solutions.

2.2 S.Athar Mahmood² & Gaurav Bisaria³ An analytical study of stress management on executives in Lucknow city & new perspectives for understanding stress in organizational Stress can develop one into a on-performer.

¹ Sue Hunter , Employee Assistance Program Director :Email: sue.hunter@dot.state.wi.us “Examining stress levels of DSP Enforcement personnel and intervention Technique “ 0092-01-07 April 2002

² Lecturer, Department of Business Administration, Integral University , Lucknow

³Lecturer, Department of Business Administration, Integral University, Lucknow. An analytical study of stress management on executives in Lucknow city & new perspectives for understanding stress in organizational context

They are having compulsory yogamodules, as their brochures show. They are also trying to have compulsory mediation modules. In schools or in colleges the exercise and prayers are already in use. They are rooting the foundation early, and hopefully, minimizing the stress the candidates may face in their careers during studying or later in life. Mind is the master sense of human beings. Its fitness and efficiency is highly important in rating the performance of a person. Heart is the centre for the functioning of the complete body. There should be proper balance between mind and heart. Our mind and heart must be kept in proper form by handling negative feelings, emotions and strain. This can lead to stress free living which can further lead to increase productivity.

2.3 Denver Business Journal (Friday November 7, 2008)⁴

Managing worker's stress with employee assistance programs means every business owner desires productive and healthy employees. With a slowdown in the economy and discussions of war, high gas prices, the mortgage crisis and increased layoffs, many Americans may be experiencing high levels of stress.

EAPs can offer employees access to trained professionals to get help with issues including, financial concerns, stress management, job performance, and even substance abuse. When offered as part of a benefits package provided by a PEO, EAPs are available at no cost to the employee. Access to these services can help employees maintain and improve their health and possibly save on health care expenses.

- Fewer workplace accidents and workers' compensation claims
 - Lower turnover,
 - Improved drug-free workplace compliance
- EAPs supplement a comprehensive package of human resource services, including payroll processing, employee benefits management, retirement services and assistance with government compliance.

2.4 The connection between stress and safety⁵

⁴ Denver Business Journal - November 10 2008 website :http://denver.bizjournals.com/denver/stories/2008/11/10/focus_6.html Managing worker's stress with employee assistance programs

Research shows that unsafe behaviors play a far more significant role in workplace accidents injuries than do unsafe environmental factors. This means that safety initiatives cannot simply focus on making the physical surroundings more safe. Focusing solely on the physical environment will only solve 20 percent of the problem. To Successfully address the problem of workplace safety requires addressing those factors that account for 80 percent of the problem: unsafe human behavior. To change unsafe human behaviors requires understanding what leads to them in the first place.

Although a multitude of factors influence human behavior – and therefore workplace safety – One of the leading causes of unsafe behaviors is stress. Because stress negatively affects how People think, act, and react, it makes employees more vulnerable to accidents and injuries. When you reduce employee stress , you not only reduce safety related expenses , you can also reduce costs associated with absenteeism , turnover , reduced productivity , grievance and litigation. By reducing employee stress, companies can significantly reduce the frequency of employee behaviors that lead to safety problems. By reducing employee stress, they can also reduce other stress-related costs such as absenteeism, turnover, reduced productivity, grievances, and litigation.

2.5 What causes workplace stress?⁶

The Top 10 Factors Leading to Employee Stress A survey of 1,299 employees from 37 organizations identified ten factors as the most important Contributors to employee stress. In order of importance, these were:• Employees not being free to talk with one another

(a) Personal conflicts on the job, (b)• Employees not being given enough control over their work (c) • Inadequate staffing or budget (d) Management and employees not talking openly (e) Management perceived as being unsupportive (f) Below-average sick and vacation benefits (g) Reduction in employee benefits (f) Having to deal with bureaucratic red tape (h) Lack of recognition or reward for doing a good job.

⁵ This guide was written by David Lee Human Nature @work (207) 929 -3344. David Lee is the founder of Human Nature @work and is an internationally recognized authority on organizational and managerial practices that optimize employee performance.

⁶ This guide was written by David Lee Human Nature @work (207) 929 -3344. David Lee is the founder of Human Nature @work and is an internationally recognized authority on organizational and managerial practices that optimize employee performance.

A 2 1/2 year study involving almost 28,000 employees in 215 organizations showed that poor teamwork and ineffective supervision were the two most important factors leading to employee stress, with poor teamwork issues having the strongest influence on job burnout, health problems, and performance problems.

The poor teamwork and ineffective supervision are main causes for stress. So it will reduce the productivity and employee performance. This will help to analyze my project in that way.

2.6 How to recognize symptoms of stress⁷

Addressing employee stress requires first being able to recognize when a problem exists. Although nothing can take the place of an employee survey, understanding the common symptoms of stress can help management take corrective actions before serious problems emerge.

Just as with the use of an EAP, it isn't a manager's job to diagnose whether an employee is stressed out, but to recognize some of the basic warning signs and refer that person to a professional. Emotional Symptoms: (a) Chronic anxiety, nervousness, and worrying

(b) Reduced frustration tolerance (i.e., a low "boiling point") (c) Emotional outbursts

(d) depression (e) Physical Symptoms (f) Decreased energy level (g) Uncharacteristic clumsiness Mental Symptoms: (h) Difficulty concentrating (i) Forgetfulness (j)

(k) Difficulty thinking clearly (K) Paranoia, defensiveness, and irrational fears

2.7 HOW STRESS AFFECTS THE BRAIN AND HOW THIS AFFECTS EMPLOYEE PERFORMANCE⁸

⁷ Managing Employee stress and safety . This is guide was written by David Lee – David Lee is the founder of Human Nature @work and is an internationally recognized authority on organizational and managerial practice that optimize employee performance.

⁸ Managing Employee stress and safety . This is guide was written by David Lee – David Lee is the founder of Human Nature @work and is an internationally recognized authority on organizational and Managerial practice that optimize employee performance

To truly appreciate how seriously stress affects employee safety, it's helpful to understand how stress affects the human brain. The bottom line is this: stress interferes with brain functioning because our brain's ability to function is directly related to our emotional state. When we're in a positive emotional state, our brain works best, enabling us to perform at our best.

When we're in a negative emotional state, such as feeling nervous, angry, depressed, or stressed out in any way, our brain works less effectively. This process was labeled Downshifting by Dr. Leslie Hart, an educator who studied student performance under varying emotional states. Dr. Hart's interest in how stress affects the brain arose from his observation that students' ability to think and learn decreased as their stress level increased. When people downshift they are more likely to become:

Fearful of, and resistant to, change , Over reactive to minor hassles, inconveniences, and frustrations , • Immature , Aggressive, Territorial , Distrustful of anybody who is different from themselves- seeing the world in an "us .versus them" way , • "Control Freaks" • "Power hungry", • Simplistic in their thinking , • Self-centered, interpersonally dense, and unable to empathize with others

When people become stressed, their brain downshifts. When in a downshifted state, their ability to function intellectually, psychologically, and behaviorally is all compromised. This makes them more vulnerable to accidents and injuries. Downshifting also causes a large number of other undesirable qualities and behaviors that lead to performance problems.

2.8 Ran wenjiang, Lisong – Lin (Feb – 07)⁹ Study on Managemnt under stress and culture difference to analyses the work place has a stress problem .Analyse what count is the degree to which you and your employees perceive that job, conditions and practices are hampering performance. Finally they found solution do not try to eliminate all stress from workplace or anywhere else. Focus on only

⁹ Ran wenjiangLi song-lin "Management under stress and culture difference : Journal Chinna USA Business Review
Link www.china-review.org/news/mange/image/china-usabusinessreview

A few quick fixes can make a big difference in performance. The best way to focus on the real stress problem in your work place is to get feedback from your employee.

2.9 Laurie Barclay – (January –16 th 2007)¹⁰

Study about the work place management programme analyze the work stress may increase cardiovascular risk either directly , by inducing unhealthy life style or directly by affecting the autonomic nervous system and arterial pressure.

We hypothesized that, before any apparent sign of disease, work related stress is already accompanied by alternation of RR (relative risk) variability profile and that a simple onsite stress management programme based on cognitive restricting and relaxation training could reduce the level of stress symptoms, (reverse) stress related autonomic nervous system dyseregulation , and lower arterial pressure. Start by paying attention to your physical and emotional health. The better you feel , the better equipped, you will be to manage work stress without becoming overwhelmed When stress on job in interfering with ability to work , care of your self or manage your personal life .

2.10 By.Jaya.k.Rout (jan 7th 2008)¹¹

Stress management for primary health care profession written by this author here with I quoted some points from page no 143. That means Dealing with stress in physical fitness . The stress affect the professional i.e cause for heart disease ,Bloodpressure , stroke headache and stomach upset.One of the most popular method dealing stress in physical fitness . The newyark Telephone company saved \$ 2.7 million in absence and treatment cost in a year by introducing this wellness programme (Cardiovascular fitness). It is reported by Falkenberg (1987) that the employee might be motivated to stay with their present company because of attractiveness of the fitness programme facilities.

¹⁰ Laurie Barclay –CME Author Desire lie ; “Workplace Management programme
Link : <http://cme.medscape.com/view/article>

¹¹ By,Jaya.k.Rout “Stress management organizational level strategies “ Book name is “Stress management for primary health care profession - page no 143

2.11 G.kavitha (Dec - 2007)¹²The occupational stress coping strategies was written by this author and published on dec 2007. A study on Develop and effective organizational strategy . she analyze (1)the lack of training (2)Time factor like to handle dealine (3) Performance situation.

Stress management employees needs to integrated three approaches.

Primary prevention is concerned with taking action to reduce sources of stress.

Secondary prevention is concerned with diction and management of stress related symptoms by implementing management training

Tertiary prevention is concerned with recovery process of individuals suffering from stress through stress counseling . If we take above action it will help reduce stress and improve employee performance and morale. Ultimately it will increase the productivity of the company So company should concentrate about training programme and take necessary steps to reduce stress.

2.12 Jennifer Shambook ¹³ Medical Candidate done a research about administrator stress perception survey . The research administrator stress perception work was administrator anonymously to over 600 people in the field. They found that the great number of respondents perceived their levels of work related stress as high (41 -3 %) work related home stress as moderate (42.5 %) and stress from competing demands of work and home as moderate (35.4 %) or high (35.1 %) . 60 % reporter having inadequate resource to complete their job in a forty hours week work .when asked why they continue to work in research administration the prevalent responses were the change , variety of task , working with intelligent colleagues, job security and feeling a sense of purpose.

Research administrators must also be encouraged to look in the mirror and consider their lives holistically in the present . Change our behavior or occupational environment to facilitate the adoption of healthier behavior and ultimate likely healthy outcomes.

¹² G.kavitha Published on Dec – 2007 “Develop and effective organizational stagey “ The book name Occupational stress coping strategies . Link : www.discoverypublishinghouse.com

¹³ Jennifer shambook -M.H,A Candidate Medical University of Carolina “Research administrator stress perception survey . Link : www.ncura.edu/contents/news/rmr/docs

2.13 Absence due to stress¹⁴

HR advisory team has been contacted to advise on certain absence cases where the individual is absent from work citing work related stress. It is important to remember that where an employee is absent due to work related stress, their absence should be managed in a supportive manner and the manager should recognize that the employee may have a different perception of the working environment and the mechanisms in place (or not in place) to reduce the risk of stress.

As with any absence, the employee should be given time to respond to treatment e.g. Counseling and progress can be reported by Occupational Health and the employee at the meeting under the absence procedure. Should they not respond to treatment and no return to work date is given, the line manager may have to consider whether the employee's absence can be sustained. When the employee returns to work, the line manager should meet with the employee periodically for an agreed period to monitor their progress. The employee should be afforded a phased return if recommended by Occupational Health.

2.14 Reduced and Manage job and work place stress¹⁵

Common causes of excessive work place stress was (a) Fear of lay off (b), Increased demands for overtimes due to staff cutbacks (c) Pressure to perform to meet rising expectation but with no increase in job satisfaction. (d) Pressure to work at optimum levels all the times.

When stress on job is interfering with ability to work, care of your self or manage your personal life. Its time to take action. Start by paying attention to your physical and emotional health. When your needs are taken care of you are stronger and more resilient to stress. The better you feel, the better equipped, you will be to manage work stress without becoming overwhelmed.

¹⁴ Absence due to stress - " Link : www.northamptonshire.gov.uk

¹⁵ Rewdice and Manage job and work place stress : Common cause of excessive work place stress
" Link : www.helpguide.org/mental/work-stress

2.15 Merriam – Webster Dictionary (August Dec 2007)¹⁶

Definition of stress was Stress as a physical, chemical or emotional factor that causes bodily or mental tension and may be a factor in disease causation.

For most of the people is view stress as a negative factor. Stress however is only negative when it is excessive, unmanaged and result in adverse symptoms and experiences. Some of the negative consequence includes.

Felling anxious, irritable or depressed , apathy, loss of interest in work or other activities , problem sleeping , fatigue , trouble concentrating , Muscle tension or headaches . stomach problems , social withdrawal , Loss of sex drive and using alcohol or drugs to cope.

¹⁶ Merriam –Webster dictionary “ Define stress” Link : www.ourstressfullives.com

METHODOLOGY

CHAPTER 3

3.1 TYPE OF PROJECT

Descriptive Type

The research design used for the study is descriptive design. Descriptive research design includes surveys and fact finding enquires of different kinds. The major purpose of descriptive research is description of the state of affairs, as it exists at present

Research Design :

Research Design is purely and simply the framework or plan for study that guides the collection and analysis of data. It is a blue print that is followed in completing study.

The Research Design undertaken is Descriptive Research Design. The methodology involved in this design is mostly qualitative in nature. Descriptive research design is concerned with the research studies with a focus on the portrayal of the characteristics of a group of individual or a situation.

The main objective of such studies is to acquire knowledge. The descriptive study is typically concerned with determining frequency with which something occurs or how two variables vary together

A research design is an arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research.

SOURCES OF DATA

Data refers to the information or facts, often researches understand by data only in numerical figures. It also includes descriptive facts, non-numerical information and qualitative information. The sources of data can be from primary and secondary.

- **Primary Data**

The primary data are those data which are collected by a questionnaire from the employees. For this purpose of data collection, the questionnaire may be circulated among the employees to collect information.

- **Secondary Data**

The secondary data is being collected by news paper, magazines websites etc.

RESEARCH INSTRUMENT

- **Questionnaire**

A four point scale “strongly agree to strongly disagree” was used for this purpose.

A Questionnaire is a schedule consisting of a number of coherent and formulated series of questions related to the various aspects of the under study. In this method a pre-printed list of questions arranged in sequence is used to elicit response from the informant. The Questionnaire has been framed by covering almost the key concepts to bring about lucid results. A four point scale “strongly agree to strongly disagree” was used for this purpose.

3.2 Target Respondents

The survey may be conducted among the Engineers (Middle level Employees) of Purchase, Material Management, Site inspection department can taken for the survey..

3.3 Assumptions, Constraints and Limitations

LIMITATIONS

1. The study is purely of qualitative nature as it depends on the perception of the employees.
2. As the topic is a sensitive one and purely psychology based data can be collected only through the personal interview method which has been very difficult due to the assigned quotas to the individuals and deadlines of projects.
3. In order to explain the topic and questionnaire, on an average 15-20 minutes of time

should be spared for each interview.

4 The sample size chosen is covered only a small portion of the whole population of CECL, Chennai

5 The study is confined to limited period i.e. Three months

6 Accuracy of the study is purely based on the information as given by the respondents.

3.4 SAMPLE METHOD

- **Sampling Method – Convenience Sampling:**

When a sample is drawn according to one's own convenience without any systematic method, it is known as Convenience Sampling. Though this method is unscientific and the results may not be accurate it may throw light on some important aspects of the study. As the organization is engaged in serious and continuous work, the researcher used Convenient Sampling; but the sample contains ubiquitous Coverage of Customers.

- **Sample Size:**

Population size for the study is 350 Employees. A sample of 116 respondents may be taken using convenience sampling technique. The researcher may contact the employees of various departments at Engineer cadre level personally and brief summary of the nature of the study and details in the questionnaire will be narrated to them.

- **Period of Study:**

The Researcher has carried out the study from April 2009 to July 2009 i.e. for the period of 3 months.

3.5 Data Processing

PERCENTAGE ANALYSIS

It is used to give a tabulated representation of the respondent viewpoint

$$\text{Percentage} = \frac{\text{Number of Respondents}}{\text{Total no of respondents}} \times 100$$

CHI SQUARE

This method is used to analyze the relationship between two data.

$$X^2 = \frac{(O_i - E_i)^2}{E_i}$$

where, O_i - Observed value, E_i - Expected value

CORRALATION

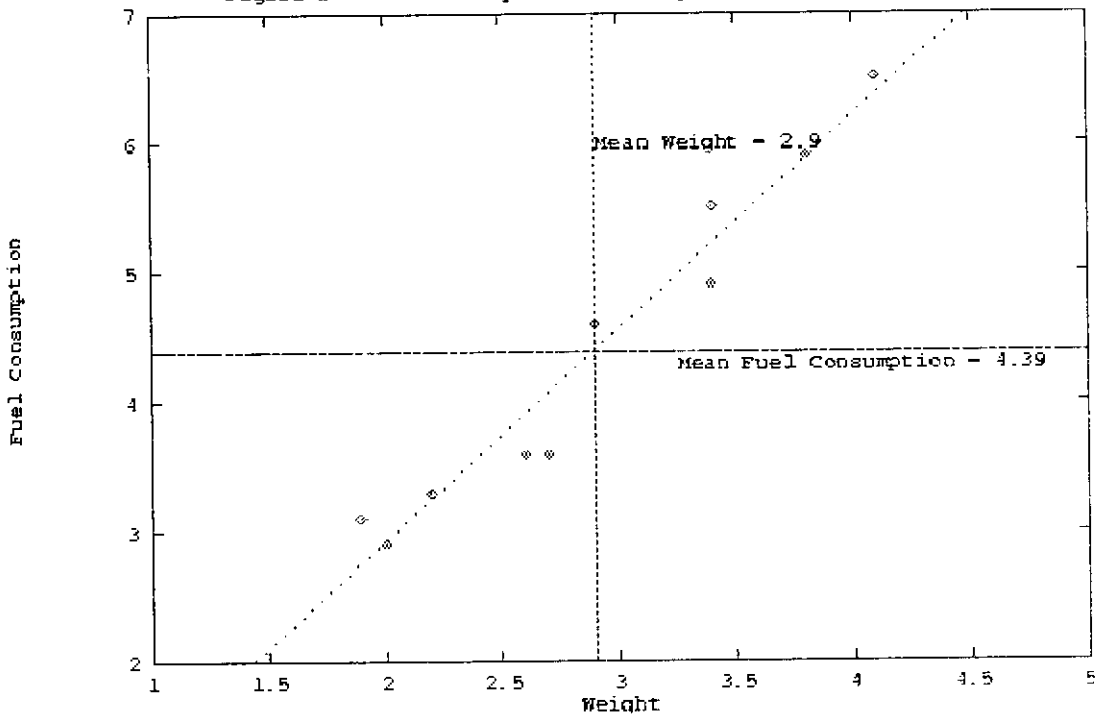
This is used to analyze the relationship between two data

$$R = \frac{1}{n-1} \sum_{i=1}^n \frac{x_i - \mu_x}{\sigma_x} \frac{y_i - \mu_y}{\sigma_y}$$

where μ_x and σ_x denote the sample mean and the sample standard deviation respectively for the variable x and μ_y and σ_y denote the sample mean and the sample standard deviation respectively for the variable y .

The simplest way to find out qualitatively the correlation is to plot the data. In the case of our example, as seen from Figure 1, a strong *positive* correlation between y and x is evident, i.e., the plot reveals that as the weight increases, the fuel consumption increases as well. How can we quantify the degree of correlation? This is usually done by specifying the correlation coefficient R , defined as

Figure 1: Fuel Consumption vs. Weight and the Best Fit Line



$$R = \frac{1}{n-1} \sum_{i=1}^n \frac{x_i - \mu_x}{\sigma_x} \frac{y_i - \mu_y}{\sigma_y} \quad (1)$$

where μ_x and σ_x denote the sample mean and the sample standard deviation respectively for the variable x and μ_y and σ_y denote the sample mean and the sample standard deviation respectively for the variable y .

Now, let's assume that a perfect linear relationship exists between the variables x and y . i.e., $y_i = ax_i + b$ for $i = 1, 2, \dots, n$ with $a \neq 0$. Now verify using the definitions of the mean and the variance that $\mu_y = a\mu_x + b$ and $\sigma_y = |a|\sigma_x$. This implies from Eq. 1 that $R = a/|a|$. Or in other words, $R = 1$ if $a > 0$ and $R = -1$ if $a < 0$. The case $R = 1$ corresponds to the maximum possible linear positive association between x and y , meaning that all the data points will lie exactly on a straight line of positive slope. Similarly, $R = -1$ corresponds to the maximum possible negative association between the statistical variables x and y . In general, $-1 \leq R \leq 1$ with the magnitude and the sign of R representing the *strength* and *direction* respectively of the association between the two variables. For the data given in Figure 1, $R = 0.977$ implying a strong positive correlation between the fuel consumption and the weight of the automobile.

3.6 STATISTICAL TOOL AND TECHNIQUES

Following are the statistical tool involved in the research project

- Percentage analysis was applied for analyze the causes and to find out the influencing factors contributing components in view of productivity as well as stress.
- Chi square method is used to analyze the relationship between two data.
- correlation method is used to analyze the relationship between two data

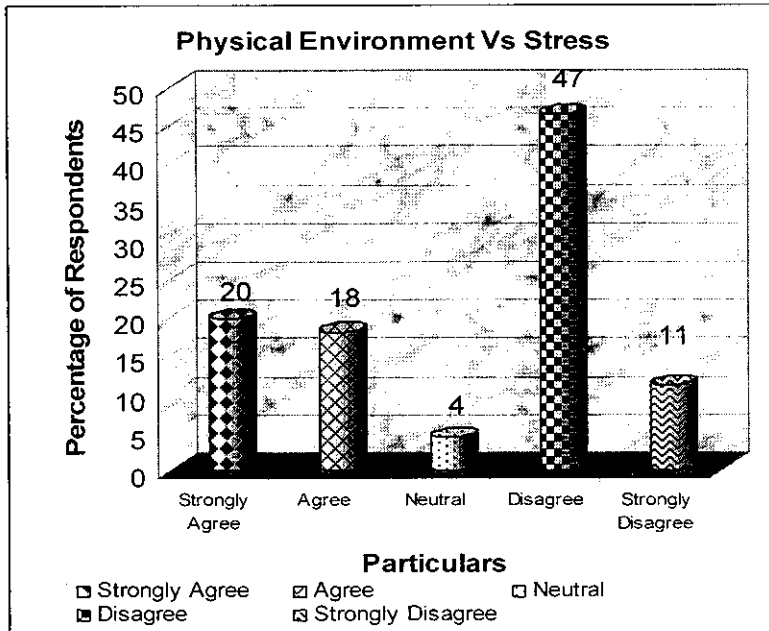
DATA ANALYSIS

CHAPTER 4

**Table 4.1. The physical environment problem in the work place cause Stress?
(Temperature, lighting , dust)**

Sl.No	Particulars	No. of Respondents	Percentage of Respondents
1	Strongly Agree	23	20
2	Agree	21	18
3	Neutral	5	4
4	Disagree	54	47
5	Strongly Disagree	13	11
	Total	116	100

Chart 4.1



Inference:

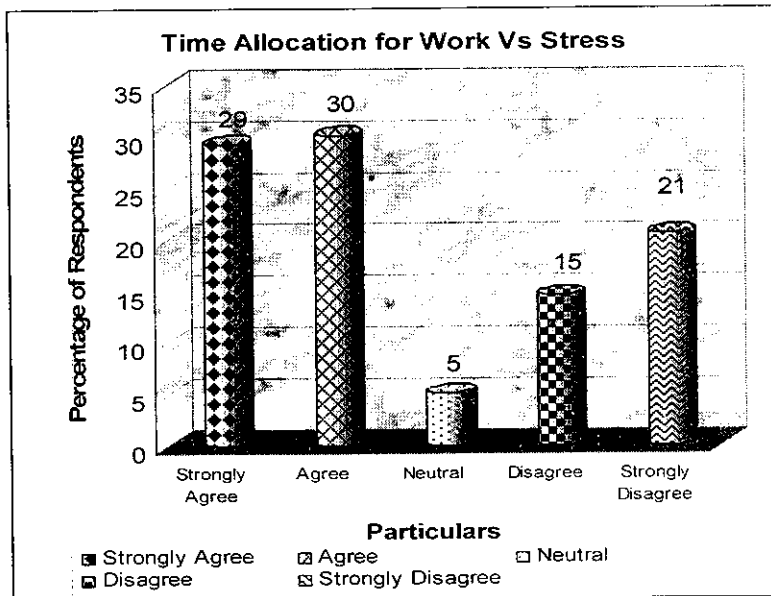
Majority of the respondents (47%) said that Physical environment does not cause stress. which shows the existing physical environment in the company is good

Physical environment is one of the causes for stress but in this company this factor not cause for stress. So we give ignore this factor.

Table 4.2. The time pressure given or allotted to complete work?

Sl.No	Particulars	No. of Respondents	Percentage of Respondents
1	Strongly Agree	34	29
2	Agree	35	30
3	Neutral	6	5
4	Disagree	17	15
5	Strongly Disagree	24	21
	Total	116	100

Chart 4.2



Inference:

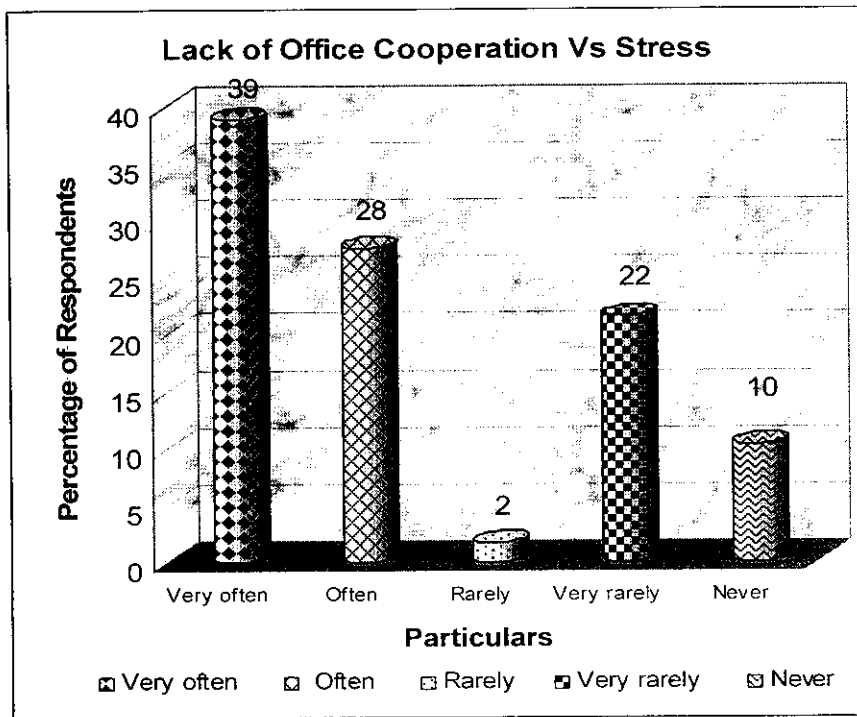
Majority of the respondents (59%) said that time allocated for work causes stress, this shows that reasonable time should be allocated depending upon the nature of work.

The important causes for stress are time factor. Before allocation work we should analyze time taken for that after fix time for work. It will directly affect the performance of employee. So we should more concentrate in this part.

Table 4.3. What do you feel lack of co-operation in office?

Sl.No	Particulars	No. of Respondents	Percentage of Respondents
1	Very often	45	39
2	Often	32	28
3	Rarely	2	2
4	Very rarely	25	22
5	Never	12	10
	Total	116	100

Chart 4.3



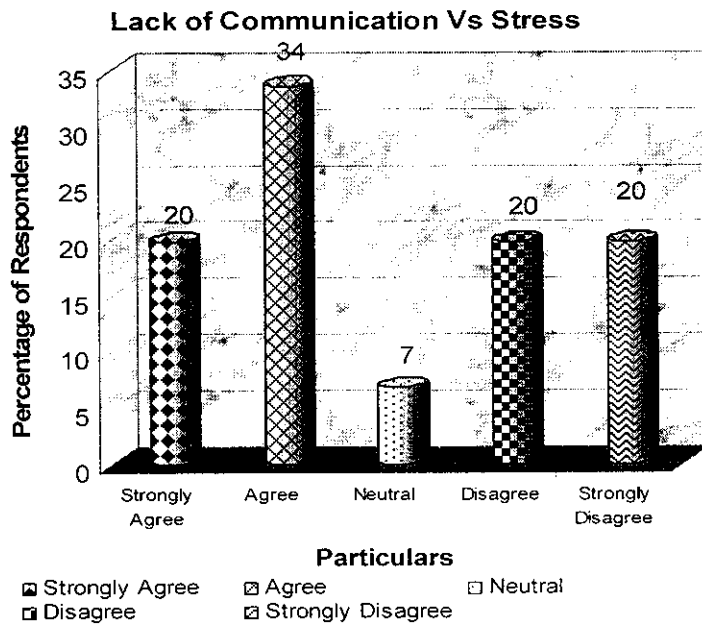
Inference:

Majority of the respondents (39%) are said that most of the time the office people not giving proper cooperation. If the no proper co-operation between employee it will give less performance and more stress level. Ultimately the productivity of the employee should suffered. So this also more important factor for causing of stress and decrease productivity..

Table 4.4. Lack of communication causes stress?

Sl.No	Particulars	No. of Respondents	Percentage of Respondents
1	Strongly Agree	23	20
2	Agree	39	34
3	Neutral	8	7
4	Disagree	23	20
5	Strongly Disagree	23	20
	Total	116	100

Chart 4.4



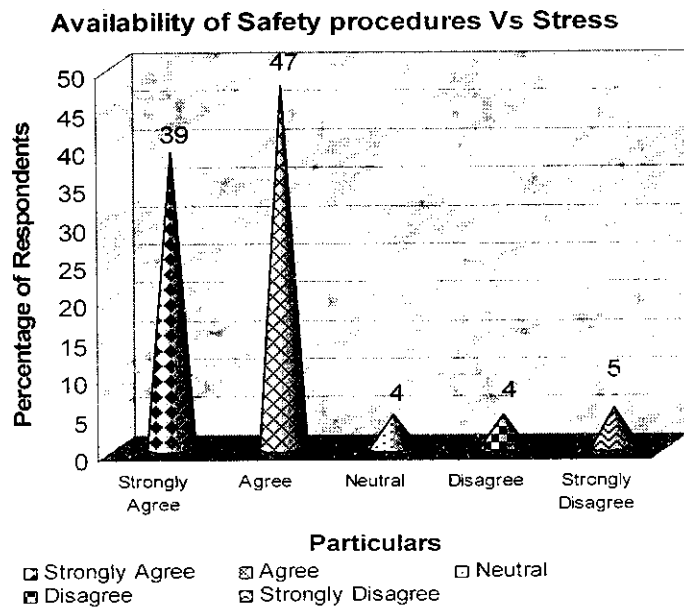
Inference:

The 54% of the respondents said that Lack of communication from management and Administrative office causes the stress, which indicates the need of improvement in communication channel. This is one of the major factors causing stress. The company should more focus on this area because no information share among employee .so the company can't expect good output from employee. It will create internal politics also

Table 4.9. Company having enough safety precaution?

Sl.No	Particulars	No. of Respondents	Percentage of Respondents
1	Strongly Agree	45	39
2	Agree	55	47
3	Neutral	5	4
4	Disagree	5	4
5	Strongly Disagree	6	5
	Total	116	100

Chart 4.9



Inference:

The majority of the respondents (86%) said that the company is having enough safety procedures. This will not create stress. If the employee is safer then the employee performance is also good. It will reduce the accident and medical expenses.

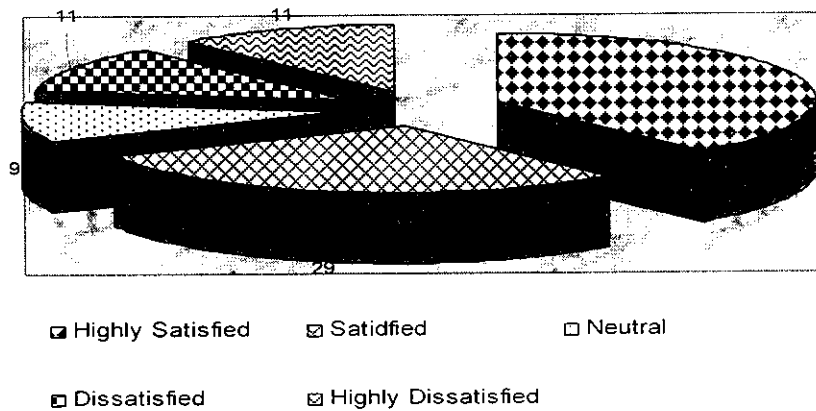
So the employee is more safe and company also safe condition regarding accident.

Table 4.13. Overall job satisfaction rate

Sl.No	Particulars	No. of Respondents	Percentage of Respondents
1	Highly Satisfied	45	39
2	Satisfied	34	29
3	Neutral	11	9
4	Dissatisfied	13	11
5	Highly Dissatisfied	13	11
	Total	116	100

Chart 4.13

Overall Job Satisfaction Vs Stress



Inference:

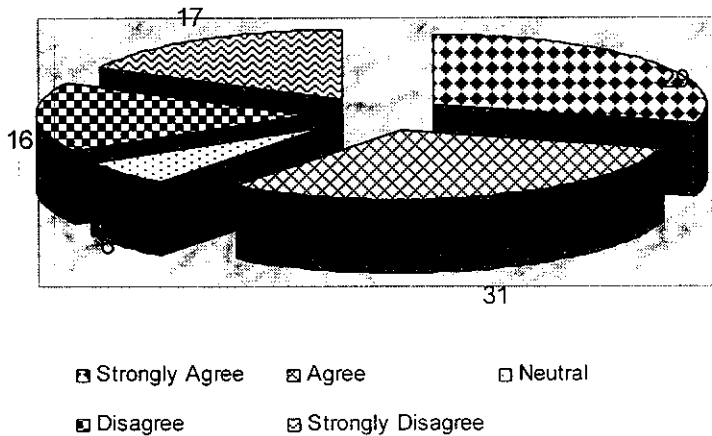
The 39% of the respondents are highly satisfied and 34 % of the respondents were satisfied with the organization in an overall manner. The difference between both employee satisfactions is 5 % only. It is not good sign. The company should increase employee satisfaction percentage level because it directly related to productivity and also important cause stress.

Table 4.14. You are highly satisfied with the pay package of your organization

Sl.No	Particulars	No. of Respondents	Percentage of Respondents
1	Strongly Agree	34	29
2	Agree	36	31
3	Neutral	7	6
4	Disagree	19	16
5	Strongly Disagree	20	17
	Total	116	100

Chart 4.14

Satisfaction on Pay Package Vs Stress



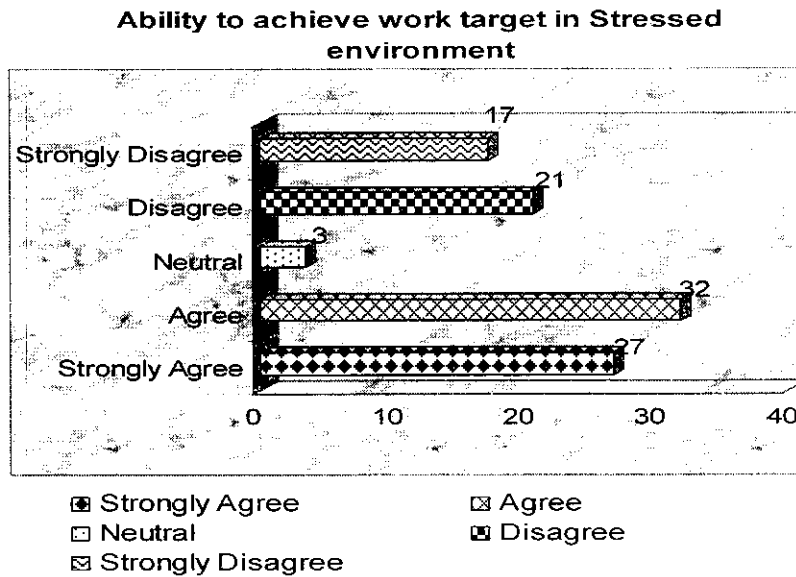
Inference: The majority of the respondents (60%) were agreed that the pay package offered by the company were at satisfied level. The percentage level also not good

The company should increase this percentage level up to 80% . Then company will not affected by this factor. So the company wants to concentrate in this area also for increase productivity and reduce stress level..

Table 4.18. I able to achieve the daily/ monthly/ annual target even in a stressed environment.

Sl.No	Particulars	No. of Respondents	Percentage of Respondents
1	Strongly Agree	31	27
2	Agree	37	32
3	Neutral	4	3
4	Disagree	24	21
5	Strongly Disagree	20	17
	Total	116	100

Chart 4.18



Inference:

The 32% of respondents were agreed they are able to achieve their work targets even in a stressed environment. This percentage level is very low and also good. The company not encourage people work with stress. If employee feel in good then the productivity will go up otherwise it will comedown. It will cause more accident and quality issues .so the company also take necessary step to overcome this.

4.2. 1 CHI-SQUARE TEST

H_0 = There is no significant relationship between stress due to physical environment and ability to achieve work target.

H_1 = There is a significant relationship between stress due to physical environment and ability to achieve work target.

Observed Frequency Table :

QUESTION	Strongly Agree / Always	Agree / Very often	Neutral / Sometimes	Disagree / Rarely	Strongly Disagree / Never	TOTAL
The physical environment problem in the work place cause Stress	23	21	5	54	13	116
I achieve my work target.	34	39	8	20	15	116
TOTAL	57	60	13	74	28	232

Expected Frequency Table :

QUESTION	DA	SDA	N	A	SA	TOTAL
The physical environment problem in the work place cause Stress	28.5	30	6.5	37	14	116
I achieve my work target.	28.5	30	6.5	37	14	116
TOTAL	57	60	13	74	28	232

Chi-Square Table

O_i	E_i	$O_i - E_i$	$(O_i - E_i)^2$	$(O_i - E_i)^2 / E_i$
23	28.5	-5.5	30.25	1.06
21	30	-9	81	2.70
5	6.5	-1.5	2.25	0.35
54	37	17	289	7.81
13	14	-1	1	0.07
34	28.5	5.5	30.25	1.06
39	30	9	81	2.70
8	6.5	1.5	2.25	0.35
20	37	-17	289	7.81
15	14	1	1	0.07
Total				23.98

TABLE VALUE:

Degrees of Freedom $= (C-1) * (R-1) = (5-1) * (2-1) = 4$

Table value for 4 = 9.488

CONCLUSION:

Table value is lower than calculated value so we are rejecting the null hypothesis.

INFERENCE :

This shows that there is a significant relationship between Stress due to Physical environment and ability to achieve work target. If physical environment is not good then the employee will achieve their target. It will make employee more tired and because of this productivity will come down. So concentrate on Physical environment.

Chi- Square 2

H₀ = There is no significant relationship between stress due to physical environment and ability to achieve daily / Monthly/ annual work target.

H₁ = There is a significant relationship between stress due to physical environment and ability to achieve daily / Monthly/ annual work target.

OBSERVED FREQUENCY TABLE :

QUESTION	DA	SDA	N	A	SA	TOTAL
The physical environment problem in the work place cause Stress	23	21	5	54	13	116
I able to achieve the daily/monthly/annual target even in stressed environment	31	37	4	24	20	116
TOTAL	54	58	9	78	33	232

EXPECTED FREQUENCY TABLE :

QUESTION	DA	SDA	N	A	SA	TOTAL
The physical environment problem in the work place cause Stress	27	29	4.5	39	16.5	116
I able to achieve the daily/monthly/annual target even in stressed environment	27	29	4.5	39	16.5	116
TOTAL	54	58	9	78	33	232

Chi-Square Table

O_i	E_i	$O_i - E_i$	$(O_i - E_i)^2$	$(O_i - E_i)^2 / E_i$
23	27	-4	16	0.59
21	29	-8	64	2.21
5	4.5	0.5	0.25	0.06
54	39	15	225	5.77
13	16.5	-3.5	12.25	0.74
31	27	4	16	0.59
37	29	8	64	2.21
4	4.5	-0.5	0.25	0.06
24	39	-15	225	5.77
20	16.5	3.5	12.25	0.74
TOTAL				18.73

TABLE VALUE:

$$\text{Table value} = (C-1) * (R-1) = (5-1) * (2-1) = 4$$

Table value for 4 = 9.488

CONCLUSION:

Since the tabulated value is lower than the calculated value, the H0 Null hypothesis is rejected.

Inference:

This shows that always stress in physical environment has influence in achieving the daily, monthly, annually. So the physical environment is always directly related to employee work target. So the physical environment is good then the employee achieve their target otherwise vice versa.

4.3.1 Correlation Analysis 1 : Relationship between Employee Department and Overall Job Satisfaction rate

Ho: There is no significant relationship between the department of the employee and his overall job satisfaction.

H1 : There is a significant relationship between department of the employee and his overall job satisfaction

Descriptive Statistics

Description	Mean	Std. Deviation	N
Department	23.20	22.332	5
Overall Satisfaction	23.2000	15.40130	5

Description		Department	Overall Satisfaction
Department	Pearson Correlation	1	.573
	Sig. (2-tailed)		.312
	Sum of Squares and Cross-products	1994.800	788.800
	Covariance	498.700	197.200
	N	5	5
Overall Satisfaction	Pearson Correlation	.573	1
	Sig. (2-tailed)	.312	
	Sum of Squares and Cross-products	788.800	948.800
	Covariance	197.200	237.200
	N	5	5

Since the tabulated value is less than the calculated value (Pearson Correlation Coefficient), H0 is accepted.

Inference :

Since the Null hypothesis is accepted, there is no significant relationship between the department of the employee and his/her overall job satisfaction rate. The department employee and overall satisfaction not affect each. The satisfaction only depend upon some other factor not depend on department..

4.3.2 Correlation Analysis 2 : Relationship between Pay Package and Overall Job Satisfaction rate

Ho: There is no significant relationship between the pay package and his overall job satisfaction.

H1 : There is a significant relationship between pay package and his overall job satisfaction.

Descriptive Statistics

questions	Mean	Std. Deviation	N
Pay package	23.20	11.946	5
Overall Satisfaction	23.2000	15.40130	5

Correlations

Description		Pay package	Overall Satisfaction
Pay package	Pearson Correlation	1	.879
	Sig. (2-tailed)		.050
	Sum of Squares and Cross-products	570.800	646.800
	Covariance	142.700	161.700
	N	5	5
Overall Satisfaction	Pearson Correlation	.879	1
	Sig. (2-tailed)	.050	
	Sum of Squares and Cross-products	646.800	948.800
	Covariance	161.700	237.200
	N	5	5

Since the tabulated value is lesser than the calculated value H_0 is rejected and H_1 is accepted at .05 level of significance.

Inference:

Since the Alternative hypothesis is accepted, there is a significant relationship between the Pay package and his/her overall job satisfaction rate. If the pay package is high then it

will increase the employee job satisfaction otherwise it will reduce the job satisfaction level. Bothe is directly related to each other So. If the company wants to increase employee job satisfaction by the way of increase pay package to employee. As a result the productivity also increases.

FINDINGS AND CONCLUSION

CHAPTER 4

5.1. SUMMARY OF FINDINGS

- From Table 4.1. We found that Physical environment of the company does not cause stress, which shows the existing physical environment in the company is good.
- We found in the Table 4.2, the time allocated for work causes stress, this shows that reasonable time should be allocated depending upon the nature of work.
- . Table 4.3 shows that the lack of cooperation between administrative staff and workers.
- In the table 4.4. the majority of the respondents were not satisfied with the prevailing communication mechanism of the company.
- As per the Table 4.5 Most of the respondents expect improvement in working environment and they believe it will reduces their work stress.
- . Table 4.6 shows the most of the superior allocating the work without any bias, which shows the good sign in the organization culture.
- From Table 4.7 the majority of the respondents were satisfied with the training and Development programmes provided by the company to cope up with New technology to reduce their work stress.
- As per the table 4.9 the majority of the respondents were satisfied with prevailing safety procedures in the company.
- We found in the Table 4.13 the majority of the respondents were satisfied with the organization in an overall manner.

- Table 4.14 shows the majority of the respondents were agreed that the pay package offered by the company were at satisfied level.
- From Table 4.19 the 49% of the respondents were agreed to work in a reasonable Stress and which shows positive sign in the attitude of the workers.
- Table 4.26 were stated that the 78% of the respondents were agreed that they do not have the problems of BP / Sugar or any other health problems, which shows the healthy human source of the organization.
- From the Table 4.28 t the most of the respondents (91%) said that the company arranges for tour annually once.
- Table 4.31 shows that the 84% of respondents were disagree that CECL offers stress relieving management activities like yoga, playing Indoor and outdoor games beyond working hours.
- This shows that there is a significant relationship between Stress due to Physical environment and ability to achieve work target.
- There is no significant relationship between the department of the employee and his overall job satisfaction. .
- There is significant relationship between the pay package of the employee and His/her overall job satisfaction rate.

5.2 SUGESSTIONS AND RECOMMENDATIONS

- ❖ The company may take some steps to improve cooperation among Administrative staff and site workers by means of forming the quality circles, safety teams, conducting some contests during annual celebration with the representatives from both sides.
- ❖ The Organization may take necessary steps such as proper usage of notice board in shop floor and administrative office, circulars to ensure proper communication of information to the workers at the site.
- ❖ Even though the workers were satisfied with the physical working environment of the company, they are expecting the best environment like some similar major industries.

- ❖ The Company arranges tour yearly once, if possible it can be increased to yearly twice and also workers welcome some get together parties.

- ❖ At present the company is not having any infrastructure facility to do Physical

Exercise, Yoga, or meditation in the company beyond the working hours, which will may be implemented for the benefit of workers to improve moral and physical fitness of the workers.

5.3. CONCLUSION

This study helped a lot to the researcher to get practical exposure to the industry. The researcher has got knowledge about the problems in handling the human resource, and integration of various departments towards the organization goals. The CECL is having good organization culture; the most of the respondents were given proper cooperation in filling up questionnaire.

From the study it can be concluded that the company is taking some good steps to manage the stress in the organization, and it may extend the same by implementing the above mentioned suggestions by analyzing the possibility and suitability to go for next step in Stress management.

APPENDIX

A STUDY ON EMPLOYEE PRODUCTIVITY TOWARDS STRESS MANAGEMENT IN CECL CHENNAI.

Questionnaire

a. Age in years: 25 – 35 36 – 45 above 45

b. Gender: Male Female

c Department: purchase Material Management

Site inspection

d. Designation: Supervisor Artisan Helper

e. How long you have been in the CECL?(in years)

Less than year 0-2 3-5 6-10 above 10

**1. The physical environment problem in the work place causes Stress?
(Temperature, lighting , dust)**

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

2. The time pressure given or allotted to complete work?

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

3. What do you feel lack of co-operation in office?

Very often () Often () Rarely ()

Very rarely () Never ()

4. **Lack of communication causes stress?**

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

5. **Improving working conditions, reduces the stress?**

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

6. **Rational allocation of work reduces the stress?**

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

7. **Training & Development programs help to cope-up with new technology reduces the stress?**

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

8. **What is the frequency in which the training is given in your company?**

Once in a year () Monthly ()

Biannually () Quarterly ()

On special request of employees ()

9. **Company having enough safety precaution?**

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

10. **Following safety precautions reduces the stress?**

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

11. **Company does not have unnecessary procedures to complete the work**

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

12. **Company rules allows Sharing food with your colleagues and having fun**

During lunch breaks

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

13. **Overall job satisfaction rate**

Highly satisfied () satisfied () Dissatisfied ()

Highly dissatisfied ()

14. **You are highly satisfied with the pay package of your organization**

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

15. **Financial motivations reduce the stress?**

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

16. The negative stress in organization affects your productivity.

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

17. I achieve my work target.

Always () Very Often () Sometimes () Rarely () Never ()

18. I able to achieve the daily/ monthly/ annual target even in a stressed environment.

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

19. I am always willing to work with reasonable stress.

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

20. How do you feel if something goes wrong due to your mistake?

Get discouraged () Don't bother () Analyze the cause () Blame others ()

21. Relaxation reduces the stress?

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

22. Spending time with your family reduces stress?

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

23. Family problems cause stress?

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

24. Need for family counseling is required?

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

25. Having time to go for Recreation with your family members and friends

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

26. Do you have problem of BP / sugar / any other health problems?

Very often () Often () rarely ()

Very rarely () Never ()

27. How often your company arranges company tour ?

Annually Twice () Annually once () rarely () Never ()

28. Company tour allows you to forget work stress and gives the refreshment to your mind.

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

29. Physical exercise & yoga reduce the stress?

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

30. Meditation & prayer to reduce the stress?

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

31. CECL offers stress relieving management activities like yoga , playing Indoor and Outdoor games beyond working hours

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

32. CECL offer Leave when you are in need

Strongly agree () Agree () Neutral ()

Disagree () strongly disagree ()

33. Please offer suggestions if any for better management of work stress in CECL

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