

P-3203



**A STUDY ON OCCUPATIONAL STRESS LEVEL AMONG
EMPLOYEES IN TOPKNIT EXPORT INDIA PRIVATE LIMITED, TIRUPUR**

A PROJECT REPORT

Submitted by

V.RAMESH

Reg. No. 0820400040

In partial fulfilment of the requirements

for the award of the degree

Of

MASTER OF BUSINESS ADMINISTRATION

JUNE -2010

KCT Business School

Department of Management Studies

Kumaraguru College of Technology

(An autonomous institution affiliated to Anna University, Coimbatore)

Coimbatore – 641 006

BONAFIDE CERTIFICATE



KCT BUSINESS SCHOOL

DEPARTMENT OF MANAGEMENT STUDIES

Kumaraguru College of Technology

Coimbatore.

BONAFIDE CERTIFICATE

Certified that this project report entitled as “**A STUDY ON OCCUPATIONAL STRESS LEVEL AMONG EMPLOYEES IN TOPKNIT EXPORT INDIA PRIVATE LIMITED IN TIRUPUR**” is the work of **Mr. V. RAMESH (0820400040)** carried out the 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 award as conferred on an earlier occasion on this or any other candidate.

N. Kaarthikeyan
Mr.V.Kaarthikeyan *19/6/10*

FACULTY GUIDE

Prof. S.V.Devanathan

DIRECTOR

Evaluated and viva-voice conducted on *14-06-2010*

[Signature]
14/6
Examiner 1

[Signature]
Examiner 2

COMPANY CERTIFICATE

1235A, M L R Building, Mummoorthy Nagar, Boyyampalayam,
P N Road, **TIRUPUR - 641 602.**

Date: 02-06-2010

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Mr. RAMESH.V (Regn no 0820400040)** Final year **MBA** student of **KCT BUSINESS SCHOOL** has successfully completed the project under the title “**A STUDY ON OCCUPATIONAL STRESS LEVEL AMONG EMPLOYEES IN TOPKNIT EXPORT INDIA PVT. LTD.,**” in **Tirupur**. During the period March 2010 to May 2010.

His commitment and dedication shown in completing the project is excellent. We wish him success in all his future endeavours.

For TOPKNIT EXPORT INDIA PVT. LTD


DIRECTOR

DECLARATION

DECLARATION

I, hereby declare that this project report entitled as “**A STUDY ON OCCUPATIONAL STRESS LEVEL AMONG EMPLOYEES IN TOPKNIT EXPORT INDIA PRIVATE LIMITED IN TIRUPUR**”, has undertaken for academic purpose submitted to Anna university in partial fulfilment of 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 Mr.V.Kaarthikheyan, Asst. Prof.

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

PLACE: COIMBATORE

DATE:


(RAMESH V)

ACKNOWLEDGEMENT

ACKNOWLEDGEMENT

“Behind every successful venture of one is the guiding hand of another. Every creation on the earth is dependent on another for its existence and success.” I am devoted to almighty who blessed me with health and talent to undergo my research work.

I thank our respected Chairman **Arutchelvar 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 Co-Chairman **Mr. B.K.Krishnaraj Vanavarayar**, Kumaraguru college Of Technology, for his kind blessings and moral support for carrying out this project.

I express my sincere to our believed Correspondent **Mr. M.Balasubramaniam**, Kumaraguru College of Technology, for his kind blessings and moral support for carrying out this project.

I express my sincere thanks to our Principal in-charge **Dr.S.Ramachandran**, Kumaraguru College of Technology, for allowing us to carry out this project.

I express my sincere thanks to our Director **Prof. S.V.Devanathan**, Kumaraguru College of Technology, Department of Management Studies, for allowing us to carry out this project work.

I take privilege and immense pleasure in expressing my sincere gratitude to my guiding spirit, **Mr.V.Kaarthikheyan, MBA, M.Phil**, Asst Prof, Department of Management Studies, for his in-depth guidance, motivation and encouragement in executing this project right from beginning and making it a success.

My special Acknowledgements and thanks to Department of Management studies, faculty members, my friends and family members who helped me in the completion of this project successfully. Also I wish to thank the assistance of **Mr.Muthu Karthikeyan** (DIRECTOR OF TOPKNIT EXPORT INDIA PVT LTD), his clarity with which he set the

CONTENTS

CONTENTS

Description	Page No.
List of tables	Vii
List of charts	Ix
Executive Summary	X
1. Introduction	
1.1 Occupational Stress	1
1.2 Textile Industry	21
1.3 Topknit Export India Private Limited	25
2. Main theme of the project	
2.1 Objectives of the study	30
2.2 Scope and Limitations	30
2.3 Methodology	32
2.4 Review of literature	36
3. Analysis and Interpretation	42
4. Findings, Recommendations and Conclusion	
4.1 Findings	77
4.2 Recommendations	79
4.3 Conclusion	80
Appendix	Xi
Bibliography	Xiii

LIST OF TABLES

LIST OF TABLES

TABLE NO	TABLE TITLE	PAGE NO
3.1	Respondents Opinion Towards Overload At Work	43
3.2	Respondents Opinion Towards Receiving Compensation	45
3.3	Respondents Opinion Towards Performance At Work	47
3.4	Respondents Opinion Towards Support From Colleague and Co-workers	49
3.5	Respondents Opinion Towards Feel Insecure About Job	51
3.6	Respondents Opinion Towards Feel Job and Sad	53
3.7	Respondents Opinion Towards Conflicting Roles And Responsibility	55
3.8	Respondents Opinion Towards Tight Control In Job	57
3.9	Respondents Opinion Towards Job Description	59
3.10	Respondents Opinion Towards Communication From Colleague And Co-workers	61
3.11	Distribution Of Respondents Towards Different Opinion With Superior Or Co-workers	63
3.12	Respondents Opinion Towards Performance At Work	65
3.13	Gender of the Respondents	67
3.14	Respondents Opinion Towards Educational Qualification	69
3.15	Marital Status Of The Respondents	71
3.16	Finding Association Between Gender And Insecure About Job	74

LIST OF CHARTS

LIST OF CHARTS

CHART NO	CHART TITLE	PAGE NO
3.1	Respondents Opinion Towards Overload At Work	44
3.2	Respondents Opinion Towards Receiving Compensation	46
3.3	Respondents Opinion Towards Performance At Work	48
3.4	Respondents Opinion Towards Support From Colleague and Co-workers	50
3.5	Respondents Opinion Towards Feel Insecure About Job	52
3.6	Respondents Opinion Towards Feel Job and Sad	54
3.7	Respondents Opinion Towards Conflicting Roles And Responsibility	56
3.8	Respondents Opinion Towards Tight Control In Job	58
3.9	Respondents Opinion Towards Job Description	60
3.10	Respondents Opinion Towards Communication From Colleague And Co-workers	62
3.11	Distribution Of Respondents Towards Different Opinion With Superior Or Co-workers	64
3.12	Respondents Opinion Towards Performance At Work	66
3.13	Gender of the Respondents	68
3.14	Respondents Opinion Towards Educational Qualification	70
3.15	Marital Status Of The Respondents	72

EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

This project was undertaken to study the Employees Occupational Stress level towards their job in Topknit Export India Pvt Ltd, Tirupur. Perceptions of employees towards working condition, work overload, role ambiguity, job tension and lack of participation are considered as the factors for stress level.

The research design used for the study was descriptive research design. In this study Random sampling techniques was employed in selecting the samples. The employees (samples) were selected according to the Random and interviewed. The primary data was collected through the interview method by means of a structured questionnaire. 120 employees in Topknit Export India Pvt Ltd, Tirupur were selected as sample elements.

The data was tabulated and represented by Diagrammatic representation. The data were analyzed using Percentage analysis and Chi-square analysis. The study has revealed the coping level of occupational stress by the employees and the coping mechanism adopted to manage stress at home as well as in the work environment. It is the duty of the company and family members of the employees to provide good organizational climate and family environment in order to enable them to cope with stress.

CHAPTER-1

INTRODUCTION

INTRODUCTION

CHAPTER 1

1. INTRODUCTION

1.1 OCCUPATIONAL STRESS

Stresses in general and organizational stress in particular are universal and frequently disabling phenomenon. The increasing acceptance of the inevitable and functionality of executive stress reflect growing understanding of both theory and practice of stress management. However what is not as well understood is the role played by the factors that facilitate or hinder the synergic use of stress.

The term "employee" around the world includes, as a rule, a part of the organization who is considered to be an asset to the organization. These employees are considered to be the back bone of both organization and the entire economy.

Employees are the persons responsible for achieving the organizational goals through their effectiveness and hard work stress is the mental and physical condition that results from a perceived threat of danger (physical or emotional) and the pressure to remove it. The potential for stress exists when an environmental situation presents a demand threatening to exceed a person's capabilities and resources for meeting it. Stress is an adaptive response to an external factor that results in physical, psychological or behavioral deviations in an individual.

Frequently employees find themselves in isolated positions. They are often caught between trying to satisfy the need of their staff on one hand and fulfilling their wishes of their superior on the other. They also have to make difficult decisions during various processes. A feeling that an individual lacks these skills is stressful, as is an inability to delegate, an inability to say "no", a sense of ambiguity about the role played and too much responsibility. Differences in perception can cause some stress to be good stress rather than bad stress. 'Overworked', 'burned-out' or 'wound up' is the customary characteristics of every employee today.

1.1.1 DEFINITIONS OF STRESS

Stress is the "mental and physical condition that results from a perceived threat of danger (physical or emotional) and the pressure to remove it. "The potential for stress exists when and environmental situation presents a demand threatening to exceed a person's capabilities and resources for meeting it. Stress is basically used in engineering which means pressure of an object on another.

"An adaptive response, mediated by individual characteristics and / or psychological processes that are consequence of any external action, situation, or event that places special physical and / or event that places special physical and / or psychological demands upon a person".

_____ **John M/Ivancevich and Matteson**

“A physical or psychological stimulus which when impinging upon an individual procedure strain or disequilibrium.”

_____ **Streadmans Medical Dictionary (1982,24th edition)**

More recent Dictionary definitions actually associate the term stress with disease:”. Suffered by managers, etc: subject to continual stress”

_____ **(Oxford dictionary, 1984)**

Occupational Stress is defines a “ A situation where in job related factors interacts with a worker to change (i.e, disrupt or enhance) his or her psychological and or physiological condition such that the person (i.e., Mind or body) is forced to deviate from normal functioning”.

_____ **Bechr and Newman**

Eve warren and Caroline Toll defines” the term stress has been described to include any discomfort both emotional and physical discomfort produced due to anxiety, dissatisfaction and unhappiness within a person, so that the person is seriously disturbed and less able to hold a job. It is a feeling of helplessness and a desire to withdraw from the harshness of reality”.

1.1.2 SOURCES OF STRESS

There are numerous conditions in which individual feels stress. Conditions that tend to cause stress are called stressors. Although even

single stressors may cause major stress like death of near one, usually stressors combine to press an individual in a variety of ways until stress develops. The stress is generated from individual, organizational, family and environmental environment.

1.1.2.1 INDIVIDUAL STRESSORS

Among individual factor contributing to stress are personality and life and career change. There exists two type of personality Type A and Type B.

The Type A personality is one for which stressful behavior patterns such as the following are commonplace:

- Always moves, walks and eat rapidly.
- Feels impatient with the pace of things, hurries others, dislike waiting.
- Does several things at once.
- Feels guilty when relaxing.
- Tries to schedule more and more in less and less time.
- Uses nervous gestures such as clenched fist, banging hand on table.
- Does not have time to enjoy life.

The achievement oriented, impatience and perfectionism of individual with Type A personalities may create stress in work circumstance that other persons find relatively stress free. Type A personalities in this sense bring stress on themselves.

Type B personality on other hand is less stress prone. Following are the typical characteristics of Type B personality:

- Is not concerned about time.
- Is patient.
- Does not drag.
- Play to fun, not to win.
- Relaxes without guilty.
- Has no pressing deadline.
- Is mild mannered.
- Is never in a hurry

1.1.2.2 Family Environment

Family environment can also create stress to an individual. People hold family and personal relationship, and discipline troubles with children are examples of relationship problems that create stress for employees and which aren't left at the front door when they arrive at work. The high divorce rates in the West are due partly to the rapid increase in the stress,

where both partners are working full time. Stress is caused by a failure to balance conflicting demands. Juggling work commitments, social life and childcare may mean that not enough time or energy can be devoted to any one activity.

1.1.2.3 Environmental Factors

Environmental factors influence the stress level of the employees. Economic uncertainty, political threats and change in the technology, social, cultural changes can cause stress. When the economy is contracting people become anxious about their security. Minor recession also increase the stress level. Political threats and changes even in countries like the U.S. and Canada can be stress inducing. Technological innovations are a threat to many people and cause stress.

1.1.3 Occupational Stressors

The aim of this approach in understanding stress at work is:

- To identify potentially harmful conditions in order to improve the quality of working life.
- To identify those individual best suited to the job condition (i.e. to maximize person-environment fit).

DIFFERENT KINDS TO OCCUPATIONAL STRESS

✓ ROLE CHARACTERISTICS

- Role Ambiguity
- Role overload
- Role conflict

✓ JOB CHARACTERISTICS

- Work space
- Working long hours
- Repetition of work and task attributes.

✓ INTERPERSONAL WORK RELATIOPNSHIPS

- Co- workers/workgroup relationship
- Supervisors

✓ ORGANISATIONAL LEADERSHIP

✓ ORGANISATIONAL STRUCTURE AND CLIMATE

✓ PHYSICAL ENVIRONMENT

- Noise
- Lighting, Temperature and ventilation

✓ TECHNOLOGY

✓ TRAVELLING

1.1.4 RECOGNIZING SYMPTOMS OF STRESS

Stress is a normal part of life. In small quantities, stress is good, it can motivate you and help you be more productive. However, too much stress, or a strong response to stress, is harmful. It can set you up for general poor health as well as specific physical or psychological illnesses like infection, heart disease, or depression. Persistent and unrelenting stress often leads to anxiety and unhealthy behaviors like overeating and abuse of alcohol or drugs.

Emotional states like grief or depression and health conditions like an overactive thyroid, low blood sugar, or heart attack can also cause stress.

The most effective solution is to find and address the source of your stress or anxiety. Unfortunately, this is not always possible. A first step is to take an inventory of what you think might be making you “stress out”:

- What do you worry about most?
- Is something constantly on your mind?
- Does anything in particular make you sad or depressed?

Then, find someone you trust (friend, family member, neighbor, clergy) who will listen to you. Often, just talking to a friend or loved one is all that is needed to relieve anxiety. Most communities also have support groups and hotlines that can help. Social workers, psychologists, and other

mental health professionals may be needed for therapy and medication.

Also, find healthy ways to cope with stress.

- Eat a well-balanced, healthy diet. Don't overeat.
- Get enough sleep.
- Exercise regularly.
- Limit caffeine and alcohol.
- Don't use nicotine, cocaine, or other recreational drugs.
- Take breaks from work. Make sure to balance fun activities with your responsibilities. Spend time with people you enjoy.

Thomas Holmes and Richard Rahe developed a list of major life stressors. These are listed in descending order below, beginning with the most stressful event:

- ✓ Death of a spouse
- ✓ Divorce
- ✓ Marital separation
- ✓ Death of a close relative
- ✓ Personal injury or illness
- ✓ Fired from a job
- ✓ Marital reconciliation
- ✓ Retirement
- ✓ Pregnancy

- ✓ Sexual problems
- ✓ Birth or adoption
- ✓ Business readjustment
- ✓ Change in financial status
- ✓ Death of a close friend
- ✓ Change to different work
- ✓ Increased arguments with spouse
- ✓ Foreclosure on mortgage or loan
- ✓ Change in job responsibilities
- ✓ Child leaving home
- ✓ Problems with in-laws
- ✓ Spouse begins or stops work
- ✓ Change in living conditions
- ✓ Changing personal habits
- ✓ Problems with your boss
- ✓ Change in work hours/conditions
- ✓ Change in residence
- ✓ Recreation change in sleeping habits
- ✓ Change in family gatherings

Early warning Signs of Stress

- ✓ Speech difficulties

- ✓ More impatience
- ✓ Headaches
- ✓ Infertility
- ✓ Ulcers
- ✓ Nail biting
- ✓ Grinding teeth
- ✓ Low blood sugar
- ✓ High blood sugar
- ✓ Need more sleep
- ✓ Tried but can't sleep
- ✓ Sudden weight loss
- ✓ Sudden weight gain
- ✓ Low blood pressure
- ✓ High blood pressure
- ✓ Lack of coordination
- ✓ Repeated influenza
- ✓ Repeated colds
- ✓ Muscle aches
- ✓ Hair loss
- ✓ Chest pain
- ✓ Forgetfulness



P-3203

- ✓ Nervous talking
- ✓ Lower back pain
- ✓ Loss of appetite
- ✓ High cholesterol
- ✓ High triglycerides
- ✓ Excessive fatigue
- ✓ Menstrual problems
- ✓ Gastric disturbance
- ✓ Withdraw from social life

Signs of Stress in the Work Place

Stress Arousal Stage

- ✓ Persistent irritability and anxiety
- ✓ Bruxism and / or Insomnia
- ✓ Occasional forgetfulness and / or inability to concentrate

Stress Resistance Stage

- ✓ Absenteeism or tardiness for work
- ✓ Tired and fatigued for no reason
- ✓ Procrastination and indecision
- ✓ Social withdrawal with cynicism
- ✓ Resentful, indifferent, defiant and increased use of coffee, alcohol, tobacco, etc.

Severe Exhaustion Stage

- ✓ Chronic sadness or depression
- ✓ Chronic mental and physical fatigue
- ✓ Chronic stress related illnesses (headache, stomach ache, bowel problems, etc.)
- ✓ Isolation, withdrawal, self-destructive thoughts

1.1.5 Long Term Implications of Stress

Exposure to stress on a long-term basis can be debilitating both physically and mentally. Under stress, the body produces an increase in the hormones adrenaline, noradrenalin and corticosteroids. In the short-term these hormones produce tense muscles, queasiness and an increase in breathing and heart rates. Long-term complaints that are stress related include:

- ✓ Allergies
- ✓ Anxiety and depression
- ✓ Digestive disorders
- ✓ Fatigue
- ✓ Headaches
- ✓ Heart disease
- ✓ High blood pressure

- ✓ Insomnia
- ✓ Menstrual problems in women
- ✓ Mouth and peptic ulcers
- ✓ Muscular aches and pains
- ✓ Panic attacks

A number of other diseases including multiple sclerosis, diabetes and genital herpes can also be aggravated by stress.

1.1.6 RECENT RESEARCH FINDINGS

Stress and Aging

Recent research results suggest that long-term exposure to adrenal stress hormones may boost brain aging in later life.

Writing in the journal *Nature Neuroscience*, scientists at the University of Kentucky in Lexington looked at the results of memory tests taken by elderly patients with high levels of the stress hormone cortisol, released by adrenal glands when the body is stressed. That high-level group scored lower than others with reduced levels of the hormone, researchers say.

The level of hormone released apparently affects the total volume of the brain's hippocampus – a major source of recall and memory function – in later life. Those with high levels had a hippocampus

volume 14 percent less than those with lower levels, researchers found. The study results suggest “chronic stress may accelerate hippocampus deterioration,” said the researchers.

Job Satisfaction vs. Sick Leave and / or Absenteeism

Researchers at England’s Manchester University say if you feel you are underpaid and are fed up, you are a prime candidate for a pain in the back. Their study is based on interviews with, 1,600 people, half of whom were employed.

Doctors say there was little difference in the risk of backache between those who had work and those who did not. But those who were unhappy about their job status, whether in work or currently unemployed, were twice as likely to suffer from the ailment. Workers unhappy about their salaries were three times more likely to go for medical help or simply take time off work than those satisfied with the money they were getting. The researchers say the study refutes the myth that those who suffer from pain in the lower back are just work-shy.

Tolerance of stress levels differs from person to person. Some people are able to sustain a highly stressful lifestyle or adapt themselves to a series of stressful events easily. However, many

others succumb more readily to a variety of stress-related illnesses and even accidental injuries.

1.1.7 Coping Strategies for Stress

If everyone is a “victim” of stress, are there ways to protect oneself from the effects of stress? Absolutely! One of the first ways says Baylor College of Medical psychologist Michael Cox” is to face the stress head-on. Recognize it, and get ready to deal with it. Avoidance and denying that stress exists won’t make it go away”, he says.

Individuals coping Strategies

Individual coping strategies tend to be more reactive in nature. That is they tend to be ways of coping with stress that has already occurred. Some individual strategies such as physical exercise, relaxation, work home transition, hobbies, diet, cogitative therapy, devote time to resolving family problems etc., can help an individual to cope up with stress.

According to Cox “Look at different ways you can change the situation to lessen the stress, make your decision and face the stress head on. Action is the fastest way to reduce the level of stress”.

Organizational coping Strategies

Organizations like individuals differ greatly in their attitudes to stress. Some take a hard-line approach, expecting their employees to be tough enough to handle stress. Some indication of a company's commitment to minimizing stress among its employees can be gleaned from its expenditure on the following:

- Training and development
- Reward and Promotion
- Recruitment and Selection
- Pension funds

1.1.8 Intervention Strategies and Their Applications

- ✓ Behavioral Rehearsal.
- ✓ Cognitive Restructuring/Reframing.
- ✓ Stress Inoculation.
- ✓ Systematic Desensitization.
- ✓ Thought Stopping Techniques.
- ✓ Control and Perception of Control.
- ✓ Self-Esteem Enhancement.
- ✓ Goal Setting.
- ✓ Active (Reflective) Listening.

- ✓ Modification of Life-style (Nutrition, Sleep, etc.).

Remedial Actions

Remedial action to control stress falls into three categories:

- ✓ Change your thinking
- ✓ Change your behavior
- ✓ Change your lifestyle

Change Your Thinking

- ✓ Reframing
- ✓ Positive thinking

Change your Behavior

- ✓ Be Assertive
- ✓ Get Organized / Time Management
- ✓ Humor
- ✓ Diversion and Distraction

Change your lifestyle

- ✓ Diet
- ✓ Exercise
- ✓ Drink water
- ✓ Meditation
- ✓ Deep Breathing
- ✓ Nature Walks and Imagery

- ✓ Music Therapy
- ✓ Sleep

Positive Thinking

A void negative thought of powerlessness, dejection, failure and despair. Chronic stress makes us vulnerable to negative suggestion. Learn to focus on positives.

- ✓ Focus on your strengths
- ✓ Learn from the stress you are under
- ✓ Look for opportunities in the stressful situation
- ✓ Seek out the positive – make a change

Here is one way to get out of the destructive negative thinking habits. All possible situations we face can be classified into two categories:

One: Situations where we can do something about to change the outcome. In this case, don't just sit there and worry about it. Go ahead and take care of it. You have control. Procrastination is the root cause for many stressful episodes.

Second: Situation where you have no control on the outcome. In this case sitting and worrying will not make any difference on the outcome. So don't worry about it. Let the situation resolve by itself; you cannot do anything about this anyway.

Occupations with High Stress levels	
Occupation	Rating scale
Miner	8.3
Police officer	7.7
Prison officer	7.5
Construction worker	7.5
Airline pilot	7.5
Journalist	7.5
Advertising executive	7.3
Dentist	7.3
Actor	7.2
Doctor	6.8
Broadcasting personnel	6.8
Nurse	6.5
Film production crew	6.5
Ambulance personnel	6.3
Musician	6.3
Firefighter	6.3
Teacher	6.2
Social worker	6.0

1.2 TEXTILE INDUSTRY

Industry Profile Provides the Back ground information about the industry. It informs the introduction deeply about the industry. In India, the textile industry occupies a unique position in the economy contributing nearly one third of the country's export earnings. The textile industry is a self-reliant industry starting from 6M's namely Men, Money, Method, Machine, Material and Market. The textile industry has a vast potential for creation of employment provides opportunities in agricultural, industrial, organized, and decentralized sectors both in rural and urban areas. The textile industry occupies a vital role in Indian economy. It is the single largest industry in India accounting for nearly 22% of the total industrial production.

In a developing country like India the key progress is done to increase productivity. The textile industries cannot progress unless the man and work has a good relationship. The major part of human life is spent in doing work. Work is a social reality and social expectation to which men seems to conform. It not only provides status to individual but also binds him to the society. On the surface, it may seem with the growing complexities of the industrial society; in simple words work means earning for living.

Materials can be purchased at most comparative rates; machines may be worked at their maximum speed but the output maximized is only when the employees work willingly. If we further motivate the employees the output can be raised still higher with the same type of materials and machines.

Peter F. Drucker observes, " The source capable of enlargement can only be human resource. Other resources can be utilized or worse utilized, but they can never have output greater than the sum of outputs. Man alone of all the resources available can grow and develop ". Thus the importance of human factor in any enterprise cannot be underrated.

Textile: A textile is a flexible material comprised of a network of natural or artificial fibres often referred to as thread or yarn. Yarn is produced by spinning raw wool fibres, linen, cotton, or other material on a spinning wheel to produce long strands known as yarn. Textiles are formed by weaving, knitting, crocheting, knotting, or pressing fibres together.

Terminology: The words fabric and cloth are used in textile assembly trades (such as tailoring and dressmaking) as synonyms for textile. However, there are subtle differences in these terms. Textile refers to any material made of interlacing fibres. Fabric refers to any material made

through weaving, knitting, crocheting, or bonding. Cloth refers to a finished piece of fabric that can be used for a purpose such as covering a bed.

Types: Textiles can be made from many materials. These materials come from four main sources: animal, plant, mineral, and synthetic. In the past, all textiles were made from natural fibres, including plant, animal, and mineral sources. In the 20th century, these were supplemented by artificial fibres made from petroleum. Textiles are made in various strengths and degrees of durability, from the finest gossamer to the sturdiest canvas. The relative thickness of fibres in cloth is measured in deniers. Microfibre refers to fibres made of strands thinner than one denier.

Production Methods: Brilliantly dyed traditional woven textiles of Guatemala, and woman weaving on a backstrap loom. Weaving is a textile production method which involves interlacing a set of longer threads (called the warp) with a set of crossing threads (called the weft). This is done on a frame or machine known as a loom, of which there are a number of types. Some weaving is still done by hand, but the vast majority is mechanised. Knitting and crocheting involve interlacing loops of yarn, which are formed either on a knitting needle or on a crochet hook, together in a line. The two processes are different in that knitting has several active loops at one time, on the knitting needle waiting to interlock

with another loop, while crocheting never has more than one active loop on the needle.

Braiding or plaiting involves twisting threads together into cloth. Knotting involves tying threads together and is used in making macrame. Lace is made by interlocking threads together independently, using a backing and any of the methods described above, to create a fine fabric with open holes in the work. Lace can be made by either hand or machine. Carpets, rugs, velvet, velour, and velveteen, are made by interlacing a secondary yarn through woven cloth, creating a tufted layer known as a nap or pile. Felting involves pressing a mat of fibres together, and working them together until they become tangled. A liquid, such as soapy water, is usually added to lubricate the fibres, and to open up the microscopic scales on strands of wool.

Uses: Textiles have an assortment of uses, the most common of which are for clothing and containers such as bags and baskets. In the household, they are used in carpeting, upholstered furnishings, window shades, towels, covering for tables, beds, and other flat surfaces, and in art.

1.3 TOPKNIT EXPORT INDIA PRIVATE LIMITED

TOPKNIT EXPORT INDIA PRIVATE LIMITED was incorporated in the year 1995. Prior to the incorporation it operated under the name Wisdom Exports between the years 1990 and 1995. The company provides a one stop solution for manufacturing of knitted garments. It operates from a state- of- art factory situated in **Tirupur**, India. At present Topknit Export caters to the European market manufacturing hosiery garments for labels like Primark Stores –UK, Primark – Ireland A.T.E.R.srl of Italy (Licensee of Walt Disney).

The product line consists mainly of designs made by the labels themselves, specifically in the ladies' Wear (Spaghetti Strap Tops, Tank Tops, Night Wear, Shorts Etc...) and children's wear segment (Pyjama Sets with Embellished Tops and Bottoms, Hooded T shirts, Crew Neck T Shirts Etc...). The lead time for an order size of say 20,000 Pieces would be between 35 to 45 days from the date. If confirmation, depending on the style typically the factory can produce between 4000 to 4500 pieces of basic style garments in a single day on a single shift basis. Following is the setup with which Topknit Export Operates.

Knitting Factory: The knitting factory with a fleet of imported Unitex Brand Circular Knitting Machines. The combined through put of the factory in a single day on a single shift basis is 5000 Kgs of Greige Fabric.

Garment Factory: The garment factory is involved with the Understanding of Buyer requirements / Specifications and fulfillment of the same. The Garment Factory interacts with the Buyer, Buyer's Agents, Inspection Agents and Forwarding Agents and a range of contractors with the aim of attaining the above mentioned objective.

The day to day affairs of the Garment Factory is carried out by the following departments with each one of them fully equipped with the required talent and machinery.

Merchandising Department: Responsible for interacting / communicating with buyers or buyer representatives, converting buyer requirements into production plans or in short, acts as the representatives of the company. Each buyer/ agent is allotted a merchandiser so as to provide a single point for all communication between the company and the buyers.

Cutting Department: Responsible for bringing out the basic shapes required for making the garment from the fabric. Equipped with imported Brand Knife cutting Machines and Hand held straight Knife cutting machines. The department employees a versatile work force which

can switch between the traditional cutting of fabric with scissors (In the case of striped T Shirts Etc..) to cutting with the above mentioned machinery.

Sewing Department: Responsible for marking of the garment various sizes and combinations as per the requirement of the buyer within specified tolerance limits for measurement deviations. The sewing department operates with the following machines.

- Multi Thread Over lock sewing Machines- Pegasus Brand- 52 Nos
- Multi Thread Flat Lock sewing Machines- Pegasus Brand- 29 Nos
- Single Needle Lock Stitch Machines – Juki Brand – 32 Nos
- Electronic Button Holing, Button Sewing and – Brother – 2 Nos
- Bar Tack Stitch Machine – Brother Brand – 1 No.

The sewing department is divided into two sewing lines, so as to have a better control over quality and for the ease of flow of the garments. Inline production checks are carried out every day on every shift, on random samples to control any deviation.

Garment Inspection and Finishing Department: Each and every piece flowing out of the sewing floor is checked for any defect that may have occurred in any one of the previous stages of production and the same is removed from the packing lot and consigned to the defective piece bin. Defects include stains, loose trims, shade variations, fabric

defects etc... The pieces which have passed the inspection are ironed using steam presses. The factory is equipped with Diesel fired steam generator as well as electric steam generator, piped to 6 Vacuum electric Ironing tables to give the pieces a good finish. Further to this the pieces are packaged singly or in master ply bags (according to requirement) and placed in 9 ply card board cartons or any other specified carton type.

Export & Import Department: Responsible for preparation of Export/ Import Documents, with concerned Government offices, trade bodies and forwarding agents for agents for obtaining the required permissions to Export / Import goods and machinery.

Printing Factory: The printing factory is equipped with the latest in Automatic fabric printing Machines form the stables of Herberger GmbH Germany. The production setup of the printing factory allows for any type of printing (Non PVC prints, Plastisol Prints, Reactive Prints, Flock Prints Etc..) to be carried out with ease. Since the machines are automated, the quality of the print embellishing is the same one every piece of garment with minimal tone/ shade variations. The printing factory has a through put of 10,000 pieces perday.

Embroidery Factory: The embroidery factory is Equipped with 8 Nos of Multihead, Multi Thread Barudan make Machines form japan. The machines are also attached with sequin heads for attachment of sequins on the garment. The factory has its own design team which can convert the buyer requirement into programs for the Embroidery machines. The Embroidery factory also houses a laser Applique Cutting Machine which gives a superior finish on the appliqués than a die cutting machine. The factory has a through put of 6000 Pieces per day on a single basis when the number of stitches in the design does not exceed 10,000 stitches.

CHAPTER-2

MAIN THEME OF THE PROJECT

CHAPTER 2

MAIN THEME OF THE PROJECT

2.1 OBJECTIVE OF THE STUDY

2.1.1 Primary Objective

- To study the Occupational Stress Level among employees in Topknit Export India Private Limited.

2.1.2 Secondary Objective

- To study the factors influencing occupational stress level among employees.
- To study and analyze work place conditions which leads to occupational stress.

2.2 Scope of the Study

- The study on occupational stress level among employees in Topknit Export India Private Limited has given insight into the various dimensional factors that influenced occupational stress those factors like distance travelled towards the working place, physical illness, role ambiguity, insecurity in job, overloaded at work of the employees
- This helps to know the occupational stress level among employees
- The findings can be used to reduce the occupational stress level.

2.2.1 Need for the study

- At present it has become necessary for the corporate to reduce the occupational stress of their employees to yield more output & good quality.
- In today's scenario organizations are much bothered about the occupational stress because of reduced effectiveness of their employees.
- Due to time constraint, the sample size is restricted to 120; wherever possible, statistical tests have been conducted.

2.2.2 Limitation of the study

- The research has been conducted during the working hours of Topknit Export India Pvt Ltd. So there is a chance that the necessary details provided by the employees may not be complete.
- The employees may not be able to spare their time due to the workload.

2.3 RESEARCH METHODOLOGY

Introduction

The quality of a project work depends upon the methodology we adopt for our study. Methodology in turn depends upon the nature of the project work. The main strength of our report comes from collecting, synthesizing and analyzing information.

A research cannot be conducted abruptly; the researcher has to proceed systematically in the already planned direction with the help of a number of steps in sequence.

To make the research systemized, the researcher has to adopt certain methods. The method adopted by the researcher for completing the project is called Research Methodology.

2.3.1 Research Design

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 purpose with economy in procedure. A research design is purely and simply the framework and plan for the study that guides the collection and analysis of data. It is a blue print that is followed in completing a study.

➤ **Descriptive research design**

This design is determined for some definite purpose. The study is focused on accurate description of the variables present in the problem. The researcher by adopting descriptive study aims at evolving new insight and ideas to formulate a comprehensive picture of stress affecting the efficiency of employees.

2.3.2 SAMPLING DESIGN

Population

The population of the study includes 200 employees in **TopKnit Export India Private Limited**.

Sampling Technique

The sampling technique used for selecting sample elements is Random sampling.

Sample Size

The sample size of 120 employees of different sections in the organization **Were interviewed**.

Field work

The field work is the actual data collection process and the respondents are the employees of the **Topknit Export India Pvt Ltd**. The respondents were met and told about the objectives of the study and data were collected through questionnaire form.

2.3.3 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.

Primary data

Well structured questionnaire has been used for the collection of primary data from the respondents. For the purpose of knowing about employees occupational stress level.

Secondary data

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

2.3.4 Tools used for the study

- Percentage Analysis
- Chi-square Test

2.4 REVIEW OF LITERATURE

Stress is an important factor, which plays a vital role in each one's life. Each and every individual come across stress in course of his life. Stress also interrupts the individual from reaching his goal or accomplishing his activity. While stress is typically discussed in a negative context, it also has positive values. It is an opportunity when it offers potential gain.

Stress is a part of living and usually though negative terms. It is primarily caused by fundamentals of change, lack of control and high work lead. Nevertheless, it also contributes to personal growth, development and mental health. However, excessive and prolonged stress generally results negative.

It is not necessary that stress is always dysfunction. On the contrary, there may be some stresses called Eustress, like for creative work, entrepreneurial activities, keen competition etc, which stimulate better productivity. It is only the dysfunctional stress called distress, which is bad.

Thus, stress is the reaction to a demanding situation on human physiology. Stresses can occur at two levels: 1) Physical stresses like accidents, burns, major surgeries, and major infections etc which make demands on entire physiology, 2) Psychological stresses, which can occur

independently or as a reaction to physical stress. Examples are fear, anxiety, tension, worry, anger, emotional conflicts, etc.

1. Hymowitz, Carol¹, Vol. 249 Issue 88, " The article focuses on efforts by several companies to reduce the risk of employee 'burnout' by reducing the number of required meetings and allowing for more flexible work schedules. With the goal of mitigating stress-related health risks, companies such as IBM, Ernst & Young and Citigroup are enacting policies such as meeting-free Fridays and encouraging managers to participate in enjoyable activities at work. Comments from Jun Haraguchi of Konica Minolta and Diane Schumaker-Krieg Wachovia Securities are presented."

2. Mamberto, Carola² , Vol. 250 Issue 36,"The article relates the experience of GlaxoSmithKline PLC in addressing job stress among its employees. It describes the company's team-resilience program, which is designed to combat work-related stress. It relates the experience of Jim Zisek, a manager in Glaxo, in implementing the team-resilience program. It discusses the rarity of company-sponsored programs dealing with workplace stress in the U.S."

3. Kidd, Andrew³ , Issue 5548, " The article discusses various reports published within the issue, including one regarding the issue on whether it is more stressful working in a small firm than do in a large

company and another about the impact of floods on furniture retailer in Great Britain”

4. Broadmore, Ian⁴ , Vol. 50 Issue 4, “The article presents tips on combating corporate stress. Executives should learn how to delegate responsibilities to ease their workload and spread the responsibility. Learn not to accept work in area with no sufficient training to avoid stress. It is necessary to improve a poor physical working environment in order to become more productive. Plan each day to avoid unexpected events that cause stress. Void caffeine which raises heart rate and anxiety levels. It is also necessary to take regular exercise”

5. Goudreau, Jenna, Edmondson, Gail, Conlin, Michelle⁵ , Issue 4045, “ The article describes a focus in the workplace to reduce employee stress, highlighting automaker Renault’s efforts to reduce stress in the workplace after three engineers committed suicide. The article states that companies are more aware of the detrimental effects of a performance culture, and are implementing programs to help employees balance their work with life and lessen the impact of negative feedback. INSET: Chilling Out the performance Culture”

6. Upson, John W., Ketchen Jr., David J.Ireland, R. Duance⁶, Vol.36 Issue 1, “The authors draw upon their extensive supply chain research and experience to model supply chain success. The model

highlights the potentially dangerous role of stress among supply chain members, and how this stress can be addressed. After identifying supply chain activities that create employee stress, we discuss how certain executive initiatives can reduce stress. These initiatives are designed to assist employees in thinking strategically and embracing new responsibilities. We conclude that by using the suggested initiatives, both employees' quality of life and the organization's performance can improve".

7. Turnage and spielberger(2006) examined the intensity and frequency of occurrence of 30 job. Stressors among managers, professional and clerical personnel. The highest level of stress intensity were assigned to lack of opportunity for advancement, poor (or) inadequate supervision and insufficient personnel to adequately handle an assignment. All three occupational groups attributed greater intensity to stressors that reflected lack of organizational support.

8. Jordam(2007) documented relationship between stressors and performance appraisal satisfaction. It was noted that satisfaction with performance appraisal was significantly negatively correlated with job stressors such as role ambiguity, role conflict, role overload how employees who are suffering from higher level of stress negatively view

their performance evaluation. In other words, perhaps, they are not sure of how effectively they have performed.

9. Repetti(2006) examined the relationship between job stressors and parent child interaction and found that after a demanding day at work subjects tended to be more behaviorally and emotionally withdrawn during interaction with their children at home. There was also evidence of a direct spill over of negatively feelings associated with distressing social experiences at work to expressions of anger and greater use of discipline during interactions with a child later in the day. The study also revealed the negatively social climate at work was associated with a father's tendency to describe his interaction with a child as having a less positively and a more negatively emotional tone.

10.Stansfeld, North, white and Marrot (2005) examined the association between self – reported and externally assessed work characteristics and psychiatric disorders among civil servants. High levels of subjective social support at work, control at work, job variety, and skill use were associated with greater satisfaction and well being and less psychiatric disorder. High levels of subjective work pace and conflicting demands were associated with less satisfaction with less satisfaction and well being and greater psychiatric disorder.

11. In two separate studies Peter (2008) studied association between stressful job conditions and the development of coronary heart diseases on the basis of the effort-reward imbalance (ERI) model, which assumes that active distress is due to the mismatch between high effort spent and low reward at work. The findings from both the studies underline the independent role of ERI in the prediction of coronary heart disease in middle age and they indicate the importance of occupational stress monitoring, screening and prevention (coping) activities especially in high-risk individuals.

CHAPTER-3

ANALYSIS AND INTERPRETATION

CHAPTER 3

ANALYSIS AND INTERPRETATION

Analysis is the process of placing the data in the ordered form, combining them with the existing information and extracting the meaning from them. The data are collected from the online Observation of NSE trading. The data have been represented graphically using “Line charts” to facilitate clarity and ease of understanding.

Interpretation is the process of relating various bits of information to other existing information. Interpretation attempts to answer “what relationship exists between the findings to the research objectives and hypothesis framed for the study in the beginning”.

PERCENTAGE ANALYSIS

TABLE NO 3.1 RESPONDENTS OPINIONS TOWARDS OVERLOAD AT WORK

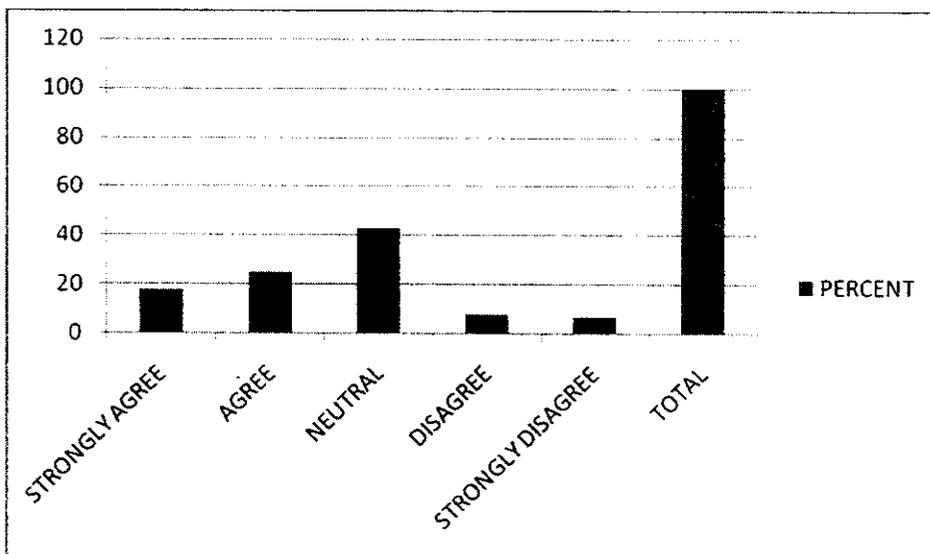
OPINION	NO OF RESPONDENTS	PERCENT
STRONGLY AGREE	21	18
AGREE	30	25
NEUTRAL	51	43
DISAGREE	10	8
STRONGLY DISAGREE	8	7
TOTAL	120	100

Source: Primary data

Interpretation:

The above table reveals that 18% of the respondents strongly agree that they are overloaded at work and 25% of the respondents agree that they are overloaded at work and 43% of the respondents felt neutral and 10% of the respondents disagree that they are overloaded at work and 7% of the respondents strongly disagree that they are overloaded at work.

CHART NO 3.1
RESPONDENTS OPINION TOWARDS OVERLOAD AT WORK



**TABLE 3.2: RESPONDENTS OPINION TOWARDS RECEIVING
COMPENSATION**

OPINION	NO OF RESPONDENTS	PERCENT
STRONGLY AGREE	5	4
AGREE	41	34
NEUTRAL	30	25
DISAGREE	28	23
STRONGLY DISAGREE	16	13
TOTAL	120	100

Source: Primary data

Interpretation:

The above table reveals that 4% of the respondents strongly agree as they receive enough compensation and 34% of the respondents agree that they receive enough compensation and 25% of the respondents said neutral as they receive enough compensation 23% of the respondents disagree as they receive enough compensation.

CHART NO 3.2

RESPONDENTS OPINION TOWARDS RECEIVING COMPENSATION

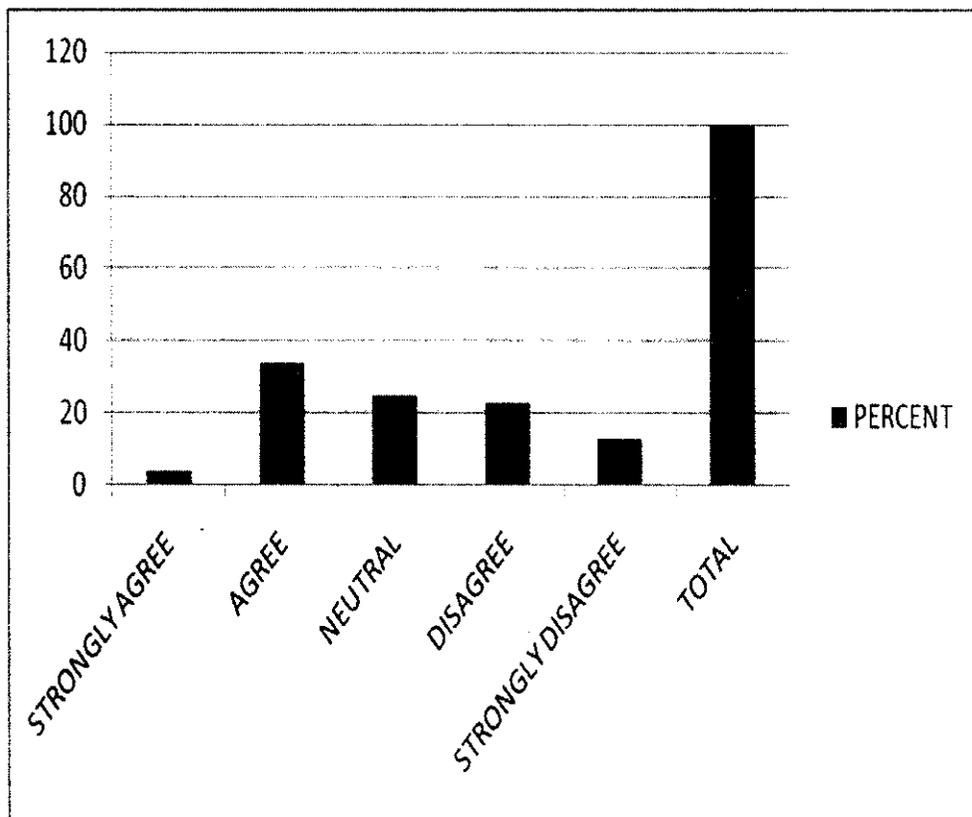


TABLE 3.3: RESPONDENTS OPINION TOWARDS PERFORMANCE AT WORK

OPINION	NO OF RESPONDENTS	PERCENT
STRONGLY AGREE	20	17
AGREE	32	26
NEUTRAL	41	34
DISAGREE	17	14
STRONGLY DISAGREE	10	8
TOTAL	120	100

Source: Primary data

Interpretation:

The above table reveals that 7% of the respondents strongly disagree as they given routine job and 30% of the respondents agree that they given routine job and 30% of the respondents felt neutral towards they given a routine job and 23% of the respondents disagree that they given routine job and 10% of the respondents strongly disagree that they given a routine job.

CHART NO 3.3
RESPONDENTS OPINION TOWARDS ROUTINE JOB

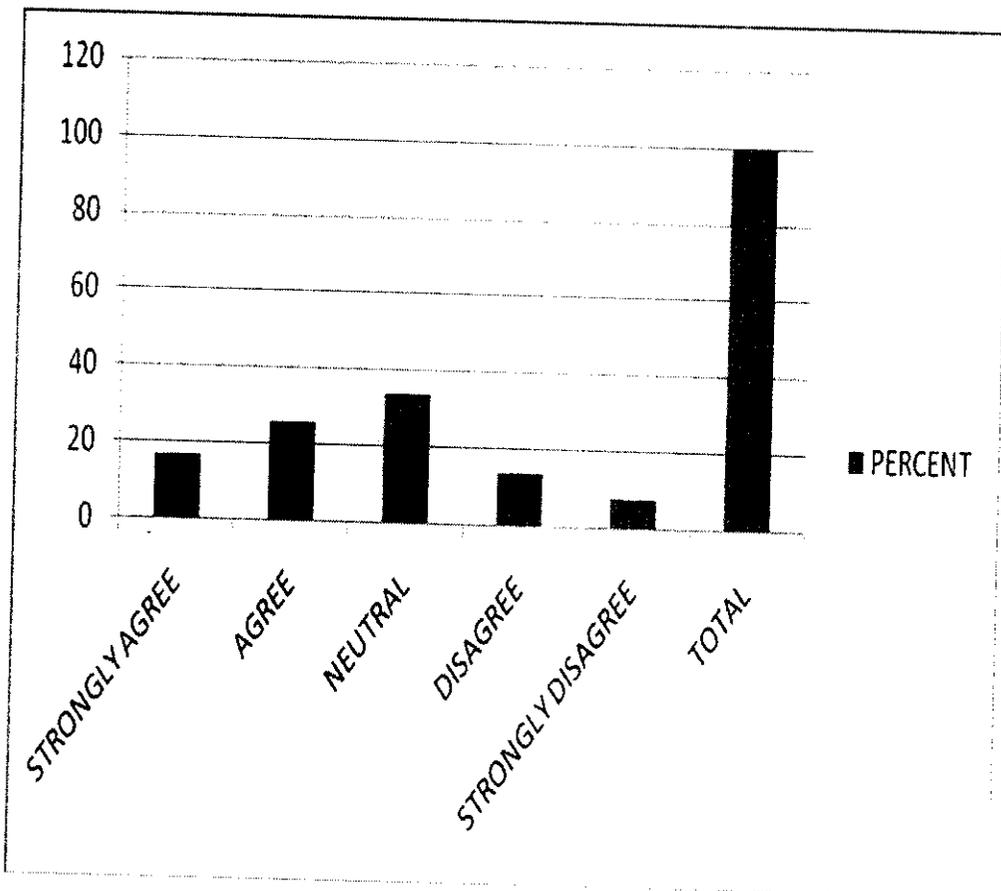


TABLE 3.4: RESPONDENTS OPINION TOWARDS SUPPORT FROM COLLEAGUE AND CO-WORKERS

OPINION	NO OF RESPONDENTS	PERCENT
STRONGLY AGREE	23	19
AGREE	31	26
NEUTRAL	43	36
DISAGREE	13	11
STRONGLY DISAGREE	10	8
TOTAL	120	100

Source: Primary data

Interpretation:

The above table reveals that 19% of the respondents strongly agree as they receive support from their colleagues and co-workers and 26% of the respondents agree as they receive support from their colleagues and co-workers and 36% of respondents said neutral as they receive support from their colleagues and co-workers and 11% of the respondents disagree as they receive support from their colleagues

CHART NO 3.4
DISTRIBUTION OF RESPONDENTS TOWARDS SUPPORT FROM
COLLEAGUE AND CO-WORKERS

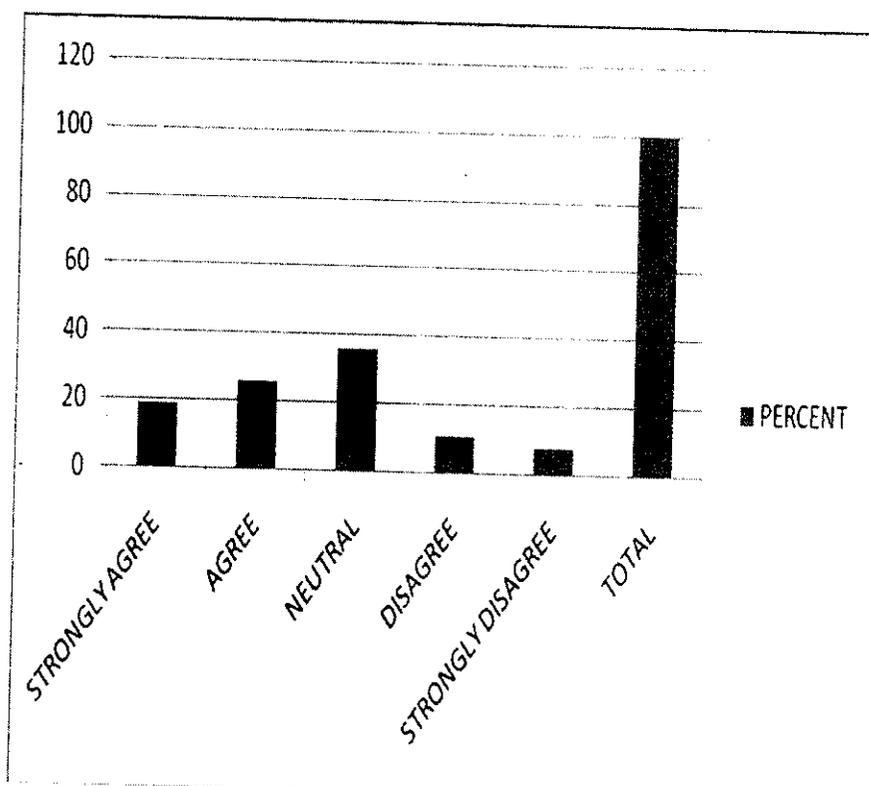


TABLE 3.5: RESPONDENTS OPINION TOWARDS FEEL INSECURE ABOUT JOB

OPINION	NO OF RESPONDENTS	PERCENT
STRONGLY AGREE	22	18
AGREE	40	33
NEUTRAL	31	26
DISAGREE	19	16
STRONGLY DISAGREE	8	7
TOTAL	120	100

Source: Primary data

Interpretation:

The above table reveals that 18% of the respondents strongly agree as insecure about job and 33% of the respondents agree as insecure about job and 26% of the respondents felt neutral about the job insecurity and 16% of the respondents disagree as insecure about job and 17% of the respondents strongly disagree as insecure about job

CHART NO 3.5

RESPONDENTS OPINION TOWARDS FEEL INSECURE ABOUT JOB

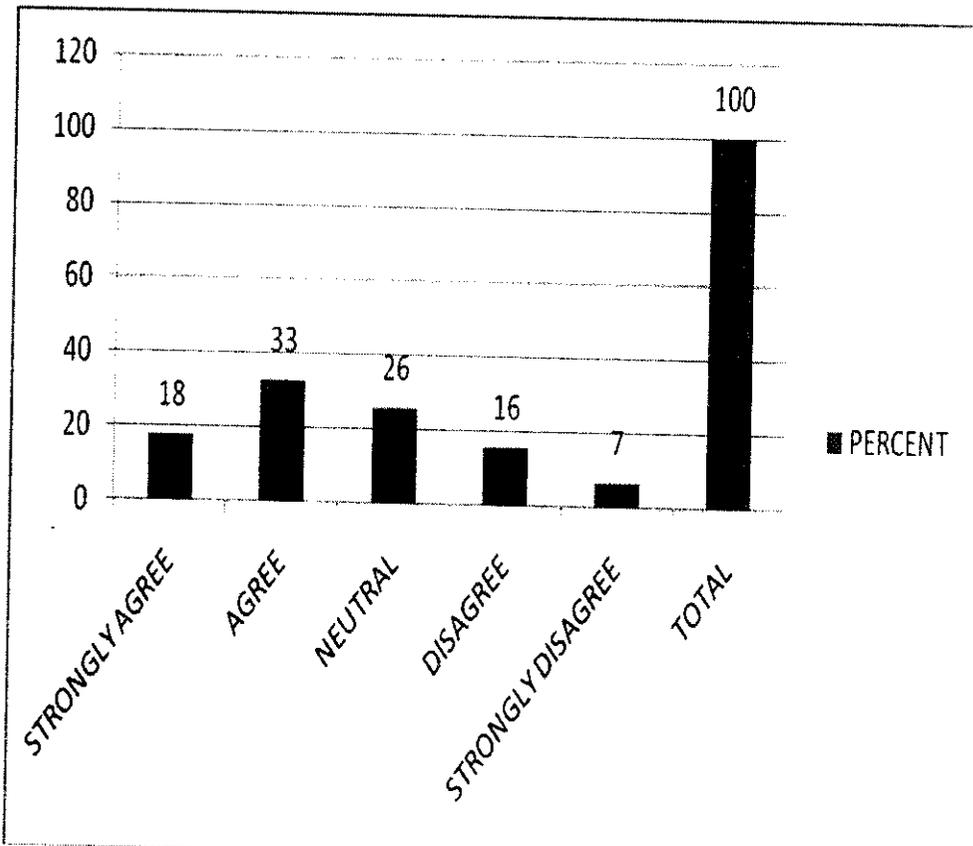


TABLE 3.6: DISTRIBUTION OF RESPONDENTS TOWARDS FEEL JOB AS SAD

OPINION	NO OF RESPONDENTS	PERCENT
STRONGLY AGREE	9	8
AGREE	18	15
NEUTRAL	22	18
DISAGREE	34	29
STRONGLY DISAGREE	37	31
TOTAL	120	100

Source: Primary data

Interpretation:

The above table inferred that 8% of the respondents strongly disagree towards job as sad and 15% of the respondents strongly disagree towards job as sad and 18% of the respondents strongly disagree towards job as sad and 29% of the respondents disagree towards job as sad and 31% of the respondents strongly disagree towards job as sad

CHART NO 3.6

DISTRIBUTION OF RESPONDENTS TOWARDS FEEL JOB AS SAD

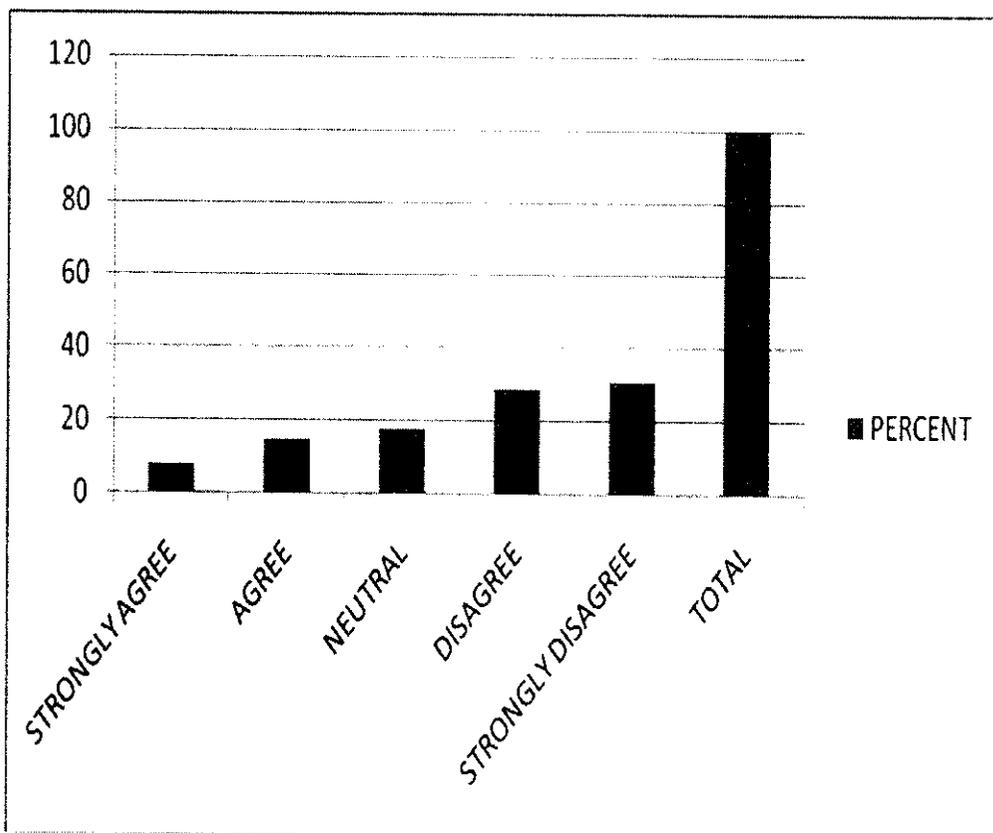


TABLE 3.7: RESPONDENTS OPINION TOWARDS CONFLICTING ROLES AND RESPONSIBILITIES

OPINION	NO OF RESPONDENTS	PERCENT
STRONGLY AGREE	12	10
AGREE	18	15
NEUTRAL	22	18
DISAGREE	30	25
STRONGLY DISAGREE	38	32
TOTAL	120	100

Source: Primary data

Interpretation:

The above table reveals that 10% of the respondents strongly agree that they have conflicting roles and responsibilities and 15% of the respondent agree that they have conflicting roles and responsibilities and 18% of the respondents felt neutral opinion towards having conflicting roles

CHART NO 3.7
RESPONDENTS OPINION TOWARDS CONFLICTING ROLES AND
RESPONSIBILITIES

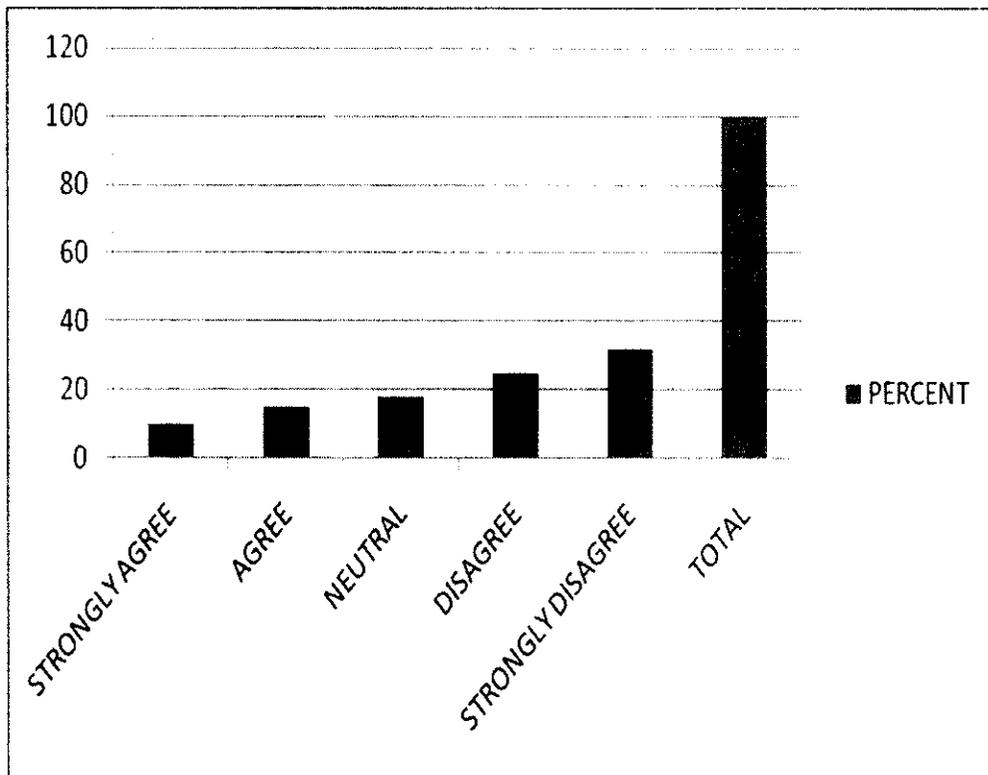


TABLE 3.8: RESPONDENTS OPINION TOWARDS TIGHT CONTROL IN JOB

OPINION	NO OF RESPONDENTS	PERCENT
STRONGLY AGREE	9	8
AGREE	17	14
NEUTRAL	36	30
DISAGREE	42	35
STRONGLY DISAGREE	16	13
TOTAL	120	100

Source: Primary data

Interpretation:

The above table reveals that 8% of the respondents strongly agree towards tight control in job and 14% of the respondents agree towards tight control in job and 30% of the respondents said neutral towards tight control in job and 35% of the respondents disagree towards tight control in job and 13% of the respondents strongly disagree towards tight control in job.

CHART 3.8

RESPONDENTS OPINION TOWARDS TIGHT CONTROL IN JOB

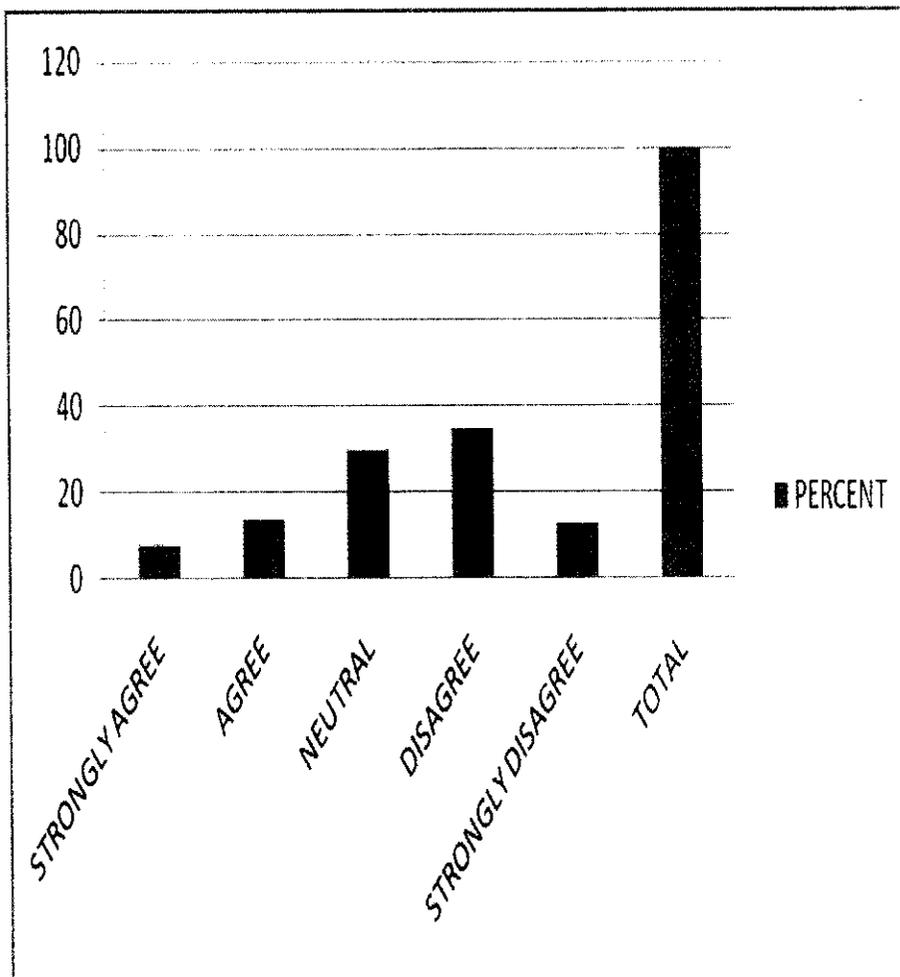


TABLE 3.9: RESPONDENTS OPINION TOWARDS JOB DESCRIPTION

OPINION	NO OF RESPONDENTS	PERCENT
STRONGLY AGREE	26	22
AGREE	40	33
NEUTRAL	24	20
DISAGREE	19	16
STRONGLY DISAGREE	11	9
TOTAL	120	100

Source: Primary data

Interpretation:

The above table inferred that 22% of the respondents strongly agree towards clear job description of work and 33% of the respondents agree towards clear job description of work and 20% of the respondents said neutral towards clear job description of work and 16% of the respondents disagree towards clear job description and 9% of the respondents strongly disagree towards clear in job description.

CHART NO 3.9
RESPONDENTS OPINION TOWARDS JOB DESCRIPTION

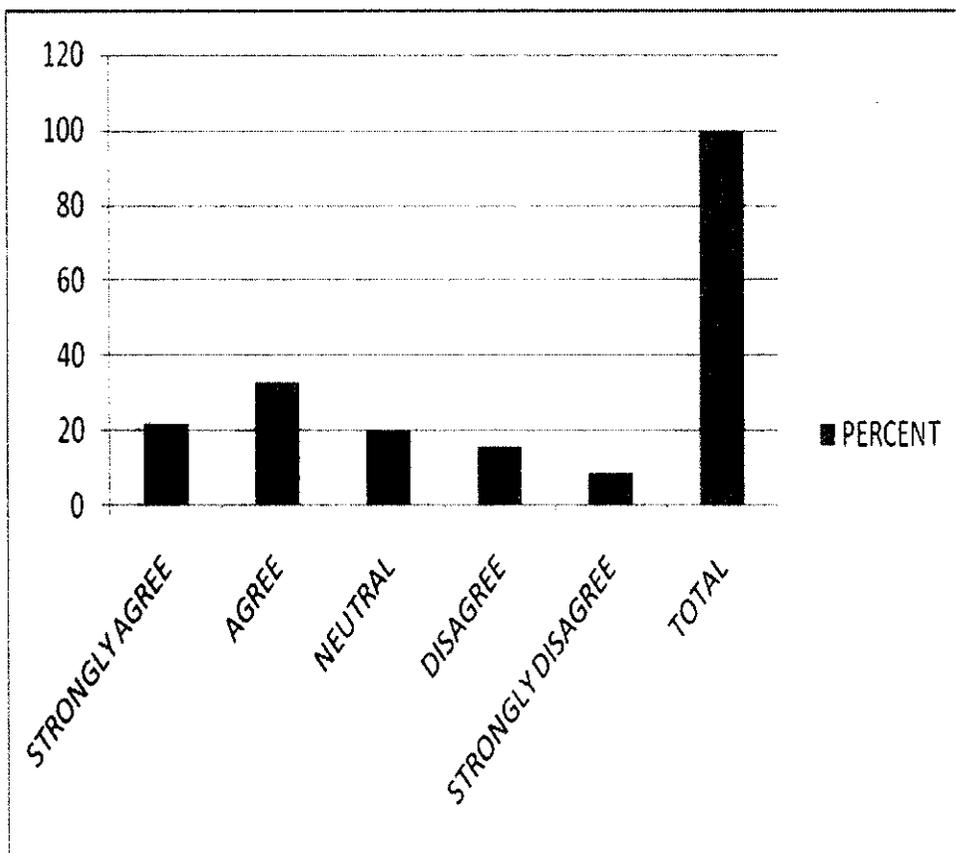


TABLE 3.10: RESPONDENTS OPINION TOWARDS COMMUNICATION FROM COLLEAGUE AND CO-WORKERS

OPINION	NO OF RESPONDENTS	PERCENT
STRONGLY AGREE	23	19
AGREE	27	22
NEUTRAL	54	45
DISAGREE	9	8
STRONGLY DISAGREE	7	6
TOTAL	120	100

Source: Primary data

Interpretation:

The above table reveals that 19% of the respondents strongly agree as they receive communication from their colleagues and co-workers and 22% of the respondents agree as they receive communication from their colleagues and 6% of the respondents disagree as they receive communication from their colleagues

CHART NO 3.10
REPOENDENTS OPINION TOWARDS COMMUNICATION FROM
COLLEAGUE AND CO-WORKERS

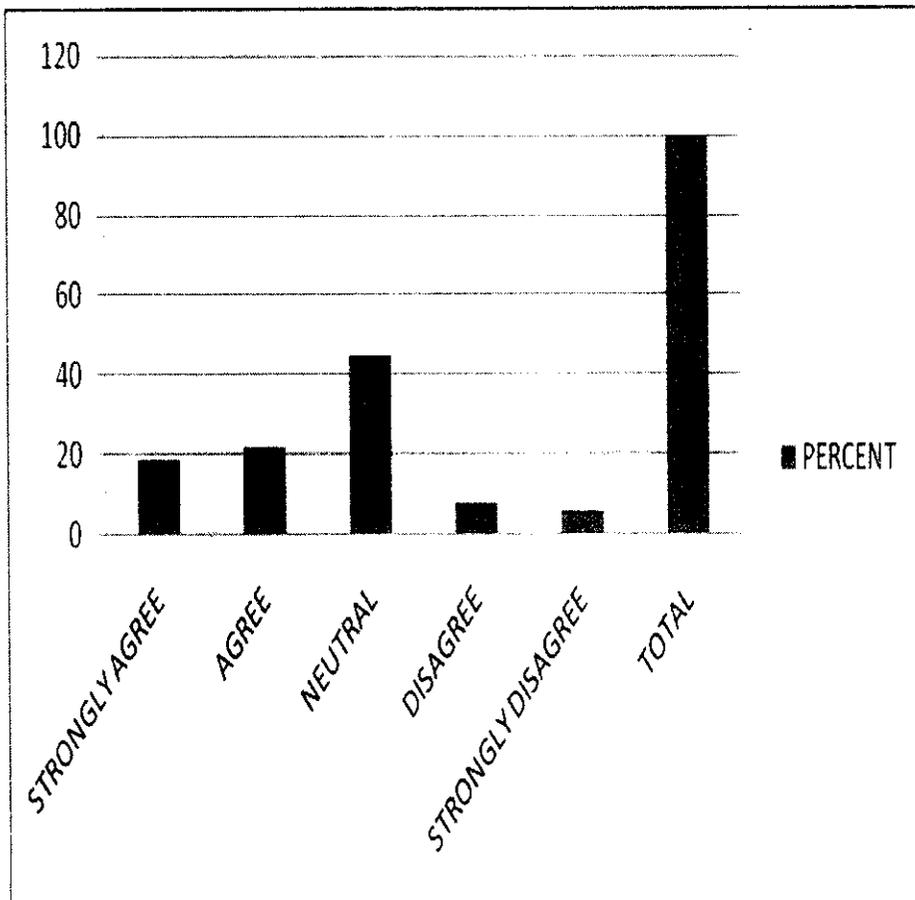


TABLE 3.11: DISTRIBUTION OF RESPONDENTS TOWARDS DIFFERENT OPINION WITH SUPERIOR OR CO-WORKERS

OPINION	NO OF RESPONDENTS	PERCENT
STRONGLY AGREE	15	13
AGREE	17	14
NEUTRAL	28	23
DISAGREE	34	28
STRONGLY DISAGREE	26	22
TOTAL	120	100

Source: Primary data

Interpretation:

The above table reveals that 13% of the respondents strongly agree as their different opinion with superior or co-workers and 14% of the respondents agree as their different opinion with superior or co-workers and 23% of respondents said neutral as their different opinion with superior or co-workers and 28% of the respondents disagree as their different opinion with superior or co-workers.

CHART NO 3.11

**DISTRIBUTION OF RESPONDENTS TOWARDS DIFFERENT OPINION
WITH SUPERIOR OR CO-WORKERS**

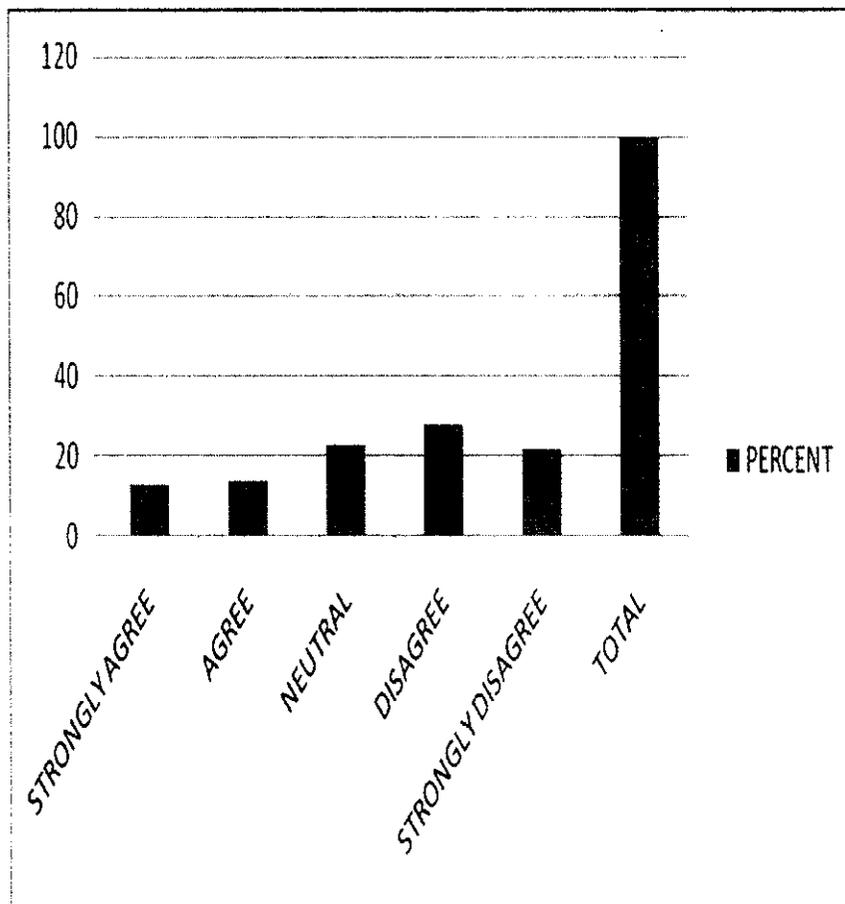


TABLE 3.12: RESPONDENTS OPINION TOWARDS PERFORMANCE AT WORK

OPINION	NO OF RESPONDENTS	PERCENT
STRONGLY AGREE	20	17
AGREE	32	26
NEUTRAL	41	34
DISAGREE	17	14
STRONGLY DISAGREE	10	9
TOTAL	120	100

Source: Primary data

Interpretation:

The above table reveals that 17% of the respondents strongly agree as their work effects performance at work and 26% of the respondents agree as their work effects performance at work and 34% of respondents said neutral as their work effects performance at work and 14% of the respondents disagree as their work effects performance at work.

CHART NO 3.12

RESPONDENTS OPINION TOWARDS PERFORMANCE AT WORK

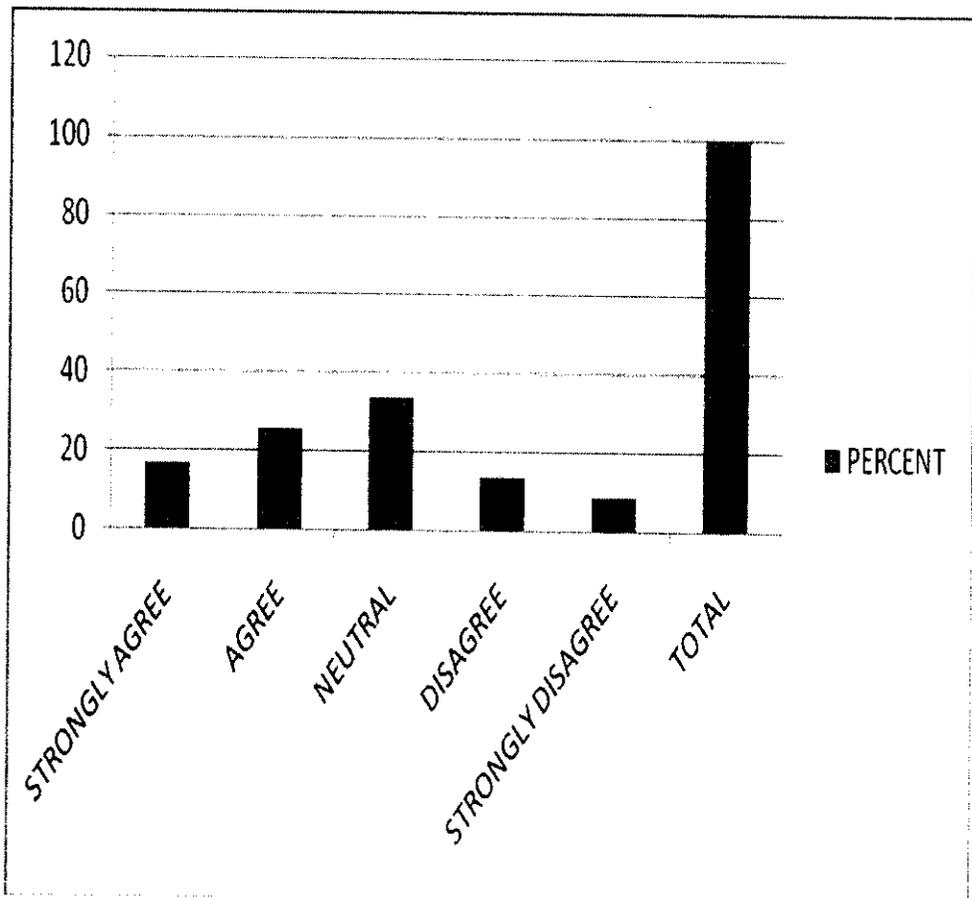


TABLE 3.13 GENDERS OF THE RESPONDENTS

OPINION	NO OF RESPONDENTS	PERCENT
MALE	87	73
FEMALE	33	27
TOTAL	120	100

Source: Primary Data

Interpretation:

It is inferred that 73% of the respondents are male and 27% of the respondents are female

CHART 3.13
GENDERS OF THE RESPONDENTS

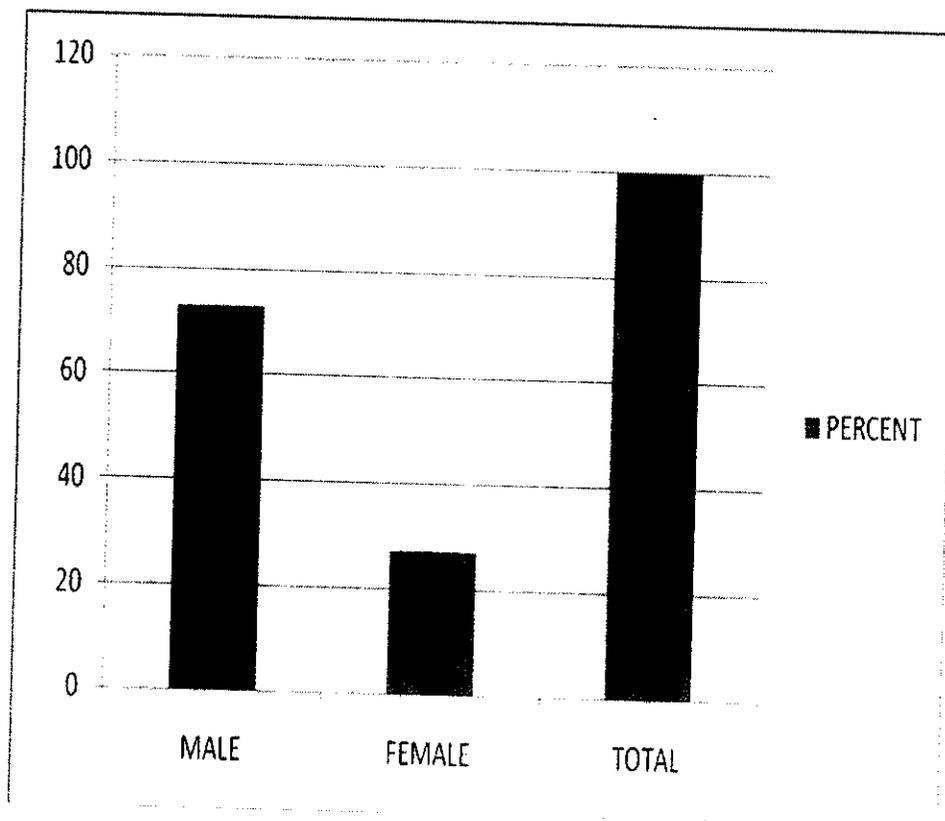


TABLE 3.14: RESPONDENTS OPINION TOWARDS EDUCATIONAL QUALIFICATION

OPINION	NO OF RESPONDENTS	PERCENT
SCHOOL	46	38
UNDER GRADUATION	31	26
POST GRADUATION	19	16
DIPLOMA	15	12
OTHERS	9	8
TOTAL	120	100

Source: Primary data

Interpretation:

The above table reveals that 38 % of the respondents are school and 26% of the respondents completed under graduation and 16 % of the respondents completed post graduation and 12% of the respondents are completed diploma and 8 % of the respondents fall under other category

CHART 3.14
RESPONDENTS OPINION TOWARDS EDUCATIONAL
QUALIFICATION

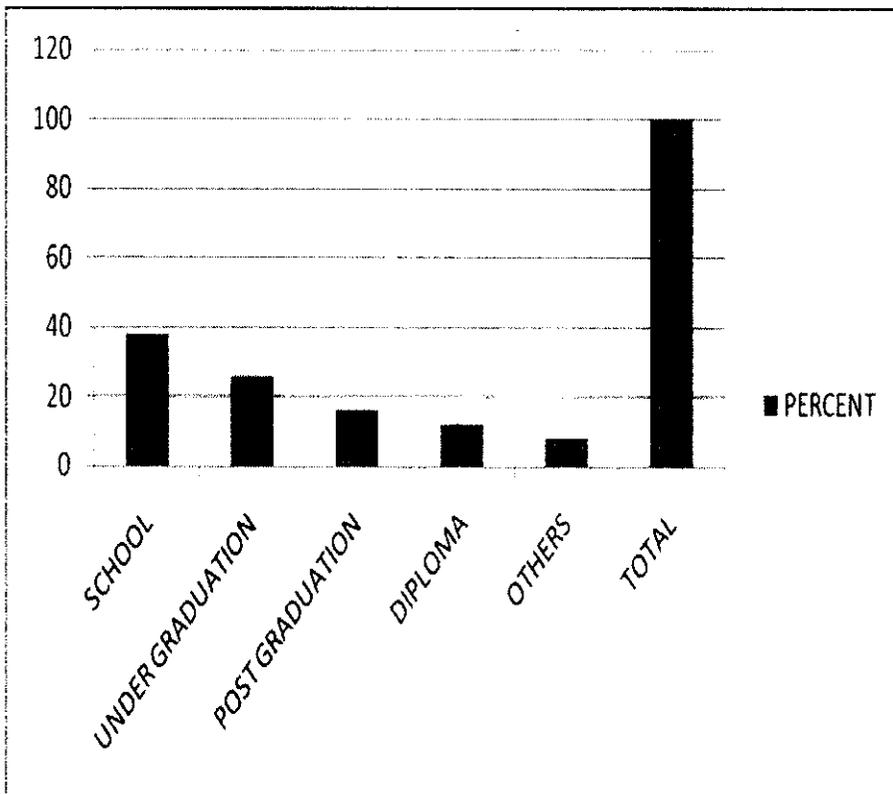


TABLE 3.15: MARITAL STATUS OF THE RESPONDENTS

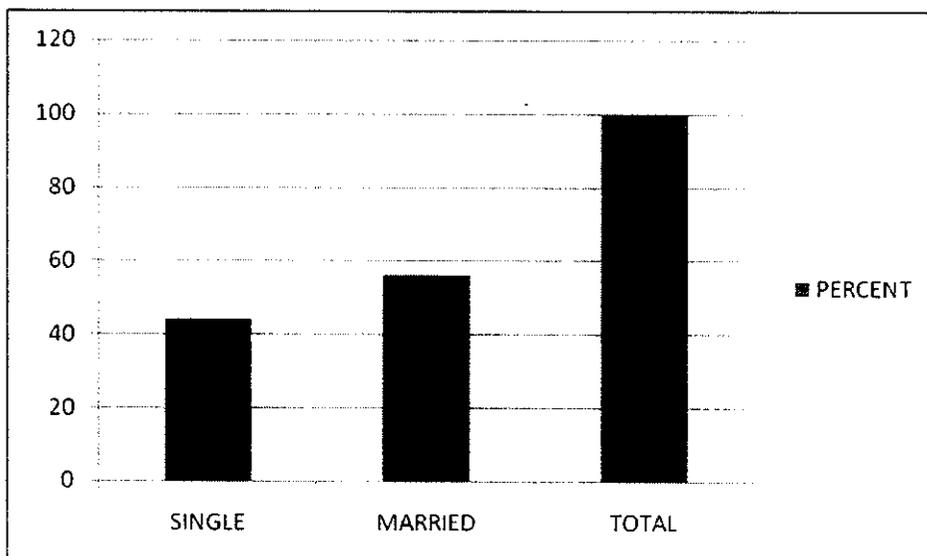
OPINION	NO OF RESPONDENTS	PERCENT
SINGLE	53	44
MARRIED	67	56
TOTAL	120	100

Source: Primary Data

Interpretation:

It is inferred that 44% of the respondents are single and 56% of the respondents are married.

CHART 3.15
MARITAL STATUS OF THE RESPONDENTS



CHI - SQUARE METHOD

There are many situations in which it is not possible to make any rigid assumption about the distribution of the population, from which samples are drawn and thus lead to the development of non-parametric tests.

These tests are very popular in behavior sciences. The chi-square is one of the simplest and most widely used non-parametric tests.

To conduct this test the formula used is given below:

$$\text{Chi-square } \chi^2 = \sum \frac{(O-E)^2}{E}$$

E

Where

O = Observed Frequency

E = Expected Frequency

RT = the row total for the row containing the cell

RC = the column total for the column containing the cell

N = the total number of observations

Calculation of Expected Frequency:

$$E = RT * CT/N$$

$$\text{Degree of Freedom} = (R-1) (C-1)$$

Level of significance = 5%

TABLE NO 3.16: FINDING ASSOCIATION BETWEEN GENDER AND INSECURE ABOUT JOB

Job sad Gender	High	Medium	Low	Total
Male	43	24	20	87
Female	20	6	14	33
TOTAL	53	30	34	120

Source: Primary data

Null Hypothesis (H₀) : There is no association between gender and Insecure about job

Alternate Hypothesis (H₁) : There is association between gender and Insecure about job

Level of Significance : 5%

Degrees of Freedom : (r-1) (c-1)
= (2-1) (3-1)
= 2

$$\chi^2 = \sum \left(\frac{(O - E)^2}{E} \right)$$

Calculated value $\chi^2 = 6.60$

Table value = 5.99

CONCLUSION:

Since the calculated Value is greater than table value, we reject Null Hypothesis and there is an association between gender and Insecure about job.

TABLE NO 3.17: FINDING ASSOCIATION BETWEEN THE DEMAND OF FAMILY INFERENCE WITH JOB AND SALARY

Satisfaction Interest	High	Medium	Low	Total
High	29	12	10	51
Medium	30	7	10	47
Low	9	7	6	22
TOTAL	68	26	26	120

Source: Primary data

Null Hypothesis (H0) : There is no association
between demand inference with
job and salary

Alternate Hypothesis (H1) : There is association
between demand inference with
job and salary

Level of Significance : 5%

Degrees of Freedom : $(r-1)(c-1)$
= $(3-1)(3-1)$
= 4

$$\chi^2 = \sum \left(\frac{(O-E)^2}{E} \right)$$

Calculated value $\chi^2 = 3.90$

Table value = 9.48

CONCLUSION

Since the calculated value lesser than table value, we accept Null Hypothesis and there is no association between the demand for family inference with job and salary.

CHAPTER-4

FINDINGS
RECOMMENDATION S&
CONCLUSION

CHAPTER – 4

FINDINGS, RECOMMENDATIONS AND CONCLUSION

4.1 FINDINGS

- It was found that most (18%) of the respondents strongly agree that they are overloaded at work.
- It was found that majority (34%) of the respondents agree that they receive enough compensation.
- It was found that most (30%) of the respondents agree that they given routine job.
- It was found that majority (36%) of respondents said neutral as they receive support from their colleagues and co-workers.
- It was found that most (17%) of the respondents strongly disagree as insecure about job.
- It was found that most (29%) of the respondents disagree towards job as sad.
- It was found that majority (32%) of the respondents strongly disagree that they have conflicting roles and responsibilities.
- It was found that most (33%) of the respondents agree towards clear job description.
- It was found that most (30%) of the respondents said neutral towards tight control in job.

- It was found that most (16%) of the respondents disagree as insecure about job.
- It was found that majority (45%) of respondents said neutral as they receive communication from their colleagues and co-workers.
- It was found that most (28%) of the respondents disagree as their different opinion with superior or co-workers.
- It was found that most(34%) of respondents said neutral as their work effects performance at work
- It was found that majority (73%) of the respondents are male
- It was found that most (16 %) of the respondents completed post graduation
- It was found that majority (56%) of the respondents are married.
- It was found that there is association between gender insecure about job.
- There is no association between the demand of family inference with job and salary

4.2 RECOMMENDATIONS

- Role ambiguity can be dealt with by procedures designed to clarify the duties and performance of each individual in an organization. Role analysis technique helps both managers and employees to analyze what job entails and what expectations are.
- Working Environment plays a major role in causing stress. A conducive work environment will help the employees to locate the required details quickly and easily.
- It is important to conduct meeting once in a week to know the employee involvement in the workplace
- Stress relieves programs such as meditation and yoga.
- Ineffective communications and lack of trust in a main source of stress. To minimize this, organization will have to consider change or development programs that will encourage trust-building activities.
- The researcher strongly suggests the organization to have medical checkups at regular intervals for the employees in order to check their health condition.

CONCLUSION

The study has made clear the occupational stress level among employees in Topknit Export India pvt ltd, Tirupur. The factors, which contribute to stress, have been ascertained.

The study has revealed the coping level of stress by the employees and the coping mechanism adopted to manage stress at home as well as in the work environment. The study made explicit that a sizeable majority of employees have medium stress level.

The study has also contributed in the way of suggestions, which will enable the employees to avoid and cope with stress skillfully in their day-to-day life.

Both the individual and the organization must accept some responsibility in the management and control of stress.

The first important step is to recognize a need to deal with stress but this must be matched equally with determination and patience, if change is to be effectively introduced and maintained.

In this conclusion, it could be said that it is the duty of the company and family members of the employees to provide good organizational climate and family environment in order to enable them to cope with stress.

APPENDIX

A STUDY ON OCCUPATIONAL STRESS LEVEL AMONG EMPLOYEES AT
TOPKNIT EXPORT INDIA PVT LTD, TIRUPUR

Dear Sir/Madam,

I am undergoing my MBA Research Project on Occupational Stress Level among employees. I request you to cooperate this venture by giving valuable information. Information collected will be used

S.No	Questions	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1.	I feel that I'm overloaded at work					
2.	I receive enough compensation to meet my needs and wants					
3.	I feel that I'm in a routine job					
4.	I used to breaks at appropriate times in the work					
5.	I get adequate support from your colleague and co-workers					
6.	I experience misunderstanding with people around me					
7.	I get adequate communication from your colleague or co-workers or management					
8.	I have frequent arguments and differences of opinion with superior or co-workers					
9.	I get recognition and motivation from the superior for your outstanding performance at work					
10.	Do you agree that the demands of my family interfere with job					
11.	I feel that the organization provide unsafe and dangerous conditions					
12.	I have conflicting roles and responsibilities					
13.	I feel tight controls in the job					
14.	I feel there is lack of participation in decisions making					
15.	I feel little performance feedback					
16.	I feel restrictive and untrusting culture around the organization					
17.	I am not really physically ill but I have lot of aches and pains					
18.	My job makes me feel sad					
19.	I have clear job description of my work					
20.	The stress in work s affects my performance at work					
21.	I feel insecure concerning my job (downsizing)					
22.	I undergo stress when I'm overloaded with jobs					
23.	I feel travelling long distances produces stress					
24.	I feel physical or mental strain at work					

for academic purpose and it will be kept confidentially.

PERSONAL PROFILE:

26. Gender

- Male Female

27. Education Qualification

- School
 Under Graduation
 Post Graduation
 Professional
 Others

28. Marital Status

- Single
 Married

29. Department:

- Cutting
 Dyeing
 Checking
 Packing
 Delivery

30. Designation:

BIBLIOGRAPHY

BIBLIOGRAPHY

- C.R.Kothari, "Research Methodology Methods and Techniques" wishwa prakashan, Second Edition.
- VSP RAO, "Humanan Resource Management", Second Edition.
- L.M.Prasad, "Human Resource Management"
- "Reducing Stress", Tim Hindle, 1998 Edition.
- "Stress Management in Work Environment", Adam.J.D, 1994 Edition.

Website:

- WWW.google.com
- WWW.wikipedia.com
- WWW.alhealth.com/consumer/disorders/workstress.html
- WWW.Stress.org/jobstress.html