

**A STUDY ON PERCIVED FACTORS OF STRESS-WITH SPECIAL REFERENCE
AMONG THE EMPLOYEES OF ELGI EQUIPMENTS.**

A PROJECT REPORT

Submitted by

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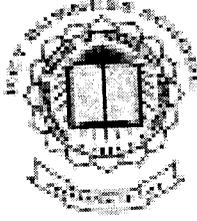
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Of

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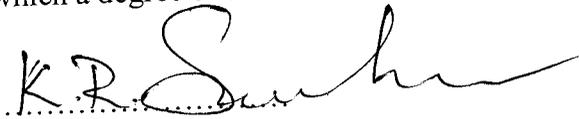
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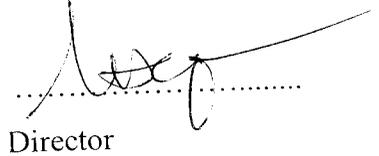
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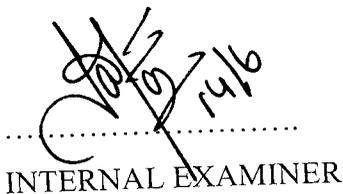
Certified that this project titled “A STUDY ON FACTORS OF STRESS-WITH SPECIAL REFERENCE AMONG THE EMPLOYEES OF ELGI EQUIPMENTS” is the bonafide work of Ms.SANGEETHA.S (Reg No: 0820400042) who carried out the research under my supervision. Certified further, that to the best of my knowledge the work reported herein does not form part of any other project report or dissertation on the basis of which a degree or award was conferred on an earlier occasion on this or any other candidate.

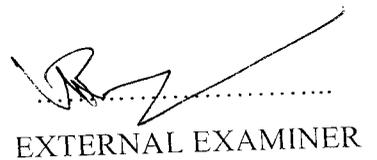

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21st May 2010

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms. S.Sangeetha (08MBA42)**, final year MBA student of KCT Business School, **Kumaragur College of Technology, Coimbatore** has successfully completed her project training entitled, "**A STUDY ON STRESS FACED BY EMPLOYEES AND IT'S RECOVERY PROCESS**" from March 10th 2010 to May 21st 2010.

We wish her for her future endeavours.

For Elgi Electric and Industries Ltd.


SENTHIL KUMAR A
HEAD - HRD.

DECLARATION

I, hereby declare that this project entitled "A STUDY ON STRESS PERCEIVED FACTORS OF STRESS-WITH SPECIAL REFERENCE AMONG THE EMPLOYEES OF ELGI EQUIPMENT" done in Elgi equipment .,Coimbatore has been undertaken for academic purpose submitted to Anna University In partial fulfillment of the requirements for the award of the degree of Master of Business Administration. The project report is the record original work done by me under the guidance of **Mr.K.R.SATHISH KUMAR, Lecture** during the academic year 2010. I also here by, that the information given in this report is correct to best of my Knowledge and belief.

Place: *Coimbatore.*

Date: *14.6.10*

S. Ranganatha.
Signature of the candidate:

ACKNOWLEDGEMENT

ACKNOWLEDGEMENT

Throughout my life I have benefited from wonderful people around me, and the last three month of this project has been no exception. I have many people to be thankful to.

I adore almighty and extol glory by paying my contribution of thankfulness for blessing me with all knowledge required to complete this project successfully.

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My special acknowledgements and thanks to Department of Management Studies, Faculty members and my friends for their help and motivation throughout.

EXECUTIVE SUMMARY

EXECUTIVE SUMMARY

A study on perceived factors of stress-with special reference among the employees of Elgi Equipment, Coimbatore, is mainly aimed at finding out the impact of stress among the employees in workplace. The study was undertaken to find out the prevalence of stress among the employees and also to reveal the workplace conditions which leads to stress. Descriptive research is used in this research. The primary data is collected from 150 employees of Elgi Equipment, using the structured questionnaire method. The sampling technique that was adopted for the study was Random Sampling. The collected data was analyzed using percentage analysis, weighed average and chi-square. In general it is proven that increased levels of job stress as assessed by the perception of having little control but lots of demands to be associated with increased rates of depression, high blood pressure and heart attack. In this study it is found that nearly of the respondents are affected by stress.

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INTRODUCTION

CHAPTER - I

INTRODUCTION

1.1 Introduction to the Project

Stress is caused by an unsuitable work environment. Stress is the harmful physical and emotional response that occurs when there is a poor match between job demands and the capabilities, resources, or needs of the worker.

Stress-related disorders encompass a broad array of conditions, including psychological disorders (e.g., depression, anxiety, post-traumatic stress disorder) and other types of emotional strain (e.g., dissatisfaction, fatigue, tension, etc.), maladaptive behaviors (e.g., aggression, substance abuse), and cognitive impairment (e.g., concentration and memory problems). In turn, these conditions may lead to poor work performance or even injury. Stress is also associated with various biological reactions that may lead ultimately to compromised health, such as cardiovascular disease, or in extreme cases, death.

Stress is a prevalent and costly problem in today's workplace. About one-third of workers report high levels of stress. One-quarter of employees view their jobs as the number one stressor in their lives. Three-quarters of employees believe the worker has more on-the-job stress than a generation ago. Evidence also suggests that stress is the major cause of turnover in organizations.

Health and Healthcare Utilization

Problems at work are more strongly associated with health complaints than are any other life stressor—more so than even financial problems or family problems. Many studies suggest that psychologically demanding jobs that allow employees little control over the work process increase the risk of cardiovascular disease. On the basis of research by the National Institute for Occupational Safety and Health and many other organizations, it is widely believed that job stress increases the risk for development of

back and upper-extremity musculoskeletal disorders. High levels of stress are associated with substantial increases in health service utilization. Workers who report experiencing stress at work also show excessive health care utilization. Additionally, periods of disability due to job stress tend to be much longer than disability periods for other occupational injuries and illnesses.

Causes of Stress

Job stress results from the interaction of the worker and the conditions of work. Views differ on the importance of worker characteristics versus working conditions as the primary cause of job stress. The differing viewpoints suggest different ways to prevent stress at work. According to one school of thought, differences in individual characteristics such as personality and coping skills are very important in predicting whether certain job conditions will result in stress. In other words, what is stressful for one person may not be a problem for someone else. This viewpoint underlies prevention strategies that focus on workers and ways to help them cope with demanding job conditions.

Although the importance of individual differences cannot be ignored, scientific evidence suggests that certain working conditions are stressful to most people. Such evidence argues for a greater emphasis on working conditions as the key source of job stress, and for job redesign as a primary prevention strategy. Large surveys of working conditions, including conditions recognized as risk factors for job stress. Results showed a time trend suggesting an increase in work intensity.

Stress-related problems include mood disturbance, psychological distress, sleep disturbance, upset stomach, headache, and problems in relationships with family and friends. The effects of job stress on chronic diseases are more difficult to ascertain because chronic diseases develop over relatively long periods of time and are influenced by many factors other than stress. Nonetheless, there is some evidence that stress plays a role in the development of several types of chronic health problems--including cardiovascular disease, musculoskeletal disorders, and psychological disorders.

A combination of organizational change and stress management is often the most useful approach for preventing stress at work.

Factors mostly used to recover stress:

- Ensure that the workload is in line with workers' capabilities and resources.
- Design jobs to provide meaning, stimulation, and opportunities for workers to use their skills.
- Clearly define workers' roles and responsibilities.
- Give workers opportunities to participate in decisions and actions affecting their jobs.
- Improve communications-reduce uncertainty about career development and future employment prospects.
- Provide opportunities for social interaction among workers.
- Establish work schedules that are compatible with demands and responsibilities outside the job.

Discrimination inside the workplace. (e.g. nationality and language)

1.1 BACKGROUND OF THE STUDY

Stress is caused by an unsuitable work environment. Stress is the harmful physical and emotional response that occurs when there is a poor match between job demands and the capabilities, resource, or needs of the worker therefore the organization is interested in knowing the stress faced by employees in Elgi Electric and Industries, Limited Coimbatore

1.2 REVIEW OF LITERATURE

Hospitals add new stress-management programs¹ The article reports that in an ongoing attempt to alleviate work-related stress in employees, local hospitals in New York City are instituting new stress-management programs to complement efforts already in place. David Sperling and Phyllis Cappala, at Danbury hospital, decided to do a pilot study at the hospital, which, if successful could be rolled out to the hospitals affiliates. Phase I included holding a series of lectures for all hospital employees, dealing with a variety of stress sources, including holiday stress. In Phase II, he sent out surveys to those who had attended the lectures, asking them to identify their levels of experienced stress. Greenwich Hospital has recently completed a new 12-week employee stress seminar

Organizational change, health, and sick leave among health care employees: A longitudinal study measuring stress markers, individual, and work site factors.²

This controlled longitudinal study was conducted to investigate the effects of organizational change on employees' self-reported health, work satisfaction, work-related exhaustion, stress, and sick leave. The population consisted of 226 employees at T1 and 198 at T2, divided into a study group affected by organizational changes, and a reference group not affected by them. Group differences for the outcome measures self-rated health (SRH), work satisfaction, work-related exhaustion, and hormones associated with stress were analyzed using a two-factor ANOVA design for repeated measurements. Our

¹ Authors:

Toth, David ,Fairfield County Business Journal; 4/25/2005, Vol. 44 Issue 17, p27-27, 1/2p

² Authors:

Hansson, Ann-Sophie

Vingård, Eva

Arnetz, Bengt B.

Anderzén, Ingrid

Lloyd C. Harris, The International Journal of Human Resource Management

findings showed no significant differences, either across time or between groups for SRH, work satisfaction, and work-related exhaustion. However, we did find significant change across time and between groups for the recovery hormone DHEA-S. Days of sick leave increased by 7% for employees in the study group and by 2% in the reference group. Serum cortisol showed significantly decreased levels across time but not between groups. The decreased recovery potential in the study group might have long-term health implications. The study points to the importance of looking at the impact of organizational change on employee well-being from a number of perspectives, such as self-reported health parameters, registered sick-leave data, and biological stress markers.

Work hours and well-being: The roles of work-time control and work-family interference³ This study focused on mediating and moderating processes underlying the relationship between work hours and well-being. Questionnaire data from 292 female employees in two UK public sector organizations were analyzed. Drawing on effort-recovery theory and published empirical findings, it was hypothesized that work-family interference (WIF) would mediate the relationship between work hours and measures of well-being (psychological distress and family satisfaction), and that work-time control would moderate the association between work hours and WIF. Hierarchical regression analyses showed that, after controlling for demographic variables, neuroticism, and job demands, WIF mediated the effect of work hours on family satisfaction, although no evidence of mediation was found for the psychological distress outcome measure. Work-time control moderated the relationship between work hours and WIF; higher control buffered the effect of longer hours on WIF. These findings add to the literature on the role of WIF in the effort-recovery process by showing that longer work hours are not

³ Authors:

Hughes, Emily L.

Parkes, Katharine R.

Surinder S. *Journal of Applied Psychology*. Vol 82(1), 89-103

necessarily associated with higher work-family interference, and hence with poor recovery and impaired well-being. Instead, having a degree of control over work hours moderates the first link in this process. Thus, the provision by employers of some flexibility and control over work hours may help to reduce the potential negative impact of long work hours on employees.

Physical activities to help manage stress⁴ The article presents information on certain physical activities which may help to manage stress. After getting up in the morning, one should conduct deep breathing exercises as they can reduce stress and, when practiced regularly, may also help prevent it. Yoga has been also found to be very useful, as stretching not only increases flexibility but it can also reduce stress levels. Other physical exercises like calisthenics (sit-ups, push-ups) greatly improve the overall physique and health and lower stress levels in the process

Stress Audits as a Precursor to Stress Management Workshops: An Evaluation of the Process⁵ This study describes the stress audit process and how it can be effectively linked with stress management workshop development and delivery. Specifically, four stress audits and four workshops based on them were conducted within an organization. Reactions indicated that the stress audit is a valuable tool for trainers

⁴ Authors:

Thompson, Scott Hay Group b.v. Arnhemse Bovenweg

IACM

⁵ Authors:

Ormond, Wayne E.

Keown-Gerrard, Janine L.

Kline, Theresa Sutter IZA Discussion Paper No. 4080

Stress-Free Work Results⁶ The article discusses practices to de-stress work life and improve results. It focuses on the initiative of a store manager to restore team morale during recession. Wynona Redmond, director of public affairs and government relations for supermarket chain Dominick's Finer Food, consulted a time management almanac for professionals to help her team succeed and thrive in the changing economic landscape. The almanac provides a system and offers a method for high-performance workflow management

Healthy -and wealth-creating⁷ Discusses the issues relevant to industrial safety in the manufacturing sector. Focus on the costs of accidents and ill-health of the workforce from the metalworking sector; Recognition of the amount of danger posed by the equipments in the form of electricity, pressure systems and toxic fumes; Revelation of the frequency of musculoskeletal disorders, slips and trips, manual work problems and work stress; Importance of addressing both the health hazards and safety policies of the system; Consideration of the necessity to facilitate the health recovery of injured employees

Managing stress in the workplace and elsewhere⁸ The article discusses managing stress in the workplace and elsewhere. Stress is both physical and mental or emotional. Whether physical stress results from the pull of gravity or from the pressure of the surrounding atmosphere, as Earth dwellers our bodies are always under some form of stress, strain, tension or pressure. Under enough physical stress we bend. Too much physical stress and we break. Although physical stress is certainly interesting to study,

⁶ Authors:

Reed-Woodward, Marcia A. University of Groningen - Faculty of Economics and Business, July 30

⁷ Authors:

Bibbings, Roger British Journal of Management, Vol. 13, pp. 285-304,

⁸ Authors: Mueller, Don R. R&D Management, Vol. 35, No. 1, pp. 51-60

the crux of this article centers about mental and emotional stress and some of the useful methods for managing or coping with stress in the workplace and elsewhere in our lives

Recovery, Health, and Job Performance: Effects of Weekend Experiences⁹ The article cites a study that extended research on respites by offering a look at the extent to which experiences during the weekend contribute to health and job performance after the weekend. Longitudinal data that nonwork hassles, absence of positive work reflection, and low social activity during the weekend predicted burnout and poor general well-being after the weekend. Weekend experiences also predicted different aspects of job performance after the weekend. Suggestions for future research on specific recovery processes and their effects on individual health and performance are discussed.

Stressful situation. (cover story)¹⁰ The article discusses how University of Texas (UT) at Arlington professor James Quick, is helping people deal with the problem of stress. The entry notes that Quick's work on stress management is focused on assisting corporations and the military. He is internationally known for his book "Stress and Strain" which has become a reference for many human resources professionals in the U.S. In his speaking engagements, Quick acknowledges that stress in business is inevitable and necessary to some degree.

⁹ Authors:

Fritz, Charlotte

Sonntag, Sabine British Journal of Social Work, Vol. 39, Issue 7, pp. 1360-1380,

¹⁰ Authors:

CARTER, O. K. Saveetha Engineering College, Anna University Chennai, September 27

Stress & Recovery: Important Keys to Engagement¹¹ The article provides information about stress and recovery from the stress. Due to increasing demands, people in every organization are pushing themselves to their limits, with management raising the performance bar every year, the average professional becomes time-bankrupt. Individuals arrive early to get Work done before the phones starts ringing and the meetings begin. more work done. Sacrifices in health and family are commonplace. As difficult as this might sound, it is possible to refuel energy periodically during the day, to be more productive at work and to have ample reserves left over for home.

Daily Recovery Experiences: The Role of Volunteer Work During Leisure Time¹²
The article presents a study on the role of volunteer work as a leisure time activity in providing recovery from stressful work. It says that recovery pertains to the process of calling upon the functional systems of an individual during stress to return to prestressor level with positive impact to the well-being. An assessment of time consumed in volunteer work during leisure time by 166 employees was made. Results show that volunteer work during leisure time adds to a successful work recovery

¹¹ Authors:

Loehr, James

Groppel, Jack University of Southern California - Marshall School of Business

¹² Authors:

Mojza, Eva J.

Lorenz, Christian

Sonnentag, Sabine

Binnewies, Carmen Journal of Organizational Behaviour; May2010, Vol. 31 Issue 4, p609-623, 15p

Why service recovery fails¹³ Purpose -- The keys to effective service recovery are familiar to many throughout industry and academia. Nevertheless, overall customer satisfaction after a failure has not improved, and many managers claim their organizations cannot respond to and fix recurring problems quickly enough. Why does service recovery so often fail and what cannot managers do about it? This paper aims to address these issues. Design/methodology/approach -- The objective is to produce an interdisciplinary summary of the growing literature on service recovery, bringing together what each of the author's domain -- management, marketing, and human resources management -- has to offer. By contrasting those three perspectives using 141 academic sources, nine tensions between customer, process, and employee recovery are discovered. Findings -- It is argued that service recovery often fails due to the unresolved tensions found between the conflicting perspectives of customer recovery, process recovery, and employee recovery. Therefore, successful service recovery requires the integration of these different perspectives. This is summarized in the following definition: "Service recovery are the integrative actions a company takes to re-establish customer satisfaction and loyalty after a service failure (customer recovery), to ensure that failure incidents encourage learning and process improvement (process recovery) and to train and reward employees for this purpose (employee recovery)." Practical implications -- Managers are not advised to directly address and solve the nine tensions between customer recovery, process recovery, and employee recovery. Instead, concentrating on the underlying cause of these tensions is recommended. That is, managers should strive to integrate service recover':" efforts based upon a "service logic"; a balance of functional subcultures; strategy-driven resolution of functional differences: data-based decision making from the seamless collection and sharing of information: recovery metrics and rewards; and development of "T-shaped" employees with a service, not just functional,

¹³ **Authors:**

Michel, Stefan

Bowen, David

Johnston, Robert Business Week Online; 2/17/2010, p6-6, 1p

P-3205



mindset. Originality/value -- This paper provides an interdisciplinary view of the difficulties to implement a successful service recovery management. The contribution is twofold. First, specific tensions between customer, process and employee recovery are identified. Second, managers are offered recommendations of how to integrate the diverging perspectives

Self-Regulation And Recovery: Approaching An Understanding Of The Process Of Recovery From Stress¹⁴ Stress has been studied extensively in psychology. Only recently, however, has research started to address the question of how individuals manage to recover from stress. Recovery from stress is analyzed as a process of self-regulation. Several individual difference variables which affect the efficiency of self-regulation have been integrated into a structured model of the recovery process. Such variables are action versus state orientation (a tendency to ruminate, e.g., about a past experience) and volitional components, such as self-determination, self-motivation, emotion control, rumination, and self-discipline. Some of these components are assumed to promote recovery from stress, whereas others are assumed to further the perseverance of stress. The model was supported by the empirical findings of three independent studies (Study 1, N=58; Study 2, N=221; Study 3, N= 105). Kuhl's Action Control Scale measured action versus state orientation. Volitional components were assessed with Kuhl and Fuhrmann's Volitional Components Questionnaire. The amounts of experienced stress and recovery from stress was assessed with Kellmann and Kallus's Recovery-Stress Questionnaire. As hypothesized in the model, the disposition towards action versus state orientation was a more distant determinant of the recovery from stress and perseverance of stress. The volitional components are more proximal determinants in the recovery process. Action

¹⁴**Authors:**

Beckmann, Jürgen

Kellmann, Michael *International Journal of Commerce & Management*; 2007, Vol. 17

Issue 1/2, p56-72, 17p

orientation promotes recovery from stress via adequate volitional skills, e.g., self-determination, self-motivation, emotion control, whereas state orientation furthers a perseverance of stress through rumination and self-discipline

Employers grapple with rise in workplace suicides. (cover story)¹⁵ The article discusses the issue of increasing workplace suicides in the U.S. It relates a 28% increase in the number of suicides committed in the workplace, according to a census by the Department of Labor. It cites the factors that contribute to suicides. It presents the remarks of Rich Paul of ValueOptions Inc. on the implementation of a suicide prevention program. Oliver Williams of Besinger, DuPont & Associates explains the importance of critical incident stress management

How to keep stress under control¹⁶The article provides strategies for keeping stress under control. It suggests that a person should focus on the vision he has for himself rather than constantly looking at his to-do list. Another strategy is to create a weekly and monthly calendar to keep priorities straight. The article stresses the importance of saying no to every request to avoid being overworked which ultimately results to mediocre performance

Staying level-headed in stressful times¹⁷ The article offers information on the significant advantages of stress on developing creativity and innovation in business enterprises. The author stressed that company leaders could help their employees meet with the demands of the global economic downturn through neuropsychology. The author opined that leaders who could understand the impact of stress on their staff, have a better chance of leading their employees in such difficult times. The author outlined four signs

¹⁵ **Authors:**

Greenwald, Judy, British journal of social work,

¹⁶ **Authors:**

Haisha, Lisa Journal of Management Development; 2008, Vol. 27 Issue 8, p812-823, 12p

¹⁷ **Authors**

Lafair, Sylvia, R&D management Vol35, No.1, pp55- 60

of stress: criticisms, deflection, rumination and compartmentalization. There are two major aspects of managing employees' stress that leaders need to consider: work environment adjustments and personal molding of positive behavior.

The dynamics of mindfulness in managing emotions and stress¹⁸ Purpose -- This paper aims to review the concept of mindfulness and to show how it can be extended from psychology into management. Also, it seeks to introduce a new model of the psyche which incorporates two types of mindfulness ("meta-mindfulness" and "supra-mindfulness") which can be used by managers to increase their capacity to handle emotional reactivity and to reduce stress. Design/methodology/approach -- It is proposed that the "meta-self" or Managing Ego plays a key role in emotions management and stress reduction by using meta-mindfulness to actively monitor one's sub-selves which react with the external world. The current approach also postulates that an individual's "supra-self" or inner-observer is crucial in reducing stress by passively exercising neutral observation of all psychic activity via the above-mind state of supra-mindfulness. Research limitations/implications -- The paper indicates how the proposed models of the psyche and of the dynamics of mindfulness in emotions and stress management can be tested empirically in future management research. Practical implications -- Mindfulness techniques are recommended for use by managers in practice to avoid emotional reactivity and to manage stress. Originality/value -- The present approach builds on existing theory to provide new constructs and models that help to explain the dynamics of mindfulness in managing emotions and in reducing stress

¹⁸ Author: Hede, Andrew Fred Dansereau, Jr. and Takao Minami, University of Illinois, Urbana, Illinois, USA

1.3 OBJECTIVES

Primary Objectives:

- To identify and to examine the various factors of stress and its management by the employees of Elgi.

Secondary objective:

- To study the stress faced by employees in Elgi Electric and Industries Limited, Coimbatore.
- To study the various patterns adopted in professional and personal life of the employees.
- To suggest the recovery process to recover stress faced by the employees.

1.4 STATEMENT OF THE PROBLEM:

It is very important to find out the perceived factors of stress among the employees of Elgi electric and equipments.

There are more drawbacks and problems prevailing in the industry for employees. Hence research is necessary to point out the problems and various stresses. So through this project we provide them suggestions to solve and recover the stress.

As suggestions are provided, it motivates them to work effectively, efficiently & enthusiastically.

It is very important to the organization to formulate plans to enhance the productivity of their employees.

1.5 SCOPE OF THE STUDY

The scope of the study is limited and its covers work stress among the workers in Elgi Equipments. The study mainly finds the stress among the employees and the methods followed by them to reduce stress in the job.

1.6 RESEARCH METHODOLOGY

Introduction:

Research is an intensive study in a particular field to achieve at a better conclusion of a problem. Research Methodology is a systematic way of solving the problem. Research methodology explains the various steps that are generally adopted by the researcher in studying the research problem along with logic behind them.

Research Design

Descriptive Research

Descriptive research method has been followed to conduct the research study. Descriptive study is concerned with describing the particular characteristic of individual or a group. Our study describes the stress level of the employees in Elgi Electric and Industries, Coimbatore.

Questionnaire Design:

The questionnaire method was used to collect primary data. This method was chosen for following reasons. Answers are in the respondents own words so it is free from being biased. The universe was small hence this method was found suitable and the questionnaire contains the questions related to the field.

Sampling Technique

The sampling technique used was random sampling as each population numbers had an unknown chance of being included in the sample. Under the probability sampling, the random sampling technique was chosen.

Sample Description

Sample Size

The study was conducted in Elgi Electric and Industries Limited, Coimbatore. As per the requirements of the study only the employees of the organization were surveyed. The total number of employees surveyed was 150.

The population selected for the survey was the employees of the organization. The total population being 300 but only 150 employees was surveyed as per the requirements of the study with different grades, background, qualification, experience and designation.

Data Collection

The primary source of data was collected from the employees through survey method, considering the size of the company and time factor. The data was collected through questionnaire and interview schedule on a 5-point scale questionnaire. The secondary data was collected referring to the personnel manual of the organization.

Data Analysis

Analysis:

Analysis is the process of placing the data in the ordered form, combining them with the existing information and extracting the meaning from them. Only analysis brings out the information from the data.

Interpretation:

Interpretation is the process of relating various factors with other information. It brings out the relation between the findings to the research objectives and hypothesis framed for the study in the beginning.

Statistical Tools

The accuracy of a research study is enhanced by the use of statistical tools. It helps in clear interpretation of quantitative and qualitative information, in a way that is under stable.

The statistical tools used are,

- **Simple Percentage Method.**
- **Weighted Average Method.**

Simple Percentage Analysis

The data collected from the respondents were converted into readable format for process, classification arguments. The data was tabulated and analyzed using statistical method of simple percentage.

$$\text{Percentage} = \frac{\text{No. of Respondents}}{\text{Sample Size}} \times 100$$

Weighted Average Method:

When the relative importance of the various items is not the same, then we make use of weighted average method. Here we first multiply each item by a weight reflecting the importance assigned to the item in the total ad then divide them by the sum of weights. The general formula for weighted average is

$$\text{Weighted Average} = \frac{\sum wx}{\sum w}$$

1.7. LIMITATIONS OF THE STUDY

- Some respondents hesitated to give actual situation. They feared that the management would take some unwanted action against them.
- As the numbers of questions are more the respondents were not ready to spend much of their time.
- Some of the respondents are not clear with their answer.
- Surveys are allowed only to the low and middle level employees.

*ORGANIZATIONAL
PROFILE*

CHAPTER –II

COMPANY PROFILE

Elgi Electric with over four decades of experience has been providing engineering solutions for the Rotating Machinery and Textile industry. The ability to comprehend customer needs and to evolve customized solutions is what makes it stand apart. The company has always been in the forefront of technological advancements.

Elgi's quality is the decisive. The quality realization is the backbone of Sara Elgi group. Elgi Electric is an ISO 9001-2000 certified company with exports more than 25 countries around the world.

Management:

Under the leadership of its Chairman, Mr.D. Vidyaprakash and the Managing Director, Mr.Sumanth Ramamurthi, SARA ELGI GROUP strives to meet the modern business demands ethically. The people led skills, the initiatives taken by the Group and the team spirit helps SARA ELGI to march ahead in becoming a global leader.

Core Attributes:

- Being Driven by Market Need
- Staying Focused
- Being True to processes that we have laid down
- Being fair and ethical at all times
- Through Team Work and goal congruence at all levels
- Assessing its progress through the satisfaction of its clients
- Determination, Passion & Integrity

Company :

Elgi Electric with over four decades of experience has been engineering solutions for the Rotating Machinery and Textile industry. The ability to comprehend customer needs and to evolve customized solutions is what makes it stand apart. The company has always been in the forefront of technological advancements has designed and developed products to suit the futuristic requirements of the industry.

Rotating Machinery Division offers premium/high efficiency electric motors and alternators. We also offer AC/DC motors and traction changing pointing machines to Indian Railways.

The company's textile products are a testimony to its technological superiority. Small wonders then, over 25 million spindles spread across the globe, are spinning high quality yarn with Elgi Electric make products. The company offers customized solutions to every application. Be it spinning or weaving, it's range has just the right product for every application.

Apart from this, the company's portfolio of products comprises of yarn conditioning systems, centralized vacuum cleaning systems, metal and spark diversion systems, pneumafil waste collection systems, etc. Just to name few.

No wonder, Elgi Electric's customers have that extra competitive edge. Technical tie-up with the world leaders have helped Elgi Electric in latest advancements and reinforce the image of Elgi as Quality conscious manufacturer.

Research and Development:

Elgi is well equipped with an extensive research and development department.

Technology transfer from world leaders helped Elgi to produce world class products and achieve the leadership in the textile industry.

The research wing provides solutions for the challenges ahead and brings products with the futuristic features.

Quality

Elgi's quality is the decisive. The quality realization is the backbone of Sara Elgi Group. It is an ISO 9001 – 2000 certified company with exports more than 25 countries around the world.

Meeting latest requirements of customers by anticipating the needs of the customer before customer expects it. It has computerized test set up to analyze product performance.

Having stringent incoming inspection norms, maintains quality as expected level by the customer. All measuring and monitoring instruments are being calibrated and are being traced to national / international standards. Calibration system is being monitored through computerization.

The Elgi Electric strength is quality and performance of the product manufactured by them. Quality of final product is determined with sophisticated computerized testing facility.

Awards & Recognitions:

Elgi Electric is an ISO 9001 -2000 certified company with exports more than 25 countries around the world. The CE marking (Conformity Europe) certification ensures the company's commitment to International Standards.

Exports:

Elgi exports their machineries to the following countries like, Bangladesh, Mauritius, Switzerland, Sri Lanka, Bahrain, Iran, Nepal, Kenya, Turkey, Pakistan, Nigeria, Egypt, Thailand, Tanzania and Lebanon.

Corporate Office:

ELGI Towers,

737-D, Green Fields, Puliakulam Road,

Coimbatore - 641045. Phone : 91-422-2311711

Fax : 91-422-2314411 E-Mail : eeil@eeh.saraelgi.com

www.elgielectric.com

*ANALYSIS AND
INTERPRETATION*

CHAPTER - IV

ANALYSIS AND INTERPRETATION

TABLE NO-1

TABLE SHOWING THE AGE OF THE RESPONDENTS

S. No	Age	No. of Respondents	Percentage of Respondents
1.	Below 25 years	45	30
2.	25 – 50 years	80	53
3.	Above 50 years	25	17
	Total	150	100

Interpretation:

The above table show the age of the respondents, 53% of the respondents is between the age group of 25-50 years, 30% of the respondents fall under age group of below 25 years and 17% of the respondents fall above 50 years.

Inference:

It is inferred that Majority (53%) of the respondents, fall under age group of 25-50 years.

TABLE NO-2

TABLE SHOWING THE MARITAL STATUS OF THE RESPONDENTS

S. No	Marital Status	No. of Respondents	Percentage of Respondents
1.	Married	100	67
2.	Unmarried	50	33
	Total	150	100

Interpretation:

The above table shows the marital status of the respondents, 67% of the respondents are married and 33% of the respondents are unmarried.

Inference:

It is inferred that Most of the respondents (67%) of the employees are married.

TABLE NO-3

TABLE SHOWING THE QUALIFICATION OF THE RESPONDENTS

S. No	Qualification	No. of Respondents	Percentage of Respondents
1.	Qualified	93	62
2.	Illiterate	57	38
	Total	150	100

Interpretation:

The above table shows the educational qualification of the respondents, 62% of the respondents are qualified and 38% of the respondents are illiterate.

Inference:

It is inferred that Majority the of employees (62%) are qualified.

TABLE NO-4

TABLE SHOWING THE DEPARTMENT OF THE RESPONDENTS

S. No	Department	No. of Respondents	Percentage of Respondents
1.	Technical	115	77
2.	Non Technical	35	23
	Total	150	100

Interpretation:

The table shows that, 77% of the respondents are in technical department and 23% of the respondents are in non-technical department.

Inference:

It is inferred that Majority (77%)of the respondents holds Technical department.

TABLE NO – 5

TABLE SHOWING THE EXPERIENCE OF THE RESPONDENTS

S. No	Experience	No. of Respondents	Percentage of Respondents
1.	Below 10 years	60	40
2.	Above 10 yrs	90	60
	Total	150	100

Interpretation:

The above table shows the experience of the respondents, 60% of the respondents have above 10 years experience and 40% of the respondents have below 10 years of experience.

Inference:

It is inferred that most of the employees (60%) are experienced for more than 10 years

TABLE NO – 6

**TABLE SHOWING WHETHER THE JOB REQUIRES A NUMBER
OF COMPLEX OR HIGH LEVEL SKILL**

S. No	Factor	No. of Respondents	Percentage of Respondents
1.	Strongly Agree	29	19
2.	Agree	68	45
3.	Uncertain	25	17
4.	Disagree	18	12
5.	Strongly Disagree	10	7
	Total	150	100

Interpretation:

The table shows that, 45% of the respondents agree that the job requires a number of complex or high level skill, 19% of the respondents strongly agree, 17% of the respondents feel uncertain, 12% of the respondents disagree and 7% of strongly disagree.

Inference:

It is inferred that Majority (45%) of the respondents strongly agreed that the job required a number of complex or high level skill.

CHART NO – 6

**CHART SHOWING WHETHER THE JOB REQUIRES A NUMBER
OF COMPLEX OR HIGH LEVEL SKILL**

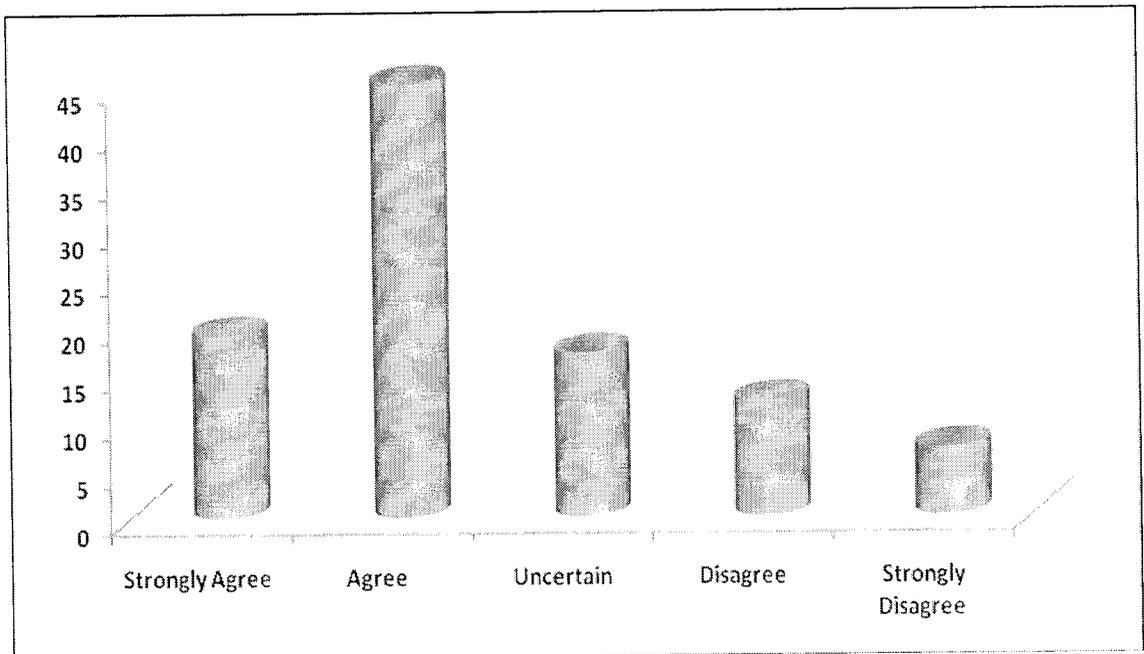


TABLE NO – 7

TABLE SHOWING WHETHER THE JOB REQUIRES A LOT OF CO-OPERATIVE WORK WITH OTHER PEOPLE OTHER PEOPLE

S. No	Factor	No. of Respondents	Percentage of Respondents
1.	Strongly Agree	31	21
2.	Agree	27	18
3.	Uncertain	30	20
4.	Disagree	29	19
5.	Strongly Disagree	33	22
	Total	150	100

Interpretation:

The table shows that,22% of the respondents strongly disagree that the job requires a lot of co-operative work with other people,21%of the respondents strongly agree that job requires a lot of co-operative work with other people,20% of the respondents uncertain that job requires a lot of co-operative work with other people,19% of the of the respondents disagree that job requires a lot of co-operative work with other people, and 18% of the of the respondents agree that job requires a lot of co-operative work with other people .

Inference:

It is inferred that Majority(22%) of the respondents strongly disagree there is no co-operative work with other people.

TABLE NO – 8

**TABLE SHOWING WHETHER THE RESPONDENTS ARE DOING
THEIR WORK FROM BEGINNING TO END**

S. No	Factor	No. of Respondents	Percentage of Respondents
1.	Strongly Agree	45	30
2.	Agree	50	33
3.	Uncertain	20	13
4.	Disagree	25	17
5.	Strongly Disagree	10	7
	Total	150	100

Interpretation:

The table shows that, 33% of the respondents agree that they are doing their work from beginning to end, 30% of the respondents strongly agree, 17% of the respondents disagree, 13% of the respondents feel uncertain and remaining 7% of the respondents strongly disagree.

Inference:

It is inferred that Majority of the respondents (33%) strongly agreed that they are doing their work from beginning to end.

CHART NO – 8

**CHART SHOWING WHETHER THE RESPONDENTS ARE DOING
THEIR WORK FROM BEGINNING TO END**

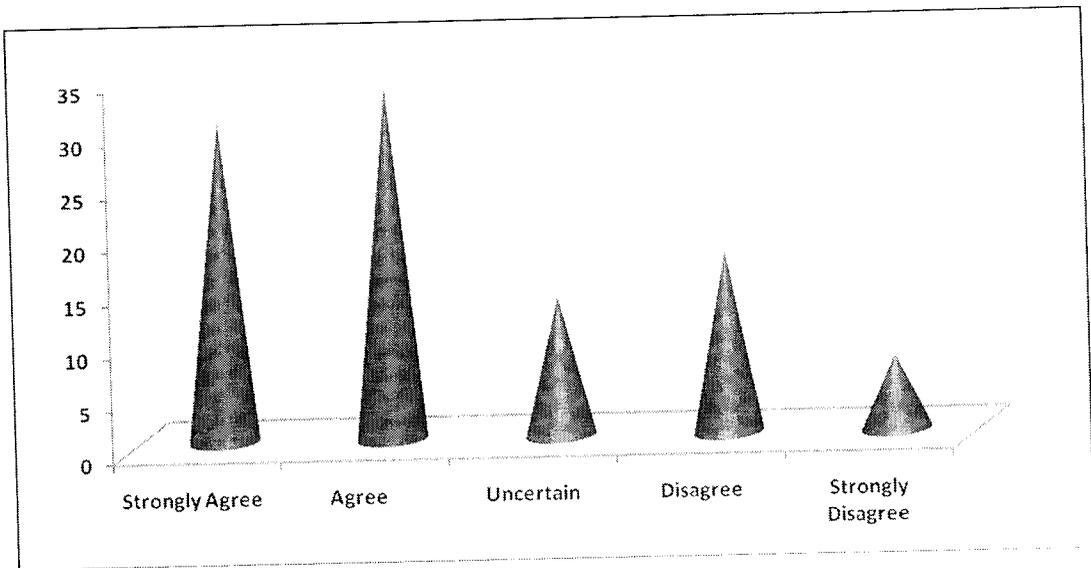


TABLE NO – 9

**TABLE SHOWING WHETHER THE RESPONDENTS WERE
APPOINTED BASED ON THEIR MERIT**

S. No	Factor	No. of Respondents	Percentage of Respondents
1.	Strongly Agree	46	31
2.	Agree	32	21
3.	Uncertain	29	19
4.	Disagree	25	17
5.	Strongly Disagree	18	12
	Total	150	100

Interpretation:

The table shows that, 31% of the respondents strongly agree that they were appointed based to their merit, 21% of the respondents agree, 19% of the respondents feel uncertain, 17% of the respondents agree and 12% of the respondents strongly disagree.

Inference:

It is inferred that Most (31%) of the respondents are appointed based on their merit.

CHART NO – 9

CHART SHOWING WHETHER THE RESPONDENTS WERE APPOINTED BASED ON THEIR MERIT

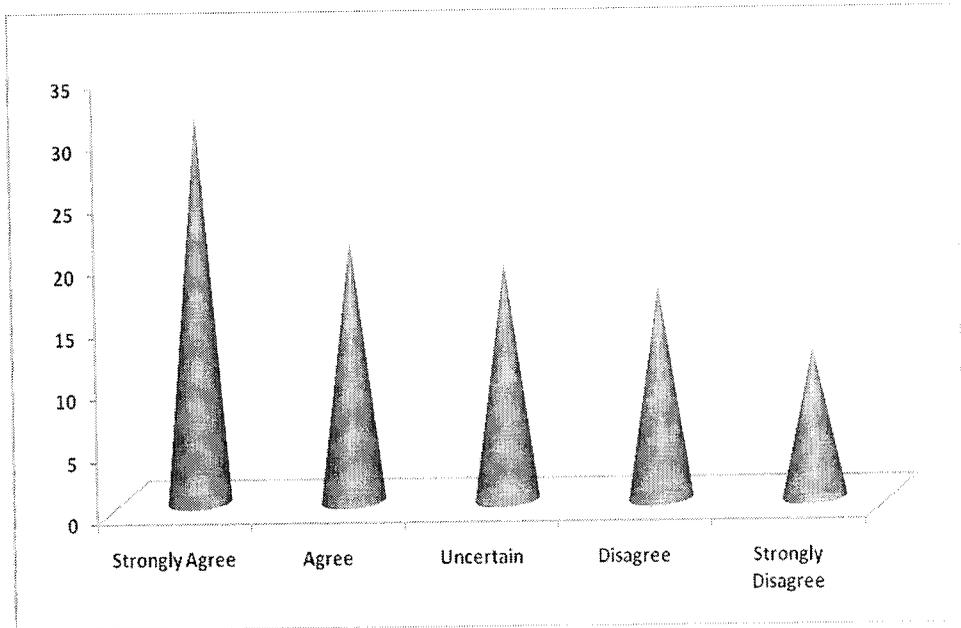


TABLE NO – 10

TABLE SHOWING WHETHER THE WORK IS DONE BY THE RESPONDENTS ADEQUATELY WITH OUT TALKING OR CHECKING WITH OTHER PEOPLE.

S. No	Factor	No. of Respondents	Percentage of Respondents
1.	Strongly Agree	56	37
2.	Agree	45	30
3.	Certain	29	20
4.	Disagree	12	8
5.	Strongly Disagree	8	5
	Total	150	100

Interpretation:

The table shows that, 37% of the respondents strongly agree that job can be done adequately by a person working alone without talking or checking with other people, 30% of the respondents agree, 20% of the respondents say uncertain, 8% of the respondents disagree and rest 5% of the respondents strongly disagree.

Inference:

It is inferred that Majority (37%) of the respondents strongly agreed that the job can be done adequately by a person working alone without talking or checking with other people.

TABLE NO – 11

TABLE SHOWING WHETHER THE SUPERVISORS AND CO-WORKER NEVER GIVE 'FEED BACK' ABOUT THE WORK DONE BY THE RESPONDENTS

S. No	Factor	No. of Respondents	Percentage of Respondents
1.	Strongly Agree	15	10
2.	Agree	12	8
3.	Uncertain	11	7
4.	Disagree	43	29
5.	Strongly Disagree	69	46
	Total	150	100

Interpretation:

The table shows that, 46% of the respondents strongly disagree that the supervisors and co-worker never gives 'feed back' about the work done, 29% of the respondents disagree, 10% of the respondents strongly agree, 8% of the respondents agree and lastly 7% of the respondents say uncertain.

Inference:

It is inferred that Majority (46%) of the respondents strongly disagreed that the supervisors and co-workers never gave feed back about the work done.

TABLE NO – 12

TABLE SHOWING WHETHER THE JOB DENIES THE RESPONDENTS ANY CHANCE TO THEIR PERSONAL INITIATIVE OR JUDGMENT IN CARRYING OUT THE WORK

S. No	Factor	No. of Respondents	Percentage of Respondents
1.	Strongly Agree	33	22
2.	Agree	26	17
3.	Uncertain	31	21
4.	Disagree	32	22
5.	Strongly Disagree	28	18
	Total	150	100

Interpretation:

The table shows that, 22% of the respondents strongly agree and disagree that the job denies any chance to their personal initiative or judgment in carrying out the work, 21% of the respondents feels uncertain, 18% of the respondents strongly disagree and remaining 17% of the respondents agree.

Inference:

It is inferred that Majority (22%) of the respondents strongly agreed and disagreed that the job denies any chance to their personal initiative or judgment in carrying out the work.

TABLE NO -13

**TABLE SHOWING WHETHER THE RESPONDENTS ARE IN
STIMULATING AND CHALLENGING WORK PLACE**

S. No	Factor	No. of Respondents	Percentage of Respondents
1.	Strongly Agree	50	33
2.	Agree	43	29
3.	Uncertain	14	9
4.	Disagree	28	19
5.	Strongly Disagree	15	10
	Total	150	100

Interpretation:

The table shows that, 33% of the respondents strongly agree that they are in stimulating and challenging work place, 29% of the respondents agree, 19% of the respondents disagree, 10% of the respondents strongly disagree and the remaining 9% of the respondents say it is uncertain.

Inference:

It is inferred that Majority (33%) of the respondents strongly agree that they are in stimulating and challenging work place.

CHART NO -13

**CHART SHOWING WHETHER THE RESPONDENTS ARE IN
STIMULATING AND CHALLENGING WORK PLACE**

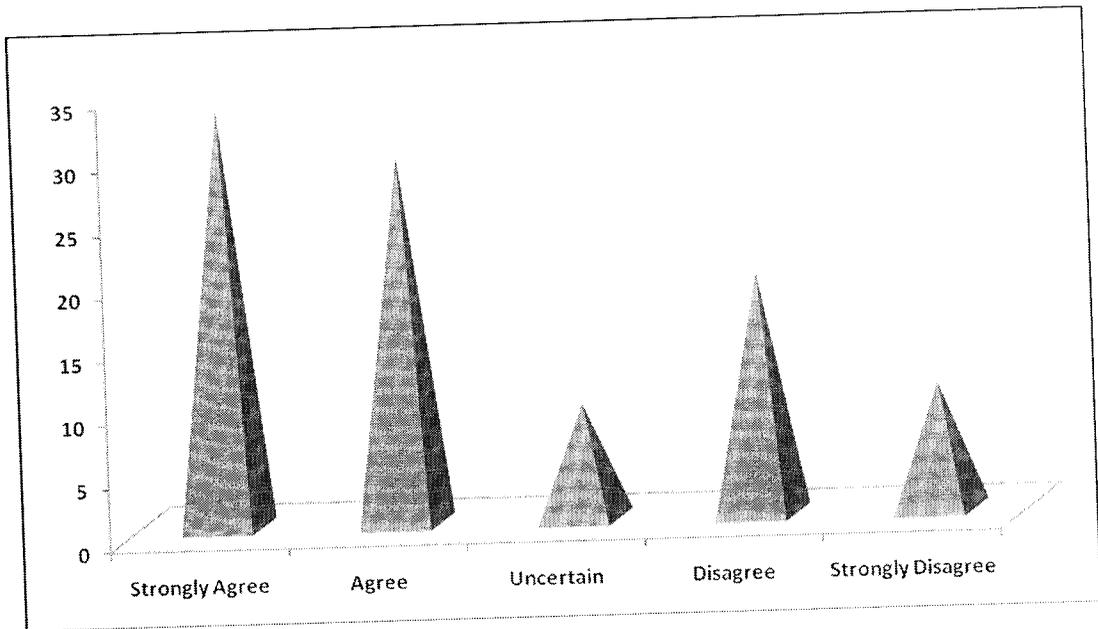


TABLE NO – 14

TABLE SHOWING THE RESPONDENTS OPINION ON HIGH SALARY AND GOOD FRINGE BENEFIT.

S. No	Factor	No. of Respondents	Percentage of Respondents
1.	Strongly Agree	39	26
2.	Agree	48	32
3.	Uncertain	13	9
4.	Disagree	29	19
5.	Strongly Disagree	21	14
	Total	150	100

Interpretation:

The table shows that, 32% of the respondents agree that they get high salary and good fringe benefits, 26% of the respondents strongly agree, 19% of the respondents disagree, 14% of the respondents strongly disagree and 9% of the respondents feel uncertain.

Inference:

It is inferred that Most (32%) of the respondents agree that they get high salary and good fringe benefits

TABLE NO – 15

**TABLE SHOWING THE SATISFACTION OF THE RESPONDENTS
PROMOTIONS MEASURE**

S. No	Factor	No. of Respondents	Percentage of Respondents
1.	Strongly Agree	30	20
2.	Agree	24	16
3.	Uncertain	19	13
4.	Disagree	37	24
5.	Strongly Disagree	40	27
	Total	150	100

Interpretation:

The table shows that, 27% of the respondents strongly disagree on their promotion measure, 24% of the respondents of the respondents disagree, 20% of the respondents strongly agree, 16% of the respondents agree and remaining 13% of the respondents remain uncertain.

Inference:

It is inferred that Majority (27%) of the respondents strongly disagree on their promotion measure.

TABLE NO-16

**TABLE SHOWING THE METHODS FOLLOWED BY
RESPONDENTS TO REDUCE STRESS**

S. No	Methods	No. of Respondents	Percentage of Respondents
1.	Counseling	50	33
2.	Prayer	35	23
3.	Meditation/yoga	65	44
	Total	150	100

Interpretation:

The table shows that, 44% of the respondents follow counseling to reduce their stress, 33% of the respondents do Meditation / yoga to reduce their stress and balance 23% of the respondents do prayer to reduce their stress.

Inference:

It is inferred that Most (44%) of the respondents follow meditation/yoga to reduce their stress.

TABLE NO – 17

**TABLE SHOWING HOW THE RESPONDENTS FACE STRESS
IN THE WORK PLACE.**

S. No	Methods	No. of Respondents	Percentage of Respondents
1.	Control your feelings and emotions	27	18
2.	Get angry and irritated	9	6
3.	Get depressed	10	7
4.	Excessive sweating	40	26
5.	Think clearly and stay focused	33	22
6.	Try to understand the situation	31	21
	Total	150	100

Interpretation:

The table shows that, 26% of the respondents face stress by excessive sweating, 22% of the respondents think clearly and stay focused to reduce it, 21% of the respondents try to understand the situation to reduce it, 18% of the respondents control their feelings and emotions to reduce it, 7% of the respondents get depressed and remaining 6% of the respondents get angry and irritated.

Inference:

It is inferred that Most (26%) of the respondents face stress by finding ways to reduce it.

CHART NO – 17

CHART SHOWING HOW THE RESPONDENTS FACE STRESS IN THE WORK PLACE

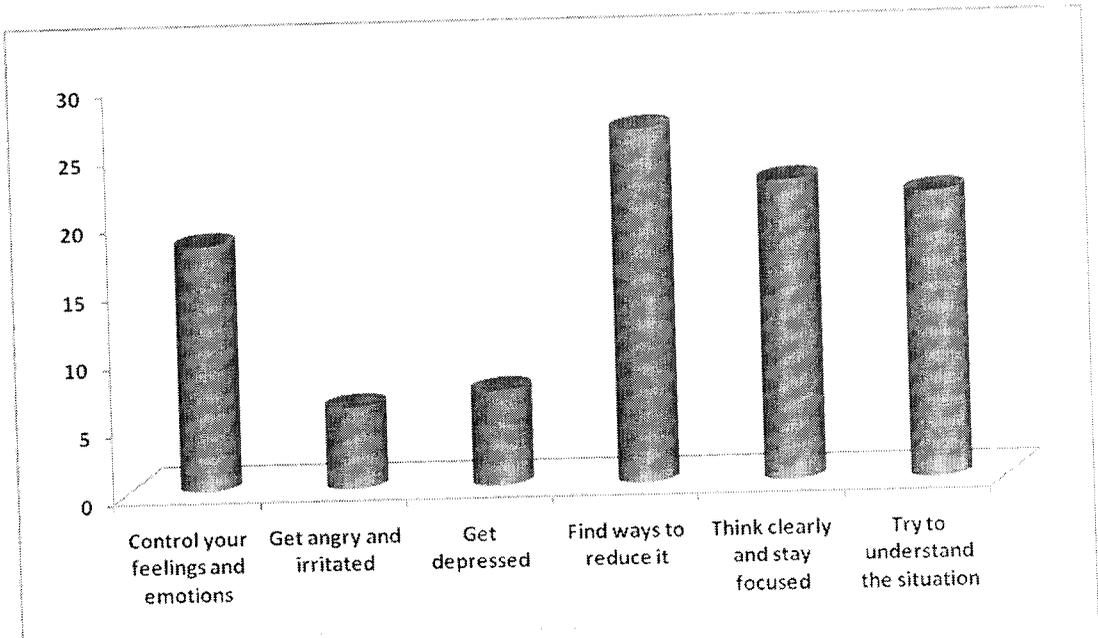


TABLE NO – 18

TABLE SHOWING THE REASON OF STRESS FOR THE RESPONDENTS

S. No	Reasons	No. of Respondents	Percentage of Respondents
1.	Lack of communication	23	15
2.	Lack of responsibility	30	20
3.	Family problems	33	22
4.	Money problems	12	8
5	Management issues/rules/policies	42	28
6	If other	10	7
	Total	150	100

Interpretation:

The table declares that 28% of the respondents face stress due to Management issues/rules/policies, 22% of the respondents face stress due to family problem, 20% of the respondents fall in stress due to lack of responsibility, 15% of the respondents face stress because of lack of communication, 8% of the respondents face due to money problem and balance 7% face stress due to other reasons.

Inference:

While analyzing the reasons of stress, majority (28%)of the respondents face stress due to management issues, rules and policies.

TABLE NO -1 9

**TABLE SHOWING KIND OF ACTIVITIES AND PAST TIMES
MAKES THE RESPONDENTS ENJOY**

S. No	Activities	No. of Respondents	Percentage of Respondents
1.	TV/Cinema/Music	40	27
2.	Books	13	9
3.	Spending time with family	46	31
4.	Friends	51	33
	Total	150	100

Interpretation:

The table shows that, 33% of the respondents past time along with friends to make themselves enjoy, 31% of the respondents spend time with their family to make themselves enjoy, 27% of the respondents watch TV/Cinema, listen music to make themselves enjoy and 9% of the respondents read books to make themselves enjoy.

Inference:

It is inferred that Most (33%) of the respondents use the rest of their time along with their friends to make them happy.

TABLE NO –20

**TABLE SHOWING THE METHODS FOLLOWED BY THE
RESPONDENTS TO REDUCE THEIR STRESS**

S. No	Methods	No. of Respondents	Percentage of Respondents
1.	Not Effective	20	13
2.	Slightly Effective	22	15
3.	Average	35	23
4.	Good	43	29
5.	Excellent	30	20
	Total	150	100

Interpretation:

It is clear from the above table that, 29% of the respondents feel good about the methods followed by them to reduce the stress, 23% of the respondents say as average, 20% of the respondents feel that the method followed by them to reduce stress is excellent, 15% of the respondents feel that the method followed by them to reduce stress is slightly effective and remaining 13% of the respondents says that the method followed by them to reduce stress is not effective.

Inference:

It is inferred that Majority (29%) of the respondents feel good about the methods followed by them to reduce the stress.

CHART NO – 20

CHART SHOWING THE METHODS FOLLOWED BY THE RESPONDENTS TO REDUCE THEIR STRESS

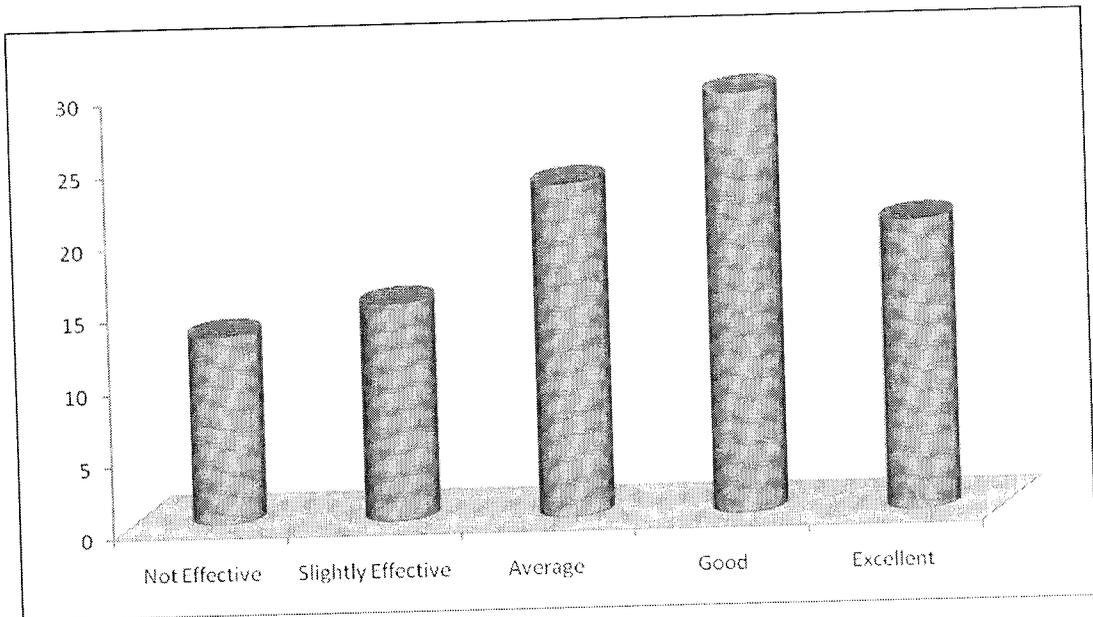


TABLE NO - 21

**TABLE SHOWING THE STRESS SYMPTOMS EXPERIENCED BY
THE RESPONDENTS**

S. No	Symptoms	No. of Respondents	Percentage of Respondents
1.	Headache	17	11
2.	High blood pressure	31	21
3.	Skin Rashes	20	13
4.	Heart disease	28	19
5.	Anxiety	15	10
6.	Depression	39	26
	Total	150	100

Interpretation:

It is clear from the above table that ,26% of the respondents stress symptoms are depression, 21% of the respondents stress symptoms are high blood pressure, 19% of the respondents get heart disease, 13% of the respondents get skin rashes as their stress symptoms, 11% of the respondents get headache and 10% of the respondents stress symptoms are anxiety.

Inference:

While analyzing the stress symptoms experienced by the respondents, most of the respondents, i.e., 26% of the respondents experienced stress because of depression.

TABLE NO – 22

**TABLE SHOWING THE LEAVE TAKEN BY THE RESPONDENTS
IN LAST 12 MONTHS DUE TO STRESS**

S. No	Opinion	No. of Respondents	Percentage of Respondents
1.	Yes	80	53
2.	No	70	47
	Total	150	100

Interpretation:

The table shows the leave taken by the respondents in the last 12 months due stress , 80% of the respondents took leave by them in last 12 months due to stress and 50% of the respondents didn't take leave due to stress.

Inference:

It is inferred that Most (53%) of the respondents took leave in last 12 months due to their personal reasons and not by stress.

CHART NO – 22

**CHART SHOWING THE LEAVE TAKEN BY THE RESPONDENTS
IN LAST 12 MONTHS DUE TO STRESS**

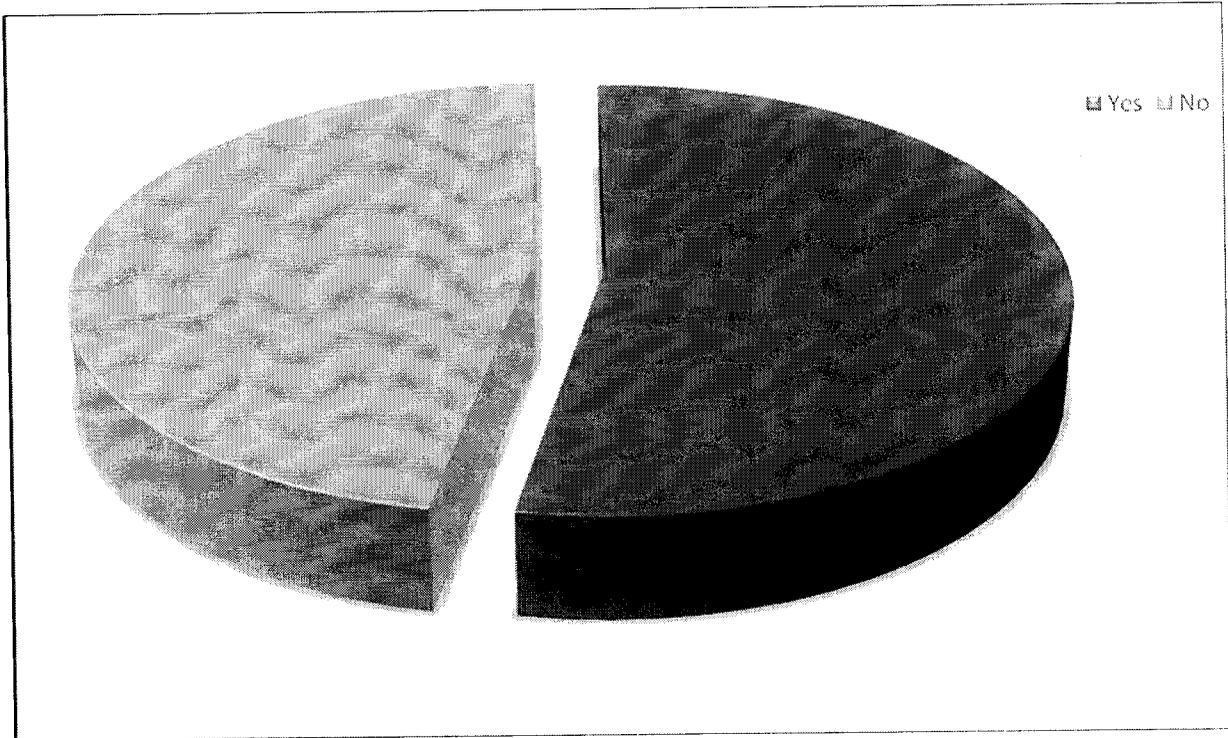


TABLE NO - 23

TABLE SHOWING HOW LONG THE RESPONDENTS FACED STRESS

S. No	Opinion	No. of Respondents	Percentage of Respondents
1.	Few days	50	34
2.	One week	45	30
3.	Two week	41	27
4.	Longer	14	9
	Total	150	100

Interpretation:

The table shows how long the respondents faced stress, 34% of the respondents faced stress for few days, 30% of the respondents faced stress for one day, 27% of the respondents faced for two days and lastly 9% of the respondents faced longer.

Inference:

It is inferred that Majority(34%) of the respondents are facing stress for few days

TABLE-24

**TABLE SHOWING HOW EMPLOYEE FEELS THAT HE HAS
OVERLAPPING RESPONSIBILITIES**

S. No	Methods	No. of Respondents	Percentage of Respondents
1.	Reporting relation is not clear	20	13
2.	During crises	66	44
3.	Role not properly defined	31	21
4.	Jobs which involve different people	33	22
	TOTAL	150	100

Interpretation:

The table shows how does an respondent feel that he has an overlapping responsibilities,44% of the respondents feel that they were overlapping responsibilities during crises,22% of the respondents feel that they were overlapping responsibilities when job is involved with different people,21% of the respondents feel that their role is not properly defined,13% of the respondents feel that their reporting relation is not clear.

Inference:

It is inferred that Majority(44%) respondents feels that he has an overlapping responsibilities during crises.

TABLE-25

**TABLE SHOWING TYPE OF ORGANISATIONAL ROLE STRESS
THAT AN EMPLOYEE FACE**

S. No	Methods	No. of Respondents	Percentage of Respondents
1.	IRD Inter role distance stress (conflict between organizational and non organizational role)	40	27
2.	Role ambiguity	20	13
3.	Personnel inadequacy	69	46
4.	Role expectation conflict	21	14
	TOTAL	150	100

Interpretation:

The table shows the type of organizational role stress that an employee face,46% of the respondents face organizational role stress because of personnel inadequacy,27% of the respondents face IRD Inter role distance stress (conflict between organizational and non organizational role),14% of the respondents face organizational role stress because of role expectation conflict,13%of the respondents face organizational role stress because of role ambiguity.

Inference:

It is inferred that Majority (46%) of the respondents face organizational role stress because of personnel inadequacy

TABLE-26

**TABLE SHOWING WHEATHER THE EMPLOYEE IS ABLE TO
MAINTAIN A GOOD RELATIONSHIP WITH SUB-
ORDINATES/SUPERVISORS/CO-WORKERS**

S. No	Methods	No. of Respondents	Percentage of Respondents
1.	Yes	68	45
2.	No	82	55
	TOTAL	150	100

Interpretation:

The table shows whether the employees are able to maintain a good relationship with sub-ordinates/supervisors/co-workers,55% of the respondents are not able to maintain good relationship with the sub-ordinates/supervisors/co-workers,45% of the respondents are able to maintain a good relationship with the sub-ordinates/supervisors/co-worker.

Inference:

It is inferred that Majority (55%) of the respondents are not able to maintain good relationship with the sub-ordinates/supervisors/co-workers

TABLE-27

**TABLE SHOWING THE PROBLEMS FACED BY EMPLOYEES
OFTEN**

S. No	Methods	No. of Respondents	Percentage of Respondents
1.	Non co-operation among coworkers/sub ordinates	69	46
2.	Inefficiency/personal inadequacy	40	27
3.	Absenteeism	18	12
4.	Poor involvement/commitment	23	15
	TOTAL	150	100

Interpretation:

The table shows the problems faced by the employees often, 46% of the respondents face problem due to Non co-operation among coworkers/sub ordinates,27% of the face problems due to Inefficiency/personal inadequacy,15% of the respondents face problem due to Poor involvement/commitment,12% of the face problems due to Absenteeism.

Inference:

It is inferred that Majority (46%)of the respondents face problem due to Non co-operation among coworkers.

WEIGHTED AVERAGE METHOD

TABLE NO – 28

WEIGHTED AVERAGE METHOD THE TABLE SHOWING FACTORS RELATED TO JOB STRESS.

no	Factors	strongly agree	agree	Uncertain	Disagree	strongly disagree	total score	average	rank
	Complex or High level skill	29	68	25	18	10	538	3.5	3
	Co-operative work with other people	31	27	30	29	33	444	2.9	7
	Work beginning to end	45	50	20	25	10	545	3.6	2
	Appointed based on their merit	46	32	29	25	18	513	3.4	4
	Talking or checking with other people	56	45	29	12	8	579	3.8	1
	Supervisors & co-worker never give feedback	15	12	11	43	69	311	2.0	9
	Personal initiative or judgment	33	26	31	32	28	454	3.0	6
	Stimulating & challenging work place	50	43	14	28	15	535	3.5	3
	High salary & good fringe benefits	39	48	13	29	21	505	3.3	5
0	Promotion measure	30	24	19	37	40	417	2.7	8

Interpretation:

According to the above table it can be seen that, Talking or checking with other people, Work beginning to end, Complex or High level skill, Stimulating & challenging work place, Appointed based on their merit, High salary & good fringe benefits, Personal initiative or judgment, Co-operative work with other people, Promotion measure, Supervisors & co-worker never give feedback.

*FINDINGS,
SUGGESTIONS &
CONCLUSION*

CHAPTER-IV

FINDINGS, SUGGESTIONS & CONCLUSION

• 4.1 Findings:

- Majority (53%) of the respondents, fall under age group of 25-50 years
- Most of the respondents (67%) of the employees are married.
- Majority the of employees (62%) are qualified
- Majority (77%) of the respondents holds Technical department
- Most of the employees (60%) are experienced for more than 10 years
- Majority (45%) of the respondents strongly agreed that the job required a number of complex or high level skills.
- Majority (22%) of the respondents strongly disagree there is no co-operative work with other people.
- Majority of the respondents (33%) strongly agreed that they are doing their work from beginning to end.
- Most (31%) of the respondents are appointed based on their merit.
- Majority (37%) of the respondents strongly agreed that the job can be done adequately by a person working alone without talking or checking with other people.
- Majority (46%) of the respondents strongly disagreed that the supervisors and co-workers never gave feed back about the work done.
- Majority (22%) of the respondents strongly agreed and disagreed that the job denies any chance to their personal initiative or judgment in carrying out the work.
- Majority (33%) of the respondents strongly agree that they are in stimulating and challenging work place.
- Most(32%) of the respondents agree that they get high salary and good fringe benefits.
- Majority (27%) of the respondents strongly disagree on their promotion measure.
- Most (44%) of the respondents follow meditation/yoga to reduce their stress.

- Most (26%) of the respondents face stress by excessive sweating..
- Majority (28%) of the respondents face stress due to management issues, rules and policies.
- Most (33%) of the respondents use the rest of their time along with their friends to make them happy.
- Majority (29%) of the respondents feel good about the methods followed by them to reduce the stress
- Most of the respondents, i.e., 26% of the respondents experienced stress because of depression.
- Most (53%) of the respondents took leave in last 12 months due to their personal reasons and not by stress
- Majority (34%) of the respondents are facing stress for few days.
- Majority (44%) respondents feel that he has overlapping responsibilities during crises
- Majority (46%) of the respondents face organizational role stress because of personnel inadequacy.
- Majority (55%) of the respondents are not able to maintain good relationship with the sub-ordinates/supervisors/co-workers
- Majority (46%) of the respondents face problem due to Non co-operation among coworkers/sub ordinates.
- The factors related to stress are, talking or checking with other people, Work beginning to end, Complex or High level skill, Stimulating & challenging work place, Appointed based on their merit.

4.2 Suggestions:

- The company can provide enough job training when employee faces high Level stress.
- The company can provide better salary & incentive systems to the employees.
- The company shall provide better co-workers and supervisors to have good communication in between them.
- From the analysis it was found that most of the respondents are satisfied with the personal growth & development.
- The company can arrange more methods and recovery steps to overcome stress prevailing among the employees.
- The changes can be made in dividing and allocating of jobs to the employees so that there is no place for employees to feel that they are not given enough responsibility and power.
- Clear job specifications should be made and proper communication channel should be formed and it should be made clear to the employees.
- A combination of organizational change and stress management is often the useful approach for preventing stress at work.

4.3 Conclusion:

A study reveals that nearly half of the employees are affected by stress and the respondents feel that stress is mainly due to family problems lack of communication or lack of responsibility within the workplace. The organization should take of this issue ensuring smooth relationship among workers to avoid misunderstanding by emphasizing on team work. Also performance level of employees is affected by the work stress so the organization must focus on ways to train employees to face stress and to overcome stress without affecting their performance.

The bond between the organization and the workers should be improved by transparent communication and taking personal care of employees. The organization can take steps to reduce stress level of the employees through various techniques. Also the health of the employees should be taken care as because most employees reported sins like depression, high blood pressure which in long time are proven to bring in severe medical effects like heart disease so the organization should take steps to reduce the level of stress among their employees as early as possible.

Management issues/policies/rules are the main reason of stress. Management can make a better issues/rules/policies/ which make the employees to feel free from stress.

The management can also provide more facilities to their employees. The management should consider the employees queries. And they can provide bonus, incentive systems in a satisfied manner and reduce work load, so that the organization can success in the forth coming year.

ANNEXURE

QUESTIONNAIRE

A STUDY ON PERCIVED FACTORS OF STRESS-WITH SPECIAL REFERENCE AMONG THE EMPLOYEES OF ELGI EQUIPMENTS.

I. PERSONAL PROFILE

1. Name:

2. Age :

1 Below 25 years 1 25 – 50 years 1 Above 50 years

3. Marital Status: 1 Married 1 Unmarried

4. Qualification: 1 Qualified 1 Illiterate

5. Department: 1 Technical 1 Non Technical

6. Experience: 1 Below 10 year's 1 Above 10 yrs.

1. Strongly Agree 2. Agree 3. Uncertain

4. Disagree 5. Strongly Disagree

Sl. No.	Particulars	1	2	3	4	5
II.	Factors Related to Job Stress					
1.	The job requires a number of complex or high level skills					
2.	The job requires a lot of co-operative work with other people.					
3.	The job is arranged so that I do not have the chance to do an entire piece of work from beginning to end.					
4.	I am appointed based on my merit					
5.	The job can be done adequately by a person working alone without					

	talking or checking with other people.					
6.	The supervisors and co-worker on this job almost never give me any “feed back” about how well I am doing in my job					
7.	The job denies me any chance to use my personal initiative or judgment in carrying out the work.					
8.	I am in stimulating and challenging work place					
9.	High salary and good fringe benefits					
10.	I am satisfied with promotions measures.					

Opinion on recovery process

11. What method do you follow to reduce stress?

- a. Counseling
- b. Prayer
- c. Meditation/yoga

12. How do you face your stress in the workplace?

- a. Control your feelings and emotions
- b. Get angry and irritated
- c. Get depressed
- d. Excessive sweating
- e. Think clearly and stay focused
- f. Try to understand the situation

13. When do you feel stress at work?

- a. Lack of communication
- b. Lack of responsibility
- c. Family problems
- d. Money problems
- e. Management issues/rules/policies

f. If other specify_____

14. What kind of activities and past times do you enjoy?

- a. TV/Cinema/Music
- b. Books
- c. Spending time with family
- d. friends

15. Do you think the method followed by you to reduce stress is effective?

- a. Not Effective
- b. Slightly Effective
- c. Average
- d. Good
- e. Excellent

16. Are you experiencing, or have you experienced any of these stress symptoms in the past years?

- a. headache
- b. high blood pressure
- c. skin rashes
- d. heart disease
- e. anxiety
- f. depression

17. Have you taken leave in the past 12 months due to work related stress?

- a. Yes
- b. No

18. If yes, how long for?

- a. A few days
- b. One week
- c. Two week
- d. Longer

19. When does an employee feel that he has
Overlapping responsibilities?

- a. Reporting relation is not clear
- b. During crises
- c. Role not properly defined
- d. Jobs which involve different people

20. What type of organizational role stress do you
Face?

- a) IRD Inter role distance stress (conflict between organizational and non organizational role)
- b) Role ambiguity
- c) Personnel inadequacy
- d) Role expectation conflict

21. Are you able to maintain a good relationship with
your subordinates/superiors/co workers?

- a) Yes
- b) No

22. If No, what problems you face often?

- a) Non cooperation among coworkers/
subordinates
- b) Inefficiency/ Personnel inadequacy
- c) Absenteeism

d) Poor involvement / commitment

23. Your suggestions about stress and its recovery

process

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BIBLIOGRAPHY

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