



**BONAFIDE CERTIFICATE**

**A STUDY ON STRESS MANAGEMENT AT  
KGiSL (KG INFORMATION SYSTEMS PRIVATE LIMITED)**

by

**RESHMA SYNTHIA. R**

**Reg. No: 1120400072**

Under the guidance of

**Ms. DEEPA. M**

**ASSISTANT PROFESSOR**

A PROJECT REPORT

submitted

In partial fulfillment of the requirements

for the award of the degree

of

**MASTER OF BUSINESS ADMINISTRATION**

**Kumaraguru College of Technology**

(An autonomous institution affiliated to Anna University, Chennai)

**Coimbatore - 641 049**

**May 2013**

Certified that this project report titled, "**A STUDY ON STRESS MANAGEMENT AT KGiSL (KG INFORMATION SYSTEMS PRIVATE LIMITED)**" is the bonafide work of **Ms. Reshma Synthia.R** who carried out the project under my supervision. Certified further, that to the best of my knowledge the work reported herein does not form part of any other project report or dissertation on the basis of which a degree or award was conferred on an earlier occasion on this or any other candidate.

\_\_\_\_\_  
Faculty Guide  
Ms. M. Deepa  
Assistant Professor  
KCTBS

\_\_\_\_\_  
Director  
Dr. Vijila Kennedy  
Director  
KCTBS

Submitted for the Project Viva-Voce examination held on \_\_\_\_\_

Internal Examiner

External Examiner

**DECLARATION**

I affirm that the project work titled as "**A STUDY ON STRESS MANAGEMENT AT KGiSL (KG INFORMATION SYSTEMS PRIVATE LIMITED)**" being submitted in partial fulfillment for the award of master of business administration is the original work carried out by me. It has not found the party other project work submitted for award of any degree or diploma, either in this or any other university.

Reshma Synthia. R

Reg no: 1120400072

I certify that the declaration made above by the candidate is true

Ms. M.Deepa

Assistant Professor

KCT Business School

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**TABLE OF CONTENTS**

Chapter	Content	Pg. No
<b>CHAPTER I : INTRODUCTION</b>		
1.1	Introduction	1
1.2	Industry Profile	4
1.3	Company Profile	9
1.4	Objective of the Study	15
1.5	Scope of the Study	15
<b>CHAPTER II : REVIEW OF LITERATURE</b>		
2	Review of Literature	16
<b>CHAPTER III : RESEARCH METHODOLOGY</b>		
3.1	Research Design	20
3.2	Sample Size	21
3.3	Pilot Study	21
3.4	Source of Data	21
3.5	Period of Study	22
3.6	Limitations of the Study	22
3.7	Statistical Tools	22
<b>CHAPTER IV : DATA ANALYSIS AND INTERPRETATION</b>		
4	Data analysis and Interpretation	24
<b>CHAPTER V : FINDINGS, SUGGESTIONS AND CONCLUSION</b>		
5.1	Findings	69
5.2	Suggestions	73
5.3	Conclusions	74
<b>BIBLIOGRAPHY</b>		75
<b>APPENDIX</b>		76

**LIST OF TABLES**

Table no.	Title	Pg. No
<b>4.1 PERCENTAGE ANALYSIS</b>		
4.1.1	Table showing the Respondents Gender	24
4.1.2	Table showing the Respondents Age	25
4.1.3	Table showing the Respondents Years of Experience	26
4.1.4	Table showing the Respondents Work culture is supportive in Organization	27
4.1.5	Table showing the Respondents Feel Good working in the Organization	28
4.1.6	Table showing the Respondents comfortable with the working environment	29
4.1.7	Table showing the Respondents work place has an impact over basic performance	30
4.1.8	Table showing the Respondents face problems in meeting their targets	31
4.1.9	Table showing the Respondents physical environment problems	32
4.1.10	Table showing the Respondents time pressure to complete work	33
4.1.11	Table showing the Respondents family problems cause stress	34
4.1.12	Table showing the Respondents BP / Sugar / any other health problems	35
4.1.13	Table showing the Respondents Physical exercise, Yoga, Meditation and Prayer	36
4.1.14	Table showing the Respondents Lack of Communication	37
4.1.15	Table showing the Respondents spending time with family	38
4.1.16	Table showing the Respondents improving working conditions	39
4.1.17	Table showing the Respondents improving working conditions	40

4.1.18	Table showing the Respondents Relaxation	41
4.1.19	Table showing the Respondents easily getting irritated by small problems or by co-workers	42
4.1.20	Table showing the Respondents work related stress forces them to take leave	43
4.1.21	Table showing the Respondents Training and Development programs that help to cope-up with new technology	44
4.1.22	Table showing the Respondents problems taken into consideration by their Superiors	45
4.1.23	Table showing the Respondents help given by Colleagues can handle Stress situations	47
4.1.24	Table showing the Respondents Distributed work load	47
4.1.25	Table showing the Respondents Pre-planned Stress Management Technique	48
4.1.26	Table showing the Respondents Periodic counseling	49
4.1.27	Table showing the Respondents Output of Work	50
4.1.28	Table showing the Respondents Work Turnout	51
<b>4.2 CROSS TABULATION</b>		
4.2.1	Table showing the Respondents Gender with Work Culture	52
4.2.2	Table showing the Respondents Gender with Time Pressure	53
4.2.3	Table showing the Respondents Gender with Distributed Workload	54
4.2.4	Table showing the Respondents Gender with Basic Performance	55
4.2.5	Table showing the Respondents Gender with Meeting Targets	56
4.2.6	Table showing the Respondents Gender with Handling Stress with Output	57
4.2.7	Table showing the Respondents Gender with Work Turnover	58

4.2.8	Table showing the Respondents Gender with Relaxation	59
4.2.9	Table showing the Respondents Gender with Periodic Counseling	60
4.2.10	Table showing the Respondents Age with Work Turnout	61
4.2.11	Table showing the Respondents Age with Irritated by Small Problems	62
<b>4.3 CORRELATION</b>		
4.3.1	Relationship of Employees getting irritated by Small Problems with Periodic Counseling	64
4.3.2	Relationship of Employees feel Time Pressure to complete work with Relaxation	65
<b>4.4 ANOVA</b>		
4.4.1	ANOVA for Gender * Workplace Atmosphere	66
4.4.2	ANOVA for Gender * Factors Contributing to Stress	67
4.4.3	ANOVA for Gender * Factors reducing Stress	68

**LIST OF CHARTS**

Table no.	Title	Pg. No
<b>4.1</b>	<b>PERCENTAGE ANALYSIS</b>	
4.1.1	Chart showing the Respondents Gender	24
4.1.2	Chart showing the Respondents Age	25
4.1.3	Chart showing the Respondents Years of Experience	26
4.1.4	Chart showing the Respondents Work culture is supportive in Organization	27
4.1.5	Chart showing the Respondents Feel Good working in the Organization	28
4.1.6	Chart showing the Respondents comfortable with the working environment	29
4.1.7	Chart showing the Respondents work place has an impact over basic performance	30
4.1.8	Chart showing the Respondents face problems in meeting their targets	31
4.1.9	Chart showing the Respondents physical environment problems	32
4.1.10	Chart showing the Respondents time pressure to complete work	33
4.1.11	Chart showing the Respondents family problems cause stress	34
4.1.12	Chart showing the Respondents BP / Sugar / any other health problems	35
4.1.13	Chart showing the Respondents Physical exercise, Yoga, Meditation and Prayer	36
4.1.14	Chart showing the Respondents Lack of Communication	37
4.1.15	Chart showing the Respondents spending time with family	38
4.1.16	Chart showing the Respondents improving working conditions	39
4.1.17	Chart showing the Respondents improving working conditions	40
4.1.18	Chart showing the Respondents Relaxation	41
4.1.19	Chart showing the Respondents easily getting irritated by small problems or by co-workers	42

4.1.20	Chart showing the Respondents work related stress forces them to take leave	43
4.1.21	Chart showing the Respondents Training and Development programs that help to cope-up with new technology	44
4.1.22	Chart showing the Respondents problems taken into consideration by their Superiors	45
4.1.23	Chart showing the Respondents help given by Colleagues can handle Stress situations	47
4.1.24	Chart showing the Respondents Distributed work load	47
4.1.25	Chart showing the Respondents Pre-planned Stress Management Technique	48
4.1.26	Chart showing the Respondents Periodic counseling	49
4.1.27	Chart showing the Respondents Output of Work	50
4.1.28	Chart showing the Respondents Work Turnout	51
<b>4.2</b>	<b>CROSS TABULATION</b>	
4.2.1	Chart showing the Respondents Gender with Work Culture	52
4.2.2	Chart showing the Respondents Gender with Time Pressure	53
4.2.3	Chart showing the Respondents Gender with Distributed Workload	54
4.2.4	Chart showing the Respondents Gender with Basic Performance	55
4.2.5	Chart showing the Respondents Gender with Meeting Targets	56
4.2.6	Chart showing the Respondents Gender with Handling Stress with Output	57
4.2.7	Chart showing the Respondents Gender with Work Turnover	58
4.2.8	Chart showing the Respondents Gender with Relaxation	59
4.2.9	Chart showing the Respondents Gender with Periodic Counseling	60
4.2.10	Chart showing the Respondents Age with Work Turnout	61
4.2.11	Chart showing the Respondents Age with Irritated by Small Problems	62

**CHAPTER 1  
INTRODUCTION**

**1.1 ABOUT THE STUDY**

Stress is a state of physiological imbalance in the body which has unpleasant emotional and cognitive components. It is the state the body is supposed to be in when you're faced with a real threat, like the approach of a hungry lion. The body enters this state to prepare us to defend ourselves (fight) or run away (flight). Every time the mind interprets something as unusual, exciting or alarming, the body is instantly primed for action. This so called 'fight-or-flight' response is in fact a life-saving function. Staying in this state long-term can do serious harm to the mood, health and performance because the physiological changes that underlie stress are extremely destructive.

When a person is stressed, the brain releases powerful hormones called glucocorticoids which raise the blood pressure and tense the muscles. The body responds to almost any threat, real or perceived, using this ancient defense system which is meant to operate for short periods only or just long enough to get us to safety or defeat our adversary. Left in this state for prolonged periods, a number of the body systems deteriorate. Eventually, prolonged stress can lead to death.

To the organization, one of the employees off sick with stress creates ripples of consequences like a pebble thrown in a pond. Life is therefore hard for stressed employees and the impact inevitably spreads to family, friends, colleagues and the organization as a whole.

In the bustling working world today, competition is relentless, demanding constant innovation and increases in productivity. The success of a brilliant employee is driven by the need to stay ahead of rivals and peers. They are taught to be resilient and laced with the picture of success. The norm that employers, themselves stressed and permanently tired, use phrases such as 'if you can't stand the heat, get out of the kitchen – that's the way it is', no longer hold unless managing stress at the workplace is taken seriously. A strategic Wan Hussin 3-D Stress Management Model is presented to make managing stress easily understandable

susceptibility to cancer tends to become more prominent as well as weakening of the muscles and glands. Cardiovascular diseases (heart diseases and stroke) are some of the common outcomes.

**THE PSYCHOLOGICAL CONSEQUENCES**

Stress is always directly associated with emotional difficulties and behavioral problems. As too much demand is placed on the body, the ability to relax and enjoy life is affected. This in turn creates a host of other effects such as anxiety, phobias, panic attacks, depression, obsessions, compulsions and other psychiatric disorders. Other common effects are insomnia, aggression, alcoholism, other habitual addictions and divorce.

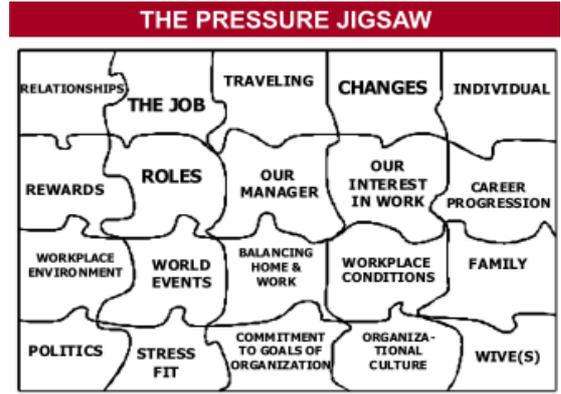
**THE OCCUPATIONAL CONSEQUENCES**

Stress and the inability to function as a result of thoughts, fears, phobias and concentration failure are always directly related. The inability to cope with life stressors leads to lower productivity, absenteeism, and increased mistakes on the job as well as accidents. Occupational consequences are always directly related to both psychological (emotional) and physical consequences and in turn create major financial losses to the individual and the organization.

**WAN HUSSIN 3-D STRESS MANAGEMENT MODEL**

A model was developed to facilitate the understanding of stress and its coping strategies. The initial stage, called the Unexpected Stage, is the survey part, which is the collection of information and identifying all the unexpected stress contributors, so significant in shaping the stress situation one is facing, using various field methods. The third stage, called the Expected Stage, is the mapping stage using the transformation results from the second stage which is the process of mapping out the expected findings from the initial stage using a practical transformation process.

The second stage which is the transformation stage is termed as the Projection Stage. It is the crucial stage whereby findings from Stage 1 (The Unexpected Stage) is transformed using various available mechanisms, i.e. the various Stress Projection



**CONSEQUENCES OF STRESS**

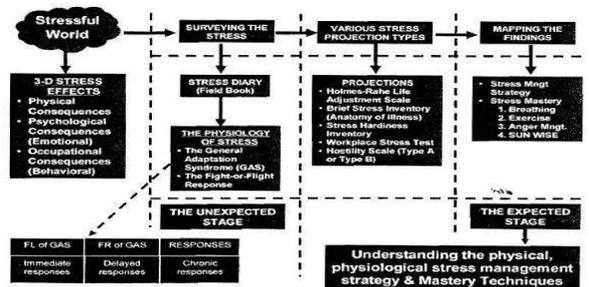
In stress logy, the understanding of the effects of stress and how it overloads the coping resources as well as dealing with the demands placed on us by circumstances can also be easily understood by visualizing the negative effects of stress in 3 different consequences

- The physical consequences
- The physiological consequences and
- The occupational consequences.

**THE PHYSICAL CONSEQUENCES**

The clear physical consequences once under prolonged stress will make the immune system weakened thereby vulnerable to illnesses. Glucocorticoids, the stress hormones cause the white blood cells to migrate to the bone marrow, making them less available for combating diseases. As the immune system weakens, increased

Types which uses the various stress tests and inventories to determine the extent of the problem. Results from the second stage are then mapped (i.e. Mapping the Findings) in Stage 3 (the Expected Stage) which leads to the formulation of the suitable stress coping strategies. In Stress logy, choosing the right projection, also termed as stress reframing, due to the fact that there are various ways at looking at the extremes of stress as the vast majority of that which are deemed to be stressful to us, is truly a matter of perception.



**1.2 INDUSTRY PROFILE**

**OVERVIEW OF IT INDUSTRY**

The Information Technology (IT) sector in India holds the distinction of advancing the country into the new-age economy. The growth momentum attained by the overall economy since the late 1990s to a great extent can be owed to the IT sector, well supported by a liberalized policy regime with reduction in telecommunication cost and import duties on hardware and software. Perceptible is the transformation since liberalization – India today is the world leader in information technology and business

outsourcing. Correspondingly, the industry's contribution to India's GDP has grown significantly from 1.2% in 1999-2000 to around 4.8% in FY06, and has been estimated to cross 5% in FY07. The sector has been growing at an annual rate of 28% per annum since FY01.

Indian IT companies have globally established their superiority in terms of cost advantage, availability of skilled manpower and the quality of services. They have been enhancing their global service delivery capabilities through a combination of organic and inorganic growth initiatives. Global giants like Microsoft, SAP, Oracle and Lenovo have already established their captive centers in India. These companies recognize the advantage India offers and the fact that it is among the fastest growing IT markets in the Asia-Pacific region.

#### INDUSTRY STRUCTURE

The size of the Indian IT industry, according to NASSCOM, has been estimated to be around US\$ 47.8 bn. The Indian IT industry can be broadly divided into two markets: domestic market and exports market. The exports market constitutes the largest segment accounting for 75% of the total revenue generated by the Indian software industry.

The Indian hardware industry is at present estimated to be in the proportion of 30% domestic, 1.25% exports and the remaining being imports. The domestic market itself offers tremendous potential for hardware companies, thus having very few companies venturing into hardware exports. Imports of IT hardware which form a large component of the industry are mainly from Taiwan, China and Korea. Lately, however, MNCs in the hardware segment have been viewing India as a hub for setting up hardware manufacturing facilities, for instance Dell.

#### IT SERVICES EXPORTS

Indian IT Services exports grew from US\$ 10 bn in FY05 to US\$ 13.3 bn in FY06, registering a growth of 33.4%, and is further expected to reach US\$ 18.1 bn in

companies are expanding their service offerings from application development and maintenance to high end services like testing, consulting and engineering designing.

#### BUSINESS PROCESS OUTSOURCING

**Business process outsourcing (BPO)** is a form of outsourcing that involves the contracting of the operations and responsibilities of specific business functions (or processes) to a third-party service provider. Originally, this was associated with manufacturing firms, such as Coca Cola that outsourced large segments of its supply chain. In the contemporary context, it is primarily used to refer to the outsourcing of services.

Given the proximity of BPO to the information technology industry, it is also categorized as an **information technology enabled service** or **ITES**. Knowledge process outsourcing (KPO) and legal process outsourcing (LPO) are some of the sub-segments of business process outsourcing industry.

#### INDUSTRY SIZE

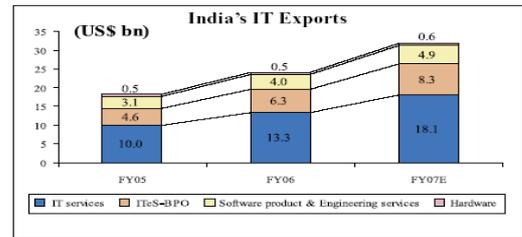
India has revenues of 10.9 billion USD from offshore BPO and 30 billion USD from IT and total BPO (expected in FY 2008). India thus has some 5-6% share of the total BPO Industry, but a commanding 63% share of the offshore component. This 63% is a drop from the 70% offshore share that India enjoyed last year, despite the industry growing 38% in India last year, other locations like Philippines, Morocco, Egypt and South Africa have emerged to take a share of the market. China is also trying to grow from a very small base in this industry.

However, while the BPO industry is expected to continue to grow in India, its market share of the offshore piece is expected to decline. Important centers in India are Bangalore, Hyderabad, Kolkata, Mumbai, Pune, Chennai and New Delhi.

#### BPO BENEFITS AND LIMITATIONS

An advantage of BPO is the way in which it helps to increase a company's flexibility. However, several sources have different ways in which they perceive

FY07, posting a growth of 36%. Revenue from 'projects' dominated the IT Services exports with a share of 58%, with outsourcing and support & training activities accounting for 33% and 9% respectively.



Within the ITES-BPO segment, Customer Interaction Services (CIS) account for nearly India's IT Exports XIV 45-50% of the total ITES-BPO services exports while finance & accounting contributes for the remaining 40-45%. Human resource and other high-end knowledge-based processes account for 2% and 8-10% respectively.

Apart from Indian companies offering these services, several foreign companies (both captive and third party) are also setting up base in India to provide these services. Overseas companies operating in sectors like high-tech, telecommunications, automobile, aerospace, heavy machinery, construction and industrial products are looking at off-shoring their engineering and R&D related work to India.

#### EMERGING TRENDS IN THE INDIAN IT SERVICES INDUSTRY

While the global IT players are aggressively scaling up their operations in India, due to the advantages that the Indian industry offers, the Indian IT companies are also preparing to tap the global market. The companies are witnessing significant change with regard to their service offerings and geographical concentration. Today,

organizational flexibility. Therefore business process outsourcing enhances the flexibility of an organization in different ways.

The key lies in knowing which of the main value drivers to focus on – customer intimacy, product leadership, or operational excellence. Focusing more on one of these drivers may help a company create a competitive edge.

A third way in which BPO increases organizational flexibility is by increasing the speed of business processes. Using techniques such as linear programming can reduce cycle time and inventory levels, which can increase efficiency and cut costs. Supply chain management with the effective use of supply chain partners and business process outsourcing increases the speed of several business processes, such as the throughput in the case of a manufacturing company.

Finally, flexibility is seen as a stage in the organizational life cycle. BPO helped to transform Nortel from a bureaucratic organization into a very agile competitor.

#### OPPORTUNITIES

According to projections, the market size of the industry is expected to grow to \$21billion-\$24 billion by 2008-2010 and approximately 1 million jobs are expected to be created during the same period. Growing at a rate of 35%-40%, the domestic BPO segment employs around 1, 50,000 - 2, 00,000 people. Some global BPOs such as Aegis Communications Group, First source Solutions, and IBM-Daksh are looking at the local market for potential BPO business.

However, since the revenue generation in the ITES sector is via processes, it is the Operations jobs that are the revenue generators therefore the core function of the sector. In Operations jobs usually fall in three categories: voice-related jobs like customer help lines, and interacting with international customers; data-related jobs that involve communicating with customers on e-mail among other things; and consulting work like arranging balance-sheet data to facilitate analysis by clients like merchant bankers.

### 1.3 COMPANY PROFILE

#### KG INFORMATION SYSTEMS PRIVATE LIMITED



#### HISTORY

Dating back to 1932, the group was founded by Mr.K.Govindasamy Naidu, a leading industrialist and philanthropist from Coimbatore, thus earning its acronym 'KG' and the Trademark. With its deep rooted base in Coimbatore, 'The Manchester of South India' the KG Group made its mark as a cotton-trading venture and today stands as an USD 150 million company with diversified interests.

Pre-eminent among the K.G. Group units is the K.G. Hospital, a 300-bed specialty facility offering a multitude of services through different departments equipped with the newest technology with the most dedicated, caring, and excellent team of physicians and surgeons. The K.G. Heart Centre is committed to Total Heart Care aided by its most modern facilities. Additionally the K.G. Eye Hospital with its latest additions in eye care equipments reaches out far and wide to the poorest and the tribal areas with its free vision camps and programs.

The K.G. Group has also created educational institutions with a vision solely for the growth of young professionals of the country in specialized studies like nursing, physiotherapy, engineering and information management. With a finesse touch on society, the K.G. Group's contribution to the fashion world comes from K. G. Denim. In the leisure arena, the group serves the public with its travel agency and the K. G. Arts Centre.

The K.G. Group's entry into the IT market has been a success story throughout. The new chapter KGiSL, the name to reckon with, is riding the high waves of growth initiatives both in the national and international IT markets. KGiSL's

11

KGiSL's proven capabilities were the foundation of its success in the Medical Transcription industry wherein KGiSL set up, a 1200 seater strong world-class Medical Transcription facility servicing more than 4000 doctors across 40 hospitals in the USA.

#### MISSION

- Will to win in the competitive world by exceeding expectations.
- Achieving the hallmark of success, a platform to attract customers.
- Treating every goal/target as a challenge.
- Creating value at every angle/turn in each of the business units.
- Motivation through team work.

#### VISION

- Innovation: Striving to be the best through being the first in all services and solutions.
- Quality Service: Always setting a target to exceed expectations.
- Diversity: Stamping the quality mark on a diversified community.
- Global View: Focus on the world market for constant improvement.
- Customer Satisfaction: Setting a chain reaction of satisfaction in each customer and creating reliability.

#### QUALITY INITIATIVES

Quality is the cornerstone of cutting edge IT solutions and as an **SEI CMM® Level 4 companies**, KGiSL fully appreciates the importance of the quality paradigm. KGiSL constantly benchmarks itself against international quality standards and is also today a certified ISO 9001 service provider. Its Quality Initiatives mean its development processes are sharply focused on enhancing the quality standards by aligning the people, the business objectives with the processes and technology. At KGiSL, dedicated groups responsible for thought leadership drive the organizational impetus to

software, engineering, web, and IT enabled services are branded with the mark of quality guaranteeing the highest degree of customer satisfaction globally.

#### ABOUT KGiSL

KGiSL was founded in 1994; KG Information Systems Private Limited (KGiSL) is a leading information technology consulting and services company serving companies worldwide. It is a part of the KG Group of Companies, a USD 150 million conglomerate with over 50 years of presence in textiles, engineering, healthcare, finance and education. The KG Group of Companies is one of the premier industrial groups in India. It is headquartered at Coimbatore, South India.

KGiSL's customers include the Global Fortune 500 Companies, as well as small and medium scale enterprises. It has partnered with leading corporations in the USA, Europe and Japan to successfully build and manage offshore facilities. KGiSL has been recognized at the National Level by the Government of India for excellence in software exports from India.

KGiSL unique value proposition is that it is both an Information Technology (IT) consulting company and also a provider of specialty Business Process Outsourcing (BPO) services. KGiSL's proven and time tested capabilities include

- A global software delivery process optimized for the offshore software development model resulting in shorter time-to-market.
- Ability to quickly scale up in multiple BPO service offerings by sourcing, recruiting and training professionals to deliver services that meet globally accepted quality standards.
- KG Campus, a 25 acre high-tech park operating on a 24/365 basis with 100,000 sq.mt. of built-up space. With onsite residential accommodation, employees benefit from a walk-to-work environment.
- Quality certification in software application development and engineering design services capability (including ISO 9001:2000 and SEI-CMM Level 4)

12

innovate. Process frameworks, methodologies, and reusable knowledge objects combine with topical thought leadership to demonstrate innovation in solution definition and engagement delivery for the client.

#### SOFTWARE SERVICES

As multiple skills and competencies combine to realize technology-driven business transformations, software development continues to be the largest software engineering activity across enterprises. KGiSL has a strong record of success in custom-built solutions and through this process has perfected its processes which continue to be the key success drivers for these engagements.

KGiSL provides both end-to-end solutions (analysis to maintenance) and specific design/development services.

#### METHODOLOGY

KGiSL's solutions are robust, scalable and will easily integrate with a diverse range of products and technologies. KGiSL's expertise spans the entire gamut of application and custom development. At KGiSL, its wide range of technological expertise, application knowledge and consulting experience, enable it to develop and integrate robust and scalable e-business solutions that keep end customer's requirement in mind. The software development process, supported by a proven onsite-offshore development methodology and quality management system, shortens application development timeframes, providing significant business benefits to customers.

#### BUSINESS PROCESS OUTSOURCING

KGiSL is a pioneer in the field of Business Process Outsourcing services to India. Based in India, KGiSL possesses strong infrastructural and intellectual strengths; judiciously used to evolve the technology and process that makes KGiSL the success it is today.

KGiSL BPO Services division is a leading overseas service provider created with the objective of providing affordable quality services to various vertical industry segments in the US like Healthcare, Legal, Insurance, Business and Finance.

KGiSL offers the following BPO Services

- E-Content Processing
- Engineering Design Services
- Back office Email Support
- Transcription
- Remote Data Processing
- CRM Services
- HR Recruiting

KGiSL's BPO Services division provides high quality, cost-effective services in various verticals like healthcare, legal services, insurance, media and finance on a global scale.

**CUSTOMER RELATIONSHIP MANAGEMENT**

KGiSL is a leading service provider in CRM through voice and email based support services and solutions. KGiSL CRM services offers customized outsourced services to consistently improve quality and customer satisfaction ratings while also lowering overall costs of operations.

**1.4 OBJECTIVE OF THE STUDY**

**PRIMARY OBJECTIVE**

- To identify the level of existence of work stress in the organization.
- To study the factors contributing to stress among the employees.

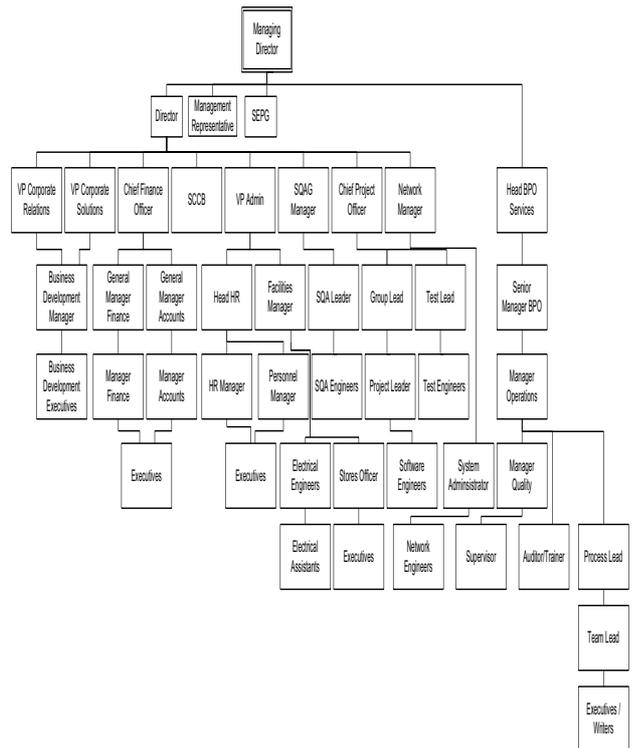
**SECONDARY OBJECTIVE**

- To study the impact of stress management in workplace
- To suggest measures for coping with stress.

**1.5 SCOPE OF THE STUDY**

The project concentrates on the level of stress undergone by the employees in the middle level management of KGiSL. It also suggests various way of reducing the level of stress faced by the employees in the middle level management of KGiSL

**ORGANISATION CHART**



**CHAPTER 2  
REVIEW OF LITERATURE**

1. **James b. Avey, fred luthans, and susan m. Jensen;** 2009; Drawing from the emerging field of positive organizational behavior, this study offers research findings with implications for combating occupational stress. Specifically, data from a large sample of working adults across a variety of industries suggest that psychological capital (the positive resources of efficacy, hope, optimism, and resilience) may be key to better understanding the variation in perceived symptoms of stress, as well as intentions to quit and job search behaviors. The article concludes with practical strategies aimed at leveraging and developing employees' psychological capital to help them better cope with workplace stress.

2. **Assist. Maracine Mihaela "Constantin Brâncoveanu";** There is no doubt that nowadays stress has become an element which exists in everybody's life. Although it is not by far a new phenomenon, nevertheless it becomes more and more important and it affects all countries, all professional and social categories, as well as family and society as a whole. It is very important both for human beings and for organizations to become aware of stress and to manage it in the right way, so that its negative effects can be annihilated and the performed activity not be affected.

3. **Muhammad Jahangir;** November 2011 Vol 3, No 7; Job stress is increasingly becoming an epidemic in the work environment. Female Nursing staff is constantly encountering trouble, crisis and conflict in the work environment prevailing in the public sector hospitals that require them to cope with. The central theme of this research study is focused on digging out the fundamental causes of job stress of female nurses. Further, how job stress affects their job performance and job satisfaction. The study generated quantitative data which will open doors for further research in this area. This research study adopts quantitative approach using questionnaire methods. Several procedures were applied to carry out rigorous quantitative analysis. Organizations can

help reduce the overall effects of job stress by developing and implementing prevention and intervention methods to help employees manage and cope with job stress. To reduce job stress of female nurses, this study suggests several measures along with employee's assistance program (EAP). This program is focused on the employee's total mental and physical condition. It was found that public sector hospitals are factories to manufacture stress. Female nurses experience more stress than male counterpart in the public sector hospitals. The findings of this paper revealed that job stress has negative correlation with job performance and job satisfaction.

4. **Muhammad Yar Khan, Syed sikander**; OCTOBER 2011 VOL 3, NO 6; Motivation and stress management play a vital role in productivity. People get sick from stress at work and the cost associated with stress is hence significant to the employer. Stress seems to endemic to the modern workplace, as national survey has shown that a large proportion of workers report feeling highly stressed at work. The purpose of this study is to examine the realistic causes, measurement and affects of job stress and measures to overcome them. The study deals with the broader issue of human resource management. The research is based on with the assumption that to achieve best performance, organizations need to release the burden of stress on employees. Today the workers are attracted towards such organizations that facilitate employees in a better way to provide them more incentives and less stress. Findings of this study show that the effects of stress on job performance as the environment ,salary, working hours and benefits have directly linked with job stress. The independent variables are used in this study; are work conditions, salaries, work hours and other service or fringe benefits. Questionnaire and survey method is used to collect the data on job stress while data will be analyzed using SPSS.

5. **Lalita Kumari**; IJEMR – February 2012-Vol 2 Issue 2 - Online - ISSN 2249 – 2585 - Print - ISSN 2249 – 8672;The aim of this study is to find out about the employee's perception of their work life balance policies and practices in the public sector banks. Quota sampling method was followed. Survey was conducted and data was analyzed on the basis of responses provided by 350 respondents. Data was analysed with the

composition of the workforce has changed. Today, work is widely viewed as a source of personal satisfaction. A good balance in work and life can play a phenomenal role in the attainment of personal and professional goals. The objective of this paper is to understand the various issues that have come to the forefront due to the dynamic nature of work. Can the existence of work-life balance programs be attributed to a realization of social responsibility by the employers towards their employees or to a realization of the competitive advantage it offers to employee The concept of Work life balance is becoming more and more relevant in a never-dynamic working environment. The role played by the individual is as important as that of the organization in managing this tumultuous see saw. One of the novel approaches to this is by the use of one's emotional intelligence. This will help people realize what they want to do, which in turn will lead to stronger organizations based on stronger values, orientations and ethics.

10. **K.Tamizharasi**, (ICCCE 2012), 12 & 13 April, 2012; Business process outsourcing, the most flourishing Indian industry sector has emerged as India's most promising sector, and has been growing at a rate of 40-50 per cent since its inception. BPO is a very fast paced and a high momentum industry. BPO industry is expected to generate two million jobs by the year 2012. Taking advantage form the abundant skills and low cost benefits, large numbers of BPO companies have mushroomed in India in recent years, many of the well established IT companies have also started their BPO divisions. But, there is another side of the BPO picture too. The side that has already brought the BPO industry in limelight many times. This study is concerned with the non viability of the BPO and the fact that the young generation of India is actually losing out in the BPO. In statistics and data mining,  $k$  means clustering is a method of cluster analysis which aims to partition  $n$  observations into  $k$  clusters in which each observation belongs to the cluster with the nearest mean. This results into a partitioning of the data space into Voronoi cells. This paper analysis the BPO employees working culture. They used  $k$ -means clustering algorithm for analyzing the selected dataset.

help of factor analysis, descriptive statistics, mean, t-test and Karl Pearson's correlation. The findings of the study emphasized that each of the WLB factors on its own is a salient predictor of job satisfaction and there is a significant gap among the female and male respondents with job satisfaction w.r.t various factors of WLB. The positive correlation indicates that job satisfaction is an important indicator of WLB. The result of study may have practical significance for human resource managers of especially banks to improve staff commitment and productivity along with designing their recruitment and retention policies.

6. **Yara Hamdan**; **European Journal of Business and Management** ISSN 2222-1905 (Paper) ISSN 2222-2839 (Online) Vol 4, No.18, 2012; This research studies work stress, and how it is related to performance and productivity in an organization. At first, definitions and types of stress are defined, along with its sources and effect on individual. Then, a demonstration of the subsequent consequences of individual stress on an organization is discussed, hence showing the importance of stress management in an organization. Stress management policies and procedures are then explained and specified for each significant type of a stressor.

7. **K. Rekha Reddy**; The present study was conducted at NTPC in Ramagundam. The aim was to find the stress levels, personality type of the employees. This was done using a detailed questionnaire. The study revealed that fall under low stress category only a small percentage is highly stressed & needed prevailing in the organization to some extent. At the end of the study, we can conclude that through there are signs of stress among the employees & such stress is affecting their behaviors, it can be controlled & reduced effectively. This can be done by giving counseling & incorporating the suggestions given here in at individual & organization level.

9. **Archana R. Salve**; International Conference on Advances in Computing and Management – 2012, The changing economic conditions and social demands have changed the nature of work throughout the world. Originally, work was a matter of necessity and survival. Throughout the years, the role of "work" has evolved and the

## CHAPTER 3 RESEARCH METHODOLOGY

Stress is a dynamic condition in which an individual is confronted with an opportunity, demand or resource related to what the individual desires and for which the outcome is perceived to be both uncertain and important. This is a complicated definition.

Research Methodology is used to systematically solve the problem. Considering the Objective of the study, the methods are logically chosen and adopted, so that the results are capable of being evaluated either by the researcher or by others.

This research is to carry out the study that how much stressed the employees of the KGiSL are undergoing and how do their stress affect their work life, social life, output etc. so a sample size of 250 respondents are selected for the research of stress among them using random sampling.

### 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.

The type of research conducted for this study is "Descriptive Research Studies" which are concerned with describing the characteristics of particular variables.

**Descriptive research** is also called as Statistical Research. The main goal of this type of research is to describe the data and characteristics about what is being studied. The idea behind this type of research is to study frequencies, averages, and other statistical calculations. Although this research is highly accurate, it does not gather the causes behind a situation. Descriptive research is mainly done when a researcher wants to gain a better understanding of a topic

**3.2 SAMPLE SIZE**

The Sample Size consists of 250 Respondents from the Middle level Management of KGiSL.

**3.3 PILOT STUDY**

Pilot study is a mini-version of a full-scale study or a trial run done in preparation of the complete study. The latter is also called a 'feasibility' study. It can also be a specific pre-testing of research instruments, including questionnaires or interview schedules. For our study we have done a pilot study with 25 respondent (250\*10/100) ie ten percent of the respondent size to test the reliability and understandability of the questionnaire. After the pilot study few correction were made to the questionnaire and the final questionnaire was framed.

**3.4 SOURCE OF DATA**

The relevant data has been collected from the primary sources and secondary sources.

**PRIMARY DATA**

- The primary data is collected through a questionnaire from the respondents.
- For this purpose of data collection, the questionnaire was circulated among the Middle level Management employees to collect information.

**SECONDARY DATA**

- The secondary data regarding the Company profile and Industry profile is collected through Internet, Company intranet, news paper company journals, magazines websites etc.

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

\_\_\_\_\_

Total no of respondents

➤ Cross tabulation

Cross tabulation tables (contingency tables) display the relationship between two or more categorical (nominal or ordinal) variables. The Cross tabs procedure forms two-way and multiway tables and provides a variety of tests and measures of association for two-way tables. The structure of the table and whether categories are ordered determine what test or measure to use.

➤ Correlation

Correlation refers to any of a broad class of Statistical relationships involving dependence. The statistical relationship between two random variables or two sets of data. The most familiar measure of dependence between two quantities is the Pearson product-moment correlation coefficient, or "Pearson's correlation". As it approaches zero there is less of a relationship (closer to uncorrelated). The closer the coefficient is to either -1 or 1, the stronger the correlation between the variables.

➤ ANOVA

A statistical method for making simultaneous comparisons between two or more means; a statistical method that yields values that can be tested to determine whether a significant relation exists between variables

**3.5 PERIOD OF STUDY**

The present study had been undertaken for a period of 90 days, in which it had divided into two stages as such.

- Stage I is of research problem and collection of the literature for topic chosen.
- Stage II is of analysis and interpretations by using different statistical tools, findings and recommendations.

**3.6 LIMITATIONS OF STUDY**

- The sample size chosen is covered only a small portion of the total population of KGiSL.
- Accuracy of the study is purely based on the information as given by the respondents and it is assumed that the responses of respondents are true.
- Data collected cannot be asserted to be free from biases, as the sample size is restricted to the employees.

**3.7 STATISTICAL TOOLS**

The Statistical Tools used for this Research are as follows

➤ Percentage Analysis

Percentage method refers to a specified kind which is used in making comparison between two or more series of data. Percentages are based on Descriptive relationship. It compares the relative items. Since the percentage reduces everything to a common base and thereby allow meaning comparison.

**CHAPTER 4**

**DATA ANALYSIS AND INTERPRETATION**

**4.1 PERCENTAGE ANALYSIS**

**TABLE NO 4.1.1**

**Table showing the Respondents Gender**

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Male	140	56
Female	110	44
Total	250	100

The above table shows that 56% of the Respondents are Male Gender and 44% of the Respondents are Female Gender.

**INFERENCE**

Majority (56%) of the Respondents are Male.

**CHART NO 4.1.1**

**Chart showing the Respondents Gender**

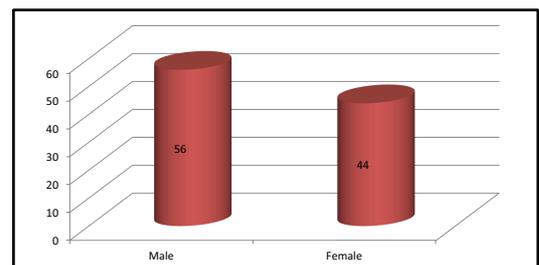


TABLE NO 4.1.2

Table showing the Respondents Age

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
20-25	166	66
26-30	56	22
31-35	0	0
36-40	28	11
Above 41	0	0
Total	250	100

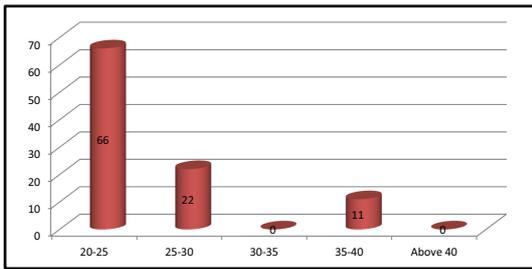
The above table shows that 66% of the Respondents belong to the age group of 20-25, 22% of the Respondents belong to the age group of 25-30 and 11% of the Respondents belong to the age group of 35-40.

**INFERENCE**

Majority (66%) of the Respondents belong to the age group of 20-25.

CHART NO 4.1.2

Chart showing the Respondents Age



4.1.4 Work culture is supportive in your Organization.

TABLE NO 4.1.4

Table showing the Respondents Work culture is supportive in Organization

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	111	44
Agree	84	34
Neutral	55	22
Disagree	0	0
Strongly Disagree	0	0
Total	250	100

The above table shows that 44% of the Respondents **Strongly agree** that the Work culture is supportive in their Organization, 34% of the Respondents **Agree** that Work culture is supportive in their Organization and 22% of the Respondents **neither Strongly Agree nor Strongly Disagree** that Work culture is supportive in their Organization.

**INFERENCE**

Maximum (44%) of the Respondents **strongly agree** that Work culture is supportive in their Organization.

CHART NO 4.1.4

Table showing the Respondents Work culture is supportive in Organization

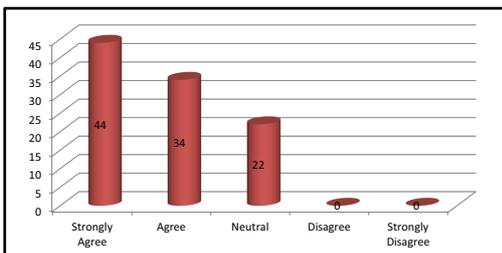


TABLE NO 4.1.3

Table showing the Respondents Years of Experience

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Below 1 Year	27	11
1-3 Years	38	15
3-5 Years	56	22
5-7 Years	139	56
Above 7 Years	0	0
Total	250	100

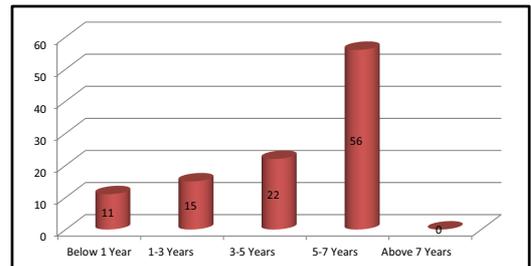
The above table shows that 11% of the Respondents Years of experience are Below 1 Year, 15% of the respondents Years of experience are between 1-3 Years, 22% of the respondents Years of experience are between 3-5 Years and 56% of the respondents Years of experience are between 5-7 Years.

**INFERENCE**

Majority (56%) of respondents Years of experience are between 5-7 Years.

CHART NO 4.1.3

Chart showing the Respondents Years of Experience



4.1.5 Working in the Organization makes you feel good.

TABLE NO 4.1.5

Table showing the Respondents Feel Good working in the Organization

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	55	22
Agree	195	78
Neutral	0	0
Disagree	0	0
Strongly Disagree	0	0
Total	250	100

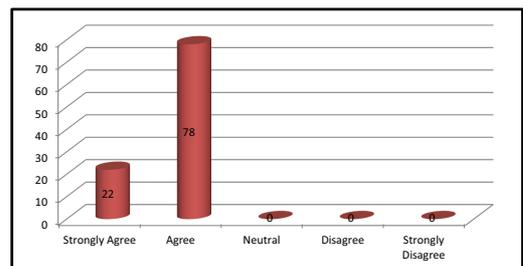
The above table shows that 22% of the Respondents **Strongly Agree** that they feel good working in the Organisation and 78% of the Respondents **Agree** that they feel good working in the Organisation.

**INFERENCE**

Majority (78%) of the Respondents **agree** that they feel good working in the Organization.

CHART NO 4.1.5

Chart showing the Respondents Feel Good working in the Organization



4.1.6 You are comfortable with the working environment in which you work.

TABLE NO 4.1.6

Table showing the Respondents comfortable with the working environment

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	139	56
Agree	56	22
Neutral	55	22
Disagree	0	0
Strongly Disagree	0	0
Total	250	100

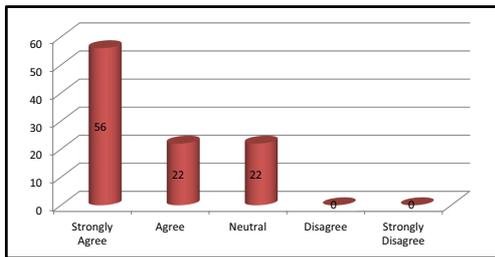
The above table shows that 56% of the Respondents **Strongly Agree** that they are comfortable with the working environment, 22% of the Respondents **Agree** that they are comfortable with the working environment and 22% of the Respondents **neither Strongly Agree nor Strongly Disagree** that they are comfortable with the working environment.

INFERENCE

Majority (56%) of the Respondents **agree** that they are comfortable with the working environment.

CHART NO 4.1.6

Chart showing the Respondents comfortable with the working environment



4.1.8 You face a problem due to Stress in meeting your targets at work.

TABLE NO 4.1.8

Table showing the Respondents face problems in meeting their targets

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	56	22
Agree	139	56
Neutral	0	0
Disagree	55	22
Strongly Disagree	0	0
Total	250	100

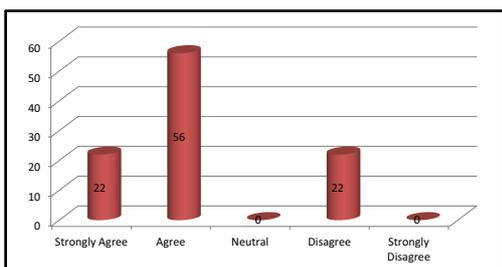
The above table shows that 22% of the Respondents **Strongly Agree** that they face problems due to Stress in meeting their targets at work, 56% of the Respondents **Agree** that they face problems due to Stress in meeting their targets at work and 22% of the Respondents **Disagree** that they face problems due to Stress in meeting their targets at work.

INFERENCE

Majority (56%) of the Respondents **agree** that they face problems due to Stress in meeting their targets at work.

CHART NO 4.1.8

Chart showing the Respondents face problems in meeting their targets



4.1.7 Stress in your work place has an impact over your basic performance.

TABLE NO 4.1.7

Table showing the Respondents work place has an impact over basic performance

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	28	11
Agree	167	67
Neutral	55	22
Disagree	0	0
Strongly Disagree	0	0
Total	250	100

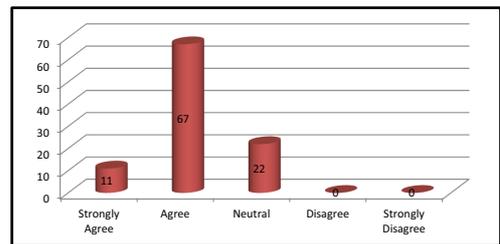
The above table shows that 11% of the Respondents **Strongly Agree** that the work place has an impact over basic performance, 67% of the Respondents **Agree** that the work place has an impact over basic performance and 22% of the Respondents **neither Strongly Agree nor Strongly Disagree** that the work place has an impact over basic performance.

INFERENCE

Majority (67%) of the Respondents **agree** that the work place has an impact over basic performance.

CHART NO 4.1.7

Chart showing the Respondents work place has an impact over basic performance



4.1.9 The weather conditions and the physical environment problems you face in the work place causes stress. (Temperature, Lighting, Gases, Dust)

TABLE NO 4.1.9

Table showing the Respondents physical environment problems

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	83	33
Agree	84	34
Neutral	83	33
Disagree	0	0
Strongly Disagree	0	0
Total	250	100

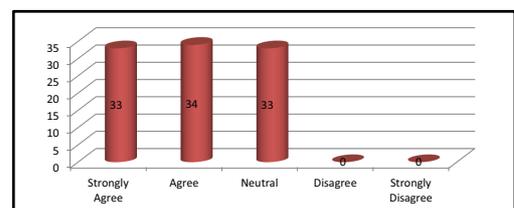
The above table shows that 33% of the Respondents **Strongly Agree** that The weather conditions and the physical environment problems they face in the work place causes stress, 34% of the Respondents **Agree** that The weather conditions and the physical environment problems they face in the work place causes stress and 33% of the Respondents **neither Strongly Agree nor Strongly Disagree** that The weather conditions and the physical environment problems they face in the work place causes stress.

INFERENCE

Maximum (34%) of the Respondents **agree** that the weather conditions and the physical environment problems they face in the work place causes stress.

CHART NO 4.1.9

Table showing the Respondents weather conditions and physical environment problems



4.1.10 You feel time pressure to complete work.

TABLE NO 4.1.10

Table showing the Respondents time pressure to complete work

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	139	56
Agree	56	22
Neutral	0	0
Disagree	55	22
Strongly Disagree	0	0
Total	250	100

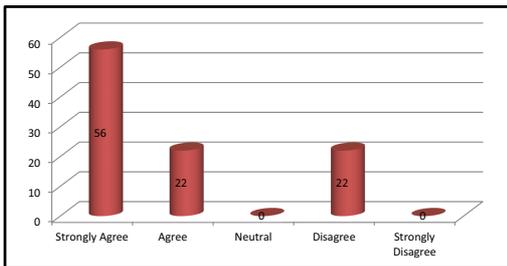
The above table shows that 56% of the Respondents **Strongly Agree** that they feel Time Pressure to complete their work. 22% of the Respondents **Agree** that they feel Time Pressure to complete their work and 22% of the Respondents **Disagree** that they feel Time Pressure to complete their work.

INFERENCE

Majority (56%) of the Respondents **strongly agree** that they feel Time Pressure to complete their work.

CHART NO 4.1.10

Chart showing the Respondents time pressure to complete work



4.1.12 Your BP / Sugar / any other health problems make it difficult for you to work.

TABLE NO 4.1.12

Table showing the Respondents BP / Sugar / any other health problems

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	0	0
Agree	27	11
Neutral	56	22
Disagree	139	56
Strongly Disagree	28	11
Total	250	100

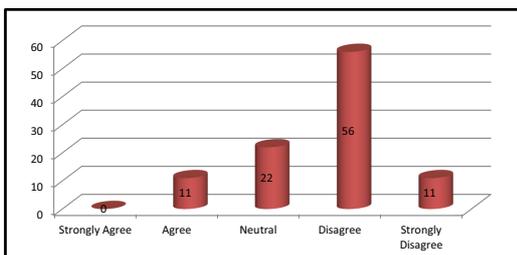
The above table shows that 11% of the Respondents **Agree** that BP / Sugar / any other health problems make it difficult to work, 22% of the Respondents **neither Strongly Agree nor Strongly Disagree** that BP / Sugar / any other health problems make it difficult to work, 56% of the Respondents **Disagree** that BP / Sugar / any other health problems make it difficult to work and 11% of the Respondents **Strongly Disagree** that BP / Sugar / any other health problems make it difficult to work.

INFERENCE

Majority (56%) of the Respondents **disagree** that BP / Sugar / any other health problems make it difficult to work.

CHART NO 4.1.12

Chart showing the Respondents BP / Sugar / any other health problems



4.1.11 Your family problems cause stress at times.

TABLE NO 4.1.11

Table showing the Respondents family problems cause stress

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	27	11
Agree	167	67
Neutral	0	0
Disagree	56	22
Strongly Disagree	0	0
Total	250	100

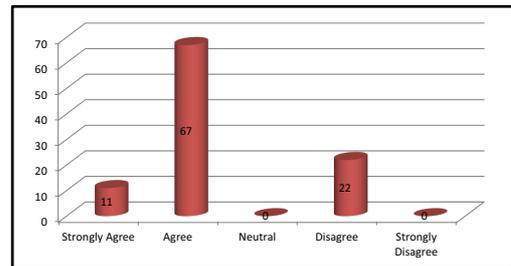
The above table shows that 11% of the Respondents **Strongly Agree** that their family problems cause stress at times, 67% of the Respondents **Agree** that their family problems cause stress at times, 22% of the Respondents **Disagree** that their family problems cause stress at times.

INFERENCE

Majority (67%) of the Respondents **disagree** that their family problems cause stress at times.

CHART NO 4.1.11

Chart showing the Respondents family problems cause stress



4.1.13 Physical exercise, Yoga, Meditation and Prayer can reduce the Stress in your workload.

TABLE NO 4.1.13

Table showing the Respondents Physical exercise, Yoga, Meditation and Prayer

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	28	11
Agree	167	67
Neutral	55	22
Disagree	0	0
Strongly Disagree	0	0
Total	250	100

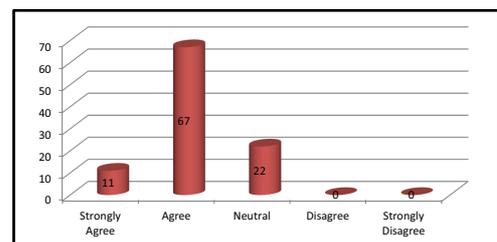
The above table shows that 11% of the Respondents **Strongly Agree** that Physical exercise, Yoga, Meditation and Prayer can reduce the Stress in workload, 67% of the Respondents **Agree** that Physical exercise, Yoga, Meditation and Prayer can reduce the Stress in workload and 22% of the Respondents **neither Strongly Agree nor Strongly Disagree** that Physical exercise, Yoga, Meditation and Prayer can reduce the Stress in workload.

INFERENCE

Majority (67%) of the Respondents **agree** that Physical exercise, Yoga, Meditation and Prayer can reduce the Stress in workload.

CHART NO 4.1.13

Chart showing the Respondents Physical exercise, Yoga, Meditation and Prayer



4.1.14 Lack of Communication can cause Stress.

TABLE NO 4.1.14

Table showing the Respondents Lack of Communication

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	0	0
Agree	167	67
Neutral	55	22
Disagree	0	0
Strongly Disagree	28	11
Total	250	100

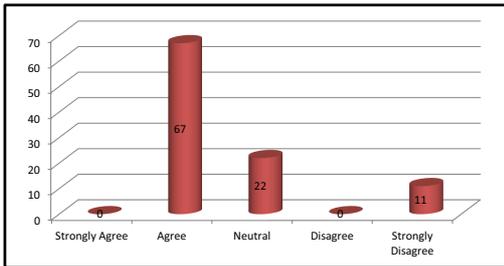
The above table shows that 67% of the Respondents **Agree** that Lack of Communication can cause Stress, 22% of the Respondents **neither Strongly Agree nor Strongly Disagree** that Lack of Communication can cause Stress and 11% of the Respondents **Strongly Disagree** that Lack of Communication can cause Stress.

INFERENCE

Majority (67%) of the Respondents **agree** that Lack of Communication can cause Stress.

CHART NO 4.1.14

Chart showing the Respondents Lack of Communication



4.1.16 Improving working conditions can reduce the Stress.

TABLE NO 4.1.16

Table showing the Respondents Improving working conditions

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	28	11
Agree	139	56
Neutral	83	33
Disagree	0	0
Strongly Disagree	0	0
Total	250	100

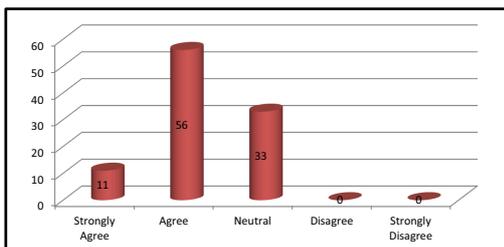
The above table shows that 11% of the Respondents **Strongly Agree** that Improving working conditions can reduce the Stress, 56% of the Respondents **Agree** that Improving working conditions can reduce the Stress and 33% of the Respondents **neither Strongly Agree nor Strongly Disagree** that Improving working conditions can reduce the Stress.

INFERENCE

Majority (56%) of the Respondents **agree** that improving working conditions can reduce the Stress.

CHART NO 4.1.16

Chart showing the Respondents Improving working conditions



4.1.15 Spending time with your family can reduce Stress.

TABLE NO 4.1.15

Table showing the Respondents spending time with family

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	112	45
Agree	82	33
Neutral	56	22
Disagree	0	0
Strongly Disagree	0	0
Total	250	100

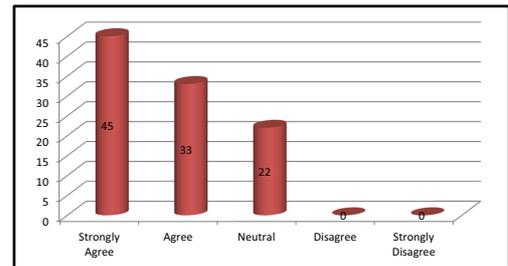
The above table shows that 45% of the Respondents **Strongly Agree** that spending time with family can reduce Stress, 33% of the Respondents **Agree** that spending time with family can reduce Stress and 22% of the Respondents **neither Strongly Agree nor Strongly Disagree** that spending time with family can reduce Stress.

INFERENCE

Maximum (45%) of the Respondents **strongly agree** that spending time with family can reduce Stress.

CHART NO 4.1.15

Chart showing the Respondents Spending time with your family



4.1.17 Rational allocation of work can reduce the Stress.

TABLE NO 4.1.17

Table showing the Respondents Rational allocation of work

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	28	11
Agree	194	78
Neutral	28	11
Disagree	0	0
Strongly Disagree	0	0
Total	250	100

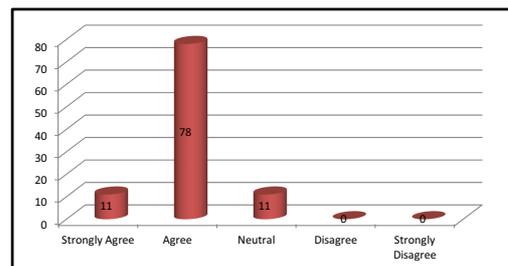
The above table shows that 11% of the Respondents **Strongly Agree** that Rational allocation of work can reduce the Stress, 78% of the Respondents **Agree** that Rational allocation of work can reduce the Stress and 11% of the Respondents **neither Strongly Agree nor Strongly Disagree** that Rational allocation of work can reduce the Stress.

INFERENCE

Majority (78%) of the Respondents **agree** that Rational allocation of work can reduce the Stress.

CHART NO 4.1.17

Chart showing the Respondents Rational allocation of work



4.1.18 Relaxation can reduce Stress.

TABLE NO 4.1.18

Table showing the Respondents Relaxation

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	168	67
Agree	27	11
Neutral	55	22
Disagree	0	0
Strongly Disagree	0	0
Total	250	100

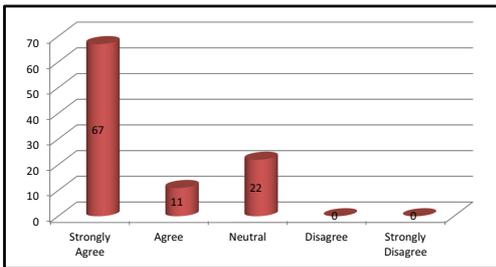
The above table shows that 67% of the Respondents **Strongly Agree** that Relaxation can reduce Stress, 11% of the Respondents **Agree** that Relaxation can reduce Stress and 22% of the Respondents **neither Strongly Agree nor Strongly Disagree** that Relaxation can reduce Stress.

INFERENCE

Majority (67%) of the Respondents **strongly agree** that Relaxation can reduce Stress.

CHART NO 4.1.18

Chart showing the Respondents Relaxation



4.1.20. Does the work related stress forces you to take leave.

TABLE NO 4.1.20

Table showing the Respondents work related stress forces them to take leave

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	28	11
Agree	82	33
Neutral	40	16
Disagree	50	20
Strongly Disagree	50	22
Total	250	100

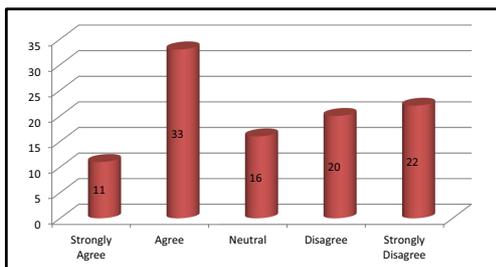
The above table shows that 11% of the Respondents **Strongly Agree** that work related stress forces them to take leave, 33% of the Respondents **Agree** that work related stress forces them to take leave, 16% of the Respondents **neither Strongly Agree nor Strongly Disagree** that work related stress forces them to take leave, 20% of the Respondents **Disagree** that work related stress forces them to take leave and 22% of the Respondents **Strongly Disagree** that work related stress forces them to take leave.

INFERENCE

Maximum (33%) of the Respondents **agree** that work related stress forces them to take leave.

CHART NO 4.1.20

Chart showing the Respondents forced to take leave due to work related Stress



4.1.19 When you get easily irritated by small problems or by your co-workers and team your Stress is greater.

TABLE NO 4.1.19

Table showing the Respondents easily getting irritated by small problems or by co-workers

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	28	11
Agree	135	54
Neutral	87	35
Disagree	0	0
Strongly Disagree	0	0
Total	250	100

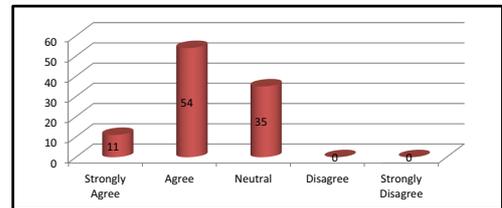
The above table shows that 11% of the Respondents **Strongly Agree** that they get easily irritated by small problems or by co-workers and team their Stress is greater, 54% of the Respondents **Agree** that they get easily irritated by small problems or by co-workers and team their Stress is greater and 35% of the Respondents **neither Strongly Agree nor Strongly Disagree** that they get easily irritated by small problems or by co-workers and team their Stress is greater.

INFERENCE

Maximum (54%) of the Respondents **agree** that they get easily irritated by small problems or by co-workers and team their Stress is greater.

CHART NO 4.1.19

Chart showing the Respondents easily getting irritated by small problems or by co-workers



4.1.21 Training and Development programs that help to cope-up with new technology reduce your Stress at work.

TABLE NO 4.1.21

Table showing the Respondents Training and Development programs that help to cope-up with new technology

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	28	11
Agree	166	66
Neutral	28	11
Disagree	0	0
Strongly Disagree	28	11
Total	250	100

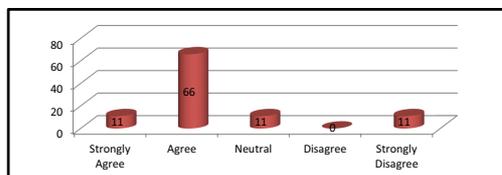
The above table shows that 11% of the Respondents **Strongly Agree** that Training and Development programs that help to cope-up with new technology reduce Stress at work, 66% of the Respondents **Agree** that Training and Development programs that help to cope-up with new technology reduce Stress at work, 11% of the Respondents **neither Strongly agree nor Strongly Disagree** that Training and Development programs that help to cope-up with new technology reduce Stress at work and 11% of the Respondents **Strongly Disagree** that Training and Development programs that help to cope-up with new technology reduce Stress at work.

INFERENCE

Majority (66%) of the Respondents **agree** that Training and Development programs that help to cope-up with new technology reduce Stress at work.

CHART NO 4.1.21

Chart showing the Respondents Training and Development programs that help to cope-up with new technology



4.1.22 The problems taken into consideration by your Superiors reduce your Stress.

TABLE NO 4.1.22

Table showing the Respondents problems taken into consideration by their Superiors

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	56	22
Agree	110	44
Neutral	84	34
Disagree	0	0
Strongly Disagree	0	0
Total	250	100

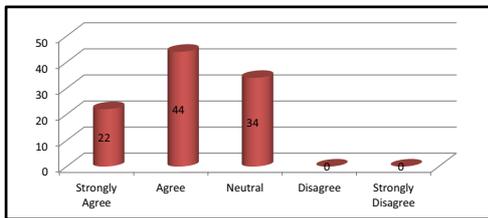
The above table shows that 22% of the Respondents **Strongly Agree** that The problems taken into consideration by their Superiors reduce Stress, 44% of the Respondents **Agree** that The problems taken into consideration by their Superiors reduce Stress and 34% of the Respondents **neither Strongly Agree nor Strongly Disagree** that The problems taken into consideration by their Superiors reduce Stress.

INFERENCE

Maximum (44%) of the Respondents **agree** that the problems taken into consideration by their Superiors reduce Stress.

CHART NO 4.1.22

Chart showing the Respondents problems taken into consideration by their Superiors



4.1.24 Your Distributed work load which is internal in nature helps you to relieve your Stress.

TABLE NO 4.1.24

Table showing the Respondents Distributed work load

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	0	0
Agree	195	78
Neutral	27	11
Disagree	28	11
Strongly Disagree	0	0
Total	250	100

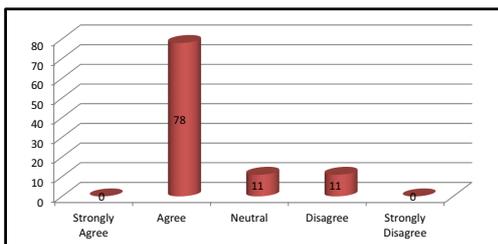
The above table shows that 78% of the Respondents **Agree** that their Distributed work load which is internal in nature helps them to relieve their Stress, 11% of the Respondents **neither Strongly Agree nor Strongly Disagree** that their Distributed work load which is internal in nature helps them to relieve their Stress and 11% of the Respondents **Disagree** that their Distributed work load which is internal in nature helps them to relieve their Stress.

INFERENCE

Majority (78%) of the Respondents **agree** that their Distributed work load which is internal in nature helps them to relieve their Stress.

CHART NO 4.1.24

Chart showing the Respondents Distributed work load



4.1.23 The help given by your Colleagues can make you handle Stress situations well.

TABLE NO 4.1.23

Table showing the Respondents help given by Colleagues can handle Stress situations

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	56	22
Agree	83	33
Neutral	111	44
Disagree	0	0
Strongly Disagree	0	0
Total	250	100

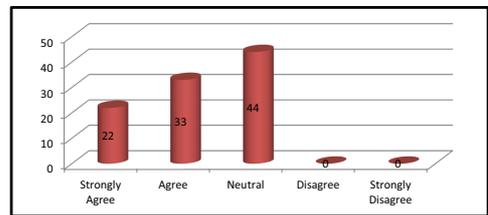
The above table shows that 22% of the Respondents **Strongly Agree** that the help given by their Colleagues can make them handle Stress situations well, 33% of the Respondents **Agree** that the help given by their Colleagues can make them handle Stress situations well and 44% of the Respondents **neither Strongly Agree nor Strongly Disagree** that the help given by their Colleagues can make them handle Stress situations well.

INFERENCE

Maximum (44%) of the Respondents **neither Strongly Agree nor Strongly Disagree** that the help given by their Colleagues can make them handle Stress situations well.

CHART NO 4.1.23

Chart showing the Respondents help given by Colleagues can handle Stress situations



4.1.25 The Pre-planned Stress Management Technique organized by your HR Department reduces your Stress at work.

TABLE NO 4.1.25

Table showing the Respondents Pre-planned Stress Management Technique

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	0	0
Agree	83	33
Neutral	140	56
Disagree	27	11
Strongly Disagree	0	0
Total	250	100

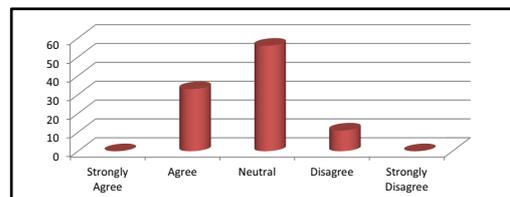
The above table shows that 33% of the Respondents **Agree** that The Pre-planned Stress Management Technique organized by HR Department reduces their Stress at work, 56% of the Respondents **neither Strongly Agree nor Strongly Disagree** that The Pre-planned Stress Management Technique organized by HR Department reduces their Stress at work and 11% of the Respondents **Disagree** that The Pre-planned Stress Management Technique organized by HR Department reduces their Stress at work.

INFERENCE

Majority (56%) of the Respondents **neither Strongly Agree nor Strongly Disagree** that The Pre-planned Stress Management Technique organized by HR Department reduces their Stress at work.

CHART NO 4.1.25

Chart showing the Respondents Pre-planned Stress Management Technique



4.1.26 The Periodic counseling that controls the Stress causing factors at work helps you tremendously.

TABLE NO 4.1.26

Table showing the Respondents Periodic counseling

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	0	0
Agree	250	100
Neutral	0	0
Disagree	0	0
Strongly Disagree	0	0
Total	250	100

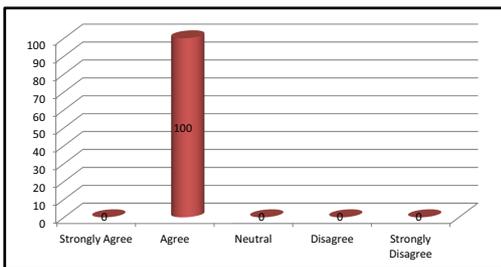
The above table shows that 100% of the Respondents **Agree** that The Periodic counseling that controls the Stress causing factors at work helps them tremendously.

**INFERENCE**

(100%) of the Respondents **agree** that The Periodic counseling that controls the Stress causing factors at work helps them tremendously.

CHART NO 4.1.26

Chart showing the Respondents Periodic counseling



4.1.27 When your Management is effective in handling your Stress situations, your output of work is complete.

TABLE NO 4.1.27

Table showing the Respondents Output of Work

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	56	22
Agree	55	22
Neutral	139	56
Disagree	0	0
Strongly Disagree	0	0
Total	250	100

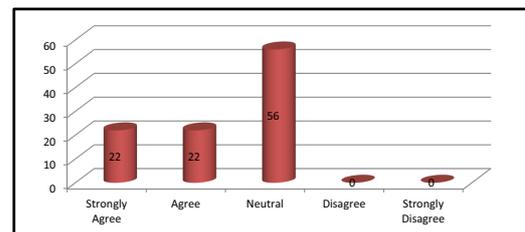
The above table shows that 22% of the Respondents **Strongly Agree** that their Management is effective in handling their Stress situations, their output of work is complete, 22% of the Respondents **Agree** that their Management is effective in handling their Stress situations, their output of work is complete and 56% of the Respondents **neither Strongly Agree nor Strongly Disagree** that their Management is effective in handling their Stress situations, their output of work is complete.

**INFERENCE**

Majority (56%) of the Respondents **neither Strongly Agree nor Strongly Disagree** that their Management is effective in handling their Stress situations, their output of work is complete.

CHART NO 4.1.27

Chart showing the Respondents Output of Work



4.1.28 The Stressful moments at home and Stressful day to day experiences pave the way for the impact on your turn out of work.

TABLE NO 4.1.28

Table showing the Respondents Work Turnout

PARTICULARS	NO OF RESPONDENTS	% OF RESPONDENTS
Strongly Agree	0	0
Agree	167	67
Neutral	28	11
Disagree	55	22
Strongly Disagree	0	0
Total	250	100

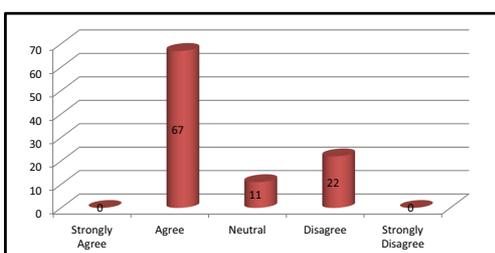
The above table shows that 67% of the Respondents **Agree** that the Stressful moments at home and Stressful day to day experiences pave the way for the impact on their turn out of work, 11% of the Respondents **neither Strongly Agree nor Strongly Disagree** that the Stressful moments at home and Stressful day to day experiences pave the way for the impact on their turn out of work and 22% of the Respondents **Disagree** that the Stressful moments at home and Stressful day to day experiences pave the way for the impact on their turn out of work.

**INFERENCE**

Majority (67%) of the Respondents **agree** that the Stressful moments at home and Stressful day to day experiences pave the way for the impact on their turn out of work.

CHART NO 4.1.28

Chart showing the Respondents Work Turnout



**4.2 CROSS TABULATION**

4.2.1 Gender \* Work Culture

TABLE NO 4.2.1

Table showing the Respondents Gender with Work Culture

		Gender * Work Culture Cross tabulation				Total
		Male		Female		
	Work Culture	% of Male	% of Female	% of Male	% of Female	
	Strongly Agree	56	40	55	50	111
	Agree	56	40	28	25	84
	Neutral	28	20	27	25	55
	Total	140	100	110	100	250

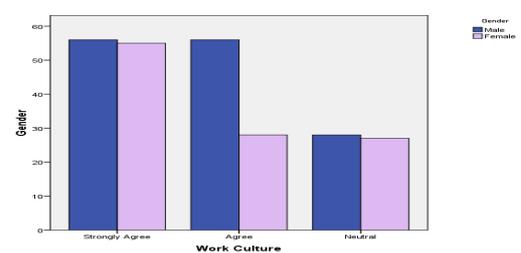
The above table shows that out of 250 Respondents, 40% of the male Respondents and 50% of the female Respondents have Strongly Agreed that the Work culture is supportive in their Organization, 40% of the male Respondents and 25% of the female Respondents have Agreed that the Work culture is supportive in their Organization and 20% of the male Respondents and 25% of the female Respondents neither Strongly Agree nor Strongly Disagree that the Work culture is supportive in their Organization.

**INFERENCE**

It is inferred that 111 Respondents (40% male Respondents and 50% female Respondents) have Strongly Agreed that the Work culture is supportive in their Organization.

CHART NO 4.2.1

Chart showing the Respondents Gender with Work Culture



4.2.2 Gender \* Time Pressure

TABLE NO 4.2.2

Table showing the Respondents Gender with Time Pressure

Gender * Time Pressure Cross tabulation						
		Gender				Total
		Male	% of Male	Female	% Of Female	
Time Pressure	Strongly Agree	0	0	28	25	28
	Agree	112	80	55	50	167
	Disagree	28	20	27	25	55
Total		140	100	110	100	250

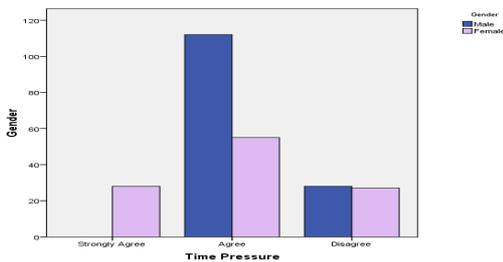
The above table shows that out of 250 Respondents, 25% of the female Respondents have Strongly Agreed that they feel time pressure to complete work, 80% of the male Respondents and 50% of the female Respondents have Agreed that they feel time pressure to complete work and 20% of the male Respondents and 25% of the female Respondents have Disagreed that they feel time pressure to complete work.

INFERENCE

It is inferred that 167 Respondents (80% male Respondents and 50% female Respondents) have Agreed that they feel time pressure to complete work.

CHART NO 4.2.2

Chart showing the Respondents Gender with Time Pressure



4.2.4 Gender \* Basic Performance

TABLE NO 4.2.4

Table showing the Respondents Gender with Basic Performance

Gender * Basic Performance Cross tabulation						
		Gender				Total
		Male	% of Male	Female	% of Female	
Basic Performance	Agree	55	39	28	25	83
	Neutral	56	40	28	25	84
	Disagree	29	21	54	50	83
Total		140	100	110	100	250

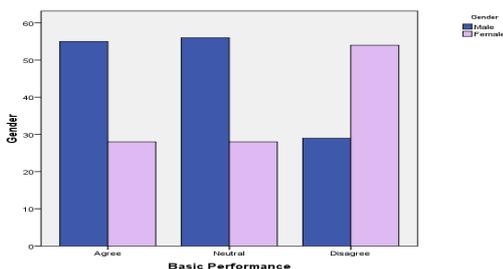
The above table shows that out of 250 Respondents, 39% of the male Respondents and 25% of the female Respondents have Agreed that Stress in their work place has an impact over their basic performance, 40% of the male Respondents and 25% of the female Respondents neither Strongly Agree nor Strongly Disagree that Stress in their work place has an impact over their basic performance and 21% of the male Respondents and 50% of the female Respondents have Disagreed that Stress in their work place has an impact over their basic performance.

INFERENCE

It is inferred that 84 Respondents (40% male Respondents and 25% female Respondents) neither Strongly Agree nor Strongly Disagree that Stress in their work place has an impact over their basic performance.

CHART NO 4.2.4

Chart showing the Respondents Gender with Basic Performance



4.2.3 Gender \* Distributed Workload

TABLE NO 4.2.3

Table showing the Respondents Gender with Distributed Workload

Gender * Distributed Workload Cross tabulation						
		Gender				Total
		Male	% of Male	Female	% of Female	
Distributed Workload	Strongly Agree	56	40	0	0	56
	Agree	56	40	83	83	139
	Disagree	28	20	27	27	55
Total		140	100	110	110	250

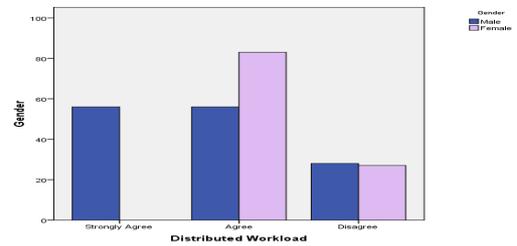
The above table shows that out of 250 Respondents, 40% of the male Respondents have Strongly Agreed that their Distributed work load which is internal in nature helps them to relieve their Stress, 40% of the male Respondents and 83% of the female Respondents have Agreed that their Distributed work load which is internal in nature helps them to relieve their Stress and 20% of the male Respondents 27% of the female Respondents have Disagreed that their Distributed work load which is internal in nature helps them to relieve their Stress.

INFERENCE

It is inferred that 139 Respondents (40% male Respondents and 83% female Respondents) have Agreed that their Distributed work load which is internal in nature helps them to relieve their Stress.

CHART NO 4.2.3

Chart showing the Respondents Gender with Distributed Workload



4.2.5 Gender \* Meeting Targets

TABLE NO 4.2.5

Table showing the Respondents Gender with Meeting Targets

Gender * Meeting Targets Cross tabulation						
		Gender				Total
		Male	% of Male	Female	% of Female	
Meeting Targets	Agree	83	59	56	50	139
	Neutral	29	21	27	25	56
	Disagree	28	20	27	25	55
Total		140	100	110	100	250

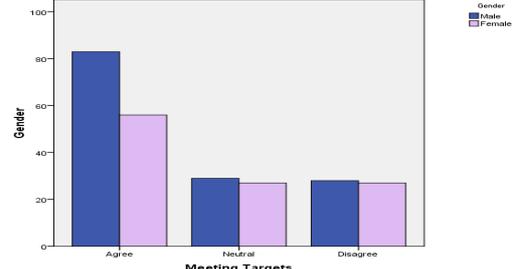
The above table shows that out of 250 Respondents, 59% of the male Respondents and 50% of the female Respondents have Agreed that they face a problem due to Stress in meeting their targets at work, 21% of the male Respondents and 25% of the female Respondents neither Strongly Agree nor Strongly Disagree that they face a problem due to Stress in meeting their targets at work and 20% of the male Respondents and 25% of the female Respondents have Disagreed that they face a problem due to Stress in meeting their targets at work.

INFERENCE

It is inferred that 139 Respondents (59% male Respondents and 50% female Respondents) have Agreed that they face a problem due to Stress in meeting their targets at work.

CHART NO 4.2.5

Chart showing the Respondents Gender with Meeting Targets



4.2.6 Gender \* Handling Stress with Output

TABLE NO 4.2.6

Table showing the Respondents Gender with Handling Stress with Output

Gender * Handling Stress with Output Cross tabulation						
Handling Stress With Output	Gender	Gender				Total
		Male	% of Male	Female	% of Female	
Agree		27	19	55	0	27
Neutral		1	1	55	50	56
Disagree		84	60	55	50	139
Strongly Disagree		28	20	0	0	28
Total		140	100	110	100	250

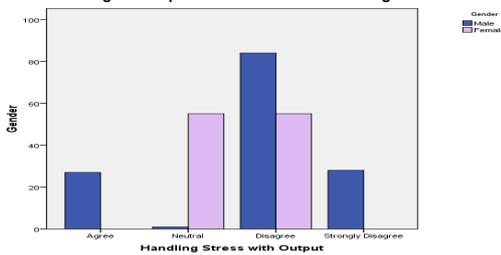
The above table shows that out of 250 Respondents, 19% of the male Respondents have Agreed that their Management is effective in handling their Stress situations, their output of work is complete, 1% of the male Respondent and 50% of the female Respondents neither Strongly Agree nor Strongly Disagree that their Management is effective in handling their Stress situations, their output of work is complete, 60% of the male Respondents and 50% of the female Respondents have Disagreed that their Management is effective in handling their Stress situations, their output of work is complete and 20% of the male Respondents have Strongly Disagreed that their Management is effective in handling their Stress situations, their output of work is complete.

INFERENCE

It is inferred that 139 Respondents (60% male Respondents and 50% female Respondents) have Disagreed when the Management is effective in handling their Stress situations; their output of work is complete.

CHART NO 4.2.6

Chart showing the Respondents Gender with Handling Stress with Output



4.2.8 Gender \* Relaxation

TABLE NO 4.2.8

Table showing the Respondents Gender with Relaxation

Gender * Relaxation Cross tabulation						
Relaxation	Gender	Gender				Total
		Male	% of Male	Female	% of Female	
Strongly Agree		1	1	55	50	56
Agree		83	59	0	0	83
Neutral		56	40	55	50	111
Total		140	100	110	100	250

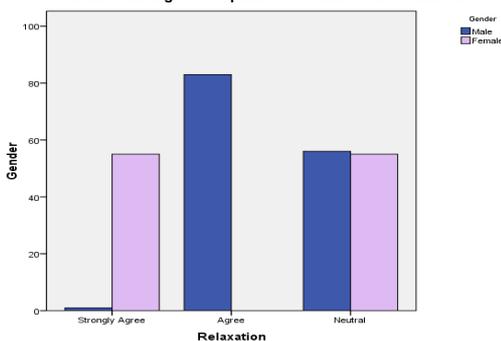
The above table shows that out of 250 Respondents, 1% of the male Respondents and 50% of the female Respondents have Strongly Agreed that Relaxation can reduce Stress, 59% of the male Respondents have Agreed that Relaxation can reduce Stress, 40% of the male Respondents and 50% of the female Respondents neither Strongly Agree nor Strongly Disagree that Relaxation can reduce Stress.

INFERENCE

It is inferred that 111 Respondents (40% male Respondents and 50% female Respondents) have Agreed that Relaxation can reduce Stress.

CHART NO 4.2.8

Chart showing the Respondents Gender with Relaxation



4.2.7 Gender \* Work Turnout

TABLE NO 4.2.7

Table showing the Respondents Gender with Work Turnover

Gender * Work Turnout Cross tabulation						
Work Turnout	Gender	Gender				Total
		Male	% of Male	Female	% of Female	
Strongly Agree		0	0	28	25	28
Agree		112	80	55	50	167
Neutral		28	20	27	25	55
Total		140	100	110	100	250

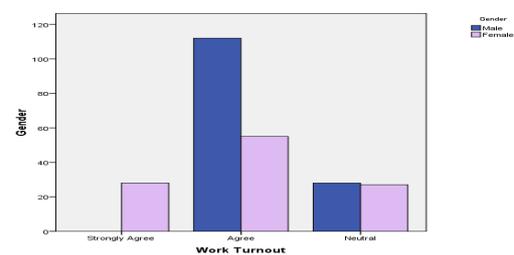
The above table shows that out of 250 Respondents, 25% of the female Respondents have Strongly Agreed that The Stressful moment at home and Stressful day to day experiences pave the way for the impact on their turn out of work, 80% of the male Respondents and 50% of the female Respondents have Agreed that The Stressful moment at home and Stressful day to day experiences pave the way for the impact on their turn out of work and 20% of the male Respondents and 25% of the female Respondents neither Strongly Agree nor Strongly Disagree that The Stressful moment at home and Stressful day to day experiences pave the way for the impact on their turn out of work.

INFERENCE

It is inferred that 167 Respondents (80% male Respondents and 50% female Respondents) have Agreed that The Stressful moment at home and Stressful day to day experiences pave the way for the impact on their turn out of work.

CHART NO 4.2.7

Chart showing the Respondents Gender with Work Turnover



4.2.9 Gender \* Periodic Counseling

TABLE NO 4.2.9

Table showing the Respondents Gender with Periodic Counseling

Gender * Periodic Counseling Cross tabulation						
Periodic Counseling	Gender	Gender				Total
		Male	% of Male	Female	% of Female	
Agree		111	79	56	50	167
Neutral		1	1	27	25	28
Disagree		28	20	27	25	55
Total		140	100	110	100	250

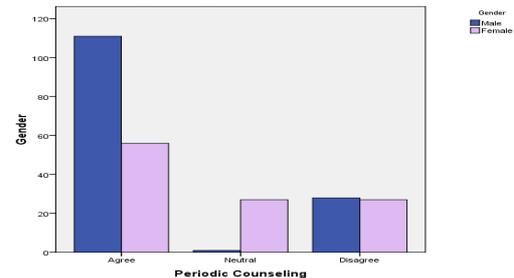
The above table shows that out of 250 Respondents, 79% of the male Respondents and 50% of the female Respondents have Agreed that The Periodic counseling that controls the Stress causing factors at work helps them tremendously, 1% of the male Respondent and 27% of the female Respondents neither Strongly Agree nor Strongly Disagree that The Periodic counseling that controls the Stress causing factors at work helps them tremendously, 20% of the male Respondents and 25% of the female Respondents have Disagreed that The Periodic counseling that controls the Stress causing factors at work helps them tremendously.

INFERENCE

It is inferred that 167 Respondents (79% male Respondents and 50% female Respondents) have agreed that The Periodic counseling that controls the Stress causing factors at work helps them tremendously.

CHART NO 4.2.9

Chart showing the Respondents Gender with Periodic Counseling



4.2.10 Age \* Work Turnout

TABLE NO 4.2.10

Table showing the Respondents Age with Work Turnout

		Age * Work Turnout Cross tabulation						
		Age						Total
		20-25	% of 20-25 Age	26-30	% of 26-30 Age	36-40	% of 36-40 Age	
Work Turnout	Strongly Agree	28	17	0	0	0	0	28
	Agree	83	50	56	100	28	100	167
	Neutral	55	33	0	0	0	0	55
Total		166	100	56	100	28	100	250

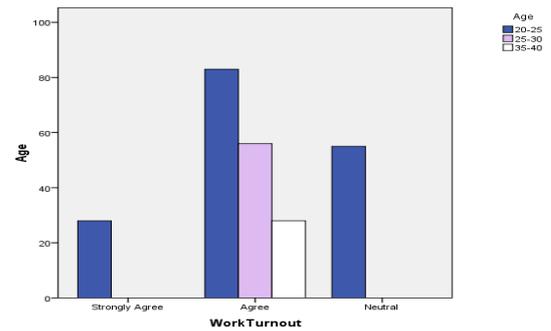
The above table shows that out of 250 Respondents, 17% of the Respondents aged between 20-25 Strongly Agree that The Stressful moment at home and Stressful day to day experiences pave the way for the impact on their turn out of work, 50% of the Respondents aged between 20-25 Agree that The Stressful moment at home and Stressful day to day experiences pave the way for the impact on their turn out of work, 55% of the Respondents aged between 20-25 neither strongly agree nor strongly disagree that The Stressful moment at home and Stressful day to day experiences pave the way for the impact on their turn out of work, 100% of the Respondents aged between 26-30 Agree that The Stressful moment at home and Stressful day to day experiences pave the way for the impact on their turn out of work, 100% of the Respondents aged between 36-40 Agree that The Stressful moment at home and Stressful day to day experiences pave the way for the impact on their turn out of work.

INFERENCE

It is inferred that 167 Respondents (100% respondents aged between 26-30 and 100% respondents aged between 36-40) Agree that The Stressful moment at home and Stressful day to day experiences pave the way for the impact on their turn out of work.

CHART NO 4.2.10

Chart showing the Respondents Age with Work Turnout



4.2.11 Age \* Irritated by Small Problems

TABLE NO 4.2.11

Table showing the Respondents Age with Irritated by Small Problems

		Age * Irritated by Small Problems Cross tabulation						
		Age						Total
		20-25	% of 20-25 Age	26-30	% of 26-30 Age	36-40	% of 36-40 Age	
Irritated by Small Problems	Strongly Agree	112	67	28	50	28	100	28
	Agree	27	16	0	0	0	0	167
	Neutral	27	16	28	50	0	0	55
Total		166	100	56	100	0	100	250

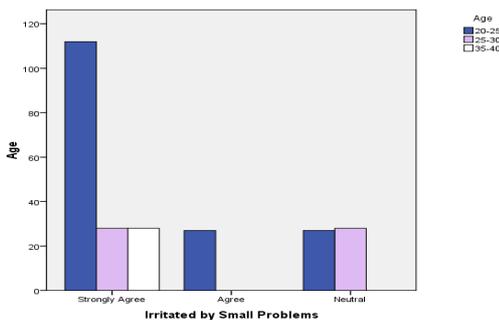
The above table shows that out of 250 Respondents, 67% of the Respondents aged between 20-25 Strongly Agree that they get easily irritated by small problems or by co-workers and team, 16% of the Respondents aged between 20-25 Agree that they get easily irritated by small problems or by co-workers and team, 16% of the Respondents aged between 20-25 neither strongly agree nor strongly disagree that they get easily irritated by small problems or by co-workers and team, 50% of the Respondents aged between 26-30 Strongly Agree that they get easily irritated by small problems or by co-workers and team, 50% of the Respondents aged between 26-30 neither strongly agree nor strongly disagree that they get easily irritated by small problems or by co-workers and team, 100% of the Respondents aged between 36-40 Strongly Agree that they get easily irritated by small problems or by co-workers and team.

INFERENCE

It is inferred that 167 Respondents (16% respondents aged between 20-25) Agree that they get easily irritated by small problems or by co-workers and team.

CHART NO 4.2.11

Chart showing the Respondents Age with Irritated by Small Problems



4.3 CORRELATION

4.3.1 Test for association between the Relationship of Respondents getting easily irritated by Small Problems or by their co-workers and team with Periodic Counseling

The association between the Relationship of Respondents getting easily irritated by Small Problems or by their co-workers and team with Periodic Counseling is tested using Correlation and the results are shown below

RELATIONSHIP OF RESPONDENTS GETTING EASILY IRRITATED BY SMALL PROBLEMS OR BY THEIR CO-WORKERS AND TEAM WITH PERIODIC COUNSELING

TABLE NO 4.3.1

		Correlations	
		Problems	Periodic Counseling
Problems	Pearson Correlation	1	.840
	Sig. (2-tailed)		.000
Periodic Counseling	Pearson Correlation	.840	1
	Sig. (2-tailed)	.000	
		N	250

INFERENCE

Table No 4.3.1, Relationship of Respondents getting easily irritated by Small Problems or by their co-workers and team with Periodic Counseling were positively correlated and the correlation is 0.840. Thereby, the relationship of Respondents getting easily irritated by Small Problems or by their co-workers and team with Periodic Counseling would have a major impact on managing Stress.

**4.3.2 Test for association between the Relationship of Respondents feeling Time Pressure to complete work with Relaxation**

The association between the Relationship of Respondents feeling Time Pressure to complete work with Relaxation is tested using Correlation and the results are shown below

**RELATIONSHIP OF RESPONDENTS FEELING TIME PRESSURE TO COMPLETE WORK WITH RELAXATION**

**TABLE NO 4.3.2**

Correlations			
		Time Pressure	Relaxation
Time Pressure	Pearson Correlation	1	.346
	Sig. (2-tailed)		.000
	N	250	250
Relaxation	Pearson Correlation	.346	1
	Sig. (2-tailed)	.000	
	N	250	250

**INFERENCE**

Table No 4.3.1, Relationship of Respondents feeling Time Pressure to complete work with Relaxation were positively correlated and the correlation is 0.346. Thereby, the relationship of Respondents feeling Time Pressure to complete work with Relaxation would have a major impact on managing Stress.

**4.4 ANOVA**

**4.4.1 ANOVA for Gender \* Workplace Atmosphere**

- Ho: Gender variable have significant difference on the Work Culture
- H1: Gender variable do not have significant difference on the Work Culture
- Ho: Gender variable have significant difference on the Feel Good
- H1: Gender variable do not have significant difference on the Feel Good
- Ho: Gender variable have significant difference on the Comfortable
- H1: Gender variable do not have significant difference on the Comfortable
- Ho: Gender variable have significant difference on the Time Pressure
- H1: Gender variable do not have significant difference on the Time Pressure
- Ho: Gender variable have significant difference on the Distributed Workload
- H1: Gender variable do not have significant difference on the Distributed Workload

**TABLE NO 4.4.1**

GENDER * WORKPLACE ATMOSPHERE						
		Sum of Squares	df	Mean Square	F	Sig.
Work Culture	Between Groups	0.18	1.00	0.18	0.30	<b>0.59</b>
	Within Groups	153.27	248.00	0.62		
	Total	153.46	249.00			
Feel Good	Between Groups	0.13	1.00	0.13	0.74	<b>0.39</b>
	Within Groups	42.77	248.00	0.17		
	Total	42.90	249.00			
Comfortable	Between Groups	5.89	1.00	5.89	9.13	<b>0.00</b>
	Within Groups	159.89	248.00	0.64		
	Total	165.78	249.00			
Time Pressure	Between Groups	1.65	1.00	1.65	1.86	<b>0.17</b>
	Within Groups	219.45	248.00	0.88		
	Total	221.10	249.00			
Distributed Workload	Between Groups	14.85	1.00	14.85	14.76	<b>0.00</b>
	Within Groups	249.49	248.00	1.01		
	Total	264.34	249.00			

**INTERPRETATION**

The above table shows that there is no significant difference between Gender and Work Culture, There is no significant difference between Gender and Feel Good, there is high significant difference between Gender and Comfortable, there is no significant difference between Gender and Time Pressure and there is high significant difference between Gender and Distributed Workload.

**4.4.2 ANOVA for Gender \* Factors Contributing to Stress**

- Ho: Gender variable have significant difference on the Basic Performance
- H1: Gender variable do not have significant difference on the Basic Performance
- Ho: Gender variable have significant difference on the Meeting Targets
- H1: Gender variable do not have significant difference on the Meeting Targets
- Ho: Gender variable have significant difference on the Leave
- H1: Gender variable do not have significant difference on the Leave
- Ho: Gender variable have significant difference on the Handling Stress with Output
- H1: Gender variable do not have significant difference on the Handling Stress with Output
- Ho: Gender variable have significant difference on the Work Turnout
- H1: Gender variable do not have significant difference on the Work Turnout

**TABLE NO 4.4.2**

GENDER * FACTORS CONTRIBUTING TO STRESS						
		Sum of Squares	df	Mean Square	F	Sig.
Basic Performance	Between Groups	10.97	1.00	10.97	17.56	<b>0.00</b>
	Within Groups	155.03	248.00	0.63		
	Total	166.00	249.00			
Meeting Targets	Between Groups	1.03	1.00	1.03	1.55	<b>0.21</b>
	Within Groups	164.75	248.00	0.66		
	Total	165.78	249.00			
Leave	Between Groups	17.98	1.00	17.98	21.65	<b>0.00</b>
	Within Groups	205.94	248.00	0.83		
	Total	223.92	249.00			
Handling Stress With Output	Between Groups	5.81	1.00	5.81	9.05	<b>0.00</b>
	Within Groups	159.29	248.00	0.64		
	Total	165.10	249.00			
Work Turnout	Between Groups	2.69	1.00	2.69	8.63	<b>0.00</b>
	Within Groups	77.39	248.00	0.31		
	Total	80.08	249.00			

**INTERPRETATION**

The above table shows that there is high significant difference between Gender and Basic Performance, there is no significant difference between Gender and Meeting Targets, there is high significant difference between Gender and Leave, there is high significant difference between Gender and Handling Stress with Output and there is high significant difference between Gender and Distributed Work Turnout.

**4.4.3 ANOVA for Gender \* Factors reducing Stress**

- Ho: Gender variable have significant difference on the Weather Conditions
- H1: Gender variable do not have significant difference on the Weather Conditions
- Ho: Gender variable have significant difference on the Family Problems
- H1: Gender variable do not have significant difference on the Family Problems
- Ho: Gender variable have significant difference on the Health Problems
- H1: Gender variable do not have significant difference on the Health Problems
- Ho: Gender variable have significant difference on the Lack of Communication
- H1: Gender variable do not have significant difference on the Lack of Communication
- Ho: Gender variable have significant difference on the Problems
- H1: Gender variable do not have significant difference on the Problems

**TABLE NO 4.4.3**

GENDER * FACTORS REDUCING STRESS						
		Sum of Squares	df	Mean Square	F	Sig.
Weather Conditions	Between Groups	0.83	1.00	0.83	0.90	<b>0.34</b>
	Within Groups	228.88	248.00	0.92		
	Total	229.72	249.00			
Family Problems	Between Groups	55.29	1.00	55.29	136.89	<b>0.00</b>
	Within Groups	100.17	248.00	0.40		
	Total	155.46	249.00			
Health Problems	Between Groups	14.42	1.00	14.42	42.32	<b>0.00</b>
	Within Groups	84.48	248.00	0.34		
	Total	98.90	249.00			
Lack Of Communication	Between Groups	11.83	1.00	11.83	66.45	<b>0.00</b>
	Within Groups	44.17	248.00	0.18		
	Total	56.00	249.00			
Problems	Between Groups	0.64	1.00	0.64	0.93	<b>0.34</b>
	Within Groups	171.28	248.00	0.69		
	Total	171.92	249.00			

**INTERPRETATION**

The above table shows that there is no significant difference between Gender and Weather Conditions, there is high significant difference between Gender and Family Problems, there is high significant difference between Gender and Health Problems, there is high significant difference between Gender and Lack of Communication and there is no significant difference between Gender and Problems.

## CHAPTER 5

## FINDINGS, SUGGESTIONS AND CONCLUSIONS

## 5.1 FINDINGS

## 5.1.1 WITH THE HELP OF PERCENTAGE ANALYSIS THE FINDINGS ARE

- Majority (56%) of the Respondents are Male.
- Majority (66%) of the Respondents belong to the age group of 20-25.
- Majority (56%) of respondents Years of experience are between 5-7 Years.
- Maximum (44%) of the Respondents **strongly agree** that Work culture is supportive in their Organization.
- Majority (78%) of the Respondents **agree** that they feel good working in the Organization.
- Majority (56%) of the Respondents **agree** that they are comfortable with the working environment.
- Majority (67%) of the Respondents **agree** that the work place has an impact over basic performance.
- Majority (56%) of the Respondents **agree** that they face problems due to Stress in meeting their targets at work.
- Maximum (34%) of the Respondents **agree** that the weather conditions and the physical environment problems they face in the work place causes stress.
- Majority (56%) of the Respondents **strongly agree** that they feel Time Pressure to complete their work.
- Majority (67%) of the Respondents **disagree** that their family problems cause stress at times.
- Majority (56%) of the Respondents **disagree** that BP / Sugar / any other health problems make it difficult to work.
- Majority (67%) of the Respondents **agree** that Physical exercise, Yoga, Meditation and Prayer can reduce the Stress in workload.
- Majority (67%) of the Respondents **agree** that Lack of Communication can cause Stress.

- Majority (67%) of the Respondents **agree** that the Stressful moments at home and Stressful day to day experiences pave the way for the impact on their turn out of work.

## 5.1.2 WITH THE HELP OF CROSS TABULATION THE FINDINGS ARE

- It is inferred that 111 Respondents (40% male Respondents and 50% female Respondents) have Strongly Agreed with the Work Culture is supportive in their Organization.
- It is inferred that 167 Respondents (80% male Respondents and 50% female Respondents) have Agreed that they feel time pressure to complete work.
- It is inferred that 139 Respondents (40% male Respondents and 83% female Respondents) have Agreed that their Distributed work load which is internal in nature helps them to relieve their Stress.
- It is inferred that 84 Respondents (40% male Respondents and 25% female Respondents) neither Strongly Agree nor Strongly Disagree that Stress in their work place has an impact over their basic performance.
- It is inferred that 139 Respondents (59% male Respondents and 50% female Respondents) have Agreed that they face a problem due to Stress in meeting their targets at work.
- It is inferred that 139 Respondents (60% male Respondents and 50% female Respondents) have Disagreed when the Management is effective in handling their Stress situations; their output of work is complete.
- It is inferred that 167 Respondents (80% male Respondents and 50% female Respondents) have Agreed that The Stressful moment at home and Stressful day to day experiences pave the way for the impact on their turn out of work.
- It is inferred that 111 Respondents (40% male Respondents and 50% female Respondents) have Agreed that Relaxation can reduce Stress.
- It is inferred that 167 Respondents (79% male Respondents and 50% female Respondents) have agreed that The Periodic counseling that controls the Stress causing factors at work helps them tremendously.

- Maximum (45%) of the Respondents **strongly agree** that spending time with family can reduce Stress.
- Majority (56%) of the Respondents **agree** that improving working conditions can reduce the Stress.
- Majority (78%) of the Respondents **agree** that rational allocation of work can reduce the Stress.
- Majority (67%) of the Respondents **strongly agree** that Relaxation can reduce Stress.
- Maximum (54%) of the Respondents **agree** that they get easily irritated by small problems or by co-workers and team their Stress is greater.
- Maximum (33%) of the Respondents **agree** that work related stress forces them to take leave.
- Majority (66%) of the Respondents **agree** that Training and Development programs that help to cope-up with new technology reduce Stress at work.
- Maximum (44%) of the Respondents **agree** that the problems taken into consideration by their Superiors reduce Stress.
- Maximum (44%) of the Respondents **neither Strongly Agree nor Strongly Disagree** that the help given by their Colleagues can make them handle Stress situations well.
- Majority (78%) of the Respondents **agree** that their Distributed work load which is internal in nature helps them to relieve their Stress.
- Majority (56%) of the Respondents **neither Strongly Agree nor Strongly Disagree** that The Pre-planned Stress Management Technique organized by HR Department reduces their Stress at work.
- (100%) of the Respondents **agree** that The Periodic counseling that controls the Stress causing factors at work helps them tremendously.
- Majority (56%) of the Respondents **neither Strongly Agree nor Strongly Disagree** that when the Management is effective in handling their Stress situations, their output of work is complete.

- It is inferred that 167 Respondents (100% respondents aged between 26-30 and 100% respondents aged between 36-40) Agree that The Stressful moment at home and Stressful day to day experiences pave the way for the impact on their turn out of work.
- It is inferred that 167 Respondents (16% respondents aged between 20-25) Agree that they get easily irritated by small problems or by co-workers and team.

## 5.1.3 WITH THE HELP OF CORRELATION THE FINDINGS ARE

- Relationship of Respondents getting easily irritated by Small Problems or by their co-workers and team with Periodic Counseling were positively correlated and the correlation is 0.840. Thereby, the relationship of Employees getting easily irritated by Small Problems or by their co-workers and team with Periodic Counseling would have a major impact on managing Stress.
- Relationship of Respondents feel Time Pressure to complete work with Relaxation were positively correlated and the correlation is 0.346. Thereby, the relationship of Employees feel Time Pressure to complete work with Relaxation would have a major impact on managing Stress.

## 5.1.4 WITH THE HELP OF ANOVA THE FINDINGS ARE

- There is no significant difference between Gender and Work Culture, there is no significant difference between Gender and Feel Good, there is high significant difference between Gender and Comfortable, there is no significant difference between Gender and Time Pressure and there is high significant difference between Gender and Distributed Workload.
- There is high significant difference between Gender and Basic Performance, there is no significant difference between Gender and Meeting Targets, there is high significant difference between Gender and Leave, there is high significant difference between Gender and Handling Stress with Output and there is high significant difference between Gender and Distributed Work Turnout.
- There is no significant difference between Gender and Weather Conditions, there is high significant difference between Gender and Family Problems, there is high significant difference between Gender and Health Problems, there is high

significant difference between Gender and Lack of Communication and there is no significant difference between Gender and Problems.

## 5.2 SUGGESTIONS

- The respondents feel that the work place has an impact over their basic performance and it is suggested that rewards can be given.
- The respondents feel that they face problems in meeting their targets and it is suggested that according to the respondents ability and capacity targets could be given to them.
- The respondents feel that they feel time pressure to complete their work and it is suggested that the pressure of work could be reduced.
- The respondents feel that their family problems cause stress and it is suggested that they could spend more time with their family.
- The respondents feel that lack of communication causes stress and it is suggested that informal communication can be strengthened.
- The respondents feel that improving working conditions can reduce stress and it is suggested that according to the respondents interest the shift timings could be given considering the management rules.
- The respondents feel rational allocation of work can reduce stress and it is suggested that their work could be rationally allocated.
- The respondents feel relaxation can reduce stress and it is suggested that fun-filled activities could be introduced.
- The respondents feel periodic counseling can reduce stress and it is suggested that periodic counseling could be strengthened.

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## 5.3 CONCLUSION

To conclude, with the booming IT and ITeS economy there is a wonderful opportunity for KGISL to achieve heights in the industry. The present study was conducted at KGISL. The aim was to identify the level of existence of work stress, the factors contributing to stress, the impact of stress management in workplace and to suggest measures for coping with stress. This was done using a detailed questionnaire. At the end of the study, we can conclude that there are signs of stress among the employees & such stress is affecting their behaviors, it can be controlled & reduced effectively. This can be done by giving counseling & incorporating the suggestions.

In the context of a burgeoning economy and the growing influence of "Americanised" work cultures, stress at work has increased in recent years. The management of workplace stress is thus an important contemporary issue. Recent research indicates that deficiencies in the management and organisation of work are the main causes of stress at work, and that workplace stress may have a number of negative consequences for workers and employers, including: physical and mental illness; chronic absenteeism; increased labour turnover; and reduced morale, motivation and productivity. As such, the management of workplace stress is an important contemporary issue. Workplace stress can be defined as being experienced when "the demands from the work environment exceed the employees' ability to cope with them"

## ANNEXURE

### A STUDY ON STRESS MANAGEMENT AT KGISL

#### QUESTIONNAIRE

Dear Respondent,

The objective of the study is to identify the existence of work stress in the organization, to study the impact of work stress management and also to suggest measures for coping with stress. Hence, I kindly request you to spend a little time in helping me know your views.

Name : \_\_\_\_\_

Designation : \_\_\_\_\_

Gender : \_\_\_\_\_

Age : a) 20-25 b) 26-30 c) 31-35 d) 36-40 e) above 41

Years of Experience : \_\_\_\_\_

#### 1. Work culture is supportive in your Organization.

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

#### 2. Working in the Organization makes you feel good.

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

#### 3. You are comfortable with the working environment in which you work.

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

#### 4. Stress in your work place has an impact over your basic performance.

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

#### 5. You face a problem due to Stress in meeting your targets at work.

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

**6. The weather conditions and the physical environment problems you face in the work place causes stress. (Temperature, Lighting, Gases, Dust)**

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

**7. You feel time pressure to complete work.**

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

**8. Your family problems cause stress at times.**

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

**9. Your BP / Sugar / any other health problems make it difficult for you to work.**

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

**10. Physical exercise, Yoga, Meditation and Prayer can reduce the Stress in your workload.**

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

**11. Lack of Communication can cause Stress.**

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

**12. Spending time with your family can reduce Stress.**

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

**13. Improving working conditions can reduce the Stress.**

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

**14. Rational allocation of work can reduce the Stress.**

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

**15. Relaxation can reduce Stress.**

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

**16. When you get easily irritated by small problems or by your co-workers and team your Stress is greater.**

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

**17. Does the work related stress forces you to take leave.**

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

**18. Training and Development programs that help to cope-up with new technology reduce your Stress at work.**

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

**19. The problems taken into consideration by your Superiors reduce your Stress.**

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

**20. The help given by your Colleagues can make you handle Stress situations well.**

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

**21. Your Distributed work load which is internal in nature helps you to relieve your Stress.**

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

**22. The Pre-planned Stress Management Technique organized by your HR Department0020reduces your Stress at work.**

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

**23. The Periodic counseling that controls the Stress causing factors at work helps you tremendously.**

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

**24. When your Management is effective in handling your Stress situations, your output of work is complete.**

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

**25. The Stressful moments at home and Stressful day to day experiences pave the way for the impact on your turn out of work.**

a) Strongly agree b) Agree c) Neutral d) Disagree e) Strongly disagree

THANK YOU