Analysis Of Stress Level among the employees of business Process outsourcing – with reference to call centre in Coimbatore City

By

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A PROJECT REPORT

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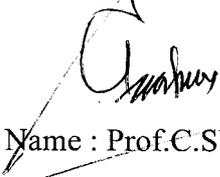
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CERTIFICATE

BONAFIDE CERTIFICATE

Certified that the Project report titled Analysis Of Stress Level among the employees of business Process outsourcing – with reference to call centre in Coimbatore City is the bonafide work of Mr.T.Sridhar who carried out the work under my supervision. Certified further that to the best of my knowledge the workd reported herein does not form part of any other project report or dissertation on the basis of which a degree or award was conferred on an earlier occasion on this or any other candidate.

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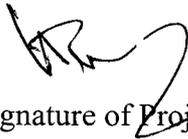
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ABSTRACT

ABSTRACT

A Study on perceived factors of stress with special reference among the employees of BPO Call centre with special reference to Coimbatore City. is mainly aimed at finding out the impact of stress among the employees in work place. The study was under taken to find out the prevalence of stress among the employees and also to reveal the work place conditions which leads to stress. Descriptive research is used in this study. The primary data is collected from 100 employees of different call centres in KGISL Campus using the structured Questionnaire Method. The sampling technique that was adopted for the study was Random sampling. The Collected data was analysed using percentage analysis and weighted average Method. In general it is proven that increased levels of Job stress as assessed by the perception of having little control but lots of demands to be associated with increased rates of depression high blood Pressure and heart attack. In this study it is fund that nearly half of the respondents are affected by stress.

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ACKNOWLEDGMENT

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INTRODUCTION

CHAPTER - I

INTRODUCTION

1.1   Research Background:

Today age is called "The age of anxiety" and this century is called "The Century of Stress". Today vast majorities of people are in a state of stress. Their fast paced life style demands that they are raring to go always and are always under pressure to perform. This presssure usually leads to stress. Stress can be due to various reasons. And stress in many cases causes Tension, Depression, Anxiety etc.,

The nature of employment has now changed and the idea of a Job for life has been replaced by an emphasis on performance, stress is now recognized as a valid health, and safety issue at work. We live in much faster paced world that we used to and most people accept and expect stress in their lives as they strive to balance the demands of their work and home lives. Deadlines to meet, changing priorities, longer working hours, e-mails, commuting most of us are put under pressure to handle situations that are not life threatening but nevertheless provoke stress signals. These can lead to a range unpleasant and debilitating feelings and symptoms, such as headache, backache, stomach upsets, anxiety attack and lethargy. This is turn leads to lack of productivity, burnout, and long term illness if not prevented. So stress management can enable people to improve their own response to stress and enable the organization to reduce work place stressors. More and more employers are turning to stress Mangemnet to tackle these problems .Stress Management can enable people to improve their own response to stress and enable the organisation to reduce workplace stressors .Stress Management aims at preventing and reducing stress for both the individual employee and the organization or company. In this way this study helps to prevent and reduce stress for both the individual and the BPO Sector.

1.2   Description of the BPO Industry:

Business process out sourcing is the long term contracting out of non-core business activities to the experts who perform the activities with less cost and more efficiency. To days business spans the entire globe by their overseas operations and thus they leave a visible change in the societies of various geographies. Business Process out sourcing is a strategic choice of the companies - when implemented creates numerous advantages such as

- Reduction in cost
- Efficiency in process
- Focus on core business
- Relationship with global customers
- Increased share holder value.

A company that out sources is working virtually 24 hours and catering efficiently to its customers anytime in any part of the world. To enable them working 24 hours countries like India Philippines, China etc diligently work, during night and ensure better service.

1.3   Identified Problems Need for study:

It is a fact that the life of many employees in this industry is more stressful than others working in other industries.

Though the working conditions are good and satisfactory working in night shift creates increased health problems.

The following are few facts presented by the industry survey of year 2004 by Data Quest

1.   Stress due to work timing.
2.   Stress due to repetitive nature of work
3.   Stress due to work load

4. Stress due to Insufficient holidays.

5. Stress due to pressure to perform on metrics.

6. Stress caused due to over time.

7. Health problems such as tension, sleeplessness, Head aches, eyestrain, Repetitive strain injury, voice loss, hearing problems and burnout, digestive system related problems.

1.4 Review of literature:

Stress is the demand made upon the adaptive capacity of mind and body **David Fontana.**

The word stress is defined by the **Oxford dictionary as "a state of affair involving demand on Physical (or) Mental energy".** A condition or circumstance (not always adverse) which can disturb the normal and physical and mental health of an individual.

Stress is a physiological and Psychological imbalance (Dewcy (1992) stress is the body's way of reacting to any situation and it can have serious repercussions on an individuals life. Yet people fail to realize the importance of stress management in their liven.

Ace to Raw Baung or Pittsburgh Pennysylvanian bioenergetics analysist and stress educator.

Stress is our body's bio-chemical reaction how we live our lives, stress can develop in to distress and disease through our personal adaptation to internal and external environments.

BPO Processes and challenges edited by Harsh Bhargava Deepak Kumar. ICFAI University Press.

Emotional exhaustions adds to the physical and mental strain of the workers leading to higher level of stress and burnout under the electronically monitored work and tightly bureaucratized work regime.

Hans Selye - 1956

Stress is not necessarily something bad it all depends on how we take it.

Cosmic Factors in disease by Dr. Guirdham

Stress cause a number of diseases including hypertension, heart attack nervous breakdown, malfunctioning of the colon, pain in the back of the neck, asthma, consticipation, duodenal ulcers, migraine, and certain forms of epilepsy's.

By Hans seyle

Stress is the wear and tear on your body caused by life's events. It is the sum total of the body's physical, mental and chemical reactions to circumstances which cause fear irritation, worry anxiety and excitement.

Dewey:

Stress is defined as a stimulus and response or the result of interaction between two.

Paul FR0I Land:

Job stress is a consequence of two ingredients a high level of Job demands and little control over one's work.

Hans Seyle

The non specific response of the body to any demands made upon it.

IDZIKOWSKI AND BADDELEG:

Chronic stress may reduce the individual capacity to respond effectively to acute stress demands. Time taken to complete manual tasks doubled under stress conditions.

1.5 OBJECTIVES:

Primary:

Analysis of different types of stress faced by call centre employees.

Secondary:

a.   Analyses the causes of different types of stress

b.   Suggest suitable mea cure to reduce stress.

1.6   Statement to the problem:

It is very important to find out the perceived factors of stress. Among the employees of business process out sourcing with reference to call centre's in Coimbatore City.

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

As suggestions are provided it motivates them to work effectively efficiently and enthusiastically and it is also very important for the organization to formulate plans to enhance the productivity of the employees.

1.7   Scope of the Study:

The scope of the study is limited and covers work stress among the workers in BPO Industries with reference to call centre in Coimbatore City only.

The study mainly finds the stress among the employees and the methods followed by them to reduce stress in the job.

1.8   Research Methodology :

Introduction:

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

Research Methology:

1.   The descriptive study is based on primary data collected through questionnaire responses and personnel interview.

2.   Secondary data based on internet, books on related issues reports of various researches relevant to our study.

Sampling Technique:

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

Sample Description:

The study was planned for the BPO industries with reference to call centres in Coimbatore city and when I approach all the BPO Companies in Coimbatore city.. Most of the call centres have not responded positively for the conduct of this Research study. Hence with much strain and effort I could conduct my Research study only in K.G.Information System LTD which has the following companies as it partners in its campus.

(1)   Digital Nirvana

(2)   Novatec GMBH

(3)   Alizon

(4)   Castle IT Technologies

The   numbers of employees surveyed in these BPO call centre industry 100.

The Population intended for this study is 125 employees because of the poor response from the industry I have concluded my study only with 100 employees in

KGISL BPO Companies with different grades background, qualification experience and designation.

Data Collection:

The Primary source of data was collected from the employees through survey method. The data was collected through questionnaire and interview schedule on a 5 point scale questionnaire.

Data Analysis:

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

Interpretation:

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

Statistical tools:

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

The statistical tool used are

Simple percentage method
Weighted Average method

Simple percentage Analysis:

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

Percentage $\underline{\text{No. of Respondents}}$ x 100

              Sample size

Weighted Average Method:

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

$$\text{Weighted Average} = \frac{\Sigma^{wx}}{\Sigma^{w}}$$

1.9. LIMITATIONS OF THE STUDY

Only 100 Sample Populations were given the questionnaire and the replies obtained. The analysis is done based on these observations.

COMPANY PROFILE

CHAPTER II

Company Profile

"I have always believed that to ensure sustained growth it is in important to Constantly look beyond our horizon's to seek and break newer-groundes"

Ashok Bakthavathasalam (CEO- (KGISL)

KGISL is a Pioneer in the field of Business process out sourding services to India

Based in India KGISL Posses strong infrastructural and intellectual strengths Judiciously used to evole 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 saving to various vertical industry segment in the U.S. like Health care. Legal / Industry / Business and finance.

KGISL offers the following BPO Services.

E content processing.

Engineering Design Services

Back office Email support

Transcription

Remote Date Processing

CRM Services

Recruiting support

KGISL has its partners in the campus, the following companies

Digital Nirvanna

Novatec GMBH

Alizon

Castle IT Technologies

Customer voice about this Company

KGISL has established an excellent e-Governance solution from Coimbatore corporation on a trunkey basis. The solution has created tremendous good will among the public. You truly deliver on your promise – Cost effective highest quality and on time.

By Dr.D.Karthikeyan IAS

Commissioner – Coimbatore

"Successfully out sourcing our customer support and software Development to KGISL in India provided costs savings and greatly improved our customer satisfaction levels"

- Seen carney
- President – TAG net

ANALYSIS AND INTERPRETATION

CHATPER - III

ANALYSIS AND INTERPRETATION

Table No. 1
Table Showing the Age of the Respondents

S. No	Age	No. of Respondents	% of Respondents
1.	Below 25 Years	12	12.%
2.	25- 50 Years	84	84%
3.	50 and above	4	4%
	Total	**100**	**100%**

Interpretation :

The above table shows the age of the respondents, 12% of the respondents is below the age of 25 years, 84% of belongs to the age of above 25 to 50 years 4% belongs to the age groups of 50 and above.

Inference :

It is inferred that majority 84% belong to the age group of 25 to 50 years.

Table No. 2
Table Showing the Marital Status of the Respondents

S. No	Marital Status	No. of Respondents	% of Respondents
1.	Married	56	56%
2.	Unmarried	44	44%
	Total	**100**	**100%**

Interpretation :

The above table shows the Marital status of the respondents 56% of the respondents are married and 44% of the respondents remain unmarried.

Inference :

It is inferred that majority (56%) of the employees are married.

Table No. 3

Table Showing the Qualification of the Respondents

S. No	Qualification	No. of Respondents	% of Respondents
1.	Qualified	100	100%
2.	Illiterate	-	-
	Total	**100**	**100%**

Interpretation :

The above table shows the educational qualification of the respondents, all the respondents are qualified.

Inference :

It is inferred that there is no illiterate employees.

Table No. 4

Table Showing the Department of the Respondents

S. No	Department	No. of Respondents	% of Respondents
1.	Technical	51	51%
2.	Non. Technical	49	49%
	Total	**100**	**100%**

Interpretation :

The table shows that 51% of the respondents in technical work and the remaining 49% of them are non technical work.

Inference :

It is inferred that almost technical and non technical employees are in equivalent proportion.

Table No. 5

Table Showing the Experience of the Respondents

S. No	Experience	No. of Respondents	% of Respondents
1.	Below 10 years	90	90%
2.	Above 10 years	10	10%
	Total	**100**	**100%**

Interpretation :

The above table shows the experience of the respondents, 90% of the respondents have above 10 years experience and 10% of the respondents are below 10 years experience.

Inference :

It is inferred that the industry has a major experienced work force.

Table No. 6

Table Showing the Nature of work

S. No	Nature of Work	No. of Respondents	% of Respondents
1.	Shift	6	6%
2.	Schedule	84	84%
3.	Regular	10	10%
	Total	**100**	**100%**

Interpretation :

The above table shows that 6% of the respondents are in shift, 84% are in schedule work and, 10% are in regular working times.

Inference :

It is inferred that most of the employees are working in schedule.

Table No. 7

Table Showing the Hours of sleep respondents are having

S. No	Hours of Sleep	No. of Respondents	% of Respondents
1.	Below 6	9	9%
2.	6 to 8	90	90%
3.	8 and above	1	1%
	Total	**100**	**100%**

Interpretation :

The table shows that 9% of the respondents are having 6 hours sleep 90% of the respondents are having 6 to 8 hours sleep, only 1% is sleeping above 8 hours.

Inference :

It is inferred that majority of the employees are having a good sleep.

Table No. 8

Table Showing whether the job requires a number of complex (or) High level skills.

S. No	Factors	No. of Respondents	% of Respondents
1.	Strongly Agree	42	42%
2.	Agree	44	44%
3.	Uncertain	14	14%
4.	Disagree	-	-
5.	Strongly Disagree	-	-
	Total	**100**	**100%**

Interpretation :

T he table shows that 42% of the respondents strongly agree that the job requires a number of complex (or) high level skill, 44% respondents. Agree to this and 4% of the respondents feel uncertain about this statement.

Inference :

Almost 50% of the respondents strongly agree that the job requires complex or high level skills.

Chart No. 1

Chart Showing whether the job requires a number of complex (or) High level skills.

	Strongly Agree	Agree	Uncertain	Disagree	Strongly Disagree
Value	42	44	14	0	0
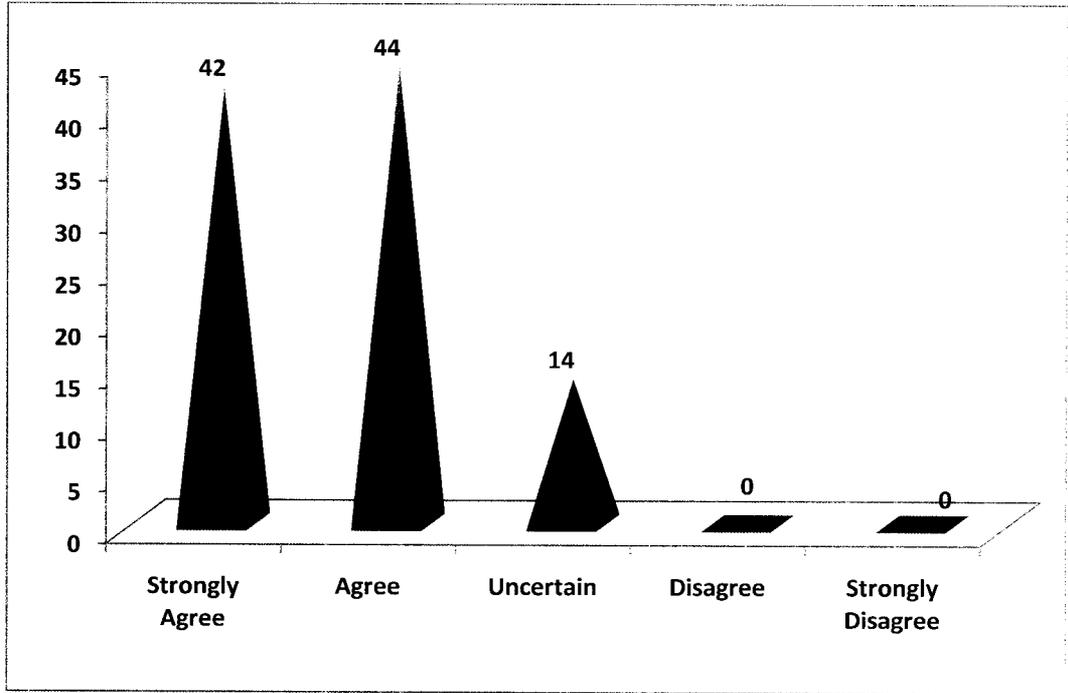
Table No. 9

Table Showing whether job requires a lot of co-op work with other people

S. No	Factors	No. of Respondents	% of Respondents
1.	Strongly Agree	55	55%
2.	Agree	33	33%
3.	Uncertain	11	11%
4.	Disagree	1	1%
5.	Strongly Disagree	1	1%
	Total	**100**	**100%**

Interpretation :

The table shows that 55% of the respondents strongly agree that the job requires a lot of co-op work with other people, 33% of the respondents agree, 11% of the respondents are uncertain about this, 1% disagree to this statement.

Inference :

Above 50% of the respondents are agreeing that the job requires a lot of co-operative work with other people.

Table No. 10

Table Showing the respondents are doing their work from beginning to end

S. No	Factors	No. of Respondents	% of Respondents
1.	Strongly Agree	34	34%
2.	Agree	48	48%
3.	Uncertain	13	13%
4.	Disagree	5	5%
5.	Strongly Disagree	-	-
	Total	**100**	**100%**

Interpretation :

The table shows that 34% of the respondents strongly agree that they are doing their work from beginning to end, 48% to the respondents disagree 13% of the respondents feel uncertain and remaining 5 % of the respondents disagree.

Inference :

It is inferred that almost 50% of the respondents agree that they are doing their work from beginning to end.

Chart No. 2

Chart Showing the respondents are doing their work from beginning to end

Horizontal bar chart:

Category	Value
Strongly Disagree	0
Disagree	5
Uncertain	13
Agree	48
Strongly Agree	34

X-axis: 0, 10, 20, 30, 40, 50
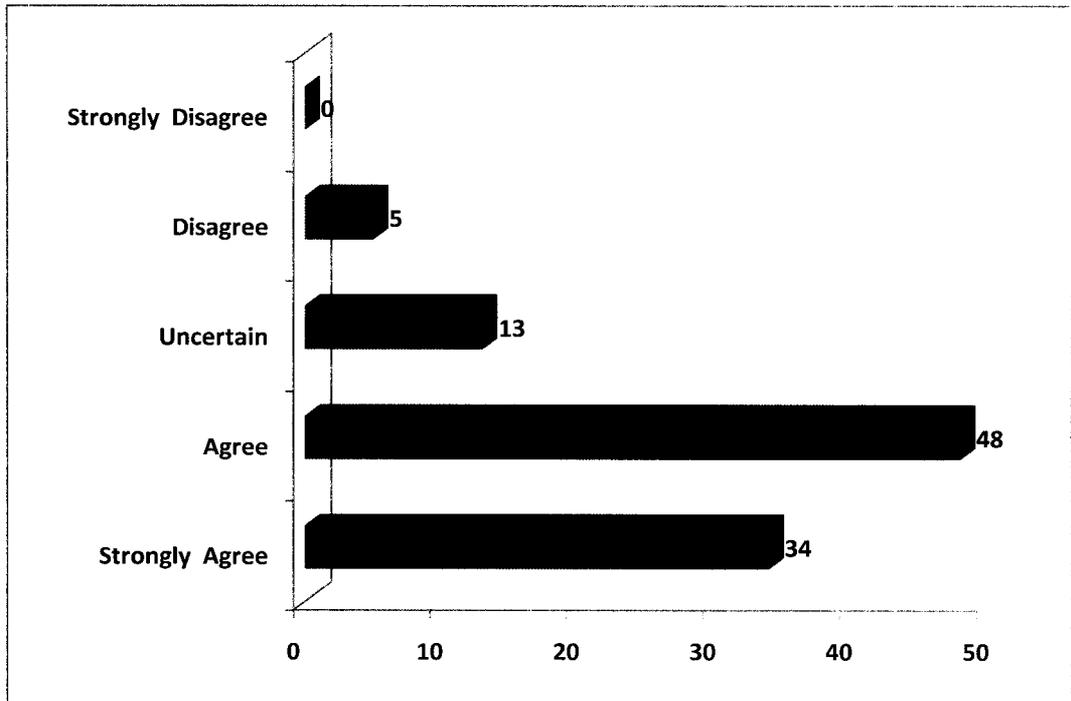
Table No. 11

Table showing whether respondents were appointed based on their merit

S. No	Factors	No. of Respondents	% of Respondents
1.	Strongly Agree	55	55%
2.	Agree	38	38%
3.	Uncertain	3	3%
4.	Disagree	4	4%
5.	Strongly Disagree	-	-
	Total	100	100%

Interpretation :

The table shows that 55% of the respondents strongly agree that they are appointed based on their merit , 38% of the respondents agree, 3% of the respondents feel uncertain, 4% of the respondents disagree.

Inference :

It is inferred that above 55% of the respondents are appointed based on their merit.

Chart No. 3

Chart showing whether respondents were appointed based on their merit
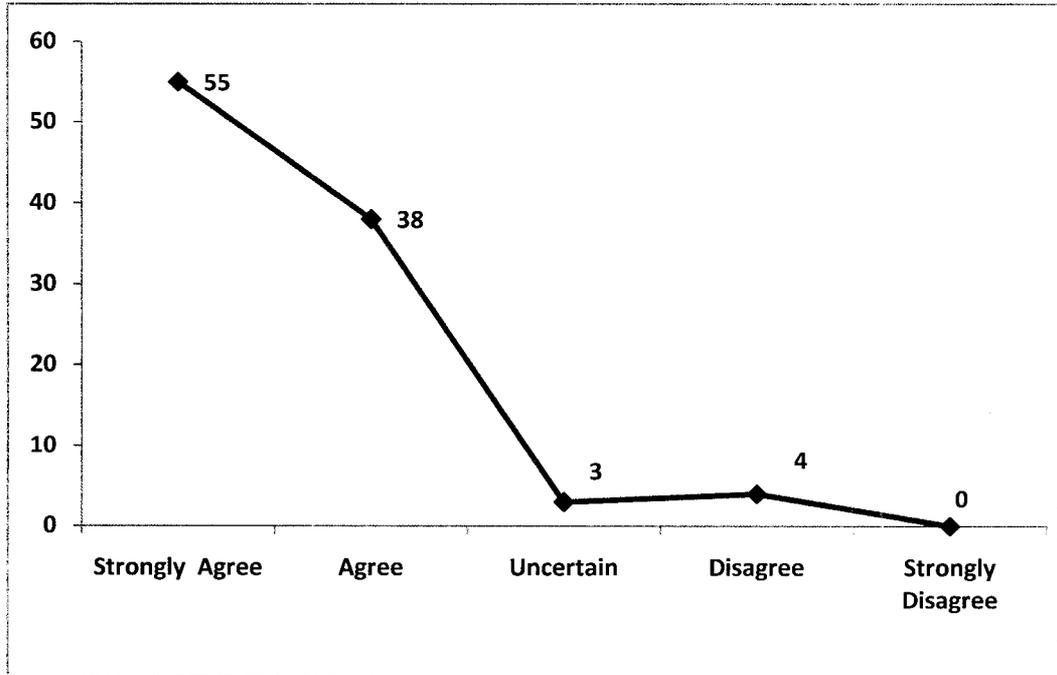
Table No. 12

Table showing whether the work is done by the respondents adequately without talking (or) checking with other people

S. No	Factors	No. of Respondents	% of Respondents
1.	Strongly Agree	17	17%
2.	Agree	31	31%
3.	Uncertain	18	18%
4.	Disagree	34	34%
5.	Strongly Disagree	-	-
	Total	**100**	**100%**

Interpretation :

The table shows that 17% of the respondents strongly agree that job can be done adequately by a person working alone without talking (or) checking with other people 31% of the respondents agree, 18% of the respondents uncertain, 34% of the respondents disagree.

Inference :

It is inferred that only 31% of the respondents are agreeing that the work can be done without talking or checking with other people.

Table   No. 13

Table showing   whether   supervisors   and co-worker never   give feed back about   the work done   by   the   respondents.

S. No	Factors	No. of Respondents	% of Respondents
1.	Strongly Agree	17	17%
2.	Agree	23	23%
3.	Uncertain	13	13%
4.	Disagree	47	47%
5.	Strongly Disagree	-	17%
	Total	**100**	**100%**

Interpretation :

The table shows   that   47%   of   the   respondents   are disagreeing   that   the supervisors   and   co-workers   never   give   feedback   about   the work   done,   23%   of   the respondents   agree   to this,   13%   of   the   respondents   are uncertain about   this.

Inference :

It   is   inferred   that   majority   of   the   respondents   disagree   (47%)   that   the supervisors   and   co-workers   never   give   feed back   about   the   work   done.

Table   No. 14

Table showing whether Job denies the respondents any chance to their personal initiative (or) judgement in carrying out their work.

S. No	Factors	No. of Respondents	% of Respondents
1.	Strongly Agree	25	25%
2.	Agree	31	31%
3.	Uncertain	17	17%
4.	Disagree	27	27%
5.	Strongly Disagree	-	-
	Total	**100**	**100%**

Interpretation :

The above   table shows   that   25% of the respondents strongly agree that the job denies any chance to their personal initiative or judgement in carrying out the work, 31% of the respondents agree, 17% of the respondents uncertain, 27% of the respondents disagree.

Inference :

It is inferred that 31% of the respondents agree that the job denies any change to their personal initiative or judgement in carrying out the work.

Table No. 15

Table showing whether the respondents are in stimulating and challenging work place

S. No	Factors	No. of Respondents	% of Respondents
1.	Strongly Agree	35	35%
2.	Agree	52	52%
3.	Uncertain	9	9%
4.	Disagree	4	4%
5.	Strongly Disagree	-	-
	Total	**100**	**100%**

Interpretation :

The table shows that 35% of the respondents strongly agree that they are in stimulating and challenging work place, 52% of the respondents agree to this, 9% of the respondents are uncertain, 4% of the respondents are disagreeing to this.

Inference :

It is inferred that majority (52%) of the respondents agree that they are in a stimulating and challenging work place.

Chart No. 4

Chart showing whether the respondents are in stimulating and challenging work place
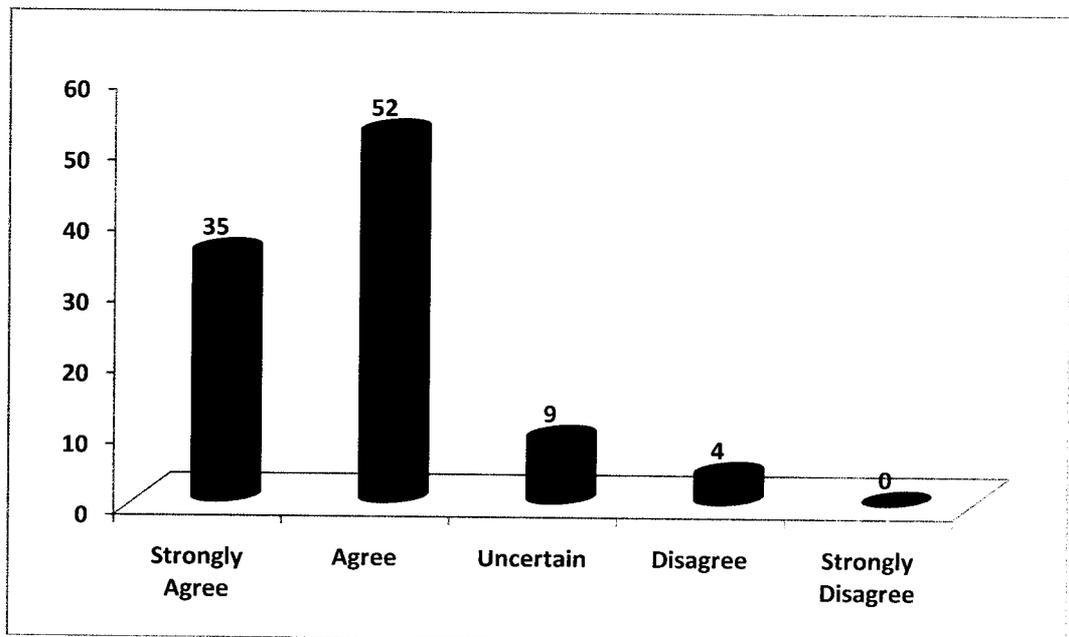
Table No. 16

Table showing whether the respondents opinion on High salary and good frinse benefits.

S. No	Factors	No. of Respondents	% of Respondents
1.	Strongly Agree	23	23%
2.	Agree	55	55%
3.	Uncertain	22	22%
4.	Disagree	10	10%
. 5.	Strongly Disagree	-	-
	Total	100	100%

Interpretation :

The table shows that 55% of the respondents agree that they get high salary and good fringe benefits, 23% of the respondents strongly agree, 22% of the respondents are uncertain, 10% of the respondents disagree.

Inference :

The majority of the respondents agree that they get high salary and good fringe benefits.

Table No. 17

Table showing the satisfaction of the respondents promotional measure

S. No	Factors	No. of Respondents	% of Respondents
1.	Strongly Agree	19	19%
2.	Agree	65	65%
3.	Uncertain	9	9%
4.	Disagree	7	7%
5.	Strongly Disagree	-	-
	Total	**100**	**100%**

Interpretation :

The table shows that 65% of the respondents agree on their promotional measure, 19% of the respondents strongly agree, 9% of the respondents are uncertain, 7% of the respondents disagree.

Inference :

It is inferred that 65% of the respondents. Agree on their promotion measure.

Table No. 18

Table showing the methods / recovery process of stress

S. No	Methods	No. of Respondents	% of Respondents
1.	Counseling	3	3%
2.	Prayer	67	67%
3.	Meditation / Yoga	30	30%
	Total	100	100%

Interpretation :

The table shows that 67% of the respondents follow prayer for reducing their stress. 30% of the respondents follow meditation and yoga, 3% of the respondents using counseling methods to reduce their stress.

Inference :

It is inferred that 67% of the respondents are reducing their stress by way of prayer.

Table No. 19

Table showing the way in which the respondents face stress in the work place

S. No	Methods	No. of Respondents	% of Respondents
1.	Control your feelings and emotions	29	29%
2.	Get angry and irritated	4	4%
3.	Get depressed	3	3%
4.	Excessive sweating	2	2%
5.	Think dearly and stay focussed	20	20%
6.	Try to understand the situation	42	42%
	Total	100	100%

Interpretation :

The table shows that 42% of the respondents face stress by trying to under stand the situation, 29% of the respondents control their feelings and emotions, 20% of the respondents think clearly and stay focused, 4% of the respondents get angry and irritated, 3% of the respondents get depressed, 2% of the respondents by excessive sweating.

Inference :

It is inferred that 42% of the respondents face stress by trying to understand the situation.

Chart No. 5

Chart showing the way in which the respondents face stress in the work place
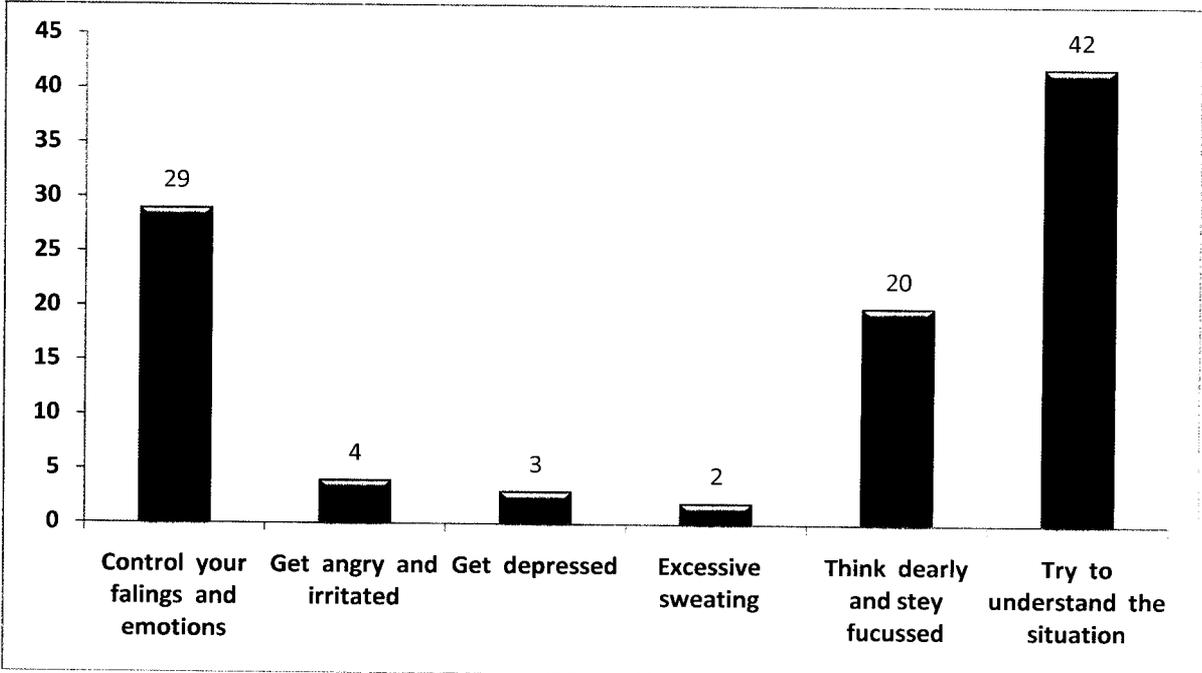
Table No. 20
Table showing the reasons of stress

S. No	Reason	No. of Respondents	% of Respondents
1.	Lack of communication	21	21%
2.	Lack of responsibilities	6	6%
3.	Family problem	10	10%
4.	Money Problem	6	6%
5.	Health issues	31	31%
6.	Management issues / Rules / policies	26	26%
7.	If any other	-	-
	Total	**100**	**100%**

Interpretation :

The table declares 35% of the respondents face stress because of health issues, 26% face stress, because of management issues / rules/ policies, 21% face stress because of lack of communication, 10% face stress because of family problems, 6% face stress because of lack of responsibilities, 6% face stress because of money problem.

Inference :

It is inferred that 26% of the respondents face stress because of management issues / rules / polices.

Table No. 21

Table showing the stress symptoms experience by the respondents

S. No	Symptoms	No. of Respondents	% of Respondents
a.	Cold	20	20%
b.	Mascular and cardio Vasular Problem	4	4%
c.	Digestive disorders	4	4%
d.	Headache	31	31%
e.	Lack of concentration	8	8%
f.	Restless sleep	21	21%
g.	Lack of appetite	5	5%
h.	Short temper and feeing of irritation	3	3%
i.	A complete sense of exhaustion.	3	3%
j.	Any other problem	1	1%
	Total	**100**	**100%**

Interpretation :

It is clear from the above table that 31% of the respondents stress symptoms are head ache, 21% stress symptoms are restless sleep, 20% feel their stress symptoms because cold, 5% feel their stress symptoms as lack appetite, 3% feel their stress symptoms as short temper and of irritation, 3% feel their feeling symptoms as complete sense of exhaustion, 1% of the respondents feel their stress symptoms because of other problem.

Inference :

It is inferred that most of the respondents experience their stress through the symptoms of headache.

Table No. 22

Table showing the Kind of activities and past times to recover from stress

S. No	Activities	No. of Respondents	% of Respondents
1.	TV / Cinema / Music	29	29%
2.	Books	31	31%
3.	Spending time with family	39	39%
4.	Friends	9	9%
	Total	**100**	**100%**

Interpretation :

The table shows that 39% of the respondents face stress by spending time with family, 31% face stress by reading books, 29% of the respondents face stress with the helps of TV/ Cinema / Music, 9% of the respondents face stress with the help of friends.

Inference :

It is inferred by 39% of the respondents face stress by spending time with family.

Table No. 23

Table showing effective methods followed by respondents to reduce stress

S. No	Method	No. of Respondents	% of Respondents
1.	Not Effective	2	2%
2.	Slightly effective	23	23%
3.	Average	22	22%
4.	Good	41	41%
5.	Excellent	12	12%
	Total	**100**	**100%**

Interpretation :

It is clear 41% of the respondents feel good about the methods followed by them to reduce the stress. 23% feel slightly effective, 22% feel average about the methods, 12% feel excellent about the methods, 2% of the respondents feel not effective by the methods they use.

Inference :

It is inferred that 41% of the respondents feel good about the methods followed by them to reduce stress.

Chart No. 6

Chart showing effective methods followed by respondents to reduce stress

- Not Effective
- Slightly effective
- Average
- Good
- Excellent
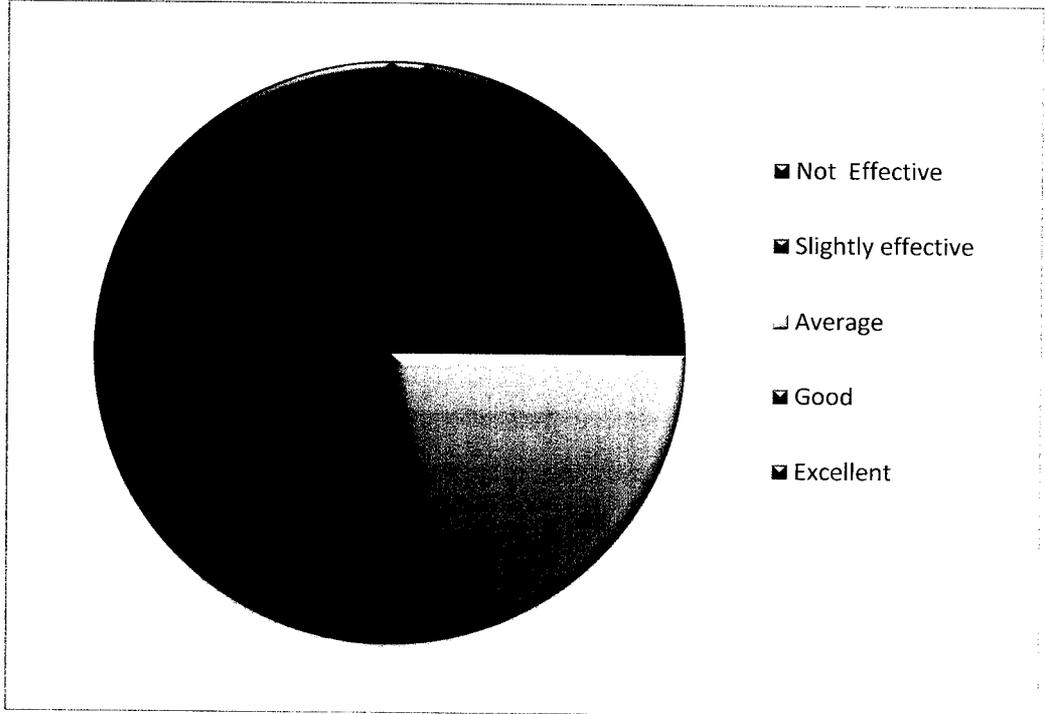
Table No. 24
Table showing the leave taken by the respondents in last 12 months due of stress

S. No	Method	No. of Respondents	% of Respondents
1.	Yes	9	9%
2.	No	91	91%
	Total	**100**	**100%**

Interpretation :

The table shows the leave taken by respondents in the last 12 months due to stress is 9% where as 91% say no to this.

Inference :

It is inferred that only 9% of the respondents take leave because of stress.

Chart No. 7

Chart showing the leave taken by the respondents in last 12 months due of stress

■ Yes

■ No
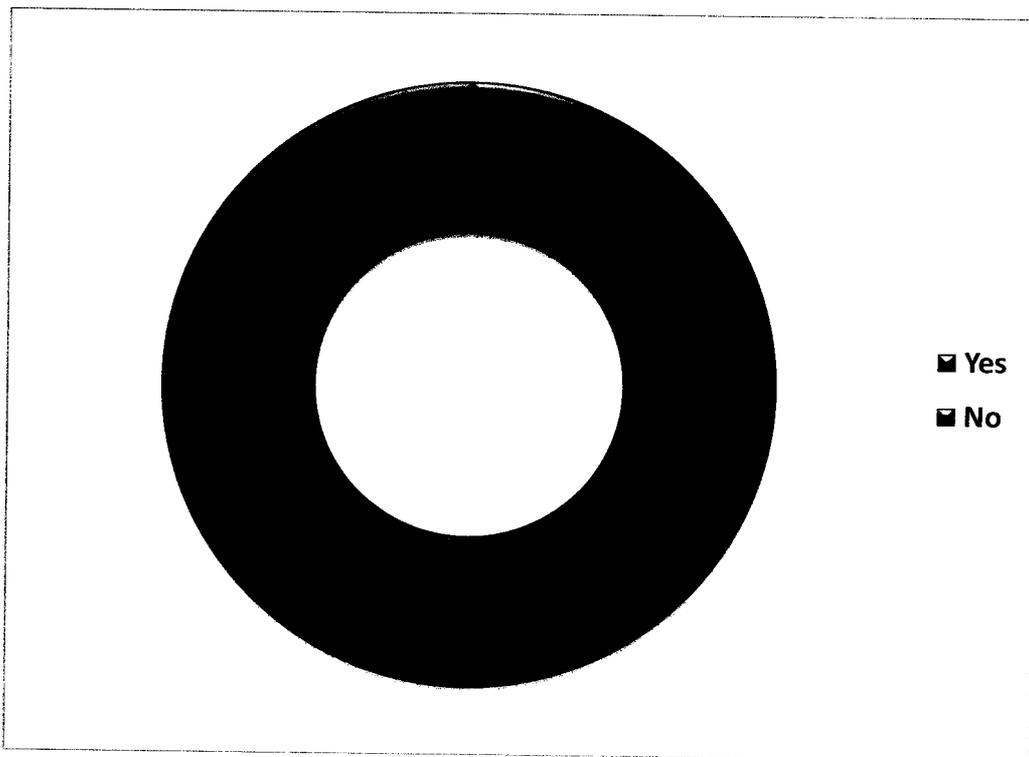
Table No. 25

Table showing how long respondents on who took leave due to stress

S. No	Method	No. of Respondents	% of Respondents
1.	Few day	7	7%
2.	One weak	2	2%
3.	Two weak	-	-
4.	Longer	-	-
	Total	**100**	**100%**

Interpretation :

Out of 9% respondents who took leave for the past 12 months, only 7% took few days leave, and 2% respondents took one weak leave.

Inference :

It is inferred out of 100% respondents only 9% took leave due to stress in last 12 months and even they took leave up to a week's time only.

Table No. 26

Table showing How employee feels that he has over lapping responsibilities.

S. No	Method	No. of Respondents	% of Respondents
1.	Reporting of relation is not clear	11	11%
2.	During crises	35	35%
3.	Role not properly defined	27	27%
4.	Jobs which involve different people	27	27%
	Total	**100**	**100%**

Interpretation :

Of all the respondents 35% of the respondents feel that they have overlapping responsibilities during crises, 27% feel they have overlapping responsibilities when their role not properly defined, and also in jobs which involve different people, 11% of the respondents feel that they have overlapping responsibility when the reporting relation is not clear.

Inference :

It is inferred that majority 35% of the respondents feel that they have overlapping responsibilities during crises.

Table No. 27

Table showing type of organisaational role stress that an employee face

S. No	Method	No. of Respondents	% of Respondents
1.	IRO inter role distance stress conflict between organization and non organization role	11	11%
2.	Role ambiguity	40	40%
3.	Personal in adequacy	25	25%
4.	Role expectation conflict	24	24
	Total	**100**	**100%**

Interpretation :

The table shows the type of organizational rule stress that an employee face, 40% of the respondents face organizational role stress because of role ambiguity, 25% face because of personal inadequacy, 24% of the respondents because of role expectation conflict, 11% because IRD inter role distance stress conflict between organizational and non organizational role.

Inference :

It is inferred 40% of the respondents face organizational role stress because of role ambiguity.

Table No. 28

Table showing the relation ship of employees between subordinates / supervisors / co-workers

S. No	Method	No. of Respondents	% of Respondents
1.	Yes	83	83%
2.	No	17	17%
	Total	**100**	**100%**

Interpretation :

The table shows whether the employees able to maintain a good relationship with subordinates / supervisors / co-workers, 83% of the respondents are able maintain good relation ship with subordinates / supervisors co-workers / only, 17% are not able to maintain a good relationship with subordinates / supervisors or co -workers.

Inference :

It is inferred that only, 17% of the respondents are not able to maintain a good relationship with subordinates / supervisors / co-workers.

Table No. 29

Table showing problems related respondents not able to maintain good relationship among the employees

S. No	Method	No. of Respondents	% of Respondents
1.	Non co-operation among co-workers sub-ordinates	-	-
2.	In efficiency / personal in adequacy	7	7%
3.	Absenteeism	10	10%
4.	Poor involvement and commitment	-	-
	Total	**17**	**17%**

Interpretation :

Of the 100% respondents only 17% a respondents are not able to hold good relationship with fellow workers /subordinates/ supervisor. In this categories 7% respondents face problem of, inefficiency (or) personal in adequacy, 10% of the respondents face problem of absenteeism

Inference :

It is inferred that only 17% of the respondents are not able maintain good relationship with subordinates supervisors / co-workers.

WEIGHTED AVERAGE METHOD

Table -30

Weighted Average Method - The table showing factors related to Job Stress

S. No.	Factors	Strongly Agree	Agree	uncertain	Disagree	Strongly disagree	Related total score	Average	Rank
1	Complex (or) High level skills	42	44	14	-	-	428	4.2	3
2	Co.operative work with other people	55	33	11	1	1	443	4.4	2
3	Work beginning to end	34	48	13	5	-	411	4.1	5
4	Appointed based on their merit.	55	38	3	4	-	464	4.6	1
5	Talking (or) checking with other people.	17	31	18	34	-	331	3.3	9
6	Supervisors and co-workers never give feed back	17	23	13	47	-	310	3.1	10
7	personal initiative or judgement	25	31	17	27	-	354	3.5	8
8	stimulating and challenging work place	35	52	9	4	-	418	4.13	6
9	High salary and good fringe benefits.	23	55	22	10	-	421	4.23	4
10	Promotional measures.	19	65	9	7	-	396	3.9	7

Interpretation:

According to the above table the rank from 1 to 10 comes in the following order:

1. Appointed based on their merit
2. Co.operative work with other people.
3. Complex or high level skills
4. High salary and good fringe benefits.
5. Work beginning to end.
6. Stimulating and challenging work place
7. Promotion measure personal initiative or judgment.
8. Personnel initiative or judgment 9. Taking or checking with other people. 10. Supervisor and co-workers never give feel back.

FINDINGS,SUGGESTIONS AND CONCLUSION

CHAPTER IV

FINDINGS, SUGGESTIONS & CONCLUSION
4.1 FINDINGS:

1. Majority 84% of the Respondents fall under the Age group of 25 to 150 years.

2. Majority 56% of the Respondents are married.

3. All employees are qualified 100%

4. Majority 51% to the respondents are doing technical work.

5. Majority 90% of the respondents are experienced for more than 10 years.

6. Majority 84% of the respondents are working in schedule.

7. Majority 90% of the respondents are sleeping 6 to 8 hours.

8. 44% agree that the job requires a complex or high level skills.

9. Majority 55% of the respondent strongly agree that they were appointed based on their merit.

10. 48% of the respondents are doing their work from the beginning to the end.

11. Majority 55% of the respondents feel that they were appointed based on this merit.

12. 34% disagree that the work is done adequately without talking (or)   checking with other people.

13. 47% disagree that the supervisors and co-workers never give feed back   about the work done by the respondents.

14. 27% of the respondents disagree that the job denies any chance to their   personal initiative (or) Judgement in carrying out their work.

15. Majority 52% of the respondents feel that they are in stimulating and challenging work place.

16. Majority 55% of the respondents agree that the job has High salary and good benefits.

17. Majority 65% of the respondents agree that they have satisfaction. Regarding promotional measure given by company.

18. Majority 67% of the respondents agree by along prayer they recovering from the stress.

19. 42% face stress by trying to understand the situation.

20. 31% of the respondents feel that because of Health issues they have stress.

21. 31% feel that the stress symptoms they perceive is headache.

22. 39% of the respondents feel that the past time activities they adopt   receiver from stress is spending their time with family.

23. 41% of the respondents feel that the methods they follow to reduce stress is good.

24. Majority 91% don't take leave because of stress.

25. 35% of the respondents feel that they have overlapping responsibilities during crisis.

26. 40% of the respondent feel that because of role ambiguity the have organisational role stress.

27. Majority 83% of the respondent feel that the relationship between Subordinates Supervisors/Co-workers is good.

4.2 SUGGESTIONS

1.   The company can provide enough job training when employees feel high level stress.

2.   The company can provide better salary and incentive systems to the employees.

3.   The company shall provide better co-workers and supervisors to have good communication between them.

4.   From the analysis of was found that most of the respondents are satisfied with the personal growth and development.

5.   The company can arrange more methods and recovery steps to overcome stress prevailing among the employees.

6.   The change can be made in dividing and allocating of jobs to the employees so that there is no place for employees to feel that they are not given enough responsibility and power.

7.   Clear job specifications should be made proper communication channel should be formed and it should be made clear to the employees.

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

4.3CONCLUSION

A study reveals that nearly half of the employees are affected by stress and the respondents feel that stress is mainly due to Health issues & lack of Communication, Management issues and Rules and Policies, family Problems. The organisations should take care of these issues and find better ways to redress these issues. And the employee feel stress when they have overlapping responsibilities during crisis, and when their roll has not been properly defined, and Jobs which involve different people. These can be taken care of by the organisation.

The bond between the organisation and the workers should be improved by transparent Communication and taking personal care of employees. The organisation can take steps to reduce stress level of the employees through various techniques. Also the health of employees should be taken care of because employees reported restless sleep, Headache, and cold which in long term leads to severe deseases that disturb the smooth flow of organisational work force.

Mangement issues / policies rules are the main reason of stress, management can make better issues / policies / which make the employees to feel free from stress. The management can also provide more facilities to their employees. The management should consider the employees queries and better promotional measures.

ANNEXURE

ANNEXURE

Questionnaire

Analysis of stress level among the employee of business process- outsourcing with reference to call centre in Coimbatore city

PERSONAL PROFILE

Name

Age

Below 25 years / 25-50 years / above 50 years

Marital status: married / UN married

Qualification: qualified / illiterate

Department: technical   non technical

    Programmer programmer

    Operator   operator

Experience below 10 years / above 10 years

Shift (or) schedule of work

Amount of sleep per day

1. Strongly agree 2.agree 3.uncertain 4.disagree 5.strongly disagree

FACTORS RELATED TO JOB STRESS

1. The job requires a number of complex or high level skills

☐Strongly agree☐agree☐ uncertain☐ disagree☐ strongly disagree

2. The job requires a lot of co-operative work with other people

☐ Strongly agree☐ agree☐ uncertain☐disagree☐ Strongly disagree

3. The job is arranged so that I do not have the change to do an entire peace of work from beginning to end.

☐Strongly agree☐agree ☐uncertain☐disagree☐strongly disagree

4. I am appointed based on my merit.

☐Strongly agree☐ agree ☐uncertain☐disagree☐ Strongly disagree

5. The job can be done adequately by a person working alone without talking or checking with other people.

☐Strongly agree ☐agree☐ uncertain☐ disagree☐ Strongly disagree

6. The supervisor and co-worker on this job almost never give me any feed about how well I am doing in my job.

☐Strongly agree ☐agree ☐uncertain☐ disagree☐ Strongly disagree

7. The job denies me any chance to use my personal initiative or judgment in carrying out the work.

☐ Strongly agree☐ agree☐ uncertain☐ disagree☐Strongly disagree

8. I am in stimulating and challenging work place.

☐Strongly agree ☐agree ☐uncertain☐disagree☐Strongly disagree

9. High salary and good fringe benefits.

☐ Strongly agree☐ agree☐ uncertain☐disagree☐ Strongly disagree

10. I am satisfied with promotional measures.

☐Strongly agree ☐agree ☐uncertain E]disagree [)trongly disagree

HEALTH ISSUES

   (a) Cold

   (b) Mascular and cardio vascular problems

   (c) Digestive disorders

   (d) Headache

   (e) Lack of concentration

   (f) Restless sleep

   (g) Lack of appetite

   (h) Short temper and feeling of irritation

   (i) A complete sense of exhaustion

   (j) Any other problem

(k) OPINION ON RECOVERY PROCESS

11. What method do you follow to reduce stress

   (a) Counseling

   (b) Prayer

   (c) Meditation / yoga

12. How do you face your stress in the work place (a) Control your feelings and emotions

   (b) Get angry and irritated

   (c) Get depressed

   (d) Excessive sweating

   (e) Think clearly and stay focused

   (f) Try to understand the situation

13. When do you feel stress at work

   (a) Lack of communication

   (b) Lack of responsibility

   (c) Family problems

   (d) Money problems

   (e) Health issues

   (f) Management issues / rules / policies

   (g) If any other specify

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

(a) Tv / cinema/music

(b) Books

(c) Spending time with family

(d) Friends

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

(a) Not effective

(b) Slightly effective

(c) Average

(D) good

(e) Excellent

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

(a) yes

(b) no

17. if yes how long for?

(a) A Few days

(b) One weak

(c) Two weak

(d) longer

18. when does an employee feel that he has overlapping responsibilities

(a) reporting relation is not clear

(b) during crises

(c) role not properly defined

(d) jobs which involve different people

19. what kind of organizational role stress do you face

(a) IRD inter role distance stress conflict between organizational and non organizational role.

(b) role ambiguity

(c) personnel in adequacy

(d) role expectation conflict

20. are you able to maintain a good relationship with your subordinates / supervisor / co-workers

   Yes

(a) Non co-operation among co-workers / subordinates

(b) In efficiency / personnel inadequacy

(c) Absenteeism

(d) Poor involvement / commitment

REFFERENCE

REFERENCE

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