



**A STUDY ON WORKPLACE STRESS AGENTS AND STRATEGIES TO HANDLE  
THEM AT COGNIZANT TECHNOLOGY SOLUTIONS, COIMBATORE.**

A Project Report  
Submitted By

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Under the guidance of

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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, Coimbatore)  
**Coimbatore - 641 047**

**September, 2012**



## **BONAFIDE CERTIFICATE**

Certified that this project report titled “**A Study on workplace stress agents and strategies to handle them at Cognizant Technology Solutions, Coimbatore**” is the bonafide work of **Ms. K.Uma Maheswari , Reg. No: 1120400096** 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.

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

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## DECLARATION

I hereby declare that this project report entitled as “**A STUDY ON WORKPLACE STRESS AGENTS AND STRATEGIES TO HANDLE THEM AT COGNIZANT TECHNOLOGY SOLUTIONS, COIMBATORE**” has been undertaken for academic purpose submitted to Anna University in partial fulfillment of the requirements for the award of the degree of Master of Business Administration. The project report is the record of the original work done by me under the guidance of **A.Priya Dharshini, Assistant Professor** during the academic year 2011-2012.

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

Date:

Place: Coimbatore

K.UMA MAHESWARI

## ACKNOWLEDGEMENT

It is my humble duty to God Almighty who showered his blessings upon me for the successful completion of this project.

I express my sincere gratitude to our beloved chairman **Arutchelvar Dr.N.Mahalingam** and **Management** for the prime guiding spirit.

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## **ABSTRACT**

Employees stress is a growing concern for organizations today. Stress is not always negative. It may also bring out the best in individuals at times. It may induce an individual to discover innovative and smarter way of doing things. Stress causes some people to break, and other to break records. The aim of the study is to identify the work practices or circumstances that may cause stress in employees. Stress experienced by the employees in their job has negative impact on their health, performance and their behavior in the organization. Stress needs to be managed effectively so as to set off these harmful consequences. Strategies for managing stress can be both organizational and individual. When the current stress level of the employees are identified and assessed then steps can be taken to reduce work related stress and their impact.

Descriptive research design is a scientific method which involves observing and describing the behavior of a subject without influencing it in any way. The descriptive research design has helped to study the different types of stressors and the coping skills used by the employees. It is also used to study the current stress level of the employees. This design aims at securing accuracy by minimizing bias and maximizing reliability of the data collected.

In this study convenience sampling technique is adopted. Convenience sampling is a non-probability sampling technique where subjects are selected because of their convenient accessibility and proximity to the researcher. Descriptive statistics, bar charts, pie charts, chi-square analysis, regression analysis were used to analyze the collected data.

# **CHAPTER 1**

## **INTRODUCTION**

### **1.1 INTRODUCTION TO THE STUDY**

Stress is a term that is commonly used today but has become increasingly difficult to define. Stress typically describes a negative concept that can have an impact on one's mental and physical well-being. When considering humans, stress can take on entirely concrete or abstract meanings with highly subjective qualities, satisfying definitions of both cause and effect in ways that can be both tangible and intangible. Stress is a normal physical response to events that make you feel threatened or upset your balance in some way. When you sense danger whether it's real or imagined the body's defense system kick into high gear in a rapid, automatic process known as the fight-or-flight reaction or the stress response.

#### **1.1.1 TYPES OF STRESSORS IN THE WORKPLACE**

Several researchers have categorized types of work stressors. For example, Cartwright and Cooper (1997) suggested six major sources of pressure at work: stress in the job itself, role based stress, relationships, career development factors, organizational structure and climate, and the work-family interface. Five categories were suggested by Ivancevich and Matteson (1980), three of which focused on social psychological stressors in the workplace. They employed the frequently used organizational psychology categorization by level of thought and inquiry; individual level, group level, and organizational level. While these approaches have taken a fairly broad view, trying to develop categories into which many specific stressors could be placed, Thomson, Murphy and Stradling (1994) have settled for a much narrower set of categories: role overload, role insufficiency, role ambiguity, role boundary (role conflict) and responsibility.

Stress and burnout are the serious problems for employees and the evidence culled so far indicates that these factors not only affect the level of

performance, but also their job satisfaction and ultimately their own health. The review of literature for this study will help to define the sources of work place stress and the stress agents inherent to the jobs of the employees, as well as exploring possible methods and strategies employed in the management of these stressors. In addition, analyzing the employees expectations can help in formulating strategies which is necessary for the growth of the organization.

### **1.1.2 STRESS AGENTS**

The factors leading to stress among individual are called as stressors or stress agents. Stressors are situations that are experienced as a perceived threat to one's wellbeing or position in life, when the challenge of dealing with which, exceeds the person's perceived available resources. When one encounters stressors, the body's stress responses triggered, and a series of physiological changes take place to allow the person to fight or run. Stressors lead to the body's stress response, and the experience of stress.

Stressors can vary from person to person. While some things tend to stress many people such as job demands, relationship conflicts, a hectic schedule. But not every potential stressor causes stress in everyone. This is because everyone has a unique set of resources, understanding of the world, and way of perceiving things. What seems like a threat to one person may be perceived as a challenge to another. Some of the factors/stressors acting on employees are

- Organizational factors such as discrimination in pay/salary structure, strict rules and regulations, ineffective communication and peer pressure.
- Individual factors such as being impatient, aggressive, rigid, feeling time pressure always, etc. Similarly, the family issues, personal financial problems, sudden career changes all lead to stress.
- Job concerning factors such as monotonous nature of job, unsafe and unhealthy working conditions and Lack of confidentiality

- Extra-organizational factors such as inflation, technological change, social responsibilities and rapid social changes.

### **1.1.3 WORKPLACE STRESSORS**

Work-related stress has been implicated as a major contributing factor to growing job dissatisfaction, rapid turnover, and high attrition rates among employees. It was found that job stress impacts not only on employee's health but also their abilities to cope with job demands. This will seriously impair the provision of quality and the efficacy of the work. Workplace stressors referred to the frequency of stressful situations experienced by employees in their working environment. Coping strategies referred to the ways of dealing with workplace stressors by the employees. While it would be impractical to eliminate all stress it is important to be able to minimize stressors in life and deal with the stress that we experience and that is known as stress management.

### **1.1.4 COPING STRATEGIES**

Coping is viewed as a process determined by cognitive appraisal and is context dependent. Coping is conceptualized as attempts as to reduce or eliminate the negative effects of stress on well-being .Coping strategies are those that helps people to manage stress successfully and the ways and/or skills one uses to deal with stress, the positive steps that can be taken to minimize or remedy the harmful effects of stress. Work-related stressors are likely to elicit problem-focused coping because the situation is often appraised as changeable. However, a period of large scale organizational change can make some people feel out of control and powerless, so that it would not be usual for some degree of emotion-focused coping by employees.

## **1.2 OBJECTIVE OF THE STUDY**

### **Primary objectives**

- To identify the most frequently reported work place stress agents by employees.
- To identify the most frequently used strategies to handle stress.

### **Secondary objectives**

- To analyze the employee's expectations of support and strategy needed from the organization and
- To assess the current stress level of the employees.

## **1.3 INDUSTRY PROFILE**

- The information technology (IT) industry has become of the most robust industries in the world. IT, more than any other industry or economic facet, has an increased productivity, particularly in the developed world, and therefore is a key driver of global economic growth. Economies of scale and insatiable demand from both consumers and enterprises characterize this rapidly growing sector.
- The Information Technology Association of America (ITAA) explains 'information technology' as encompassing all possible aspects of information systems based on computers. Both software development and the hardware involved in the IT industry include everything from computer systems, to the design, implementation, study and development of IT and management systems.
- Owing to its easy accessibility and the wide range of IT products available, the demand for IT services has increased substantially over the years. The IT sector has emerged as a major global source of both growth and employment. Information technology, and the hardware and software

associated with the IT industry, are an integral part of nearly every major global industry.

## **FEATURES OF THE IT INDUSTRY AT A GLANCE**

- Economies of scale for the information technology industry are high. The marginal cost of each unit of additional software or hardware is insignificant compared to the value addition that results from it.
- Unlike other common industries, the IT industry is knowledge-based.
- Efficient utilization of skilled labor forces in the IT sector can help an economy achieve a rapid pace of economic growth.
- The IT industry helps many other sectors in the growth process of the economy including the services and manufacturing sectors.

## **THE ROLE OF THE IT INDUSTRY**

The IT industry can serve as a medium of e-governance, as it assures easy accessibility to information. The use of information technology in the service sector improves operational efficiency and adds to transparency. It also serves as a medium of skill formation.

## **MAJOR STEPS TAKEN FOR PROMOTION OF IT INDUSTRY**

### **DOMAIN OF THE IT INDUSTRY**

A wide variety of services come under the domain of the information technology industry. Some of these services are as follows:

- Systems architecture
- Database design and development
- Networking
- Application development

- Testing
- Documentation
- Maintenance and hosting
- Operational support
- Security services

## **1.4 ORGANIZATION PROFILE**

### **COGNIZANT TECHNOLOGY SOLUTIONS**

Cognizant is a leading provider of information technology, consulting, and business process outsourcing services, dedicated to helping the world's leading companies build stronger businesses. Headquartered in Teaneck, New Jersey (U.S.), Cognizant combines a passion for client satisfaction, technology innovation, deep industry and business process expertise, and a global, collaborative workforce that embodies the future of work. With over 50 delivery centers worldwide and 130,000 employees, Cognizant is a member of the NASDAQ-100, the S&P 500, the Forbes Global 2000, and the Fortune 500 and is ranked among the top performing and fastest growing companies in the world. Cognizant Technology Solutions remains mindful of the state of technology. Cognizant provides application maintenance services, business intelligence, data warehousing, software and systems development and integration, and re-engineering services for legacy systems. Its customers are primarily corporations from the Forbes Global 2000. Most of Cognizant's software development centers and employees are located in India, although it has other development and delivery facilities around the world. Cognizant serves more than 780 clients in the financial services, health care, manufacturing, media, retail, and technology industries. The company generates about 80% of its revenues in North America.

## **INFRASTRUCTURE**

Cognizant technology Solutions located at Keeranatham village in Coimbatore is a 180 crore facility. It was spread in an area of 23-acres. The techno-campus is part of a Special Economic Zone (SEZ), and the project has been built to accommodate over 6,000 professionals. This techno-campus has helped to leverage the many strengths of Coimbatore such as good talent pool, sound educational infrastructure, high levels of work and professional ethics, entrepreneurial culture, and a thriving industrial ecosystem.



## **AWARDS AND RECOGNITION**

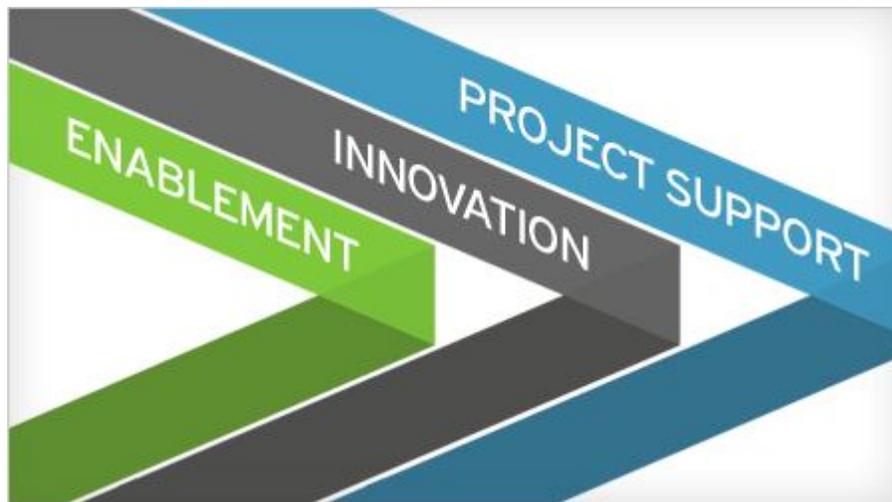
Cognizant has won the excellence in Business Transformation award at the first annual Partner Excellence Awards presented by Pega systems Inc. (NASDAQ: PEGA), a leading provider of business process management (BPM) and customer relationship management (CRM) solutions. Cognizant received the award for a major business transformation program it is implementing at Medco Health

Solutions, Inc. (NYSE: MHS), a leading pharmacy benefit manager (PBM) with the nation's largest mail order pharmacy operations, to help Medco achieve significant productivity gain, improve customer satisfaction, keep up with regulatory changes, and define new benchmarks in the PBM industry. Other credits to Cognizant are

- Forbes Fast Tech 25 list (May 2012)
- Fortune's World's Most Admired Companies (February 2012)
- Newsweek's 2011 Green Rankings (October 2011)
- Fortune's All Star List of Fastest Growing Companies (September 2011)
- InformationWeek's Top Innovators (September 2011)
- Barron's 500 America's Top Companies (May 2011)
- Fortune 500 (May 2011)
- Forbes Global 1000 company (April 2011)

## **RESEARCH AND DEVELOPMENT**

Cognizant's GTO Research & Development (R&D) team of engineers and architects is the starting point for new technologies. They study leading-edge advancements and spot opportunities to leverage technologies for breakthrough business results. R&D specializes in applied research. Their initiatives identify technology that's new and potentially strong for business. They look for links between emerging technologies and innovative business applications. Their detailed evaluations and prototype developments help solve today's problems and anticipate tomorrow's more complex challenges.



## **SOLUTIONS**

Among the real-world solutions their global research team has created are

- Claim Perfect anti-fraud insurance solution
- Telecom Fraud Management System
- C Patterns pattern analysis tool

Currently, their R&D team is building a cloud-based social intelligence platform that will have wide applicability in social networking data and analytical applications. In addition to delivering emerging-technology and customized business solutions, the GTO R&D team is a leader on the forefront of technology, obtaining patents for work and regularly publishing in technology journals. And Cognizant Research Fellowship program brings top technology students from the world's best universities into their labs. Their global R&D labs help ensure that Cognizant clients benefit from the smartest technology solutions and services available.



## CORPORATE GOVERNANCE

Cognizant's Corporate Governance policies reflect their core values. They are defined by

- **Ethical Standards:** Clear and established core values and standards of business conduct, corporate governance, and code of ethics are monitored and annually affirmed by their associates via our annual employee survey.
- **Independent Board of Directors:** A majority of their Board of Directors are considered to be "independent" under the rules and definitions of the NASDAQ stock market. Each Cognizant Director is required to complete an extensive annual survey to ensure that conflicts of interest or other factors do not exist that could interfere with the exercise of independent judgment. Their Board has many long-serving members who are dedicated to maintaining effective oversight and governance of the company.
- **Nominating and Corporate Governance Committee:** This committee develops and recommends corporate governance policies and oversees the evaluation of the effectiveness of the Board.
- **Audit Committee:** The purpose of this committee, among other things, is to assist the Board in fulfilling its oversight responsibilities by reviewing the financial information provided to shareholders and others, reviewing the

systems of internal controls, appointing, retaining and overseeing the work and performance of the independent registered public accounting firm, and overseeing our accounting and financial reporting processes and the audits of our annual and quarterly financial statements and related disclosures. Each member of the Audit Committee is an “independent” director and one member is an “audit committee financial expert.”

- **Black-out/Insider Trading Policy:** An exceptionally stringent Insider Trading policy was designed to prevent the occurrence or even the appearance of improper trading in the stock by associates and directors. This policy provides assurance to their shareholders, analysts and others that the market for their stock is a fair one and not improperly influenced by those that may be in possession of non-public information.
- **Whistle-blower Hotline:** They maintain a whistle-blower hotline through which Associates, Customers, Vendors and others can anonymously communicate concerns about ethical behavior directly to Executive Management and the Board of Directors. The hotline has been in place since 2004 and reflects management’s commitment to the highest standards of ethical behavior.
- **Code of Ethics:** They recently updated their Code of Ethics to reaffirm our Core Values and emphasize the standards of conduct that we expect from Associates. The Code is important because it instills trust and confidence in the minds of our clients, shareholders, partners and Associates and supports our empowered, “client-first” culture. The Code is an invaluable resource in assisting Associates and Managers with decision-making to ensure that their business is conducted with integrity and honesty.
- **Professional Guidance:** Both outside legal counsel and independent accountants ensure that effective governance practices and regulations are followed. Examples of such practices include Board approval of acquisitions

of related-party transactions, complete and accurate disclosures in public filings such as our annual report and the performance of annual audits of our financial statements.

- **Dedicated Internal Compliance Resources:** Cognizant employs a General Counsel, Chief Compliance Officer and Chief Security Officer. These individuals and their staffs serve to ensure that management and Associates are in compliance with all internal policies and external laws and regulations.

## CHAPTER 2

### REVIEW OF LITERATURE

#### 2.1 LITERATURE REVIEW

- **Suparn Sharma, Jyoti Sharma (2008)1.**

The aim of the study is to analyze the anatomy of stress in the service sector of India. The specific objectives of the study are to find out the factors responsible for the stress in the service sector, to know about the symptoms of the stress present among the employees of the service sector, to have an insight about the various coping mechanisms used by the employees of the service sector and also to find out the cause and effect relationships between the impact of stress and their coping mechanisms.

- **Jayashree nayak (2008)2.**

The study was conducted to analyze the factors influencing stress and coping strategies among the degree college teachers to study the factors influencing stress and the stressors among the degree college teachers, to analyze the level of stress among the degree college teachers, to study the coping strategies adopted by the degree college teachers and to know whether gender difference exists with regards to stress and coping strategies.

- 
- Suparn Sharma, Jyoti Sharma, "A study of stress and cope-up strategies of service sector employees" in 2008.
  - Jayashree nayak, "Factors influencing stress and coping strategies among the degree college teachers of dharwad city, karnataka" in 2008.

- **Achmad Fathi, Tasanee Nasae, Pratyanan Thiangchanya (2010)<sup>3</sup>.**

The objectives of this study were to identify the most frequently reported workplace stressor by nurses, identify the most frequently used coping strategy by nurses, and examine the relationships between workplace stressors and coping strategies among public hospital nurses in Medan, Indonesia.

- **Dan j. braaten (May 2000)<sup>4</sup>.**

The study was conducted to determine the current level of occupational stress experienced by mental health counselors through the use of the Weiman occupational Stress Scale (Weiman, 1978) as well as determining the three most common occupational stressors and stress reduction strategies identified by mental health counselors.

- 
- Achmad Fathi, Tasanee Nasae, Pratyanan Thiangchanya," Workplace stressors and coping strategies among public hospital nurses in medan, indonesia" international conference on humanities and social sciences ,April 10th, 2010
  - Dan j. braaten," Occupational stress in mental health counselors" May 2000.

- **K. Mangaiyarkarasi (2012)4**

The purpose of the study was to assess the level of occupational stress and how stress is related to General Health among IT (Information and Technology) workers in a selected company. A sample of 100 employees both male and female was randomly selected from a selected IT industry. Occupational Stress Scale and General Health Questionnaire were administered individually to collect data. One-way ANOVA was used to analyze the data to test the hypothesis. The result shows that there is a significant difference found between high and low Occupational Stress on General health. Hence it is concluded that increase of occupational stress affects the general health of the IT workers.

- **Vatiswa Veronica(2006)6**

The aim of this is to identify the possible causes and frequency of stress experienced by registered nurses working in a hospital, to identify the coping strategies used, to assess the relationship between stress and coping mechanisms of registered nurses, to compare stress and adopted coping strategies among registered nurses in the different units/wards, to identify the support systems that minimize stress and to address stress amongst nurses in South Africa.

- 
- Mangaiyarkarasi. K,” Occupational Stress in Relation to General Health among Information Technology (IT) Workers”, International Journal of Business and Management Tomorrow Vol. 2 No. 5
  - Vatiswa Veronica ,”Stress and coping strategies amongst registered nurses working in a south African tertiary hospital

## **CHAPTER 3**

### **RESEARCH METHODOLOGY**

A discussion of the research methodology will follow. This will include segments concerning subjects, the instrument used, procedures, and data analysis.

#### **3.1 RESEARCH DESIGN**

Research design is the strategy, the plan, and the structure of conducting a research project. Research design provides the glue that holds the research project together. A design is used to structure the research, to show all the major parts of the research project such as samples or groups, measures, treatments or programs, and methods of assignment

Descriptive research design is a scientific method which involves observing and describing the behavior of a subject without influencing it in any way. Descriptive research is used to obtain information concerning the current status of the phenomena to describe "what exists" with respect to variables or conditions in a situation. The descriptive research design helps to study and investigate the different types of stressors and the current stress level of employees.

The descriptive research design focuses on the following factors such as

- Statement of the problem
- Identification of information needed to solve the problem
- Selection or development of instruments for gathering the information
- Identification of target population and determination of sampling procedure
- Design of procedure for information collection
- Collection of information

- Analysis of information
- Generalizations and/or predictions.

## **3.2 SOURCES OF DATA**

The sources of data may be classified into (a) primary sources and (b) secondary sources.

### **3.2.1 PRIMARY SOURCES**

Primary sources are original sources from which the researcher directly collects data that have not been previously collected. Primary data are first-hand information collected through various methods such as observation, interviewing, mailing etc.

### **3.2.2 SECONDARY SOURCES**

These are sources containing data that have been collected and compiled for another purpose. The secondary sources consist of readily available information and already compiled statistical statements and reports whose data may be used by researchers for their studies.

The data used for this study is **primary data** which is collected directly from the employees through a questionnaire.

## **3.3 TIME PERIOD COVERED**

The total time period of the study was **45 days** and the data collection was carried out in 15 days.

## **3.4 POPULATION AND SAMPLE SIZE**

A sample is a subset of a population. Typically, if the population is very large making a census or a complete enumeration of all the values in the population is

impractical or impossible. The sample represents a subset of manageable size. Samples are collected and statistics are calculated from the samples so that one can make inferences or extrapolations from the sample to the population. This process of collecting information from a sample is referred to as sampling.

The subjects for this study consisted of **100 employees** who were working in various projects. Due to the nature of this research project, being a pilot study, the samples of subjects were chosen from different projects.

### **3.5 SAMPLING TECHNIQUE**

- **Convenience sampling** is a non-probability sampling technique where subjects are selected because of their convenient accessibility and proximity to the researcher. Non-probability sampling focuses on sampling techniques that are based on the judgement of the researcher.
- A convenience sample is simply one where the units that are selected for inclusion in the sample are the easiest to access .Whilst convenience sampling should be treated with caution, its low cost and ease of use makes it the preferred choice for a significant proportion.

### **3.6 INSTRUMENT**

The standardized instrument utilized was the **questionnaire** which consists of 49 questions of four dimensions. The Stress assessment Scale was used to establish a baseline score for the participants in the study. The first and second dimension consists of questions with a four point Likert-scale to analyze the work place stress agents and the coping skills. And in the third dimension the employees were asked to rank the expectations of support and strategy according to their priority which had been provided for the subjects in the form of a list. The fourth dimension consists of 11 questions to assess the current stress level of the

employees using yes or no options. On average, the questionnaires took approximately 10-15 minutes to complete.

### **3.7 STATISTICAL TOOLS USED**

The statistical tools used in this research are

- Percentage analysis
- Bar charts
- Pie charts
- Chi-square analysis
- Correlation
- Regression analysis

## **CHAPTER 4**

### **ANALYSIS AND INTERPRETATION**

In this chapter, the researcher presents the collected data for analysis and interpretation. The data are presented in the form of tables and diagrams leading to interpretation and appropriate conclusions. Interpretation of data provides knowledge about the problem and the subject under study.

#### **4.1 DATA ANALYSIS**

The data analysis for each dimension varies because of the different types of scales used. The score for the first and second dimension is obtained by adding together the total number of points for all questions and then finding the weighted average. For the fourth dimension the range that can be scored by a subject is a maximum of 11 and a minimum of 0. The greater the score, the more current stress level is being reported. To determine the most common reported stressors and the coping strategies, the mean score for each stressor and the stress coping technique or method was computed to determine the highest averages.

#### **4.2 PROCEDURE**

The survey instrument, in the form of a questionnaire, was easily administered and scored. Questionnaires were distributed among the employees in the department as it is the most economic and efficient method for collecting data of this size. The subjects, who remained anonymous, were asked to complete the questionnaire and return it back. Responses were kept confidential. The analysis begins with presenting the socio economic profile of the respondents followed by the descriptive statistics and statistical analysis.

### 4.3 PERCENTAGE ANALYSIS

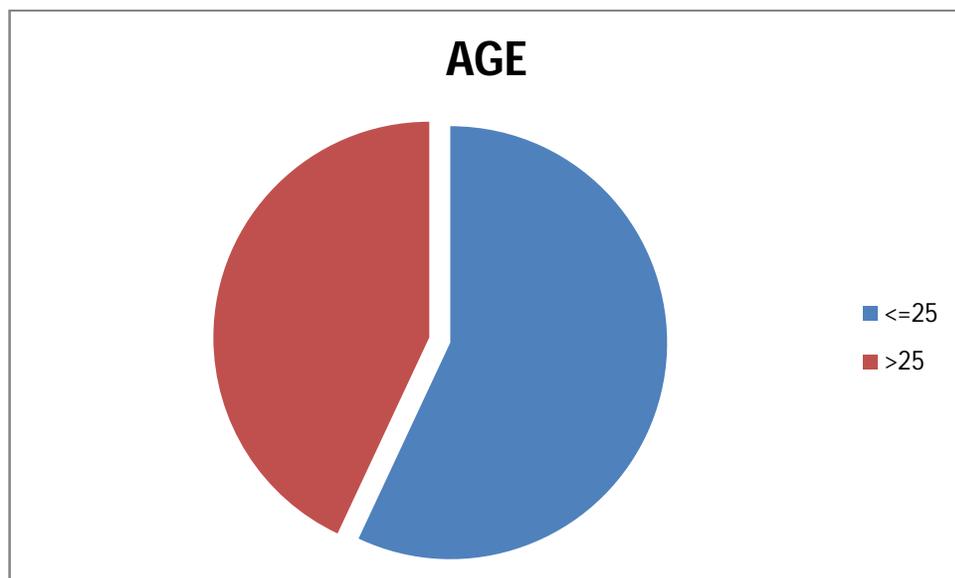
TABLE 4.3.1

To find the age of the respondents

AGE(YRS)	FREQUENCY OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
LESS THAN 25	57	57.0
GREATER THAN 25	43	43.0
TOTAL	100	100

CHART 4.3.1

PIE CHART TO DESCRIBE THE AGE OF THE RESPONDENTS



## INFERENCE

From the pie chart it is evident that 57 percent of the employees were under the age of 25 and 43 percent of the employees were above the age group of 25.

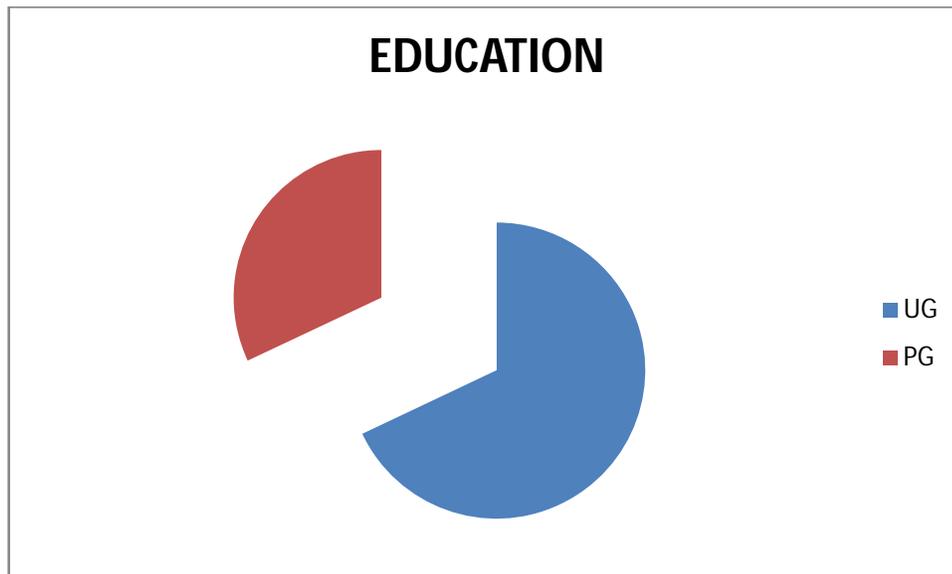
**TABLE 4.3.2**

To find the educational level of the respondents

<b>EDUCATION</b>	<b>FREQUENCY OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENTS</b>
UNDER GRADUATE	68	68.0
POST GRADUATE	32	32.0
TOTAL	100	100

### CHART 4.3.2

#### PIE CHART TO DESCRIBE THE EDUCATIONAL OF THE RESPONDENTS



#### INFERENCE

From the pie chart it is clear that 68 percent of the employees have completed under graduation and 32 percent of the employees have completed post graduation.

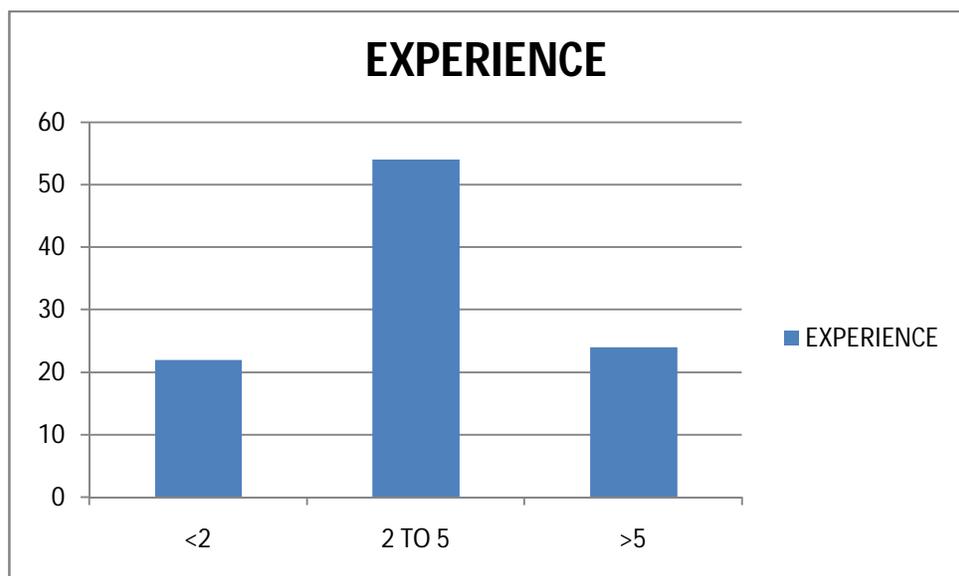
**TABLE 4.3.3**

To find the experience of employees

<b>EXPERIENCE</b>	<b>FREQUENCY OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENTS</b>
LESS THAN 2 YEARS	22	22.0
BETWEEN 2 AND 5	54	54.0
GREATER THAN 5 YEARS	24	24.0
TOTAL	100	100

**CHART 4.3.3**

**BAR CHART TO DESCRIBE THE AGE OF THE RESPONDENTS**



## INFERENCE

From the bar chart it is evident that 22 percent of the employees have less than 2 years of experience, 54 percent of the employees have experience level of 2 to 5 years and 24 percent of the employees have experience of more than 5 years.

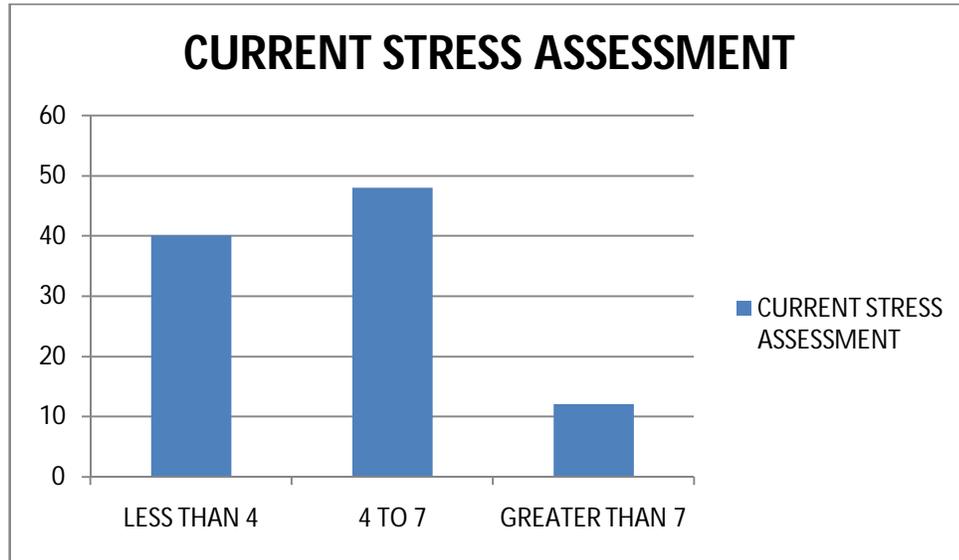
**TABLE 4.3.4**

To find the current stress level of employees

<b>STRESS LEVEL</b>	<b>FREQUENCY OF RESPONDENTS</b>	<b>PERCENTAGE OF RESPONDENTS</b>
LESS THAN 4	40	40.0
BETWEEN 4 AND 7	48	48.0
GREATER THAN 7	12	12.0
TOTAL	100	100

**CHART 4.3.4**

**BAR CHART TO FIND THE CURRENT STRESS LEVEL**



**INFERENCE**

From the bar chart it is evident that 40 percent of the employees experience stress level less than 4 which indicates that they are exposed to low level of stress. 48 percent of the employees are between 4 and 7 which indicates that they have medium level of stress and they are less likely to suffer from stress related illness. 12 percent of the employees have stress level greater than 7 which clearly shows that they are more prone to high level of stress and they are more likely to suffer stress related illness.

#### 4.4 DESCRIPTIVE STATISTICS

TABLE 4.4.1

#### ANALYSIS OF DIFFERENT TYPES OF STRESSORS

Particulars	N	Minimum	Maximum	Mean	Std. Deviation
S1	100	1.00	4.00	2.7400	.81178
S2	100	1.00	4.00	2.6000	.87617
S3	100	1.00	4.00	2.6600	.78135
S4	100	1.00	4.00	3.0500	.70173
S5	100	1.00	4.00	2.9300	.71428
S6	100	1.00	4.00	2.5300	.93695
S7	100	1.00	4.00	2.8400	.84948
S8	100	2.00	4.00	3.0200	.68135
S9	100	1.00	4.00	2.5000	.79772
S10	100	1.00	4.00	2.7700	.72272
S11	100	1.00	4.00	2.6700	.63652
S12	100	1.00	4.00	2.9800	.73828
S13	100	1.00	4.00	2.9100	.81767
S14	100	1.00	4.00	2.6900	.83720

**TABLE 4.4.2****PRESENTATION OF STATEMENTS IN DESCENDING ORDER ACCORDING TO THE MEAN VALUE OF THE DIFFERENT TYPES OF STRESSORS**

<b>STATEMENTS</b>	<b>MEAN SCORE</b>
Difficult co-workers	3.05
Too much/too little contact with people	3.02
Inadequate training/expertise to perform your work	2.98
Lack of control over your workload and/or decisions affecting your job	2.93
Lack of support from your lead/manager	2.91
Job insecurity due to cutbacks, layoffs, downsizing, reorganization	2.84
Too many hassles and interruptions	2.77
Too many responsibilities	2.74
No of hours of work/work life balance	2.69
Demanding or difficult customers	2.67
Conflicts with, or conflicting demands, unclear expectations from superiors, or management	2.66
Demanding or Unreasonable Deadlines	2.6
Office politics	2.53
Limited opportunity for advancement and/or inadequate pay	2.5

**TABLE 4.4.3****STRESS COPING SKILLS AND PERSONAL RESOURCES  
DESCRIPTIVE STATISTICS**

Particulars	N	Minimum	Maximum	Mean	Std. Deviation
SC16	100	1.00	4.00	2.7700	.69420
SC17	100	1.00	4.00	2.4400	.90252
SC18	100	1.00	4.00	2.7200	.96484
SC19	100	1.00	4.00	2.9500	.80873
SC20	100	2.00	4.00	3.0400	.60168
SC21	100	1.00	4.00	2.8200	.73002
SC22	100	1.00	4.00	2.9100	.69769
SC23	100	1.00	4.00	2.9200	.81253
SC24	100	1.00	4.00	2.8500	.78335
SC25	100	1.00	4.00	3.0700	.70000
SC26	100	1.00	4.00	2.7100	.67112
SC27	100	1.00	4.00	2.7500	.75712
SC28	100	1.00	4.00	2.8300	.73930

**TABLE 4.4.4****PRESENTATION OF STATEMENTS IN DESCENDING ORDER ACCORDING TO THE MEAN VALUE OF THE DIFFERENT TYPES OF COPING SKILLS**

<b>STATEMENTS</b>	<b>MEAN SCORE</b>
I am skilled at defining problems, finding workable solutions, and evaluating the results of my actions.	3.07
I am able to effectively listen to others and comfortably express my own thoughts, feelings and opinions.	3.04
I am able to ask for and receive support from friends, family members or professionals as a buffer against stress.	2.95
I am able to efficiently manage my time.	2.92
I am good at managing money, do not needlessly worry about financial matters, and have enough money to meet most of my needs.	2.91
I am able to establish priorities, take action on my plans, goals and set limits, schedule effectively, avoid procrastination and pace my efforts.	2.85
I do not take myself too seriously and use humor to balance life's frustrations	2.83
In conflict situations, I am able to speak up on my own behalf, honestly express my opinions, feelings, and wishes and give constructive criticism.	2.82
I have good nutritional habits that include eating a balanced diet and taking appropriate nutritional supplements	2.77

I am able to change rigid and absolute stress inducing beliefs into more functional beliefs such as "I can be happy even if others disapprove of me", "the world doesn't have to meet my wishes all the time".	2.75
I am physically fit and use regular exercise to combat and prevent stress.	2.72
I am able to reduce stress by consciously monitoring, challenging and changing negative thought patterns and practicing relaxation techniques.	2.71
I am aware when stress builds up in my body and use relaxation techniques to reduce body tension.	2.44

**TABLE 4.4.5****PRESENTATION OF STATEMENTS ACCORDING TO THE RANK OF THE EXPECTATIONS**

<b>STATEMENTS</b>	<b>MEAN</b>
My organization can arrange some programs which can help me in better financial planning.	6.29
I want my organization to conduct special counseling programs to resolve personal issues.	6.11
I want my organization to provide opportunities for various community service programs.	5.83
I want my organization to focus more on fun and recreational activities at workplace at a higher frequency.	5.81
I would like my organization to conduct more health related programs focusing on diet and nutrition.	5.51
I would like my organization to assist individuals in developing a list of hobbies they enjoy and finding local activities that they may want to join.	5.34
I want my organization to help facilitating better communication with colleagues and superior.	5.28
My organization can introduce various relaxation programs such as meditation, yoga and alpha music.	5.19
I would like my organization to take care of my physical/mental health by various activities like aerobic exercises, gym and training.	4.89
I would like my organization to arrange special programs for developing communication, soft skills and personal development.	4.88

## 4.5 CHI-SQUARE ANALYSIS

Chi-square is a statistical test commonly used to compare observed data with data we would expect to obtain according to a specific hypothesis. A chi-squared test is any statistical hypothesis test in which the sampling distribution of the test statistic is a chi-squared distribution when the null hypothesis is true, or any in which this is asymptotically true, meaning that the sampling distribution can be made to approximate a chi-squared distribution as closely as desired by making the sample size large enough.

**TABLE 4.5.1**

### **TEST FOR ASSOCIATION BETWEEN THE STRESSORS AND THE STRESS LEVEL**

The association between the stressors and the stress level is tested using Chi Square Test and the results are shown in the Table. The hypothesis formulated for the same are given below

<b>Chi- Square Tests</b>			
Test	Value	Df	Asymp sig.(2 sided)
Pearson Chi-Square	82.720	75	.253
Likelihood Ratio	81.460	75	.285
Linear-by-Linear Association	2.785	1	.095
N of Valid Cases	100		

Ho: There is no association between the stressors and the stress level

H1: There is association between the stressors and the stress level

## INTERPRETATION

The significance value is greater than 0.05. So the null hypothesis is rejected. Hence there is association between the stressors and the stress level.

**TABLE 4.5.2**

## TEST FOR ASSOCIATION BETWEEN THE COPING SKILLS AND THE LEVEL OF STRESS

The association between the coping skills and the level of stress is tested using Chi Square Test and the results are shown in the Table. The hypothesis formulated for the same are given below

<b>Chi- Square Tests</b>			
Test	Value	Df	Asymp sig.(2 sided)
Pearson Chi-Square	53.637	72	.948
Likelihood Ratio	50.071	72	.977
Linear-by-Linear Association	3.192	1	.074
N of Valid Cases	100		

Ho: There is no association between the coping skills and the stress level

H1: There is association between the coping skills and the stress level

## INTERPRETATION

The significance value is greater than 0.05. So the null hypothesis is rejected. Hence there is association between the coping skills and the stress level.

**TABLE 4.5.3**

### TEST FOR ASSOCIATION BETWEEN THE AGE OF EMPLOYEES AND THE LEVEL OF STRESS

The association between the age of employees and the level of stress is tested using Chi Square Test and the results are shown in the Table. The hypothesis formulated for the same are given below

<b>Chi- Square Tests</b>			
Test	Value	Df	Asymp sig.(2 sided)
Pearson Chi-Square	1.814	3	.612
Likelihood Ratio	2.214	3	.529
Linear-by-Linear Association	1.398	1	.237
N of Valid Cases	100		

Ho: There is no association between the age of employees and the stress level

H1: There is association between the age of employees and the stress level

## INTERPRETATION

The significance value is greater than 0.05. So the null hypothesis is rejected. Hence there is association between the age of employees and the stress level.

**TABLE 4.5.4**

### TEST FOR ASSOCIATION BETWEEN THE EXPERIENCE OF EMPLOYEES AND THE LEVEL OF STRESS

The association between the experience of employees and the level of stress is tested using Chi Square Test and the results are shown in the Table. The hypothesis formulated for the same are given below

<b>Chi- Square Tests</b>			
Test	Value	Df	Asymp sig.(2 sided)
Pearson Chi-Square	9.512 <sup>a</sup>	6	.147
Likelihood Ratio	9.275	6	.159
Linear-by-Linear Association	6.270	1	.012
N of Valid Cases	100		

Ho: There is no association between the experience of employees and the stress level

H1: There is association between the experience of employees and the stress level

## INTERPRETATION

The significance value is greater than 0.05. So the null hypothesis is rejected. Hence there is association between the experience of employees and the stress level.

**TABLE 4.5.5**

### TEST FOR ASSOCIATION BETWEEN THE EDUCATIONAL LEVEL OF EMPLOYEES AND THE LEVEL OF STRESS

The association between the educational level of employees and the level of stress is tested using Chi Square Test and the results are shown in the Table. The hypothesis formulated for the same are given below

<b>Chi- Square Tests</b>			
Test	Value	Df	Asymp sig.(2 sided)
Pearson Chi-Square	2.446	3	.485
Likelihood Ratio	2.656	3	.448
Linear-by-Linear Association	2.259	1	.133
N of Valid Cases	100		

Ho: There is no association between the educational level of employees and the stress level

H1: There is association between the educational level of employees and the stress level

## **INTERPRETATION**

The significance value is greater than 0.05. So the null hypothesis is rejected. Hence there is association between the educational level of employees and the stress level.

### **4.6 CORRELATION ANALYSIS**

Correlation is a term that refers to the strength of a relationship between two variables. A strong, or high, correlation means that two or more variables have a strong relationship with each other while a weak, or low, correlation means that the variables are hardly related. Correlation coefficients can range from -1.00 to +1.00. The value of -1.00 represents a perfect negative correlation while a value of +1.00 represents a perfect positive correlation. A value of 0.00 means that there is no relationship between the variables being tested.

#### 4.6.1 CORRELATION BETWEEN COPING SKILLS AND THE LEVEL OF STRESS

**Correlations**

		SC	Stress level
SC	Pearson Correlation	1	.180
	Sig. (2-tailed)		.074
	N	100	100
Stress level	Pearson Correlation	.180	1
	Sig. (2-tailed)	.074	
	N	100	100

Ho: There is no significant relationship between the coping skills of employees and the stress level

H1: There is significant relationship between the coping skills of employees and the stress level

#### INTERPRETATION

The significance value is greater than 0.05. So the null hypothesis is rejected. Hence there is significant relationship between the coping skills of employees and the stress level.

#### 4.6.2 CORRELATION BETWEEN STRESSORS AND THE STRESS LEVEL

		Stress level	S
Stress level	Pearson Correlation	1	.168
	Sig. (2-tailed)		.095
	N	100	100
S	Pearson Correlation	.168	1
	Sig. (2-tailed)	.095	
	N	100	100

Ho: There is no significant relationship between the stressors and the stress level

H1: There is significant relationship between the stressors and the stress level

#### INTERPRETATION

The significance value is greater than 0.05. So the null hypothesis is rejected. Hence there is significant relationship between the stressors and the stress level.

## 4.7 REGRESSION ANALYSIS

Regression analysis involves identifying the relationship between a dependent variable and one or more independent variables. A model of the relationship is hypothesized, and estimates of the parameter values are used to develop an estimated regression equation. Various tests are then employed to determine if the model is satisfactory. If the model is deemed satisfactory, the estimated regression equation can be used to predict the value of the dependent variable given values for the independent variables.

### DEPENDENT VARIABLE

A dependent variable is what you measure in the experiment and what is affected during the experiment. The dependent variable responds to the independent variable. It is called dependent because it "depends" on the independent variable. In a scientific experiment, you cannot have a dependent variable without an independent variable. The **dependent variable** used here is the **current stress level**.

### INDEPENDENT VARIABLE

An independent variable is the variable you have control over, what you can choose and manipulate. It is usually what you think will affect the dependent variable. In some cases, you may not be able to manipulate the independent variable. The **independent variables** used here are the **coping skills** used by the employees.

#### 4.7.1 ESTIMATION OF RELATIONSHIP BETWEEN THE VARIABLES

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
1 (Constant)	.377	.541		.697	.488
SC16	-.342	.149	-.355	-2.288	.025
SC17	-.160	.106	-.217	-1.520	.132
SC18	.274	.103	.395	2.667	.009
SC19	-.075	.101	-.091	-.743	.460
SC20	.134	.154	.121	.874	.385
SC21	.012	.107	.013	.109	.913
SC22	-.005	.124	-.005	-.042	.967
SC23	-.086	.122	-.104	-.701	.485
SC24	.185	.144	.217	1.284	.203
SC25	.040	.150	.042	.267	.790
SC26	-.171	.126	-.172	-1.363	.177
SC27	.159	.110	.180	1.437	.155
SC28	.293	.108	.324	2.707	.008
age	-.008	.133	-.006	-.059	.953
experience	.198	.102	.202	1.937	.056
education	.107	.136	.076	.782	.436

Dependent variable: stress level

## **INFERENCE**

The variables SC18, SC20, SC21, SC24, SC25, SC27, SC28, education and experience have positive coefficients which explain the existence of positive relationship between the usage of these coping strategies and the level of stress. The variables SC16, SC17, SC19, SC22, SC23, SC26 and age have negative coefficient which explicates the negative relationship i.e., employees above the age of 25 experience low level stress than those who are under the age 25. Hence the factors such as balanced diet, relaxation, family support, money and time management and age which differentiates significantly between relatively high and low level of stress experienced by employees.

## CHAPTER 5

### FINDINGS, SUGGESTION AND CONCLUSION

#### 5.1 FINDINGS

- 57 percent of the employees were under the age of 25 and 43 percent of the employees were above the age group of 25.
- 68 percent of the employees have completed under graduation and 32 percent of the employees have completed post graduation.
- 22 percent of the employees have less than 2 years of experience, 54 percent of the employees have experience level of 2 to 5 years and 24 percent of the employees have experience of more than 5 years.
- 40 percent of the employees experience stress level less than 4 which indicates that they are exposed to low level of stress.48 percent of the employees are between 4 and 7 which indicates that they have medium level of stress and they are less likely to suffer from stress related illness.12 percent of the employees have stress level greater than 7 which clearly shows that they are more prone to high level of stress and they are more likely to suffer stress related illness.
- Difficult co-workers, too much/too little contact with people and inadequate training/expertise to perform their work are the most affecting stressors which affects the employees.
- Defining the problems and finding solution, effective listening and social support are the most used coping strategies by the employees.

- Financial planning programs, special counseling programs and community service programs are the support and strategy that employees need from the organization.
- From the chi square analysis it has been found that the significance value is greater than 0.05. So the null hypothesis is rejected. Hence there is association between the stressors and the stress level.
- The significance value is greater than 0.05. So the null hypothesis is rejected. Hence there is association between the coping skills and the stress level and this is tested using Chi square.
- From the chi square analysis it has been found the significance value is greater than 0.05. So the null hypothesis is rejected. Hence there is association between the age of employees and the stress level.
- From the chi square analysis it has been found the significance value is greater than 0.05. So the null hypothesis is rejected. Hence there is association between the experience of employees and the stress level.
- The significance value is greater than 0.05. So the null hypothesis is rejected. Hence there is association between the educational level of employees and the stress level and this is tested using chi square.
- From the correlation analysis it has been found that the significance value is greater than 0.05. So the null hypothesis is rejected. Hence there is significant relationship between the stressors and the stress level.
- Regression analysis helps us to find that the factors such as balanced diet, relaxation, family support, money and time management and age are those

which differentiate significantly between relatively high and low level of stress experienced by employees.

## **5.2 SUGGESTIONS**

### **TO THE INDIVIDUAL**

- The employees can develop better communication and contact with their colleagues and that helps in avoiding conflict and stress.
- The employees should open up and can ask for support from their lead regarding training and development.
- They can develop a good social support network, both at work and with family and friends which can reduce the level of stress.
- Learning relaxation techniques, meditation, aerobics and aroma therapies are recommended.
- Focusing on the development of their required skills can make them fit for their working environment.

### **TO THE ORGANIZATION**

- The organization can provide better training for jobs and especially for promotion.
- The lead should understand the subordinates and can provide them with better support and advice.
- Can arrange programs like financial planning and special counseling which will help employees to a greater extent.

- Can focus more on fun and recreational activities which will ensure a pleasant and happy environment for the employees.
- The organization can arrange some health related programs to make employees aware of the proper diet and nutrition.

### **5.3 LIMITATIONS**

The major limitation is that the results of this study cannot be generalized across the entire organization because the sample has been taken only from a particular department. Few significant conclusions can be made or generalized from this study because of the limited sample size of the population, and the fact that it was a convenience sample. While the Stress assessment scale is believed to be an excellent instrument to measure work related stress and the stress agents it does have its limitations. It is a large questionnaire, consisting of 49 questions, dealing mainly with job stress issues, the coping skills and the current stress level. Although it is large it facilitates better analysis.

### **5.4 CONCLUSION**

Stress has become a part of day to day living of every individual in the present modern era. It can be said that the cost of stress is not only direct but also it leads to much indirect cost. Therefore, the management of stress in this fast pace of life is very essential. The most helpful method of dealing with stress is learning how to manage the stress that comes along with any new challenge, good or bad. Stress management skills work best when they are used regularly, not just when the pressure is on. Knowing how to de-stress and doing it when things are relatively calm can help one get through challenging circumstances that may arise. But at the same time management of stress is only possible when one is able to know the factors which lead to stress.

## STRESS ASSESSMENT QUESTIONNAIRE

### A RESEARCH STUDY ON WORKPLACE STRESS AGENTS AND STRATEGIES TO HANDLE THEM AT COGNIZANT TECHNOLOGY SOLUTIONS, COIMBATORE.

The following Stress Assessment questionnaire is designed to help you quickly evaluate the **Stressors** at work place that you perceive as stressful, the effectiveness of your current **coping skills** and to analyze your **expectations of support and strategy** needed from the organization.

**PLEASE SPARE 5 MINUTES FOR ANSWERING THESE QUESTIONS.**

#### DEMOGRAPHIC DETAILS:

AGE :

TOTAL EXPERIENCE (IN YRS):

DESIGNATION:

EDUCATION: UG  PG  OTHERS (SPECIFY):

CURRENT PROJECT NAME:

The following is a list of situations that many people find stressful. For each item that applies to you, **tick the option** according to the level of stress coping that you believe most accurately describes how effectively you are coping with each stressor.

1. **Stressed Out/Burned Out**-Severe difficulties in coping, incapacitating feelings of anxiety, dread, depression, helplessness and/or anger, impaired functioning on the job or in personal life, presence of physical symptoms such as sleep and/or appetite disturbance, physical tension.

2. **Strained**-Frequent difficulty in coping, a sense of overwhelm or feeling drained, persistent feelings of anxiety, anger, irritability, helplessness, worry, gloom, some impairment in functioning at work or personal life.

3. **Balanced**-Effective and relatively stable functioning at work and/or personal life. Occasional distress feelings which are appropriate and minimally disturbing or disruptive.

4. **Highly Effective**-Highly effective and creative problem solving and performance, feeling challenged, energized, motivated, and anticipating successful resolution.

1. Too many responsibilities

1. Stressed Out    2. Strained    3. Balanced    4. Highly Effective

2. Demanding or Unreasonable Deadlines

1. Stressed Out    2. Strained    3. Balanced    4. Highly Effective

3. Conflicts with, or conflicting demands, unclear expectations from superiors, or management

1. Stressed Out    2. Strained    3. Balanced    4. Highly Effective

4. Difficult co-workers

1. Stressed Out    2. Strained    3. Balanced    4. Highly Effective

5. Lack of control over your workload and/or decisions affecting your job

1. Stressed Out    2. Strained    3. Balanced    4. Highly Effective

6. Office politics

1. Stressed Out    2. Strained    3. Balanced    4. Highly Effective

7. Job insecurity due to cutbacks, layoffs, downsizing, and reorganization

1. Stressed Out    2. Strained    3. Balanced    4. Highly Effective

8. Too much/too little contact with people

1. Stressed Out    2. Strained    3. Balanced    4. Highly Effective

9. Limited opportunity for advancement and/or inadequate pay

1. Stressed Out    2. Strained    3. Balanced    4. Highly Effective

10. Too many hassles and interruptions

1. Stressed Out    2. Strained    3. Balanced    4. Highly Effective

11. Demanding or difficult customers

1. Stressed Out    2. Strained    3. Balanced    4. Highly Effective

12. Inadequate training/expertise to perform your work

1. Stressed Out    2. Strained    3. Balanced    4. Highly Effective

13. Lack of support from your lead/manager

1. Stressed Out    2. Strained    3. Balanced    4. Highly Effective

14. No of hours of work/work life balance

1. Stressed Out    2. Strained    3. Balanced    4. Highly Effective

15. Other Work Stressor (please specify)

### **STRESS COPING SKILLS AND PERSONAL RESOURCES**

Please rate on the four point scale according to the level of your ability to apply each skill to reduce your stress.

16. I have good nutritional habits that include eating a balanced diet and taking appropriate nutritional supplements

1. Very poor    2. low or moderate    3. good    4. Very good

17. I am aware when stress builds up in my body and use relaxation techniques to reduce body tension.

1. Very poor      2. low or moderate      3. good      4. Very good

18. I am physically fit and use regular exercise to combat and prevent stress.

1. Very poor      2. low or moderate      3. good      4. Very good

19. I am able to ask for and receive support from friends, family members or professionals as a buffer against stress.

1. Very poor      2. low or moderate      3. good      4. Very good

20. I am able to effectively listen to others and comfortably express my own thoughts, feelings and opinions.

1. Very poor      2. low or moderate      3. good      4. Very good

21. In conflict situations, I am able to speak up on my own behalf, honestly express my opinions, feelings, and wishes and give constructive criticism.

1. Very poor      2. low or moderate      3. good      4. Very good

22. I am good at managing money, do not needlessly worry about financial matters, and have enough money to meet most of my needs.

1. Very poor      2. low or moderate      3. good      4. Very good

23. I am able to efficiently manage my time.

1. Very poor      2. low or moderate      3. good      4. Very good

24. I am able to establish priorities, take action on my plans, goals and set limits, schedule effectively, avoid procrastination and pace my efforts.

1. Very poor      2. low or moderate      3. good      4. Very good

25. I am skilled at defining problems, finding workable solutions, and evaluating the results of my actions.

1. Very poor      2. low or moderate      3. good      4. Very good

26. I am able to reduce stress by consciously monitoring, challenging and changing negative thought patterns and practicing relaxation techniques.

1. Very poor      2. low or moderate      3. good      4. Very good

27. I am able to change rigid and absolute stress inducing beliefs into more functional beliefs such as "I can be happy even if others disapprove of me", "the world doesn't have to meet my wishes all the time".

1. Very poor      2. low or moderate      3. good      4. Very good

28. I do not take myself too seriously and use humor to balance life's frustrations

1. Very poor      2. low or moderate      3. good      4. Very good

## EXPECTATIONS OF SUPPORT AND STRATEGY

Please rank the questions from 1 to 10 according to your expectations of priority.  
Do not repeat the ranks.

S.NO	PARTICULARS	RANK
29.	I would like my organization to conduct more health related programs focusing on diet and nutrition.	
30.	My organization can introduce various relaxation programs such as meditation, yoga and alpha music.	
31.	I would like my organization to take care of my physical/mental health by various activities like aerobic exercises, gym and training.	
32.	I would like my organization to assist individuals in developing a list of hobbies they enjoy and finding local activities that they may want to join.	
33.	I want my organization to help facilitating better communication with colleagues and superior.	
34.	I would like my organization to arrange special programs for developing communication, soft skills and personal development.	
35.	I want my organization to conduct special counseling programs to resolve personal issues.	
36.	My organization can arrange some programs which can help me in better financial planning.	
37.	I want my organization to focus more on fun and recreational activities at workplace at a higher frequency.	
38.	I want my organization to provide opportunities for various community service programs.	

## CURRENT STRESS ASSESSMENT

39. Not enough hours in the day to do all the things that I must do

1. Yes

2. No

40. My self-confidence / self-esteem is lower than I would like it to be

1. Yes

2. No

41. I frequently have guilty feelings if I relax and do nothing

1. Yes

2. No

42. I find myself thinking about problems even when I am supposed to be relaxing

1. Yes

2. No

43. I feel fatigued or tired even when I wake after an adequate sleep

1. Yes

2. No

44. My appetite has changed, have either a desire to binge or have a loss of appetite / may skip meals

1. Yes

2. No

45. I feel irritated or angry if the car or traffic in front seems to be going too slowly/ I become very frustrated at having to wait in a queue

1. Yes

2. No

46. If something or someone really annoys me I will bottle up my feelings

1. Yes

2. No

47. I experience mood swings, difficulty making decisions, concentration and memory is impaired

1. Yes

2. No

48. Increase in muscular aches and pains especially in the neck, head, lower back, shoulders

1. Yes

2. No

49. I find I have a greater dependency on alcohol, caffeine, nicotine or drugs

1. Yes

2. No

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