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# AN INVESTIGATION INTO THE IMPACT OF EMPLOYEE STRESS MANAGEMENT ON ORGANIZATIONAL PERFORMANCE

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## ABSTRACT

*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 – thebody's defenses kick into high gear in a rapid, automatic process known as the "fight-or- flight" reaction, or the stress response. The present study has been focused in to identify the reasons of employee stress and symptoms of the stress. It has also focused on to analyze whether the management is providing an adequate training facilities totheir workers. The purpose of the study is also to identify whether the workers are able to manage their time in their job.*

**KEY WORDS :** *job, management, training, stress, symptoms.*

## INTRODUCTION

Stress is the way human beings react both physically and mentally to changes, events, and situations in their lives. People experience stress in different ways and for different reasons. The reaction is based on your perception of an event or situation. If you view a situation negatively, you will likely feel distressed—overwhelmed, oppressed, or out of control. Distress is the more familiar form of stress. The other form, eustress, results from a "positive" view of an event or situation, which is why it is also called "good stress." Eustress helps you rise to a challenge and can be an antidote to boredom because it engages focused energy. That energy can easily turn to distress, however, if something causes you to view the situation as unmanageable or out of control. Many people regard public speaking or airplane flights as very stressful—causing physical reactions such as an increased heart rate and a loss of appetite—while others look forward to the event. It's often a question of perception: A positive stressor for one person can be a negative stressor for another.

## REVIEW OF LITERATURE

**Dr. Latha Krishnan (2014)** conducted a research work about the variousfactors contributing to stress among working women and to identify the impact of the stress management techniques used by working women. This study was conducted among working women in different sectors in Bangalore city. The findings of the study reveal that under socio- economic stressors unexpected guests, followed by absence of domestic help causes major stress among working women. Moreover anxiety aboutchildren future and husbands job insecurity play a major role in causing stress under family and relationship. Thus the working women need to have work life balance and imbibe stress management strategies like meditation, balanced diet filled with entertainment and fun to lead a stressfree life.

**A.Krithika and Dr.K.Rajam (2018)** conducted a research work about the occupational stresses faced by the women teachers in an educational institutions and how they are handling their profession stress. The findings of the study reveal that during the education, students gain the knowledge and skills, and teachers are the basic role models for their students. Teachers play a significant role in the development of countries, because they educate new generations. At present world facing, the new term 'Occupational Stress' it can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources or needs of the worker. Job stress can lead to poor health and even injury. This article contain 47 (2007-17) reviews from various articles.

**Vemuri Swathi and M.Sudhit Reddy (2016)** conducted a research workabout the work stress and causes that create stress among working women. The findings of the study reveal that the stress is a growing problem in the workplaces and a particular magnitude for working women. Women employees report more non-fatal but long term and disabling health problems. The Review of literature described that working women generally involved simultaneously in many tasks, juggling between family and work responsibilities, which leads towards stress among them.

**Sai Lakshmi and Hema.S (2016)** conducted a research work on the stress and its consequences in women's life. It also focuses on how working women in IT sector under much stress and this paper demonstrates tips to help, manage and reduce stress levels in their working as well as personal life.

**Muddanagouda Patil (2016)** focused on occupational stress

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experiencedby working and non-working women. Stress is not itself a completely negative condition. However, it is a reaction in which different people react differently according to their experiences. . It was concluded that household responsibilities child caring issues family relationship are the sources of stress for women.

**Antoniou et.al (2006)** identified the sources of occupational stress and professional burnout experienced by females. Stress is defined as "the emotional and physical response which occurs when the requirements ofdemands of the job do not match the capabilities/potentials" It was found that females experienced more stress as compared to male.

**Gourie Suraj Narayan (2005)** focused on women in management and occupational stress. It was suggested that ecosystem approach should focus on individual, organizational and social intervention to minimize stress in working women.

**Adeline broadbridge (2000)** identifies the sources of stress among female managers in retail sector. It was advised that educational programs, career planning confidence building, etc. should be adopted toovercome stress.

**Nagina Parveen (2009)** focused on occupational stress experienced by married and unmarried working women of Hyderabad city. This study provides valuable information about the stress levels of both groups of respondents .According to the results of the study the overall work related

**Harilal. A and Santhosh V.A (2017)** conducted the research work to identify and compare the level of stress experienced by housewives and working women in the state of Kerala. The analysis shows the stress levels are high for working women when compare with housewives and both ofthem have a relationship, the stress levels of women and financial position of their family have a relationship. The study helps the organizations and spouses in effective management of women's dual role in work and personal life.

**Statement of the problem**

Stress kills the creativity and quality a person cannot give their best when they are stressed out, and at the health industry and among the healthcare workers has become an increasing phenomenon due to external factors such as technological and emotional stress, healthcare workers faces many physicals as well as psychological Stress during working hours . The stress level among employees decreases the performance and also deteriorates the physical and intellectual functioning. High stress affects the creative performance and results in forgetfulness, frequent mistakes, restlessness, lack of concentration or irritability. Hence the study focuses on the cause, effect, sources of stress, and symptoms of stress and to manage the stress.

## OBJECTIVES OF THE STUDY

1) To identify the reasons of employee stress and symptoms of the stress.
2) To identify the sources of stress.
3) To analyze whether the management is providing an adequate training facilities totheir workers
4) To identify whether the workers are demotivated in their work.
5) To identify whether the workers are able to manage their time in their job.

## RESEARCH METHODOLOGY

Both primary and secondary data were used, secondary data was used for the conceptual framework The research design is descriptive in nature as the researcher has made attempts to describecharacteristics . Sample Size refers to the number of items to be selected form the universe to constitute sample, an optimum sample size is one fulfills the requirements of efficiency, representatives, reliability and flexibility size was taken as 100.

To conduct the present study, the simple random sampling technique was adopted and the opinion was collected from 30 SHG members of each Taluk comprising 120 SHG members in total. To arrive at meaningful inferences, percentage analysis and chi-square tests were used.

## COLLECTION OF DATA

**Sample Size**

Sample Size refers to the number of items to be selected form the universe to constitute sample, an optimum sample size is one fulfills the requirements of efficiency,representatives, reliability and flexibility size was taken as 100.

## ANALYSIS AND INTERPRETATION

**Table No.1**
**Age of the Respondents**

| Age Group | No of Respondents | Percentage |
|---|---|---|
| 21-25 | 22 | 22% |
| 25-30 | 51 | 51% |
| 30-35 | 27 | 27% |

From the above table it was founded that only 22% of the respondents belongs to the age group of between 21-25 yrs which is recorded as lowest. 51% of the respondents belongto the age group of between 25-30yrs which is recorded as highest, 27% of

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the respondents belong to the age group of between 30-35yrs category.

**Table No:2**
**Gender of the respondents**

| S.No | Attributes | No. of. Respondents | Percentage |
|---|---|---|---|
| 1 | Male | 46 | 46% |
| 2 | Female | 54 | 54% |

From the above table it was founded that 46% of the respondents are belongs to male category and 54% of the respondents are belongs to female category.

**Table No:3**
**Marital Status of the Respondents**

| Marital Status | No of Respondents | Percentage |
|---|---|---|
| Married | 64 | 64% |
| Unmarried | 36 | 36% |

From the above table, it was realized that 64% of the respondents are married and 36%of the respondents are unmarried.

**Table No: 4**
**Opinion of respondents regarding workload**

| Opinion of Workload | No of Respondents | Percentage |
|---|---|---|
| Highly Satisfied | 28 | 28% |
| Satisfied | 36 | 36% |
| Neutral | 11 | 11% |
| Dissatisfied | 15 | 15% |
| Highly Dissatisfied | 10 | 10% |

From the above table it was founded that 28% of the respondents are highly satisfied with the workload, 36% of the respondents are just satisfied with the workload which was recorded as highest percentage, 11% of the respondents are neutral regarding the workload level, 15% of the respondents are dissatisfied with the workload level and only10% of the respondents are highly dissatisfied with the workload level which was recorded as lowest percentage

**Table No: 5**
**Concentration of respondents at their work**

| Concentration on work | No of Respondents | Percentage |
|---|---|---|
| Strongly Agree | 26 | 26% |
| Agree | 34 | 34% |
| Undecided | 7 | 7% |
| Disagree | 18 | 18% |
| Strongly disagree | 15 | 15% |

From the above table, it was founded that 26% of the respondents strongly agree that they have full concentration at their work, 34% of the respondents are just agree that theyhave full concentration at their work which was recorded a highest percentage, 7% of the respondents are undecided about their concentration level which was recorded as lowest percentage, 18% of the respondents are disagree that they doesn't have full concentration at their work and only15% of the respondents are strongly disagree with this opinion.

**Table No: 6**
**Stress level of the respondents**

| Level of Stress | No of Respondents | Percentage |
|---|---|---|
| Very high | 26 | 26% |
| High | 24 | 24% |
| Medium | 13 | 13% |
| Low | 21 | 21% |
| Very low | 16 | 16% |

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From the above table, it was founded that 26% of the respondents stress level was very high which was recorded as highest percentage, 24% of the respondents stress level was at high level, 13% of the respondents stress level is at medium level which was recorded as lowest percentage, 21% of the respondents stress level is at low level and 16% of therespondents stress level is at very low level.

**Table No: 7**

**Job of the respondents leads to stress**

| Job leads to stress | No of Respondents | Percentage |
|---|---|---|
| Strongly agree | 19 | 19% |
| Agree | 41 | 41% |
| Undecided | 5 | 5% |
| Disagree | 12 | 12% |
| Strongly disagree | 23 | 23% |

From the above table it was founded that 19% of the respondents are strongly agree that their job makes them to get stress at their work, 41% of the respondents are just agree thattheir job leads them to get stress which was recorded as highest percentage, only 5% of the respondents are undecided about this opinion, 12% of the respondents are disagree that their job doesn't leads them to get stress and 23% of the respondents are strongly disagree with thisopinion.

**Table No: 8**

**Training for the respondents to reduce stress**

| Training to reduce stress | No of respondents | Percentage |
|---|---|---|
| Yes | - | - |
| No | 100 | 100% |

From the above table it was realized that 100% of the respondents are not at allprovided with any training session in order to reduce stress at their work.

**Table No: 9**

**Stress leads the respondents to get demotivated at their work**

| Stress leads to demotivation | No of Respondents | Percentage |
|---|---|---|
| Strongly agree | 20 | 20% |
| Agree | 23 | 23% |
| Neutral | 12 | 12% |
| Disagree | 37 | 37% |
| Strongly disagree | 8 | 8% |

From the above table it was founded that 20% of the respondents are strongly agree that their stress level makes them to get demotivation at their work, 23% of the respondentsare just agree that their stress level makes them to demotivated, 12% of the respondents are neutral about this opinion, 37% of the respondents are disagree that their level of stressdoesn't makes them to get demotivated at their work which was recorded as highest percentage and only 8% of the respondents are strongly disagree that their job doesn't makes them to get demotivated at their work.

**Table No: 10**

**Recognizing the causes of stress by the respondents**

| Recognizing the causes of stress | No of Respondents | Percentage |
|---|---|---|
| Strongly agree | 18 | 18% |
| Agree | 39 | 39% |
| Neutral | 12 | 12% |
| Disagree | 13 | 13% |
| Strongly disagree | 18 | 18% |

From the above table, it was found that 18% of the respondents are strongly agreethat they can able to identify the causes of stress, 39% of the respondents are agree that they can identify the causes of stress which was recorded as highest percentage, 12% of the respondents are neutral with this opinion which was recorded as lowest percentage, 13% of the respondents are

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disagree that they can't identify the causes of stress and 18% of the respondents are strongly disagree that they can't identify the causes of stress.

**Table No: 11**
**Stress Management level by the respondents**

| Stress Management level | No of Respondents | Percentage |
|---|---|---|
| Very high | 20 | 20% |
| High | 36 | 36% |
| Medium | 13 | 13% |
| Low | 19 | 19% |
| Very low | 12 | 12% |

From the above table, it was found that 20% of the respondents can manage the stress at very high level, 36% of the respondents can manage the stress at high level which was recorded as highest level, 13% of the respondents can manage the stress at medium level, 19%of the respondents can manage the stress only at low level and 12% of the respondents can manage their stress at very low level

**Table No : 12**
**Anger by the respondents towards Co-workers**

| Anger towards Co-workers | No of respondents | Percentage |
|---|---|---|
| Yes | 28 | 28% |
| No | 72 | 72% |

From the above table, it was founded that 28% of the respondents shows anger towards their co-workers and 72% of the respondents doesn't show their anger towards their co-workers.

**Table No: 13**
**Ways to manage stress of respondents**

| Ways of managingstress | No of Respondents | Percentage |
|---|---|---|
| Exercise regularly | 34 | 34% |
| Changing the way you see things | 24 | 24% |
| Avoiding extremereactions | 32 | 32% |
| Avoiding the persons who makes stress | 6 | 6% |

From the above table, it was founded that 34% of the respondents will manage their stress by exercising regularly which was recorded as highest percentage, 24% of the respondents manage their stress by changing the way they see things, 32% of the respondents manages the stress by avoiding extreme reactions and only 6% of the respondents manages the stress by avoiding the persons who makes them stress.

**Table No: 14**
**Satisfactory level of the respondents regarding Scale of pay**

| Satisfaction on Salary | No of respondents | Percentage |
|---|---|---|
| Highly Satisfied | 18 | 18% |
| Satisfied | 38 | 38% |
| Neutral | 8 | 8% |
| Dissatisfied | 19 | 19% |
| Highly dissatisfied | 17 | 17% |

From the above table, it was founded that 18% of the respondents are highly satisfied with the scale of pay, 38% of the respondents are just satisfied with their scale of pay which was recorded as highest percentage, 8% of the respondents are neutral with this opinion whichwas recorded as lowest percentage, 19% of the respondents are dissatisfied with their scale of pay and 17% of the respondents are highly dissatisfied with their scale of pay.

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**Table No: 15**
**Positive attitude of the respondents towards job**

| Positive Attitude TowardsJob | No of Respondents | Percentage |
|---|---|---|
| Strongly agree | 19 | 19% |
| Agree | 33 | 33% |
| Neutral | 7 | 7% |
| Disagree | 22 | 22% |
| Highly disagree | 19 | 19% |

From the above table it was founded that 19% of the respondents are strongly agree that they have positive attitude towards their job, 33% of the respondents are just agree that they have positive attitude in their work which was recorded as highest percentage, only 7%of the respondents are neutral with this opinion which was recorded as lowest percentage,22% of the respondents are disagree that they have positive attitude towards their job and 19%of the respondents are highly disagree that they have positive attitude towards their job.

**Table No: 16**
**Sharing the problems with co-workers by the respondents**

| Sharing problems with co-workers | No of respondents | Percentage |
|---|---|---|
| Yes | 47 | 47% |
| No | 53 | 53% |

From the above table it was founded that 47% of the respondents shares their problemswith their colleagues or friends and 53% of the respondents doesn't shares their problems with their colleagues or friends.

**Table No: 17**
**Compromising themselves in the job**

| Compromisation in Job | No of respondents | Percentage |
|---|---|---|
| Strongly agree | 17 | 17% |
| Agree | 32 | 32% |
| Neutral | 6 | 6% |
| Disagree | 25 | 25% |
| Highly disagree | 20 | 20% |

From the above table, it was founded that 17% of the respondents are strongly agree that they can compromise themselves in their job, 32% of the respondents are just agree that they can compromise themselves in their job which was recorded as highest percentage, only 6% of the respondents are neutral with this opinion which was recorded as lowest percentage, 25% of the respondents are disagree that they can't compromise themselves in their job and 20% of the respondents are highly disagree with this opinion.

**Table No: 18**
**Satisfactory level of the respondents regarding leisure time**

| Leisure Time | No of respondents | Percentage |
|---|---|---|
| Highly satisfied | 24 | 24% |
| Satisfied | 40 | 40% |
| Neutral | 4 | 4% |
| Dissatisfied | 19 | 19% |
| Highly dissatisfied | 13 | 13% |

From the above table it was founded that 24% of the respondents are highly satisfied with the leisure time facilities, 40% of the respondents are just satisfied with the leisure time facilities which was recorded as highest percentage, only 4% of the respondents are neutral with this opinion which was recorded as lowest percentage, 19% of the respondents are dissatisfied with the leisure time facilities and 13% of the respondents are highly dissatisfied with the leisure time facilities.

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**Table No: 19**
**Time Management by the respondents**

| Time Management | No of respondents | Percentage |
|---|---|---|
| Strongly agree | 22 | 22% |
| Agree | 32 | 32% |
| Neutral | 9 | 9% |
| Disagree | 17 | 17% |
| Highly disagree | 20 | 20% |

From the above table, it was founded that 22% of the respondents are strongly agree that they have proper time management at their work, 32% of the respondents are just agree that they have proper time management which was recorded as highest percentage, 9% of the respondents are neutral with this opinion which was recorded as lowest percentage, 17% of the respondents are disagree that they have proper time management and 20% of the respondents are highly disagree with this opinion.

**Table No: 20**
**Organization level stressors affected in work**

| Extra Organizational stressors | No of respondents | Percentage |
|---|---|---|
| Family | 33 | 33% |
| Economy | 21 | 21% |
| Mobility | 20 | 20% |
| Quality of life | 26 | 26% |

From the above table, it was founded that 33% of the respondents said that family isthe basis to be affected in the work, 21% of the respondents said that economy is the basis for the organizational level stressor to be affected in the work, 20% of the respondents said that lack of mobility is the basis for an organizational level stressors to be affected in their work, 26% of the respondents said that quality of life is the basis for an organizational level stressorsto be affected in the work.

**Table No: 21**
**Symptoms of stress**

| Symptoms of stress | No of respondents | Percentage |
|---|---|---|
| Headache | 27 | 27% |
| Depression | 23 | 23% |
| Nervousness | 14 | 14% |
| Forgetfulness | 16 | 16% |
| Eating Disorders | 29 | 29% |

From the above table, it was founded that 27% of the respondents had headache when they feel stress at their work, 23% of the respondents had depression while they are stressed attheir work, 14% of the respondents feel nervousness when they are stressed which was recorded as lowest percentage, 16% of the respondents feel forgetfulness while they feel stressat their work and 29% of the respondents had eating disorders when they get stress at their work which was recorded as highest percentage.

**Table No: 22**
**Relaxation to make stress free mind**

| Relaxation to make stressfree mind | No of respondents | Percentage |
|---|---|---|
| Listening to music | 27 | 27% |
| Get a message | 23 | 23% |
| Go for a walk | 20 | 20% |
| Savor a warm cup of coffeeor tea | 30 | 30% |

From the above table, it was founded that 27% of the respondents relax themselves by listening to music, 23% of the respondents relax themselves by getting a message, 20% of the respondents relax themselves by going a walk which was recorded as highest percentage and 30% of the respondents relax themselves by drinking a cup of coffee or tea which was recorded as highest percentage.

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## FINDINGS

- It was found that 51% of the respondent's age group is between 25-30years.
- It was founded that the highest percentage (54%) of the respondents are belongs to female category.
- It was founded that the majority of the respondents (64%) are married.
- It was founded that 36% of the respondents are satisfied with their level of workload.
- It was founded that 34% of the respondents are just agree that they have full concentration at their work.
- It was revealed that the highest percentage (26%) of the respondents stress level is at very high level.
- It was founded that the highest percentage (41%) of the respondents agrees that their job makes them to get stress at their work.
- It was revealed that 100% of the respondents are not provided with any training facilities in order to reduce stress.
- It was founded that 37% of the respondents are disagree that their stress level doesn't makes them to be demotivated in their work.
- It was founded that 39% of the respondents agrees that they can able to identify the causes of stress.
- It was founded that 36% of the respondents can able to manage the stress at a high level.
- It was revealed that 72% of the respondents show their anger towards their co-workers.
- It was revealed that 34% of the respondents manage their stress by exercising regularly in their day to day life.
- It was founded that 38% of the respondents are satisfied with the scale of pay provided by the management.
- It was founded that 33% of the respondents agrees that they have positive attitude towards their job.
- It was revealed that 53% of the respondents don't shares their problems with their colleagues or friends.
- It was founded that 32% of the respondents agrees that they will compromise themselves in their job.
- It was founded that 40% of the respondents are satisfied with the leisure facilities provided by the management.
- It was revealed that 32% of the respondents agree that they have proper time management in their work.
- It was founded that 33% of the respondents says that family is the basis for an extra organizational level stressors to be affected in their work.
- It was revealed that the highest percentage (29%) of the respondents have the symptom of eating disorder which leads to stress during their work.
- It was founded that the highest percentage (30%) of the respondents relaxes themselves by savor a warm cup of coffee or tea in order to get stress free mind.

## SUGGESTIONS

Based on the given findings the following suggestions and recommendations are givenby the researcher.

- Stress management programme should be conducted for all the workers on a regular basis.
- The management should provide proper leisure time facilities so that they can relax theirmind and they can concentrate properly in their work.
- The management should provide an opportunity for social interaction among employees so that a cordial relationship can be created among employees.
- The management should establish work schedules that are compatible with demands and responsibilities outside the job.
- The management can share information with employees to reduce uncertainty about theirjobs and futures.

## CONCLUSION

The stress of employees is within the optimal range for performance andthe stress builds could be controlled. The various stress indicators of the employees are experiencing troubles while taking decisions, getting angry while interrupted at work, experiencing repetitiveness in mistakes or approach, difficulties in concentrating or remembering things, experience frequent headaches and migraines, etc. The common responses given by employees under stress are heavy workload, working overtime, low pay package, lack of training etc. It is also a comfortable environment to work as majority employees are able to work without disturbances or interruptions and also do they get time to meet their personal obligations. But since it is a textile industry, the environment adds on to an employee's stress.

The study is made in detail about the Stress Management among employees. From the study majority of the respondents feels that their job makes them to get stress at their work. So, the managementcan take necessary steps to make their employees to feel free in their job, so that the employees can manage the stress at their work. This study will help the organization to make the employees to work more without tension.

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