



# A STUDY ON EMPLOYEE STRESS MANAGEMENT AT NATCO PHARMACUETICALS –HYDERABAD

**K.Chandani Patnaik<sup>1</sup>, Dr. M. Rajesh<sup>2</sup>**

<sup>1</sup>II-MBA Mallareddy Engineering College, (Autonomous), Hyderabad.

<sup>2</sup>Associate Professor, Dept of MBA , Mallareddy Engineering College (Autonomous), Hyderabad.

Article DOI: <https://doi.org/10.36713/epra10926>

DOI No: 10.36713/epra10926

## ABSTRACT

*This paper examines the level of stress management in NATCO employees, Hyderabad District. In addition, this study examines the extent to which personal factors affect stress management. Coping with stress is measured on the basis of the different dimensions of respectful and responsible behavior, leadership and communication of work, leadership of individuals in a team and coping with difficult situations. Stress can be defined as a response to a stimulus that disturbs our emotional balance. It has its existence in every life nowadays. Stress refers to the burden of the conflict between our external environment, which leads to emotional and physical pressure. Stress cannot be avoided, but you can learn to deal with it. The Stress Management Scale was developed by Dr Vandana Kaushik and Dr Namrata Arora Charpe. Sample The NATCO PHARMA employees were selected for their ease of access and affordability using a simple random sample that was analyzed with MS Excel.*

**KEYWORDS:** *Stress, stress management, workplace stress, bank employees, stress management level.*

## INTRODUCTION TO HR

Human resource management is an art of leading people at work so that they do their best for the company. Put simply, Human Resource Management refers to the quantitative aspects of the people who work in an organization.

Human Resource Management is also a management function that deals with the recruitment, motivation and retention of people in an organization. The focus is on people in organizations.

Organizations aren't just bricks, mortar, machines, or supplies. You are human It's the people who run organizations.

HRM involves the application of management functions and principles. The functions and principles are applied to the recruitment, development, retention and remuneration of employees in organizations.

The decision made must influence the effectiveness of the organization. The effectiveness of an organization must lead to an improvement in the services it provides to customers in the form of high-quality products at reasonable costs.

The HRM function is not limited to just starting a business. They also apply to non-commercial organizations such as education, healthcare, leisure, etc.

The scope of HRM is huge indeed. All essential activities in working life from joining a company to leaving - come under the HRM preview. This includes in particular the activities of personnel planning, job analysis and personnel placement, recruiting and selection, orientation and placement, training and further education, performance and job evaluation, remuneration of employees and managers, motivation and communication, social affairs, safety and health, industrial relations and the like

HRM is a broad concept HR management and HR development is a part of HRM.

Before we define "Human Resource Management", it seems good to first define heterogeneous in the sense that they differ in personality, perception, emotions, values, attitudes, motives and ways of thinking.



## INTRODUCTION STRESS MANAGEMENT

Stress management refers to a wide range of techniques and psychotherapies aimed at controlling a person's level of stress, especially chronic stress, usually with the aim of improving everyone's functioning. In context, the term "stress" only refers to stress with significant negative consequences, or distress in the terminology advocated by Hans Selye, rather than what he calls eustress, stress whose consequences are helpful or otherwise positive.

Stress creates numerous symptoms that vary depending on the person, situation, and severity. These can include deterioration in physical health and depression. According to the St. Louis Psychologists and Counseling Information and Referral, the process of managing stress is one of the keys to a happy and successful life in modern society. Although life has numerous demands that can prove difficult, coping with stress offers a number of ways to manage anxiety and maintain general well-being.

Distress is the more popular 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 face a challenge and can be an antidote to boredom as it requires focused energy. However, that energy can easily turn into distress if something causes you to see the situation as out of control or out of control. Many people find public speaking or airplane flights very stressful because they cause physical reactions such as increased heart rate and loss of appetite while others look forward to the event. It is often a matter of perception: a positive stressor for one can be a negative stressor for the other.

## SCOPE OF THE STUDY

This particular study of work stress management is limited within the organization. The study is carried out on the employees of the organization. This is not because resources are not available, but rather the nature of the study itself is limiting. It examines the presence or absence of stress among employees in the organization and identifies the factors that contribute to stress (if any). It also includes the various steps the organization has taken to manage the work stress of the employees, which can be used as a future reference for decision making and policy making regarding the employees. This study shows employee morale.

## OBJECTIVES OF THE STUDY

1. To study the nature of stress perceived and experienced by employees.
2. The objective of study is to identify the existence of work stress in the organization and to analyze the stress among workers.
3. To find environmental, organizational and individual factors that causes stress.
4. To study whether employees want the organization to take up measures to reduce stress or they handle by themselves.
5. To study effectiveness of present stress management practices in organization and to put faith suggestion to cope with stress.

## RESEARCH METHODOLOGY

Research methodology is a science. It is a method that can be used to solve research problems. It helps in studying how research is scientifically carried out. The scope of the research methodology is broader than the research methods. It explains why we use a particular method and are evaluated either through research or by others. It also explains why a research was done and how the research problems were defined. The research methodology is a way to systematically solve the research problem and the type of data collected, methods of collecting the data analysis.

## UNIVERSE OR POPULATION

- The group of people examined is known as the population or universe. Therefore the universe is the totality of all units to be examined in each investigation area.
- Population or universe here includes all employees working in the company. The study on "Stress management adopted by NATCO PHARMA" was carried out on 100 employees of NATCO PHARMA as Universe.

## SAMPLE SIZE

The number of sample units selected from the population is known as the sample size.

The sample size of this study is 50 employees. Each respondent is treated as a case of detailed analysis. Various data were collected using questionnaires, interviews and observation. H. Primary and secondary data are taken into account for the analysis.



## SAMPLE

A finite subset of a population that is selected from it to study its properties is called a population sample. A sample is a representative part of the population.

## SAMPLING

It is a researcher's duty to decide whether to use information from all population units or parts of the population. When the information is gathered from each population unit, it is called a census. While the information is gathered from just a few minutes of the population, this is known as the sampling method. The examined sampling method was chosen for this project.

## SAMPLING PERIOD

Sampling period is the time taken to complete the study. Here sampling period is 45 days.

## DATA COLLECTION METHOD

Collection of data is the most important step in research of any topic. Data collection includes both primary and secondary data.

## PRIMARY DATA

Primary data are those data that are collected for the first time and therefore have an original character.

## SECONDARY DATA

Secondary data are data that have been collected and published by another person for their own purpose. Secondary data is usually available in the form of finished products. It is second hand information, secondary data was collected from books, magazines, company websites, other websites, etc.

## DATA ANALYSIS

The data collected was tabulated and the percentage of respondents for each factor was calculated using the swing tally marking operation. A percentage analysis was performed to draw meaningful conclusions from the data collected.

## TOOLS AND TECHNIQUES OF THE STUDY

**Analysis tools:** Percentage Analysis

**Software tools:** MS Excel, Microsoft Word.

**Data collection:** Questionnaire method, interview method

**Presentation tools:** Tables, graphs and diagrams.

## LIMITATIONS OF THE STUDY

1. The research is carried out in a short period of time.
2. Most of the information is collected via questionnaires; there is a possibility that the respondents received incorrect answers.
3. Since the workers were on shifts, it is difficult to interview everyone.
4. Lack of cooperation from some employees due to their heavy workload.
5. The sample size was small; it is limited because the number of people interviewed is limited to 50 out of the large number of the population.
6. The opinions, behavior and attitudes of the respondents expressed in this study are limited to the duration of the study and can change over time.

## DATA ANALYSIS AND INTERPRETATION

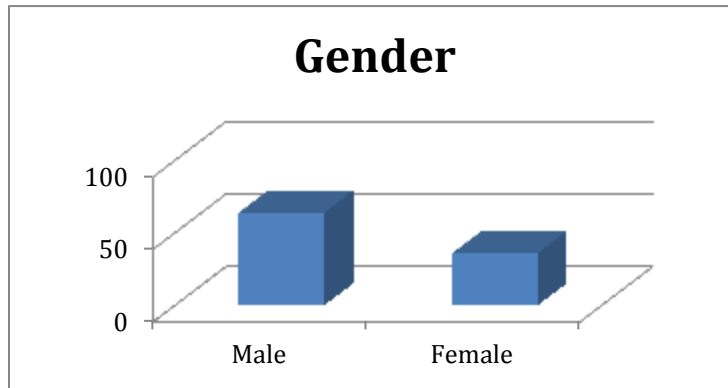
### 1. GENDER

TABLE NO 4.1

GENDER	NO OF RESPONDENTS	PERCENTAGE
Male	64	64%
Female	36	36%
Total	100	100%



GRAPH – 4.1



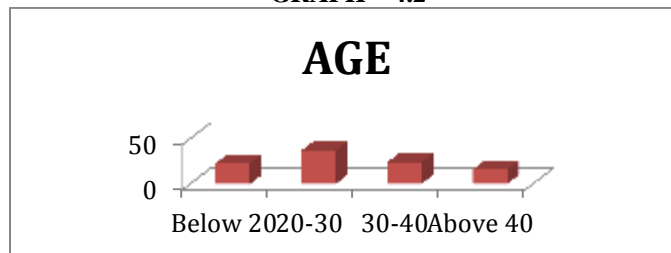
**INTERPRETATION:** The above table and table chart show the gender of the respondents, 64% of the respondents are male and 36% of the respondents are female. The majority (64%) of the respondents are male.

## 2. AGE

TABLE – 4.2

AGE	NO OF RESPONDENTS	PERCENTAGE
Below 20	23	23%
20-30	37	37%
30-40	24	24%
Above 40	16	16%
Total	100	100%

GRAPH – 4.2



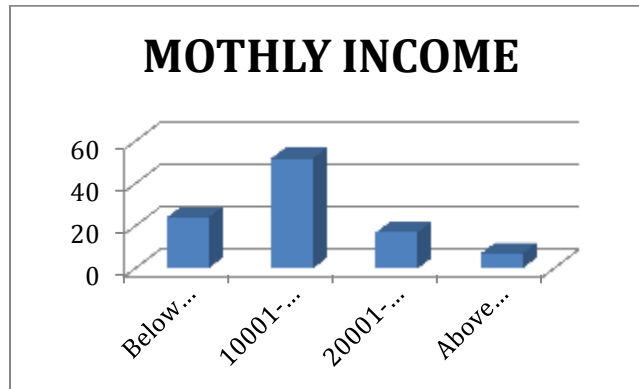
### INTERPRETATION

The above table and table chart show the age group of the respondents, it found that 23% of the respondents are in the age group under 20 years old, and 37% of them are in the age group 20-30 and 24% of them are under 20-40 Years old and the remaining 16% of them are under 40 years old. The majority (37%) of the respondents are 20-30 years old.

## 3. MONTHLY INCOME

TABLE – 4.3

MONTHLY INCOME	NO OF RESPONDENTS	PERCENTAGE
Below 10000	24	24%
10001-20000	52	52%
20001-30000	17	17%
Above 30000	7	7%
Total	100	100%



GRAPH – 4.3

**INTERPRETATION**

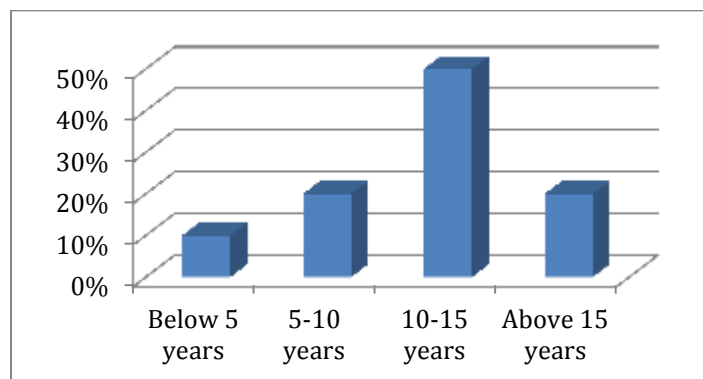
The table above shows that 24% of the respondents belong to the income below 10,000, 52% of the respondents belong to the income 10001-20000.

**4. WORK EXPERIENCE IN AN ORGANISATION**

Table – 4.4

RESPONSE	NO. OF RESPONDENTS	PERCENTAGE
Below 5 years	10	10%
5-10 years	20	20%
10-15 years	50	50%
Above 15 years	20	20%
Total	100	100%

Graph – 4.4



**INTERPRETATION**

The table and graph above show that 50% of respondents have 10-15 years of experience. 20% experience over 15 years. 20% of the respondents have 5-10 years of experience. Remaining 10% under 5 years.

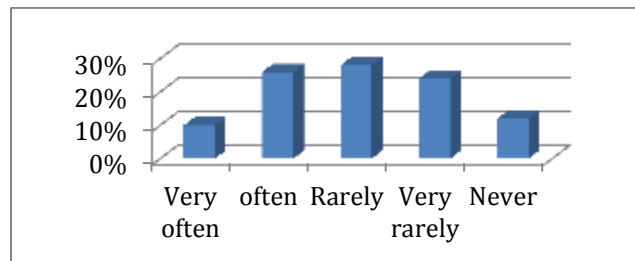
**5. How often do you say the word “I am busy or I am having hard time”  
 At the work place.**



**Table – 4.5**

RESPONSE	NO. OF RESPONDENTS	PERCENTAGE
Very often	10	10%
Often	26	26%
Rarely	28	28%
Very rarely	24	24%
Never	12	12%
TOTAL	100	100%

**Graph - 4.5**



**INTERPRETATION**

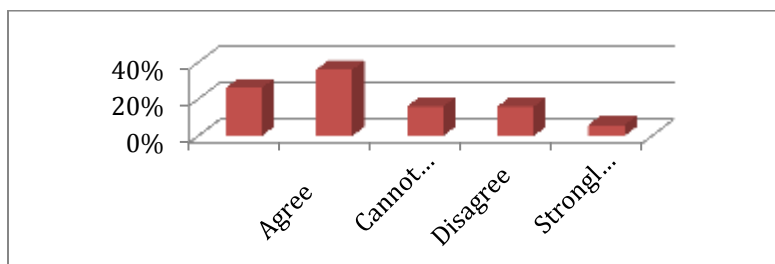
As can be seen from the graph, the majority of respondents (52%) seldom and very rarely state that they are employed at work.

**6.Physical environment problems in the work place causes Stress (Temperature, lighting, gases, dust).**

**Table – 4.6**

RESPONSE	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	26	26%
Agree	36	36%
Cannot say	16	16%
Disagree	16	16%
Strongly disagree	6	6%
Total	100	100%

**Graph – 4.6**



**INTERPRETATION**

The opinion of the study shows that the majority of respondents (62%) agree that the physical environment (temperature, lighting, gases and dust) causes stress

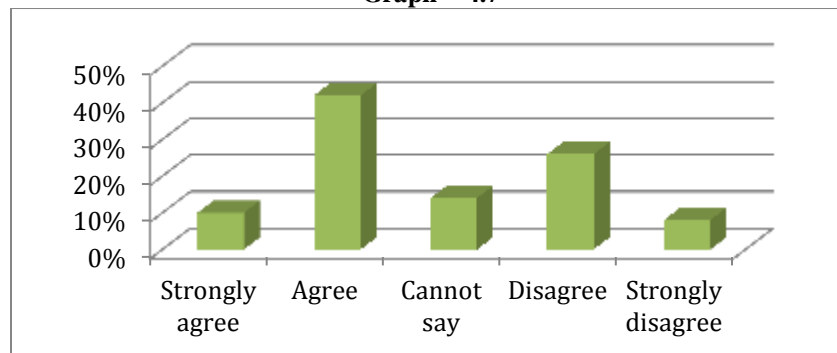
**7. You feel pressure of deadlines to complete work.**



**Table – 4.7**

RESPONSE	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	10	10%
Agree	42	42%
Cannot say	14	14%
Disagree	26	26%
Strongly disagree	8	8%
Total	100	100%

**Graph - 4.7**



**INTERPRETATION**

The majority of employees (51%) agree with the important question about employees and fully agree with the above statement.

**HYPOTHESIS**

**1. Null hypothesis (H0):**

There is no significant relationship between the working conditions and stress management.

**2. Alternate hypothesis (H1):**

There is significant relationship between the working conditions and stress management.

**Chi Square**

Chi Square is used as a test of independency. By using chi square, we can find out whether two or more attributes are associated or not. In this parlance chi square test is used to find out whether are or the level of stress plays a significant role in handling stress.

Chi square =  $(O-E)^2 / E$

degree of freedom for single data: (n-1)

degree of freedom for double data: (r-1) (c-1)

significance level: 5%

**TABLE –WORKING CONDITIONS**

WORKING CONDITIONS	NO. OF RESPONDENTS	PERCENTAGE
Pleasant	32	32%
Friendly	25	25%
Neutral	23	23%
Strained	15	15%
Very Poor	5	5%
Total	100	100%



O	E	O-E	(O-E) <sup>2</sup>	(O-E) <sup>2</sup> E
32	20	12	144	7.2
25	20	5	25	1.25
23	20	3	9	0.45
15	20	-5	25	1.25
5	20	-15	225	11.25
Total	100	0	428	21.4

Level of significance	5%
<b>Calculated Value</b>	<b>21.4</b>
Degree of Freedom	4
<b>Table Value</b>	<b>5.35</b>
<b>TV &lt; CV</b>	

Therefore, Hypothesis is rejected at 5% significant level.

## CONCLUSION

Where the calculated value is (21.4) is more than the given table value is (5.35). Where H<sub>1</sub> is accepted and H<sub>0</sub> is rejected. Hence, there is a significant difference between the working conditions affecting the stress management.

## FINDINGS

- 64% of the respondents are male and 36% of the respondents are female.
- 23% of the respondents are under 20 years old, 37% of them are 20-30 years old, and 24% of them are under 20-40 years old, the remaining 16% are under the age group over 40.
- 24% of the respondents belong to incomes less than 10,000, 52% of the respondents belong to incomes 10001-20000, 17% of the respondents belong to incomes 20001-30000 and the remaining 7% of the respondents belong to incomes over 30,000.
- 50% of the respondents have 10-15 years of experience. 20% experience over 15 years. 20% of the respondents have 5-10 years of experience. Remaining 10% under 5 years.
- 52% seldom and very seldom state that they are employed in the workplace.
- 62% agree that the physical environment (temperature, lighting, gases and dust) causes stress
- The majority of employees (51%) fully agree with the above statement.
- 68% had to struggle with a lack of cooperation in the office, the remaining 32% of the employees never had to struggle with a lack of cooperation in the organization.

## SUGGESTIONS

A small percentage of employees experienced high levels of stress. People who, on an organizational level, have many psychological problems in the form of reduced motivation, absenteeism, low productivity goals, etc. to develop coping strategies and to trigger their stress. The stress management course consists of a package program consisting of:

- Relaxation.
- Positive attitude towards work / responsibilities.
- Self-analysis through personality type tests.
- Development of interpersonal skills.
- Protection yoga cum meditation.
- Time management.
- At the individual level, employees could have a relaxing vacation every two weeks (where time is spent with family).
- Realize that excessive consumption of tea / coffee is not an answer to stress.





9. Try to get 6-7 hours of uninterrupted sleep every day.
10. An advanced study needs to be done to understand stress and its causes
11. Raise awareness of the after-effects of stress.
12. Give them relaxation techniques such as yoga, counseling, etc. from their own workplace
13. Employees must be granted at least 2 days off per week.
14. Provide public awareness sections to help educate staff about the importance of stress management in their lives.
15. Increase the number of employees so that the workload can be reduced as much as possible and so that the employees can be relieved of tension.

## CONCLUSION

The present study was carried out at "NATCO PHARMA at Hyderabad". The aim was to find out the stress level and personality type of the employees. This was done using a detailed questionnaire. The study found that only a small percentage fall into the low stress category and are highly stressed to some extent in the organization. The process of stress management is cited as one of the keys to a happy and successful life in modern society.

At the end of the study, we can see that signs of stress in employees that affect their behavior can effectively control and reduce it.

This can be done through advice and consideration of the suggestions given here on an individual and organizational level.

## REFERENCES

1. E.M. Eatough et al. *Effective coping with supervisor conflict depends on control: implications for work strains* *J. Occup. Health Psychol.* (2018)
2. J.R. Edwards *Cybernetic theory of stress, coping and well-being: review and extension to work and family*
3. K. Erickson *To invest or detach? Coping strategies and workplace culture in service work* *Symb. Interact.* (2004)
4. S. Folkman et al. *Stress, positive emotion, and coping* *Curr. Dir. Psychol. Sci.* (2000)
5. Fornell et al. *Evaluating structural equation models with unobservable variables and measurement error* *J. Mark. Res.* (1981)
6. A. Fothergill et al. *Stress, burnout, coping and stress management in psychiatrists: findings from a systematic review* *Int. J. Soc. Psychiatry* (2004)
7. A.S. Gill et al. *Mitigating stress and burnout by implementing transformational- leadership* *Int. J. Contemp. Hosp. Manag.* (2006)
8. A.A. Grandey *Emotion regulation in the workplace: a new way to conceptualize emotional labor* *J. Occup. Health Psychol.* (2000)
9. A.A. Grandey et al. *Emotional labor at a crossroads: where do we go from Here?* *Annu. Rev. Organ. Psychol. Organ. Behav.* (2015)
10. Rajesh, M., and T. Mahesh Babu. *"Human Capital Growth and its Significance on Organisation Performance: Facts from Developmental Economics."* *indianjournals.com* (2018): 95-109.
11. M.E. Guy et al. *How emotional intelligence mediates emotional labor in public service jobs* *Rev. Public Pers. Adm.* (2015)
12. M.E. Guy et al. *Emotional Labor: Putting the Service in Public Service* (2008)