



e-ISSN: 2319-8753 | p-ISSN: 2347-6710

IJIRSET

International Journal of Innovative Research in
SCIENCE | ENGINEERING | TECHNOLOGY



INTERNATIONAL JOURNAL OF INNOVATIVE RESEARCH

IN SCIENCE | ENGINEERING | TECHNOLOGY

Volume 11, Issue 6, June 2022

ISSN INTERNATIONAL
STANDARD
SERIAL
NUMBER
INDIA

Impact Factor: 8.118



9940 572 462



6381 907 438



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A Study on Stress Management for Employees in L&T Infotech at Chennai

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ABSTRACT: Stress is generally indicated as a deviation from normal functioning of body and mind. Stress can approach in an organization due to many reasons such as control over work, managerial style of manager etc. Stress in limited quantity is beneficial to organization and employee as well. It helps to achieve personal as well as goals of organization. But stress in excess quantity can cause harmful effects on the body, mind and psychology of employees. Stress can be measured by using psychological methods involving use of questionnaires. Physical measurement involve measuring of various physical constants of body such as blood pressure. Physiological measures include measurements of various hormonal levels etc. And the measures to relieve this stress include sports, music, dancing, hobbies etc. Excessive stress can be reduced by help of professional counselors. But the stress at workplace is an important issue must be dealt with to achieve progress. Day by day challenges for human is increasing in many different fields as if progress in turn creates new problems. Slowly the nature of working has been changed and still these changes are in progress. Because of these changes, number of illnesses has been increased, morality and human aspects are faded and new problems are occurred every day, so that we are facing job stress which called “illness of the century”. As a measure to minimize stress, delegating some work, share burden with colleagues, leave and time off work with family and love ones, as well as reducing work overtime ranked highest as strategies for stress management. Findings of a number of studies on this aspect says that stress has a great impact on the professionals and

thereby affects the level of productivity. Thus it is recommended that professionals should exhibit self-control and good self-esteem; engage in continuous professional development on skills for better organization, integration of work within specified project constraints and delegation of assignment, authority and breaking work into manageable parts so as to be able to cope with stress.

1. INTRODUCTION

Each person responds to stress in a different way, but too much stress can lead to health problems. Stress is the body's natural defense against predators and danger. It flushes the body with hormones to prepare systems to evade or confront danger. This is known as the “fight-or-flight” mechanism. When we are faced with a challenge, part of our response is physical. The body activates resources to protect us by preparing us either to stay and fight or to get away as fast as possible. The body produces larger quantities of the chemical's cortisol, adrenaline, and noradrenaline. These trigger an increased heart rate, heightened muscle preparedness, sweating, and alertness. All these factors improve the ability to respond to a hazardous or challenging situation. Factors of the environment that trigger this reaction are called stressors. Examples include noises, aggressive behavior, a speeding car, scary moments in movies, or even going out on a first date. The more stressors we experience, the more stressed we tend to feel.

II. OBJECTIVES OF THE STUDY

- To study about the demographic and socio-economic factors of the employees.
- To identify factors causing stress to employers in LTI at Chennai.
- To analyse the impact of stress to an employers and work in LTI.
- To solve the suitable measures to overcome the problem.

III. SCOPE OF THE STUDY

The scope of the study is to identify the factor which leads to employee's stress of the organization and to study about demographic and socio-economic characteristics of employee and to find relationship between the peer and superiors

IV. LIMITATIONS OF THE STUDY

- Study is applicable and limited to a particular organization and hence is not applicable for other organizations.
- This study was conducted only the topic on stress management in workplace not on other topics.
- Since stress management is a psychological concept the answer may depend upon the time, Moods and mentality of the respondents
- Shortage of time is also another important limitation of the project.
- The findings of the study can be applicable to some period and need not be applicable for ever.

V. REVIEW OF LITERATURE

1. Kavitha in her research titled—Role of stress among women employees forming majority workforce at IT sector in Chennai and Coimbatore (2012), she has focuses on the organizational role stress for the employees in the IT sector. She found in her research that, women face more stress than men in the organization and she viewed to be more specific married women faces more stress than the unmarried women.

2. P.S. Swaminathan, & Rajkumar S. in their work on —Stress levels in Organizations and their Impact on Employees' Behavior (2013). They have conducted a study that focused on the level of stress among the age group, profession, different varieties of jobs, hours of work and the influence of work environment on the degree of stress faced by employees. Stress in an employees' individual in nature. This study indicates that, an optimum level in which every individual can perform with his full capacity and identified three conditions responsible for work stress they are Role overload
Role self-distance
Role stagnation.

3. Satija S. & Khan W. in their research work titled —Emotional Intelligence as Predictor of Occupational Stress among Working Professionals (2013). According to them Occupational Stress is as same as Job Stress that needs to be controlled at the workplace otherwise it will negatively affect on employee's work attitudes & behavior. This study investigates that, the relationship between Emotional Intelligence and Occupational Stress. This study revealed findings that, Emotional Intelligence is a most significant predictor of Occupational Stress.

4. Amir Shani and Abraham Pizam (2009) —Work-Related Depression among Hotel Employees have conducted a study on the depression of work among hotel employees in Central Florida. They have found that, incidence of depression among workers in the hospitality industry by evaluating the relationship between the occupational stress and work characteristics.

5. Viljoen and Rothman, have investigated the relationship between —occupational stress, ill health and organizational commitment (2009). They found that organizational stressors contributed significantly to ill health and low organizational commitment. Stress about job security contributed to both physical and psychological ill health. Low individual commitment to the organization was predicted by five stressors, such as

6. Schmidt, Denise Rodrigues Costa; and et al, in their work on —Occupational stress among nursing staff in surgical settings. They aimed at evaluating the presence of occupational stress among nursing professionals working in surgical settings and investigating the relations between occupational stress and work characteristics.

7. Li-fang Zhang have conducted a study on titled —Occupational stress and teaching approaches among Chinese academics (2009). Researcher suggested that, controlling the self-rating abilities of the participants, the Favorable conceptual changes in teaching approach and their role insufficiency predicated that the conceptual change in teaching strategy is negative.

8. J.E. Agollain his research titled —Police Officers: The Case of Botswana Police Service,(2009). He has conducted a study in Botswana, among the police to find out work stress symptoms and coping strategies among the police service. This study reveals that the policework stressors are; getting injured while on duty and the use of force when the job demands to do so, etc. The coping strategies were identified as exercising, socializing, healthy eating, diets, career planning and employee training.

9. Connolly, John F and Willock, Joyce and Hipwell, Michele and Chisholm, Vivienne in their research titled Occupational Stress & Psychological Well Being following University Relocations (2009) they describe and analyses that management standards for work related stress (demand, support, control, role, relationships and change) can be analyzed by examining.

- 1) overall level of psychological strain
- 2) job satisfaction, and
- 3) the psychosocial working conditions.

10. Khalid A. in his research titled —Role of Supportive Leadership as a Moderator between Job Stress and Job Performance (2012), have found that, there is a direct relationship between stress and job performance in any organization. To improve the performance of an individual in an organization an employee should receive good support from their leaders. Therefore, a supportive leader can improve the performance of an employee even at unfavorable situations.

VI. RESEARCH METHODOLOGY

6.1 RESEARCH DESIGN

- A Master plan that specifies the method and procedures for collecting and analyzing needed information.
- A research design is a framework or blueprint for conducting the marketing research project.

6.2 SAMPLE DESIGN

Sampling is the process of selecting a sufficient number of element from the population. A Sample Design is a definite plan for obtaining a sample from the sampling frame. It refers to the technique or the procedure the researcher would adopt in selecting some sampling units from which inferences about the population is drawn.

6.3 PROBABILITY SAMPLING

- A Probability sampling is a sampling technique where the samples are gathered in a process that will have all the individuals in the population of getting equal chances of being selected. SIMPLE RANDOM SAMPLING METHOD.
- A simple random sample is a subset of a statistical population in which each member of the subset has an equal probability of being chosen.

6.4 CONVENIENCE SAMPLING

Convenience sampling (also known as Availability Sampling) is data collection from population members who are conveniently available to participate in study

6.5 SIZE OF THE SAMPLE

The Sample size is 106.

VII. DATA COLLECTION METHOD

7.1 PRIMARY DATA

These are data which are collected for the first time directly by the Researcher for the Specific study undertaken by him. In this research primary data are collected directly from the Respondent by using Questionnaire.

7.2 SECONDARY DATA

These are data which are already collected and used by someone previously. In this research review of Literature, Details of the industry are collected from the Internet.

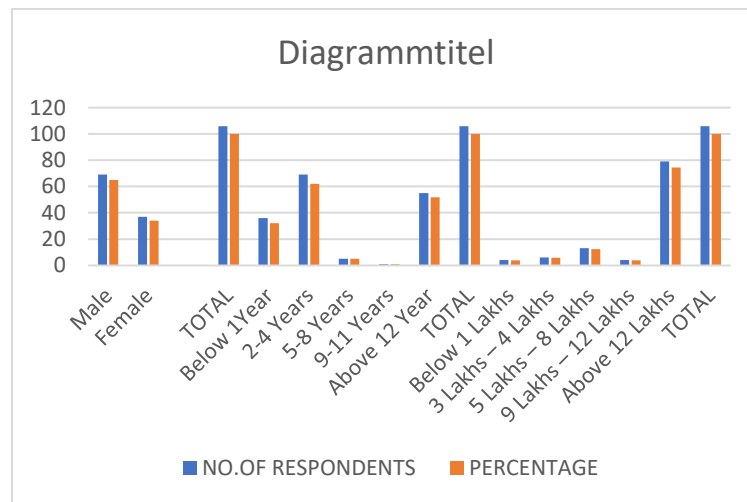
VIII. STATISTICAL TOOLS USED

To analyze and interpret collected data the following simple percentage and chi-square were used.

IX. DATA ANALYSIS

Table 1: DEMOGRAPHIC PROFILE OF THE RESPONDENTS

DETAILS OF THE RESPONDENTS		NO.OF RESPONDENTS	PERCENT AGE
GENDER	Male	69	65
	Female	34	37
	TOTAL	106	100
EXPERIENCE	Below 1 Year	32	36
	2-4 Years	69	62
	5-8 Years	5	5
	9-11 Years	1	1
	ABOVE 12 YEARS	55	51.9
	TOTAL	106	100
ANNUAL INCOME	Below Lakhs	4	3.8
	3 Lakhs – 4 Lakhs	6	5.7
	5 Lakhs – 8 Lakhs	13	12.3
	9 Lakhs – 12 Lakhs	4	3.8
	Above 12 Lakhs	79	74.5
	TOTAL	106	100

**INTERPRETATION**

From this study, it is evident that the 65% of the respondents are male, 62% of the respondents are between the Experience of 2-4 years, 74.5% of the respondents are Above 12 Lakhs, under the employee department.

X. CHI SQUARE TEST

Experience / Frequent headache	Below 1 year	2- 4 Year	5 – 8 Year	9 – 11 Year	Above 12 Year	Total
Always	1	5	3	5	9	23
Very Often	2	5	4	18	43	72
Sometimes	1	2	2	1	3	9
Rarely	0	0	0	0	0	0
Not at all	0	0	2	0	0	2
Total	4	12	11	24	55	106

NULL HYPOTHESIS HO: There is no significance relationship between Experience and Frequent Headaches.

ALTERNATIVE HYPOTHESIS H1: There is a significance relationship between Experience and Frequent Headaches.

PARTICULARS	OBSERVED VALUE S (O)	EXPECTED VALUES (E)	(O-E)	(O-E) ²	(O-E) ² /E
R1C1	1	0.86	0.14	0.0196	0.022
R1C2	5	2.71	2.29	5.2441	1.935
R1C3	3	0.339	2.661	7.080	20.88

R1C4	5	0	5	25	25
R1C5	9	0.075	8.925	79.65	1062
R2C1	2	2.60	-0.6	0.36	0.138
R2C2	5	8.15	-3.15	9.922	1.217
R2C3	4	1.01	2.99	8.940	8.851
R2C4	18	0	18	324	324
R2C5	43	0.45	42.55	1810.5	4023.3
R3C1	1	2.38	-1.38	1.904	0.8
R3C2	2	7.47	-5.47	29.92	4.005
R3C3	2	0.93	1.07	1.144	1.230
R3C4	1	0	1	1	1
R3C5	3	0.20	2.8	7.84	39.2
R4C1	0	5.20	-5.20	27.04	5.2
R4C2	0	16.3	-16.3	265.6	16.29
R4C3	0	2.03	-2.30	5.29	2.60
R4C4	0	0	0	0	0
R4C5	0	0.45	-0.45	0.2025	0.45
R5C1	0	11.9	-11.9	141.61	11.9
R5C2	0	37.3	-37.3	1391.29	37.3
R5C3	2	4.66	-2.66	7.075	1.51
R5C4	0	0	0	0	0
R5C5	0	1.03	-1.03	1.060	1.02
CALCULATED				X ² = 5589.848	

$$(O-E)^2$$

$$\text{Chisquare}(x^2) = \frac{\quad}{E}$$

$$\begin{aligned} \text{Degree of freedom (v)} &= (R-1) (C-1) \\ &= (5-1) (5-1) \\ &= 16 \end{aligned}$$

$$\text{Level of Significance} = 5\%$$

$$\text{Table value (TV)} = 26.29$$

$$\text{Calculated value (CV)} = 5589.848$$

$$CV > TV = H_1 \text{ is Accepted}$$

Result

Since the calculated value is more than the table value. So we accept the alternate hypothesis.

There is relationship between Experience and Frequent headaches.

XI. FINDINGS

- 65% of the respondents are male.
- 62% of the respondents are between the Experience of 2-4 years.
- 74.5% of the respondents have they Annual income Above 12 Lakhs.
- 96.2% of the respondents have the Job stress.
- 76% of the employees have respondents, they are suffering from Prolonged Fatigue.

7. 53% of the employees as the highly Stress in they job.
8. 38.7% of the employees had respondents they have a hard time relaxing.
9. 48.1% of the respondents is Moderate in rate the level of the job stress.
10. 55.7% of the respondents hadeffected in Stress that Affects physical and emotional well- being.
11. 50% of the employees having Stress in the organization.
12. 32.1% of the respondents have they Stressin Long Working hours is related to demand.
13. 33% of the employers will share the report to the Manager if they have any problem in they work.
14. 36.8% of the employees have respondents that the management is effective handling the stress.
15. 85% of the respondents are Spending time with family to avoid the stress.

XII. SUGGESTIONS

- ❖ The organization may take steps to understand the main cause of stress and try to manage in effective manner.
 - ❖ The management can monitor the workload of the employees and redesign when the workloads go beyond employee capability.
 - ❖ The management ensures the good flow of communication to the employees to reduce work place stress.
 - ❖ The employees may understand their health problems and be aware of the symptoms of stress.
 - ❖ Management may arrange the counselling programs in order to reduce the family problems.
 - ❖ The management may initiate some entertainment programs in order to protect the interest and hobbies of the employees.
 - ❖ Management may have a positive approach towards the stress management like good motivation and counselling programs.
- To the employees:
- ❖ The employees can go for daily activities such as Yoga, Meditation, Physical exercises are some of the best way to come out of the stress.
- To the Employers:
- ❖ The employers still have to be motivated by the company to work efficiently and to have good relationship with peers and Superiors.

XIII. CONCLUSION

Stress management is the most imperative success tool for the each and every organization. Everyone is subjected to stress in different forms, the cause for the stress varies according to the work. From this research, it is concluding that the employees are getting optimum level of stress from the organization which will not affect much on performance of the employees. As stress is an adaptive response to number of external situations that result in physical, psychological and behaviors' deviations for organization participants, the management has to provide necessary steps to the employees to overcome stress and they should find out the negative causes of stress and effect in attaining organization goals as well as their personal goals. Management of stress in our everyday life is vital for maintaining your overall health. Overseeing particular anxiety has been an engaging theme which intimates on our life. Stressors could be prevailed over by time administration, joint effort and group building, passionate discernment, work update and small wins.

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Impact Factor: 8.118



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