

A STUDY ON STRESS LEVEL OF EMPLOYEES IN MAJESTIC TECHNOLOGIES

Submitted in partial fulfillment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

by

NANDHAKUMAR.M

Register No.41050208



SCHOOL OF MANAGEMENT STUDIES

SATHYABAMA

**INSTITUTE OF SCIENCE AND TECHNOLOGY
(DEEMED TO BE UNIVERSITY)**

**Accredited with Grade "A" by NAAC | 12B Status by UGC | Approved by AICTE
JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI - 600 119**

APRIL 2023



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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **NANDHAKUMAR.M 41050208** who carried out the project entitled "**A Study on stress level of employees in Majestic Thechnologies**" under my supervision from January 2023 to March 2023.

DR.K.SASIREKHA
Internal guide

External Guide

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DECLARATION

I **NANDHAKUMAR.M (41050208)** hereby declare that the Project Report entitled “**A Study on stress level of employees in Majestic Thechnologies**” done by me under the guidance of **DR.K.SASIREKHA** is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE: 05.05.2023

PLACE: Chennai

A handwritten signature in black ink, appearing to read 'Nandhakumar.M', with a horizontal line drawn through it.

NANDHAKUMAR.M

ACKNOWLEDGEMENT

I am pleased to acknowledge my sincere thanks to Board of Management of **SATHYABAMA** for their kind encouragement in doing this project and for completing it successfully. I am grateful to them.

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NANDHAKUMAR.M

TABLE OF CONTENTS

CHAPTER NO.	TITLE	PAGE NO.
	ABSTRACT	(i)
	LIST OF TABLES	(iii)
	LIST OF CHARTS	(iv)
	LIST OF ABBREVIATIONS	(v)
1	INTRODUCTION	
	1.1 .Introduction	
	1.2 .Industry Profile	
	1.3 .Company Profile	
	1.4 .Statement of the problem	
	1.5 .Objectives of the Study	
	1.6 .Need for the study	
	1.7 .Scope & Significance of the study	
2	REVIEW OF LITERATURE	
	2.1 Review of Literature	
3	RESEARCH METHODOLOGY	
	3.1 Methodology	
	3.2.Research Design	
	3.3. Sources of Data	
	3.4. Questionnaire Development	
	3.5. Sample Size	
	3.6.Period Of Study	
	3.7.Profile area of the Study	
	3.8.Hypothesis	
4	DATA ANALYSIS AND INTERPRETATION	
	4.1 Percentage Analysis	
	4.2. ANOVA	
	4.3.CHI SQUARE	
	4.4.REGRESSION	
5	FINDINGS,SUGGESTIONS AND CONCLUSION	
	5.1.Findings of the Study	

	5.2.Suggestions & Recommendations	
	5.3. Limitations of the study	
	5.4.Conclusion	
	REFERENCES	
	ANNEXURE I – QUESTIONNAIRE	
	ANNEXURE II - BIOGRAPHY	

ABSTRACT

Stress is a general term applied to the pressures felt in life. Stress at work is almost inevitable in many jobs. Stress on job can be a challenge and stress can be positive and sometimes negative. Positive and Stress has become common among the working people in this era because of the competitiveness, job complexity, advanced technologies and various other reasons. People at the beginning of their career, who are trying to establish themselves, often experience stress. Various factors relating to stress impact of stress in the family, work and individual, management of stress factors and organizational health factors. The aged employees are having more stress factors relating to stress factors organizational personal health and psychological. Female employees are highly affected the stress factors in their work, health and they are more emotional in nature. This article highlights work stress among the employees in Majestic technologies to discuss the factors that contribute to employees stress experience and recommending measures for preventing distress within the organization.

LIST OF TABLE

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LIST OF CHARTS

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CHAPTER 1 – INTRODUCTION

1.1. INTRODUCTION:

A work stress can be defined as the harmful physical and emotional responses that occur when the requirements of the work do not match the capabilities, or needs of the worker. Stress has become common among the working people in this era because of the competitiveness, job complexity, advanced technologies and various other reasons. People at the beginning of their career, who are trying to establish themselves, often experience stress. Stress at work is a relatively new phenomenon of modern lifestyles. The nature of work has gone through drastic changes over the last century and it is still changing at whirlwind speed. They have touched almost all professions. Kids of kindergarten, boys of school, students of university and colleges, and everyone in the academic field experiences stress every day. All office goers experience stress of one or the other kind. Thus the reason for stress differs from person to person. But at the same everyone experiences stress.

The stress people's experience should not be necessarily treated as harmful. An optimum amount of stress can always act as an energizer or motivator and propel people to apply the efforts and complete the work. But a high level of stress can be a serious threat to the personality traits of the individual and can cause physiological and social problems. From an individual's point of view, stress is human body's physical, mental and chemical reactions to circumstances that frighten, confuse, endanger or irritate us. If taken positively, stress is a friend that strengthens the individual for the next encounter, but if, taken negatively; it can have adverse effect on both physical and psychological factors. Stress affects not only the individual but also his/her environment. Various factors relating to stress that impact to family, work and individual, management of stress factors and organizational health factors. In the fast developing world of today, there are many industries that are growing rapidly. One of the fastest developing industries is I.T. Industry. In this sector most of the aspirants wanted to occupy their career in I.T industry because this industry offers quick employment, opportunities in every sector, multiple career paths, high salaries, and it is easy to enter this industry without a college degree also. And they are Facing so much stress with their work. The IT sector has revolutionized the Indian economy, creating considerable employment opportunities, generating wealth and significant foreign exchange, and driving massive social changes. Software-driven IT is today at the top of

India's national agenda. It is an instrument and a model for the modernization of the Indian economy

Symptoms of work-related stress

The signs or symptoms of work-related stress can be physical, psychological and behavioural.

Physical symptoms include:

- Fatigue
- Muscular tension
- Headaches
- Heart palpitations
- Sleeping difficulties, such as insomnia
- Gastrointestinal upsets, such as diarrhoea or constipation
- Dermatological disorders.

Psychological symptoms include:

- Depression
- Anxiety
- Discouragement
- Irritability
- Pessimism
- Feelings of being overwhelmed and unable to cope
- Cognitive difficulties, such as a reduced ability to concentrate or make decisions.

Behavioural symptoms include:

- An increase in sick days or absenteeism
- Aggression
- Diminished creativity and initiative
- A drop in work performance
- Problems with interpersonal relationships
- Mood swings and irritability
- Lower tolerance of frustration and impatience
- Disinterest
- Isolation.

What are the main work-related stressors?

All the following issues have been identified as potential stressors at workplaces. A risk management approach will identify which ones exist in your own workplace and what causes them. They include:

- Organisation culture
- Bad management practices
- Job content and demands
- Physical work environment
- Relationships at work
- Change management
- Lack of support
- Role conflict
- Trauma.

Causes of work related stress;

Some of the factors that commonly cause work-related stress include:

- Long hours
- Heavy workload
- Changes within the organisation
- Tight deadlines
- Changes to duties
- Job insecurity
- Lack of autonomy
- Boring work
- Insufficient skills for the job
- Over-supervision
- Inadequate working environment
- Lack of proper resources
- Lack of equipment
- Few promotional opportunities
- Harassment
- Discrimination
- Poor relationships with colleagues or bosses
- Crisis incidents, such as an armed hold-up or workplace death.

1.2.INDUSTRY PROFILE:

The history of “information technology” (IT) services as we know and love it starts in the 1980s. Many IT companies today provide “managed services.” Meanwhile, IT-as-a-service is also emerging. But in the 80s, a company needed multiple IT specialists to fix technology issues.

During the 1980s, workplaces started using more and more technology to help us work faster. At the time, IT professionals were specialized and worked for each individual technology company. You’d have someone in to deal with your copier, a different person to help with your accounting system, someone else fixing your phone system, and so on.

1.3.COMPANY PROFILE:

Majestic technologies established in the year 2000, having its Head office in India. They specializes in consulting and staff augmentation, IT project outsourcing, offshore software development services, and IT project management. With the unique Global Delivery Model, experienced consultants and software development services, They will commit to help the customers build with highly qualitative, timely delivered and cost effective services. Majestic technologies is an emerging leader in enterprise and web-enabled solutions that allow corporations to operate more efficiently, quickly bring products to market, and rapidly achieve their business objectives. Guided by a philosophy of attracting and retaining professionals who possess well-rounded domain and technical expertise.

Majestic builds teams of focused professionals who capitalize on their combined experiences to deliver innovative, practical solutions. The proven software development methodology includes a focus on key business drivers, an emphasis on analysis, and reusable design elements. Majestic is a full spectrum Software Solutions and a Managed Services Company. The services from Optimum are designed to deliver Enterprise Client-Server/ Multi-tier and Web based solutions across the entire value chain, spanning on-site consulting services to turnkey software projects.

PRODUCT PROFILE:

Web Designing Web design is an approach which demonstrates that the web design and web development should respond to the user's environment and actions supported by the display size, orientation, and platform. Mobile Internet has taken the world long way in the lead and largely the Indian marketplace. You all will be amazed to be acquainted with the fact that there are 2.8 billion internet users, globally, and around 80% of them use cellular phones as the main mode for online accessibility.

This means that 7 out of 10 grown-up people use the mobile gadget to access the web. The situation thus discloses a big opportunity for online marketers. If you crave to accomplish your centre of attention on the audience at anytime and anywhere, then there is no preferable option than to master your existing web page or to obtain an exclusively mobile friendly responsive web page design.

In either of the case, MAJESTIC Technologies is a single name that you can have faith on for the most ground-breaking and remarkable Responsive Website Design Services in Chennai – Padi , TamilNadu, India. Advantages of Responsive Design Super Flexible Excellent User Experience Cost Effective It is Recommended By Google Very Easy to manage SEO Services MAJESTIC Technologies is a fastest growing SEO Company in India, Providing SEO Services across the globe.

SERVICES:

1. Software developement
2. Web development
3. Web designing
4. Web hosting
5. Technology staffing

1.4.NEED OF THE STUDY

In either of the case, MAJESTIC Technologies is a single name that you can have faith on for the most ground-breaking and remarkable Responsive Website Design Services in Chennai – Padi , TamilNadu, India. Advantages of Responsive Design Super Flexible Excellent User Experience Cost Effective It is Recommended By Google Very Easy to manage SEO Services MAJESTIC Technologies is a fastest growing SEO Company in India, Providing SEO Services across the globe.

1.5.OBJECTIVES OF THE STUDY

This project is designed mainly to identify and evaluate the work stress faced by employees in Majestic technologies.

1.5.1. Primary objectives:

To study the work stress among It employees.

1.5.2. Secondary objectives:

- 1.To examine the different aspects of work stress among IT employees
- 2.To identify the major causes for work stress in the employees
- 3.To provide suggestions to manage work stress.

1.6. SCOPE & SIGNIFICANCE OF THE STUDY

- The project includes determining the stress level of all the employees at Majestic technologies, Chennai. Time was a major constraint and detailed information was not collected from the employees
- Convenience sampling has its own limitations, being biased and unsatisfactory.
- The study is conducted considering the prevailing condition, which are subjected to change in future.

CHAPTER 2 – REVIEW OF LITERATURE

2.1.INTRODUCTION

In today's corporate world, with the nature of work changing at whirlwind speed, stress at work and stress-induced ill health has become an a subject with many people, and a matter of concern with many organizations .The number of individuals affected by job stress is growing day by day in almost every industry.

Folkman (2018) have proposed eight coping strategies based on factors analysis of an instrument: confrontive coping, distancing, self – control, seeking social support, accepting responsibility, escape – avoidance, planful problem solving and positive reappraisal.

Marshall and Cooper (2018) asked managers how they coped with work pressure. The most common technique reported was to work longer hours.

Other method where : delegation(6%),negotiation and compromising with those setting work to produce only what is really needed(8.5%),redistributing work load within the department (6%),planning ahead of annual demand peaks (3%),and balancing the department's internally generated load (3%).

Stephen Robbins (2019) “Organisational Behaviour” Stress is a dynamic condition on which an individual is confronted with an opportunity, constraint or demand related to what he or she desires and for which the outcome is perceived to be both uncertain and important.

According to **Health and Safety Executive (2018)**, work place stress is now the fastest growing cause of absence from work. The need of the hour is to avoid stress or manage it before it has adverse affects on the individuals. Another important concern is that the poor standards of performance by many employees due to the effects of stress at work represent a substantial financial loss to their organizations and the nation's economy.

Hence, there is an urgent need for the organizations to understand what is job stress, the causes for the same, and to incorporate stress protection for their employees into their management systems. Many organizations, including TCS haven't taken such measures to a considerable extent yet.

Rosenzweig (1978) have proposed eight strategies for coping with stress. Avoidance mode is characterized by any one of the following:

- a. Aggression and blame.
- b. Helplessness and resignation.
- c. Minimizing the significance of the stressful situation by accepting it with resignation.
- d. Denying the presence of the stress or stress or finding an explanation for it.

On the other hand, the approach mode is characterised by

- a. Hope that thing will improve.
- b. Effort made by the subject will help to solve the situation.
- c. Expectations that others will help, or asking for help in relation to stress, and
- d. Jointly doing something about the problem.

Puteri, L. A., & Syaebani, M. I. (2018). Employees work stress level in the hospital. International research journal of business studies, 11(3), 231-243. The study aims to identify the source of stress in the hospital among three divisions medical professional, medical support, and general support as a casestudy to 181 employees at a hospital in Depok city. The result indicates the level of stress is different among three divisions based on stress severity. However, the difference is insignificant on stress frequency

and stress index on two indicators namely job pressure and lack of organisational support. Among three divisions, professional medical workers experience the highest level of stress. The implication of the research is discussed.

Thielsch, M. T., Meeßen, S. M., & Hertel, G. (2018). Trust and distrust in information systems at the workplace. PeerJ, 6, e5483.

Digitalization of work processes is advancing, and this is increasingly supported by complex information systems (IS). However, whether such systems are used by employees largely depends on users' trust in these IS. Because there are few systematic studies on this topic, this research provides an initial exploration and

validation of preconditions for trust in work-related IS. In Study 1, $N = 30$ professionals were asked to describe occupational incidents in which they had highly trusted or distrusted an IS. Content analysis of 111 critical incidents described in the in-depth interviews led to 12 predictors of trust and distrust in IS, which partly correspond to the structure of the established IS success model (Delone & McLean, 2003) but also exceed this structure. The resulting integrative model of trust in IS at work was validated in Study 2 using an online questionnaire with $N = 179$ professionals. Based on regression analyses, reliability (system quality) and credibility (information quality) of IS were identified as the most important predictors for both trust and distrust in IS at work. Contrasting analyses revealed diverging qualities of trust and distrust in IS : whereas well-being and performance were rated higher in trust events, experienced strain was rated higher in distrust events. Together, this study offers a first comprehensive model of trust in IS at work based on systematic empirical research. In addition to implications for theory advancement, we suggest practical implications for how to support trust and to avoid distrust in IS at work.

Rosen, C. C., Kacmar, K. M., Harris, K. J., Gavin, M. B., & Hochwarter, W. A. (2017). Workplace politics and performance appraisal: A two-study, multilevel field investigation. *Journal of Leadership & Organizational Studies*, 24(1), 20-38.

Drawing from Johns's theory of self-serving behavior, we identified workplace politics as a contextual factor that affects the relative costs and benefits associated with supervisor rating behaviors. Our investigation tested these ideas by considering how politics influence the way in which raters combine information when evaluating subordinate performance. Specifically, we examined the three-way interaction of in-role behavior, extra-role behavior, and politics perceptions on overall ratings of performance in a two-study, multilevel investigation. Across two studies, results generally were consistent with the hypothesized three-way interaction, such that the joint effects of extra-role and in-role behavior on performance ratings varied across levels of politics. Implications of these findings and future research directions are discussed.

Ganster, D. C., & Rosen, C. C. (2013). Work stress and employee health: A multidisciplinary review. *Journal of management*, 39(5), 1085-1122

Research examining the relationship between work stress and well-being has flourished over the past 20 years. At the same time, research on physiological stress processes has also advanced significantly. One of the major advances in this literature has been the emergence of the Allostatic Load model as a central organizing theory for understanding the physiology of stress. In this article, the Allostatic Load model is used as an organizing framework for reviewing the vast literature that has considered health

outcomes that are associated with exposure to psychosocial stressors at work. This review spans multiple disciplines and includes a critical discussion of management and applied psychology research, epidemiological studies, and recent developments in biology, neuroendocrinology, and physiology that provide insight into how workplace experiences affect well-being. The authors critically review the literature within an Allostatic Load framework, with a focus on primary (e.g., stress hormones, anxiety and tension) and secondary (e.g., resting blood pressure, cholesterol, body mass index) mediators, as well as tertiary disease endpoints (e.g., cardiovascular disease, depression, mortality). Recommendations are provided for how future research can offer deeper insight into primary Allostatic Load processes that explain the effects of workplace experiences on mental and physical well-being.

Zhang, X., & Venkatesh, V. (2013). Explaining employee job performance: The role of online and offline workplace communication networks. *Mis Quarterly*, 695-722.

By distinguishing between employees' online and offline workplace communication networks, this paper incorporates technology into social network theory to understand employees' job performance. Specifically, we conceptualize network ties as direct and indirect ties in both online and offline workplace communication networks, thus resulting in four distinct types of ties. We theorize that employees' ties in online and offline workplace communication networks are complementary resources that interact to influence their job performance. We found support for our model in a field study among 104 employees in a large telecommunication company. The paper concludes with theoretical and practical implications.

Fernet, C., Austin, S., & Vallerand, R. J. (2012). The effects of work motivation on employee exhaustion and commitment: An extension of the JD-R model. *Work & Stress*, 26(3), 213-229.

A model that integrates and builds on the job demands-resources model and self-determination theory is proposed to better understand the role of work motivation in relation to job resources, occupational commitment and emotional exhaustion. Two forms of motivation were studied: autonomous motivation, in which employees act with volition,; and controlled motivation, in which they act under internal or external pressure. Data were collected at two time points nine months apart from a sample of 586 school principals in Quebec, Canada. SEM analysis results support the hypothesized model. Specifically, job resources had a positive effect on autonomous motivation but a negative effect on controlled motivation.

CHAPTER 3 – RESEARCH METHODOLOGY

3.1. METHODOLOGY:

Research methodology is mainly needed for the purpose of framing the research process and the designs and tools that are to be used for the project purpose. Research methodology helps to find them **Work stress of IT employees**. This time research methodology is framed for the purpose of finding the level of Toxicity faced by men in IT sector in majestic technologies.

3.2. RESEARCH DESIGN:

Descriptive Research Design

Descriptive research is a study designed to depict the participants in an accurate way. More simply put, descriptive research is all about describing people who take part in the study.

3.3. SAMPLING TECHNIQUE:

Convenience sampling method

A convenience sample is one of the main types of non-probability sampling methods. A convenience sample is made up of people who are easy to reach.

3.4. SOURCES OF DATA:

Data collection is the term used to describe a process of preparing and collecting data.

- Primary Data – Questionnaire given to 105 respondents
- Secondary Data - Websites and online journals, Published reports & Review of literature from published articles

3.5. STRUCTURE OF QUESTIONNAIRE:

Questionnaire was divided into two sections. First part was designed to know the general information about Employees and the second part contained the **respondent's factors on felling Stress**.

3.6 SAMPLE SIZE:

Number of sampling units selected from the population is called the size of the sample. Sample of 105 respondents were obtained from the population.

3.7. PERIOD OF STUDY:

January 2023 to March 2023

3.8. LOCATION & TARGETED PEOPLE OF STUDY:

Employees of Majestic technologies in Chennai.

3.9.HYPOTHESIS:

H₀: There is no significant difference between various stress factors and demographic profile of the IT employees.

H₁: There is a significant difference between various stress factors and demographic profile of the IT employees.

3.10. TOOLS FOR ANALYSIS:

3.10.1.Percentage analysis:

Research questions are always answered with a descriptive statistic: generally either percentage or mean. Percentage is appropriate when it is important to know how many of the participants gave a particular answer. Generally, percentage is reported when the responses have discrete categories.

3.10.2.CHI-SQUARE TEST:

A chi-squared test, also referred to as chi-square test or χ^2 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 (if the null hypothesis is true) can be made to approximate a chi-squared distribution as closely as desired by making the sample size large enough.

The χ^2 test was first used by Karl Pearson in the year 1980. The quantity χ^2 describes the magnitude of the discrepancy between theory and observation.

It is calculated using:

$$\chi^2 = \sum [(O_i - E_i)^2 / E_i] \text{ with } (n - 1) \text{ degrees of freedom.}$$

Where, O_i refers to the observed frequency & E_i to the expected frequencies. χ^2 was used as a test of independence and goodness of fit.

3.10.3. ONE WAY ANOVA:

The ANOVA tests the null hypothesis that samples in two or more groups are drawn from populations with the same mean values. To do this, two estimates are made of the population variance. The ANOVA produces an F-statistic, the ratio of the variance calculated among the means to the variance within the samples. If the group means are drawn from populations with the same mean values, the variance between the group means should be lower than the variance of the samples, following the central limit theorem. A higher ratio therefore implies that the samples were drawn from populations with different mean values.

CHAPTER 4 – DATA ANALYSIS AND INTERPRETATION

4.1.PERCENTAGE ANALYSIS

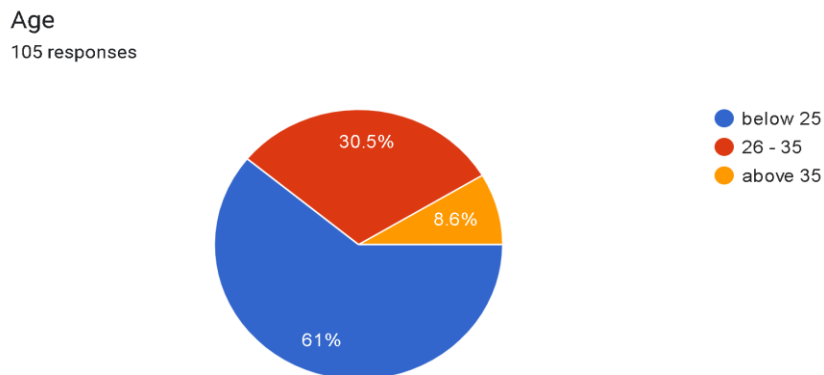
MODEL

Table 4.1.1: Age of the respondents

S.NO	AGE	NO.OF RESPONDENTS
1	Below 25	64
2	26-35	32
3	Above 35	9

Source: Primary data.

Chart 4.1.1: Chart represents Age of the respondents



INTERPRETATION

From the above table, it is interpreted that the number of respondents within the age group of below 25 are 61%, between the age group of 26-36 are 30.5%, between the age group of above 35 are 8.6 %.

Inference

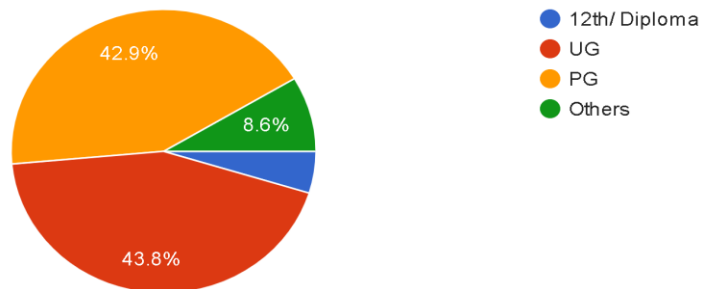
It is inferred that the highest number of respondents are within the age group of below 25-(30.5%)

Table 4.1.2: Educational qualification

S.NO	EDUCATION LEVEL	NO.OF RESPONDENTS
1	UG	46
2	PG	45
3	12/Diploma	5
4	others	6

Source: Primary data.

Education
105 responses



INTERPRETATION

The number of respondents with Diploma as their highest level of education are 0%, The number of respondents with UG as their highest education qualification 43.8 %, The number of respondents with PG are 42.9%.And others as their highest education qualification 8.6%.

Inference

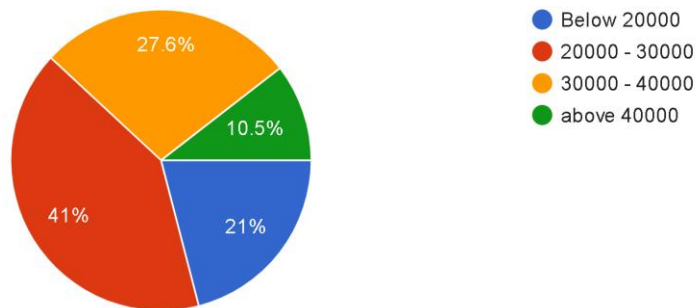
It is inferred that the highest Number of responses are UG with 43.8%

Table 4.1.3: Salary(per month)

S.No	Salary (Monthly)	No of Respondents
1	Below 20000	22
2	20000-30000	43
3	30000-40000	29
4	Above 40000	11

Source: Primary data

Personal Income Per Month
105 responses



Interpretation

From the above table it is interpreted that no of respondents for the salary range of below 20000 is 21%.The no of respondents for the salary range of 20,000-30,000 is 41%.The no of respondents for the salary range of 30,000-40,000 is 27.6 %.The no of respondents for the salary range of 40,000 is 10.5%.

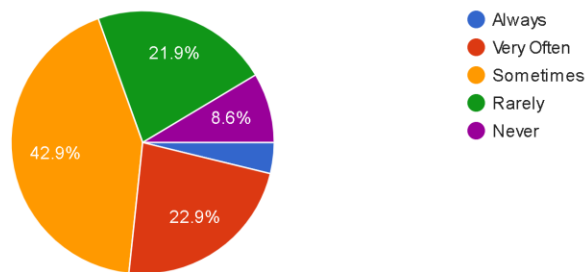
Inference

It is inferred that the highest Number of responses are Salary range for 20,000-40,000 is 41%.

TABLE.4.1.4 STRESS LEVEL

S.No	Stress	No Of Respondents
1	Always	4
2	Very often	24
3	Sometimes	45
4	Rarely	23
5	Never	9

How often do you feel highly stressed from your job?
105 responses



Interpretation

From the above table it is interpreted that no of respondents selected always is 6%.The no of respondents selected Very often is 22.9%.The no of respondents selected for sometimes is 42.9%.The no of respondents selected for rarely is 21.9%. The no of respondents selected Never is 8.6%

Inference

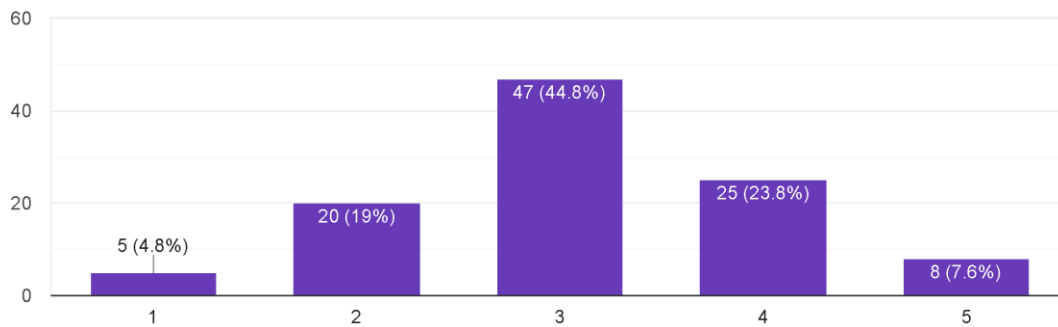
It is inferred that the highest no responses is sometimes at 42.9%

Table 4.1.5: RELAXATION

S.No	Relaxation	No of Respondents
1	Always	5
2	Very Often	20
3	Sometimes	47
4	Rarely	22
5	Never	8

Source: Primary data.

How often do you have a hard time to relaxing?
105 responses



Interpretation

From the above table it is interpreted that no of respondents for Always is 4.8%.The no of respondents for Very often is 19%.The no of respondents for sometimes is 44.8%.The no of respondents for Rarely is 23.8%.The no of respondents for Never is 7.6%

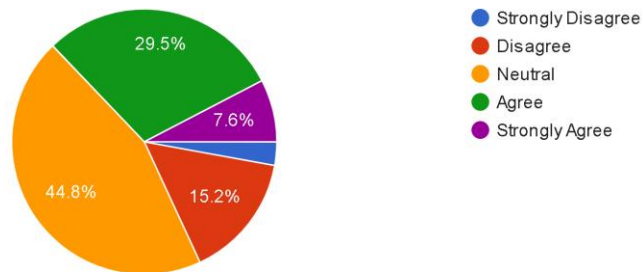
Inference

It is inferred that the highest no of responses is for sometimes at 44.8%

Table 4.1.6 WORK MANAGEMENT

S.No	Work Management	no of responses
1	Strongly agree	8
2	Agree	31
3	Neutral	47
4	Disagree	16
5	Strongly Disagree	3

I work a manageable number of hours
105 responses



Interpretation

From the above tables it is interpreted that no of respondents for Strongly agree 7.6%.The no of respondents for Agree is 29.5%.The no of respondents for neutral is 44.8%.The no of respondents for Disagree is 15.2%.The no of respondents for Strongly Disagree is 3%.

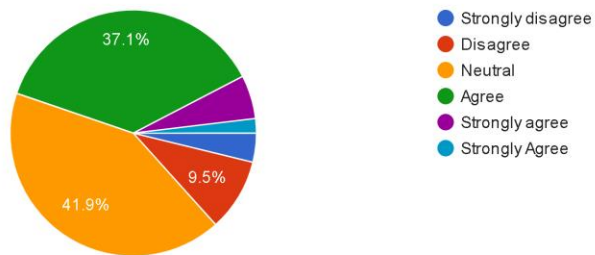
Inference

It is inferred that the highest no of responses is for Neutral with 44.8.%

Table 4.1.7 INTEREST

S.No	Interest	No of responses
1	Strongly disagree	16
2	Disagree	25
3	Neutral	29
4	Agree	23
5	Strongly Agree	5

My work is interesting
105 responses



Interpretation

From the above table it is interpreted that no of responses for very is 23.8%. The no of responses for happy is 25.7.The no of responses for Neutral is 29.5%.The no of responses for unhappy is 23.8%.The no of responses for Very unhappy is 5%.

Inference

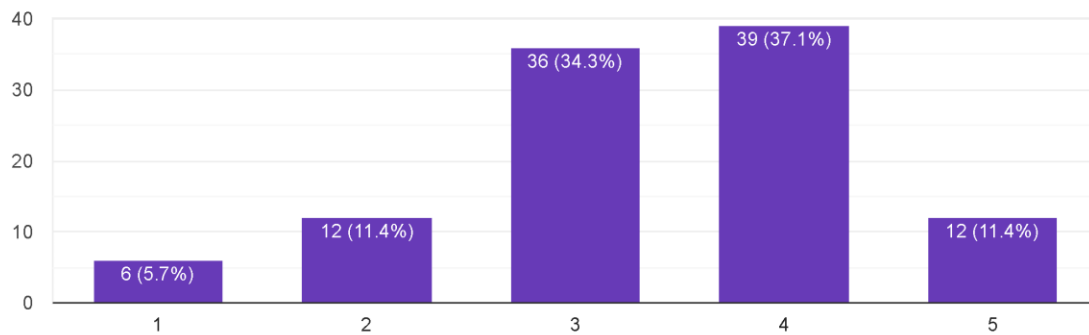
It is inferred that the highest no of responses is for Neutral at 29.5%

Table 4.1.8 TIME MANAGEMENT

S.No	Time Management	No Of respondents
1	Strongly Disagree	39
2	Disagree	12
3	Neutral	36
4	Agree	39
5	Strongly Agree	12

I have enough time to complete my work

105 responses



Interpretation

From the above table it is interpreted that no of respondents for Strongly Disagree is 5.7%.The no of responses for successful is 11.4%.The no of responses for neutral is 34.3%.The no of responses for unsuccessful is 37.1%.The no of responses for very unsuccessful is 11.4%

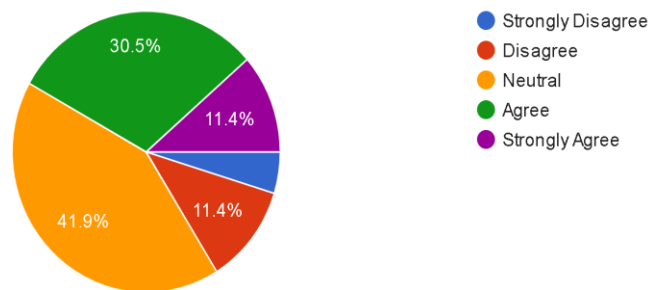
Inference

It is inferred that the highest no of responses is for Agree at 37.1%

Table 4.1.9 WORK LIFE BALANCE

S.No	Work life balance	No of respondents
1	Strongly agree	12
2	Agree	32
3	Neutral	44
4	Disagree	12
5	Strongly Disagree	12

I have a good work life balance
105 responses



Interpretation

From the above table it is interpreted that no of responses for Strongly agree is 3%.The no of responses for Agree is 30..5%.The no of responses for neutral is 41.9%.The no of responses for Disagree is 11.4%.The no of responses for Strongly disagree is 11.4%

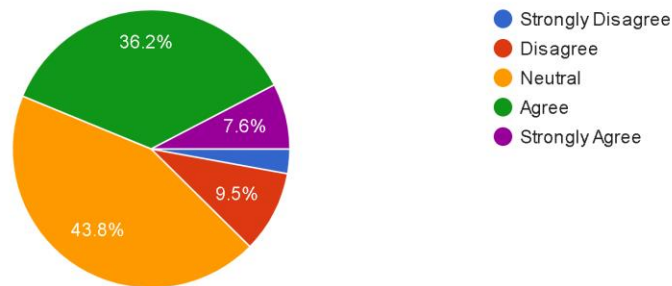
Inference

It is inferred that the highest response is for Neutral at 41.9%.

TABLE 4.2.0 WORK ASSIGNING

S.No	Work Assigning	No of Respondents
1	Strongly Disagree	3
2	Disagree	10
3	Neutral	46
4	Agree	38
5	Strongly Agree	8

I have a say in work that is assigned to me
105 responses



Interpretation

From the above table It is interpreted that no of responses for Strongly Disagree is 3% .The no of respondents for disagree is 9.5%%.The no of responses for Neutral is 12.4%.The no of respondents for Agree is 36.2%.The no of respondents for Strongly Agree is 7.6%.

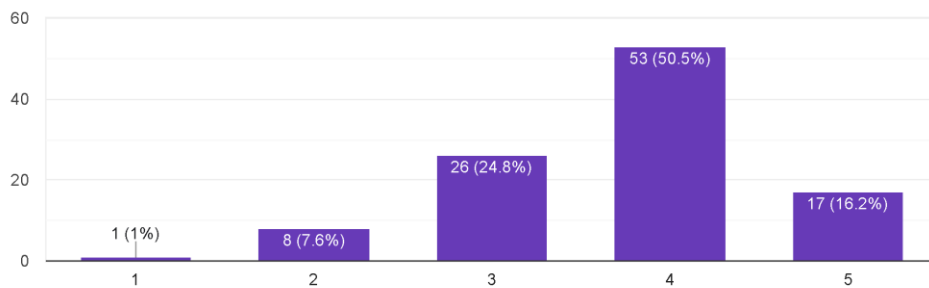
Inference

It is inferred that the highest no of responses is for Neutral is 43.6%

TABLE 4.2.1 WORK ACHIEVEMENT

S.No	Work Achievement	No of respondents
1	Strongly disagree	1
2	disagree	8
3	neutral	26
4	Agree	53
5	Strongly Agree	17

The targets I am given are achievable
105 responses



Interpretation

From the above table it is interpreted that no of respondents for strongly disagree is 1%.The no of respondents for Disagree is 7.6%.The no of respondents for Neutral is 24.8%.The no of respondents for Agree is 50.6%..The no of respondents for Strongly Agree is 16.2

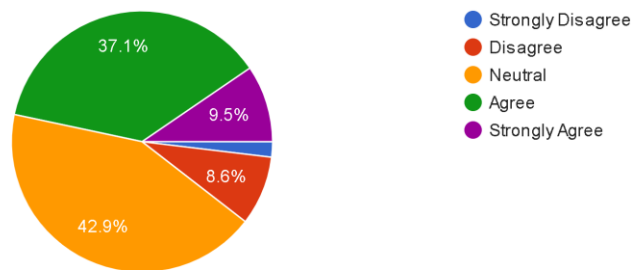
Inference

It is inferred that the highest no of respondents is for mid night at 35.9%

TABLE 4.2.2 SATISFACTION

S.No	Satisfaction	No of respondents
1	Strongly agree	10
2	Agree	39
3	Neutral	45
4	Disagree	9
5	Strongly Disagree	2

I am satisfied with the pace of my work
105 responses



Interpretation

From the above table it is interpreted that no of responses for Strongly agree is 3%.The no of responses for agree is 37.1%.The no of responses for neutral is 42.9%.The no of responses for disagree is 8.6%.The no of responses for strongly disagree is 8.5%

Inference

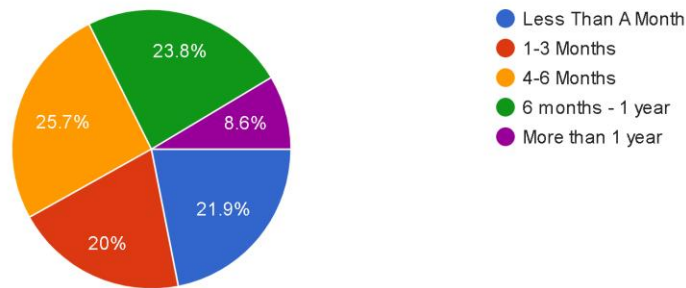
It is inferred that highest no of responses is for Neutral at 42.9%

TABLE 4.2.3 EXPERIENCE OF STRESS

S.No	Experience of stress	No of respondents
1	Less than one month	23
2	1-3 Month	21
3	4-6 Month	27
4	6 months -1 year	25
5	More than one year	9

How long have you been experiencing stress from work?

105 responses



Interpretation

From the above table it is interpreted that no of responses for Less than one month is 21.9%.The no of responses for 1-3 month is 20%.The no of responses for 4-6 month is 25.7%.The no of responses for 6 months- 1 year is 23.8%.The no of responses for More than 1 year is 6.6%

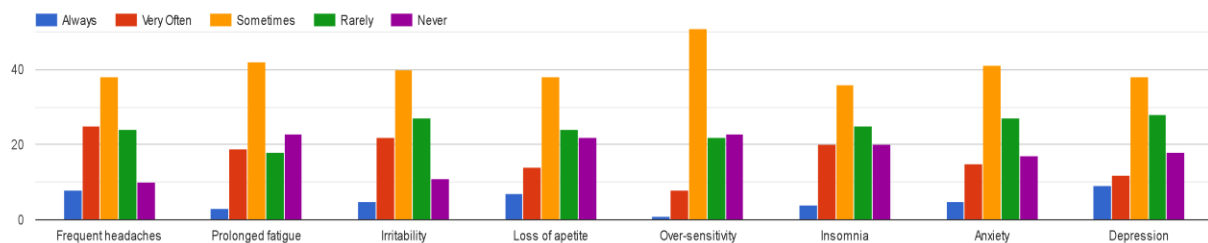
Inference

It is inferred that highest no of responses Period of experiencing of stress is 4-6 months

TABLE 4.2.4 PROBLEMS

Problem	Never	Rarely	Sometimes	Always	Very often
Frequent Headache	10	24	38	17	25
Prolonged fatigue	23	18	42	3	19
irritability	11	27	40	5	22
Loss of appetite	22	24	38	7	14
Over sensitivity	23	22	51	1	8
Insomnia	20	25	36	4	20
Anxiety	17	27	41	5	15
Depression	18	28	38	9	12

Please let us know how often you have experienced the following as a possible result of stress



Interpretation

From the data we can interpret that

the employees are experiencing the following problems

- ❖ Frequent Headaches- Majority of respondent mentioned that they never experienced headache-
- ❖ Prolonged fatigue- Majority of respondents mentioned they sometimes experienced prolonged fatigue-
- ❖ irritability- Majority of respondent mentioned that they sometimes experience irritability
- ❖ Loss of appetite- Majority of respondents mentioned that they sometimes experience Loss of Appetite.
- ❖ Over sensitivity-Majority of respondent mentioned that they sometimes they sometimes experience over sensitivity
- ❖ Insomnia- Majority of respondents mentioned that they sometimes experience insomnia
- ❖ Anxiety-Majority of respondents mentioned that they rarely experience anxiety
- ❖ Depression- Majority of respondents mentioned that they sometimes experience depression

Inference

- ❖ Majority of response for headache is 38
- ❖ Majority of response for prolonged fatigue-42
- ❖ Majority of responses for irritability is -40
- ❖ Majority of responses for Hypertension-38
- ❖ Majority of responses for over sensitivity-51
- ❖ Majority of responses for insomnia -36
- ❖ Majority of responses for Anxiety-41
- ❖ Majority of responses for Depression-38

STATISTICAL ANALYSIS

CHISQUARE:

Hypothesis: 1

H₀(Nullhypothesis)=: There is no significant difference between various stress factors and demographic profile of the IT employees .

H₁(Alternatethypothesis): There is a significant difference between various stress factors and demographic profile of the IT employees .

TABLE 4.2.5 : Age * How often do you feel highly stressed from your job?"

			Crosstab			
			How often do you feel highly stressed from your job?"			
			Always	Never	Rarely	Sometimes
Age	Count	37	0	0	0	0
	Expected Count	9.7	1.0	2.4	5.8	11.8
	26 - 35	Count	0	0	6	4
	Expected Count	8.1	.9	2.0	4.8	9.9
	above 35	Count	0	1	0	4
	Expected Count	2.4	.3	.6	1.4	2.9
	below 25	Count	0	3	3	14
	Expected Count	16.8	1.8	4.1	10.0	20.4
Total	Count	37	4	9	22	45
	Expected Count	37.0	4.0	9.0	22.0	45.0

Crosstab				
		How often do you feel highly stressed from your job?"		
		Very Often	Total	
Age		Count	0	37
		Expected Count	6.3	37.0
	26 - 35	Count	6	31
		Expected Count	5.3	31.0
	above 35	Count	1	9
		Expected Count	1.5	9.0
	below 25	Count	17	64
		Expected Count	10.9	64.0
Total	Count	24	105	
	Expected Count	24.0	105.0	

Chi-Square Tests

Chi-Square Tests			
	Value	df	Asymptotic Significance (2- sided)
Pearson Chi-Square	159.171 ^a	15	.000
Likelihood Ratio	176.153	15	.000
N of Valid Cases	105		

Inference

13 cells (54.2%) have expected count less than 5. The minimum expected count is .26.

TABLE 4.2.6 : Age * I have a good work life balance

Crosstab				I have a good work life balance			
				Agree	Disagree	Neutral	Strongly Agree
Age	Count	37		0	0	0	0
	Expected Count	9.7		8.1	3.1	11.5	3.1
	26 - 35	Count	0	13	3	8	6
	Expected Count	8.1		6.8	2.6	9.7	2.6
	above 35	Count	0	5	1	1	1
	Expected Count	2.4		2.0	.8	2.8	.8
	below 25	Count	0	13	8	35	5
	Expected Count	16.8		14.1	5.4	20.0	5.4
Total	Count	37		31	12	44	12
	Expected Count	37.0		31.0	12.0	44.0	12.0

Chi-Square Tests			
	Value	df	Asymptotic Significance (2- sided)
Pearson Chi-Square	161.766 ^a	15	.000
Likelihood Ratio	177.929	15	.000
N of Valid Cases	105		

Inference

13 cells (54.2%) have expected count less than 5. The minimum expected count is .32.

TABLE 4.2.7 : Age * How long have you been experiencing stress from work?**Crosstab**

How long have you been experiencing stress from work?

			1-3 Months	4-6 Months	6 months - 1 year
Age	Count	37	0	0	0
	Expected Count	9.7	5.5	7.1	6.6
	26 - 35	Count	0	6	8
	Expected Count	8.1	4.6	5.9	5.5
	above 35	Count	0	1	3
	Expected Count	2.4	1.3	1.7	1.6
	below 25	Count	0	14	16
	Expected Count	16.8	9.5	12.3	11.3
Total	Count	37	21	27	25
	Expected Count	37.0	21.0	27.0	25.0

Crosstab

How long have you been experiencing stress from work?

		Less Than A Month	More than 1 year		
Age	Count	0	0	37	
	Expected Count	6.0	2.1	37.0	
	26 - 35	Count	5	4	31
		Expected Count	5.1	1.8	31.0
	above 35	Count	1	0	9
		Expected Count	1.5	.5	9.0
	below 25	Count	17	4	64
		Expected Count	10.4	3.6	64.0
	Total	Count	23	8	105
		Expected Count	23.0	8.0	105.0

Chi-Square Tests

	Value	df	Asymptotic Significance (2- sided)
Pearson Chi-Square	149.373 ^a	15	.000
Likelihood Ratio	168.890	15	.000
N of Valid Cases	105		

Inference

10 cells (41.7%) have expected count less than 5. The minimum expected count is .51.

TABLE 4.2.8 :Age * Please let us know how often you have experienced the following as a possible result of stress [Prolonged fatigue]

Crosstab

Please let us know how often you have experienced the following as
a possible result of stress [Prolonged fatigue]

		Rarely	Sometimes	Very Often	
Age	Count	0	0	0	37
	Expected Count	4.5	11.0	5.0	37.0
	26 - 35	5	12	4	31
	Expected Count	3.7	9.2	4.2	31.0
	above 35	3	3	2	9
	Expected Count	1.1	2.7	1.2	9.0
	below 25	9	27	13	64
	Expected Count	7.7	19.1	8.6	64.0
Total	Count	17	42	19	105
	Expected Count	17.0	42.0	19.0	105.0

Chi-Square Tests

	Value	df	Asymptotic Significance (2- sided)
Pearson Chi-Square	146.738 ^a	15	.000
Likelihood Ratio	166.545	15	.000
N of Valid Cases	105		

Inference

13 cells (54.2%) have expected count less than 5. The minimum expected count is .19.

TABLE 4.2.9: Age * Please let us know how often you have experienced the following as a possible result of stress [Insomnia]

Crosstab

Please let us know how often you have experienced the following as
a possible result of stress [Insomnia]

		Rarely	Sometimes	Very Often	
Age	Count	0	0	0	37
	Expected Count	6.6	9.2	5.2	37.0
	26 - 35	7	11	6	31
	Expected Count	5.5	7.7	4.4	31.0
	above 35	2	3	1	9
	Expected Count	1.6	2.2	1.3	9.0
	below 25	16	21	13	64
	Expected Count	11.3	15.9	9.1	64.0
Total	Count	25	35	20	105
	Expected Count	25.0	35.0	20.0	105.0

Chi-Square Tests

	Value	df	Asymptotic Significance (2- sided)
Pearson Chi-Square	145.560 ^a	15	.000
Likelihood Ratio	166.485	15	.000
N of Valid Cases	105		

Inference

11 cells (45.8%) have expected count less than 5. The minimum expected count is .26.

TABLE 4.3.0 : Age * Please let us know how often you have experienced the following as a possible result of stress [Depression]

Crosstab

Please let us know how often you have experienced the following as
a possible result of stress [Depression]

		Rarely	Sometimes	Very Often	
Age	Count	0	0	0	37
	Expected Count	7.3	9.7	3.1	37.0
	26 - 35	Count	13	12	3
		Expected Count	6.2	8.1	2.6
	above 35	Count	2	2	2
		Expected Count	1.8	2.4	.8
	below 25	Count	13	23	7
		Expected Count	12.7	16.8	5.4
Total	Count	28	37	12	105
	Expected Count	28.0	37.0	12.0	105.0

Chi-Square Tests

	Value	df	Asymptotic Significance (2- sided)
Pearson Chi-Square	157.213 ^a	15	.000
Likelihood Ratio	175.220	15	.000
N of Valid Cases	105		

Inference

13 cells (54.2%) have expected count less than 5. The minimum expected count is .57.

Table 4.3.1:Personal Income Per Month * How often do you feel highly stressed from your job?"

Crosstab

		Total	
Personal Income Per Month		Count	37
		Expected Count	37.0
	20000 - 30000	Count	43
		Expected Count	43.0
	30000 - 40000	Count	29
		Expected Count	29.0
	above 40000	Count	11
		Expected Count	11.0
	Below 20000	Count	21
		Expected Count	21.0
Total		Count	105
		Expected Count	105.0

Chi-Square Tests

	Value	df	Asymptotic Significance (2- sided)
Pearson Chi-Square	153.660 ^a	20	.000
Likelihood Ratio	172.979	20	.000
N of Valid Cases	105		

Inference

18 cells (60.0%) have expected count less than 5. The minimum expected count is .31.

Table 4.3.2: Personal Income Per Month * I have a good work life balance

		Crosstab	
		I have a good work life balance Strongly Disagree	Total
Personal Income Per Month	Count	0	37
	Expected Count	1.3	37.0
	20000 - 30000	Count	2
	Expected Count	1.5	43.0
	30000 - 40000	Count	1
	Expected Count	1.0	29.0
	above 40000	Count	1
	Expected Count	.4	11.0
	Below 20000	Count	1
	Expected Count	.7	21.0
Total	Count	5	105
	Expected Count	5.0	105.0

Chi-Square Tests

	Value	df	Asymptotic Significance (2- sided)
Pearson Chi-Square	154.532 ^a	20	.000
Likelihood Ratio	174.296	20	.000
N of Valid Cases	105		

Inference

19 cells (63.3%) have expected count less than 5. The minimum expected count is 39.

Table 4.3.3: Personal Income Per Month * How long have you been experiencing stress from work?

Crosstab

		How long have you been experiencing stress from work? More than 1 year	Total
Personal Income Per Month	Count	0	37
	Expected Count	2.1	37.0
	20000 - 30000	Count	3
	Expected Count	2.4	43.0
	30000 - 40000	Count	2
	Expected Count	1.6	29.0
	above 40000	Count	1
	Expected Count	.6	11.0
	Below 20000	Count	2
	Expected Count	1.2	21.0
Total	Count	8	105
	Expected Count	8.0	105.0

Chi-Square Tests

	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	157.428 ^a	20	.000
Likelihood Ratio	175.026	20	.000
N of Valid Cases	105		

Inference

16 cells (53.3%) have expected count less than 5. The minimum expected count is 62.

ONE WAY ANOVA TEST

Hypothesis:

H_0 = There is a significant association between the gender and job does not allow employees to spend enough time for their family.

H_1 = There is no significant association between the gender and job does not allow employees to spend enough time for their family.

Descriptives

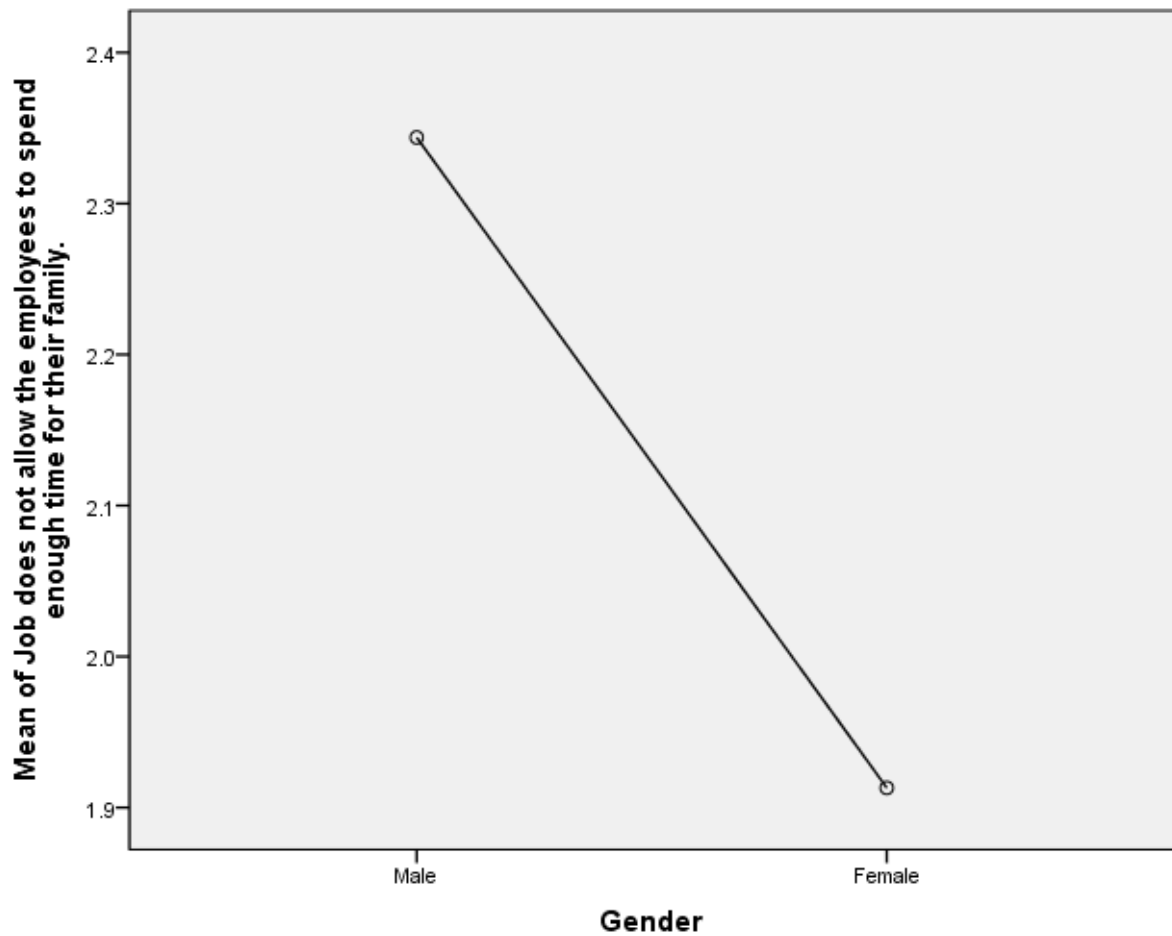
Job does not allow the employees to spend enough time for their family.

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
Male	62	2.34	.930	.116	2.11	2.58	1	5
Female	43	1.91	1.347	.199	1.51	2.31	1	5
Total	105	2.16	1.138	.108	1.95	2.38	1	5

ANOVA

Job does not allow the employees to spend enough time for their family.

			Sum of Squares	df	Mean Square	F	Sig.
Between Groups	(Combined)		4.965	1	4.965	3.940	.050
	Linear Term	Unweighted	4.965	1	4.965	3.940	.050
		Weighted	4.965	1	4.965	3.940	.050
Within Groups			136.090	108	1.260		
Total			141.055	109			



Calculated value = 3.940

Tabulated value = 2.79

$F = F_{cal} > F_{tab}$ $F=3.940 > 2.79$

Hence, the Alternate hypothesis [H1] is accepted.

INFERENCE:

The calculated value of F is greater than the tabulated value. Hence, we reject the null hypothesis and conclude that there is no significance difference between the gender and Job does not allow the employees to spend enough time for their family

CHAPTER 5

5.1.FINDINGS

1. It is inferred that the highest number of respondents are within the age group of below 25-(30.5%)
2. It is inferred that the highest Number of responses are UG with 43.8%
3. It is inferred that the highest Number of responses are Salary range for 20,000-40,000 is 41%
4. It is inferred that the highest no responses is sometimes at 42.9%
5. It is inferred that the highest no of responses is for sometimes at 44.8%
6. It is inferred that the highest no of responses is for Neutral with 44.8.%
7. It is inferred that the highest no of responses is for Neutral at 29.5%
8. It is inferred that highest no of responses is for Neutral at 42.9%
9. It is inferred that highest no of responses Period of experiencing of stress is 4-6 months
 - ❖ Frequent Headaches- Majority of respondent mentioned that they never experienced headache-
 - ❖ Prolonged fatigue- Majority of respondents mentioned they sometimes experienced prolonged fatigue-
 - ❖ irritability- Majority of respondent mentioned that they sometimes experience irritability
 - ❖ Loss of appetite- Majority of respondents mentioned that they sometimes experience Loss of Appetite.
 - ❖ Over sensitivity-Majority of respondent mentioned that they sometimes they sometimes experience over sensitivity

- ❖ Insomnia- Majority of respondents mentioned that they sometimes experience insomnia
- ❖ Anxiety-Majority of respondents mentioned that they rarely experience anxiety
- ❖ Depression- Majority of respondents mentioned that they sometimes experience depression

Inference

- ❖ Majority of response for headache is 38
- ❖ Majority of response for prolonged fatigue-42
- ❖ Majority of responses for irritability is -40
- ❖ Majority of responses for Hypertension-38
- ❖ Majority of responses for over sensitivity-51
- ❖ Majority of responses for insomnia -36
- ❖ Majority of responses for Anxiety-41
- ❖ Majority of responses for Depression-38

5.2 SUGGESTIONS & RECOMMENDATIONS

Some valuable suggestions that the organization may consider are: □ The study has revealed a significant difference between the demographic characteristics of the employee and the different components of employment organization sources of stressors. Therefore, it is prime perspective to resolve the employees stress by discussing the stressors which are responsible for creating stress. □ Staff shortage and work over time is significant cause of stress among employees in IT sectors. By way of new recruits, considering the present workload is the need of the hour to reduce the job stress of the existing staff. The inadequate training and developments are also pertinent cause of stress among employees in the IT sector. □ The present study is useful to the employees in the IT sector to achieve their goals to satisfy their career by creating awareness about the stressors and managing the strategies for minimization of stress in their life. □ Heavy Work Overload and Job insecurity are the major factors that create stress. Hence

organization must try to reduce the workload. □ Proper training should be provided for the employees to cope up with the latest updates in technology and methods adopted in the organization. □ The organization must understand the problems of the employees, if any, and try to overcome them from those problems to produce good results.

5.3. LIMITATIONS OF STUDY

- This study is confined to IT Men and women employees in Majestic technologies.
- The study is based upon the employees facing stress in their workplace.
- The data collected for research is fully on primary data given by the respondents.
- Due to storage of time and other constraints,the study has been limited to 105 respondents only.

5.4. CONCLUSION

The present study concludes that, in the age of highly dynamic and competitive world, man is exposed to all kinds of stresses that can affect him in all realms of life. This research was intended to study the work stress among the employees working in IT sectors in employees in the Chennai city. From this research following variables were identified: Various factors relating to stress impact of stress in the family, work and individual, management of stress factors and organizational health factors. The aged employees are having more stress factors relating to stress factors organizational personal health and psychological. Emphasizing these consequences to employees helps them understand the gravity of the situation and can motivate them to improve.the condition of having physical or mental control markedly diminished by the effects of alcohol or drugs. drank to the point of intoxication. cocaine intoxication. A strong excitement or elation.It may come in many forms like Fatigue,Obesity,Depression,Irritability,Insomnia.To handle those the employees may refer to the committee in their organization.

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ANNEXURE

A STUDY ON STRESS LEVEL OF EMPLOYEES IN MAJESTIC TECHNOLOGIES

QUESTIONNAIRE

1. Name_____

2. Gender

- Male
- Female

3. Age

- Below 25
- 26-35
- Above 35

4. Education

- 12th/diploma
- UG
- PG
- Others

5. Personal Income per month

- Below 20000
- 20000-30000
- 30000-40000
- Above 40000

6. How often do you feel highly stressed from your job?

- Always
- Very Often
- Sometimes
- Rarely
- Never

7. How often do you have hard time to relax?

- Always

- Often
- Sometimes
- Rarely
- Never

8. I work at manageable number of hours

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

9. I have an appropriate amount of work assigned to me

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

10. My work is interesting.

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

11. I have enough time to complete my work.

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

12. I have time to rest outside of work.

- Strongly Disagree

- Disagree
- Neutral
- Agree
- Strongly Agree

13. I get enough time for my hobbies.

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

14. I have a good work life balance.

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

15. I have a say in work that is assigned to me.

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

16. The targets I am given are achievable.

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

17. I am satisfied with the pace of my work.

- Strongly Disagree

- Disagree
- Neutral
- Agree
- Strongly Agree

18. I have what I need to perform well at work.

- Strongly Disagree
- Disagree
- Neutral
- Agree
- Strongly Agree

19. How long have you been experiencing stress from work?

- Less than a month
- 1-3 months
- 4-6 months
- 6 months to 1 year
- More than 1 year

20. Please let us know how often you have experienced the following as a possible result of stress.

S.NO	PARTICULRS	ALWAYS	VERY OFTEN	SOMETIMES	RARELY	NEVER
1.	Frequent headaches					
2.	Prolonged fatigue					
3.	Irritability					
4.	Loss of appetite					

5.	Over sensitivity					
6.	Insomnia					
7.	Depression					

21.What do you like the most about your job?

22.What are the most stressful aspects of your job?

23.Considering your overall experience how likely are you to recommend someone you respect for employment here?

Likely (0) _____ Very likely (10)

24.How do you prevent a situation from getting too stressful to manage?

ANNEXURE II – BIBLIOGRAPHY

BIBLIOGRAPHY

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