

A STUDY ON THE STRESS LEVEL OF THE EMPLOYEE IN POLARIS.PVT. Ltd.

Submitted in partial fulfilment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

By

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**DEPARTMENT OF BUSINESS
ADMINISTRATIONSCHOOL OF MANAGEMENT
STUDIES**

SATHYABAMA

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

**Accredited with Grade "A++" by NAAC I 12B Status by UGC I
CATEGORY - 1 UNIVERSITY BY UGC Approved by AICTE**

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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the Bonafide work of **SANJAY R 42410051** who carried out the Project Training “**A STUDY ON THE STRESS LEVEL OF THE EMPLOYEE IN POLARIS.PVT. Ltd.**” under my supervision from October 2023 to December 2023.

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ABSTRACT

This study aims to explore and analyze the stress levels experienced by employees in various professional settings. Workplace stress is a pervasive issue that can significantly impact both individual well-being and organizational productivity. The research will employ a mixed-methods approach, incorporating surveys, interviews, and physiological assessments to gather comprehensive data.

The primary objectives of the study are to identify the key stressors affecting employees, assess the impact of stress on their mental and physical health, and explore coping mechanisms employed by individuals and organizations. The research will also investigate potential correlations between demographic factors, job roles, and stress levels to provide a nuanced understanding of the factors contributing to workplace stress.

By examining the stressors and coping strategies employed in different organizational contexts, the study aims to contribute valuable insights to the fields of occupational psychology and human resource management. The findings may inform the development of targeted interventions and support systems to alleviate stress and foster a healthier work environment.

Ultimately, this research aspires to enhance our understanding of the intricate dynamics surrounding employee stress, fostering evidence-based strategies for organizations to cultivate environments that promote employee well-being and, consequently, optimize overall workplace performance.

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CHAPTER 1

1.1 INTRODUCTION

The project titled level stress on employees of POLARIS is done with a view to analysis the effective operation of stress management by the management as well as satisfactory level of employees satisfaction level survey was developed to gain the base of information of the employee attitudes about the stress management working in the POLARIS and to deduct the areas where improvement and development is requiring to survey assess the employees & management perception towards the successful working of stress management.

Stress has been called “the invisible”. It is a disease that may affect you, your organization, and any of the people in it, so you cannot afford to ignore it. Stress is a part of day-to-day living of every individual. The college students may experience stress in meeting the academic demands, people on the job, business men may suffer stress to reach office in time and to complete the projects on time and even the house hole ladies may experience stress in managing the home affairs and to look for the maid servant. The reasons for the stress differ from person to person. The stress people 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 serious threat to the personality trails of the individual and can cause physiological and social problems.

STRESS MANAGEMENT

The STRESS MANAGEMENT program of system is defined has any activities which is conducted by an organization to develop their skill acquisition. It is for the employee satisfactory and to gain the information of employee’s attitudes and their opinions. It is to find out the perception about the top management relationship with others.

The stress management is an important factor, which plays a vital role in each and every one’s life. This study says about the employee’s satisfaction about the stress management system operation by POLARIS and to see whether its operation is frequent and continuous in the concern.

WHAT IS STRESS?

Stress is the "wear and tear" our bodies experience as we adjust to our continually changing environment; it has physical and emotional effects on us and can create positive or negative feelings.

EVOLUTION OF STRESS:

The Garden of Eden began as a tranquil stress environment. However when Adam was given the tantalizing chance to eat the forbidden fruit, he was thrust into mankind's first stressful situation. Adam was offered a choice and, as we know, decision-making is the breeding ground for conflict, frustration and distress.

DEFINITION:

Stress in individual is defined as any interference that disturbs a persons' healthy mental and physical wellbeing. It occurs when the body is required to perform beyond its normal range of capabilities.

The results of stress are harmful to individuals, families, society and organizations, which can suffer from "organization stress". Ivancevich and Matteson define stress as individual with the environment.

Behr and Newman define job stress as "a condition arising from the interaction of people and their jobs and characterized by changes within people that force them to deviate from their normal functioning".

Stress is a dynamic condition, 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. Stress is associated with constraints and demands. The former prevent you from doing what you desire, the latter refers to the loss of something desired.

CAUSES OF STRESS

Society the working world and daily life have changed almost beyond recognition in the past 50 years. These changes have contributed to a major increase in stress. Stress is caused from both outside & inside the organization & from groups that employees are influenced by & from employees themselves.

- **Extra organizational stressors**
- **Organizational Stressors**
- **Group Stressors**
- **Individual Stressors**

STRESSORS:

The agents or demands that evoke the potential response are referred to as stressors. According to Syele a stressors is "Whatever produces stress with or without functioning hormonal or nervous systems".

EXTRA ORGANIZATIONAL STRESSORS:

Extra organizational stressors have a tremendous impact on job stress. Taking an open system perspective of an organization, it is clear that job stress is not just limited to things that happen inside the organization, during working hours. Extra organizational stressors include things such as social / technological change, the family, relocation, economic & financial conditions, race & class, residential or community conditions.

ORGANIZATIONAL STRESSORS:

Besides the potential stressors that occur outside the organization, there are also those associated with the organization itself. Although the organization is made up of groups & individuals, there are also more macro-level dimensions unique to the organization that contains potential stressors.

GROUP STRESSORS:

The group can also be a potential source of stress. Group stressors can be categorized

into three areas.

LACK OF GROUP'S COHESIVENESS: -

"Cohesiveness" or "togetherness" is a very important to employees, especially at the lower levels of the organizations. If the employee is denied the opportunity for this cohesiveness because of the task design, because the supervisor does things to prohibit or limit it, or because the other members of the group shut the person out, this can be very stress producing.

LACK OF SOCIAL SUPPORT: -

Employees are greatly affected by the support of one or more member of a cohesive group. By sharing their problems & joys with others, they are much better off. If this type of social support is lacking for an individual, it can be very stressful.

INDIVIDUAL STRESSORS:

In a sense, the other stressors (Extra organizational, organizational, & Group stressors) all eventually get down to the individual level. For example, role conflict, ambiguity, self-efficacy & psychological hardiness may all affect the level of stress someone experiences.

CONSEQUENCES OF STRESS

The effect of stress is closely linked to individual personality. The same level of stress affects different people in different ways & each person has different ways of coping. Recognizing these personality types means that more focused help can be given. Stress shows itself number of ways. For instance, individual who is experiencing high level of stress may develop high blood pressure, ulcers, irritability, difficulty in making routine decisions, loss of appetite, accident proneness, and the like.

1.2 STATEMENT OF PROBLEM

A detailed analysis of the stress management techniques adopted in the organization is studied. The various factors causing stress among the employees of organization and the different types of stressors are identified. Valuable suggestions to improve the stress management and satisfaction level of employees are suggested. Employees are preached as to

how they can use techniques to handle job stress in their working environment. Importance in managing stress to achieve job satisfaction of the employee is described. Consequences of stress and suggestions to overcome stress in their job can be analyzed.

1.3 OBJECTIVES OF THE STUDY

PRIMARY OBJECTIVES

To study the stress level of the employees at POLARIS pvt ltd

SECONDARY OBJECTIVE

- To identify various factors that influences the stress level of the employees.
- To identify the impact of stress on employees productivity and meet organization goals.
- To study the stress level and to manage stress for the betterment of the organization.
- To identify emotional, physical and mental effects of stress
- To know various causes of stress and to know the impact of work stress on personal life.
- To suggest the various measures to reduce the stress level of the employees at Polaris pvt ltd

1.4 NEED OF THE STUDY

- The quality of the methodology varied substantially among studies. None of the stress interventions was consistently effective in producing effects on job/organization-relevant outcomes such as absenteeism or job satisfaction.
- To produce change on these types of measures, stress interventions will need to alter or modify the sources of stress in the work environment.
- The purpose of the study is to understand that the stress management in work setting can be effective in enhancing worker physical and psychological health.
- The choice of which stress management technique to use should be based on the specific health outcomes that are targeted for change.

1.5 SCOPE OF STUDY

- To learn the way of organization deals to handle the kind of stress the employees face.
- To know how the organization get affected due to the stress faced by the employee.

- Knowledge earning and gaining practical exposure to overcome stress during work time.
- Gain knowledge to follow tactics to get relief from stress level during work hours.
- To get an idea to keep the employee satisfaction & motivated by lowering the stress level.
- To identify the level of stress cause by employees in workplace and to suggest remedial measures overcome stress and improve productivity of the operations.

1.6 INDUSTRY PROFILE

INTRODUCTION

Information technology (IT) is the acquisition, processing, storage and dissemination of vocal, pictorial, textual and numerical information by a microelectronics-based combination of computing and telecommunications. The term in its modern sense first appeared in a 1958 article published in the Harvard Business Review, in which authors Leavitt and Whistler commented that "the new technology does not yet have a single established name. We shall call it information technology (IT)."

IT is the area of managing technology and spans wide variety of areas that include but are not limited to things such as processes, computer software, systems, computer, programming languages, and data constructs. In short, anything that renders data, information or perceived knowledge in any visual format whatsoever, via any multimedia distribution mechanism, is considered part of the domain space known as Information Technology (IT). IT provides businesses with four sets of core services to help execute the business strategy. These four core services are broken into business process automation, providing information, connecting with customers, and productivity tools.

IT professionals perform a variety of functions (IT Disciplines/Competencies) that ranges from installing applications to designing complex computer networks and information databases. A few of the duties that IT professionals perform may include data management, networking, engineering computer hardware, database and software design, as well as Management and administration of entire systems. Information technology is starting to spread further than the conventional personal computer and network technologies.

In the recent past, the Accreditation Board for Engineering and Technology and the Association for Computing Machinery have collaborated to form accreditation and curriculum standards for degrees in Information Technology as a distinct field of study as compare to Computer Science and Information Systems today. SIGITE (Special Interest Group for IT Educationist the ACM working group for defining these standards. The Worldwide IT services revenue totaled \$763 billion in 2009. Presently, the top companies in it industry shows the following statistics of current employment which is expected to rise given the improving market conditions.

The data center services market in the country is forecast to grow at a compound annual growth rate (CAGR) of 22.7 per cent between 2009 and 2011, to touch close to US\$ 2.2 billion by the end of 2011, according to research firm IDC India's report. The IDC India report stated that the overall India data Centre services market in 2009 was estimated at US\$ 1.39 billion.

India will see its number of internet users triple to 237 million by 2015, from 81 million registered in September 2010, according to a report titled 'Internet's New bn', by the Boston Consulting Group (BCG). BCG said Internet penetration rate in India is expected to reach 19 per cent by 2015, up from the current seven per cent.

The penetration of the internet in rural areas will see an all-time high in 2011. In a survey conducted by IMRB for the Internet and Mobile Association of India (IAMAI), the total number of active internet users in rural area will rise by 98 per cent to touch 24 million by the end of 2011 from 12.1 million in December 2010.

The survey said that the claimed internet user category is also set to grow by 96 per cent to reach 29.9 million by December 2011 from 15.2 million in December 2010. (Active users are those, who have used the internet at least once in the past one month. Claimed internet users are those, who have used the internet sometime but not necessarily in the past one month.)

Chennai-based Polaris Software Lab has announced that it is buying an 85 per cent stake in San Francisco-based digital identity authentication services provider Iden-Trust for US\$ 20 million. The acquisition will mark Polaris' entry into the cloud computing space for financial technology solutions, the company said in a filing to the Bombay Stock Exchange.

1.7 COMPANY PROFILE

INTRODUCTION

Founded in 1993, Polaris FT is a leading Financial Technology company headquartered in Chennai. With its comprehensive portfolio of products, smart legacy modernization services and consulting, Polaris offers state-of-the-art solutions for Core Banking, Corporate Banking, Wealth & Asset Management and Insurance. Polaris is the chosen partner for 9 of the top 10 global banks and 7 of the 10 top global insurance companies. Polaris believes that value creation in an outsourcing relationship grows as customer relationships mature with time. Relationship, expertise, technology, Intellectual Property and Global Reach are the routes that enable the company to come closer to its customers worldwide.

POLARIS VISION

- Create the environment to attain personal mastery to push new frontiers
- Unleash the collective knowledge potential
- Achieve global stature by helping customers win in their market place
- Grow the value of Polaris every year
- Anchor the family and its aspirations
- Impact the society at large
- Rooted in Polaris Values – Passion, Humility, Integrity, Respect, FUN - ‘PHIRFUN’

POLARIS MISSION

To be a reliable and responsive Techno-Business Solution partner and provide cost-effective, timely solution, meeting customer expectation through continuous process improvement and Win-Win relationships in the Banking, Financial Services.

OPERATION AND GLOBAL OFFICES

Polaris is headquartered in Chennai and has offices around the world. In April 2013, Polaris launched its 8012 FT Design Center - the world's first Center dedicated to Financial Technology. 8012 FT Design Center is spread over 30,000 sq. ft and is located in the 22 acre Polaris campus on the IT Highway in Chennai.

EDUCATION AND TRAINING

Nalanda, the Corporate University of Polaris is aimed at bringing the core of organizational processes together through learning and development initiatives that would enable associates to reach out to the latest modules and approaches to organizational learning.

Polaris' School of Financial Technology aims creating skilled associates to service its premier clients. It will offer certificate courses at both the 'primer' and 'practitioner' levels, executive fast-track modules in Retail Banking, Core Banking, Investment Banking and Corporate Banking as well as customized enterprise training workshops. The facility is located in Hyderabad.

SYSTEMS INTEGRATION

At Polaris, we know that most financial legacy systems were designed from a product-centric perspective. Designing new services and a seamless, customer-centric digital experience takes extensive experience in using middleware to unlock data trapped in siloes. The Polaris Middleware Center of Excellence gives our engineers the expertise in finance, banking, and our proprietary tools to do the job right the first time. Integration of cross-platform data and applications is speedy and cost-effective.

Polaris leverages its extensive experience in integrating systems for a wide range of financial applications – including payments, customer on boarding and customer service, and digital banking – to the implementation of solution hubs.

SPEED DEVELOPMENT AND CUT COSTS.

There's no better way to reduce systems migration risk than with proven Polaris middleware and migration methodologies and proprietary hub frameworks.

INCREASE CAPACITIES

The Polaris Payments Hub provides a digital template for payments integration, used by one global bank to gain 10 times more processing capacity. Secure, reliable middleware systems built by experienced Polaris developers provide the basis custom payments processing systems. We leverage our customer tools and experience with payments rules and workflows to cut development time and costs.

CREATE A SEAMLESS DIGITAL CONSUMER EXPERIENCE

The Polaris Onboard Hub connects siloed systems to facilitate the often difficult onboarding process. Our experts integrate data from multiple systems so that customers can enter and receive information from a common interface.

GAIN NEW CONTROL AND VISIBILITY

Polaris Business Process Management solutions provide a transparent, agile, effective end-to-end platform for aligning processes with IT and cutting costs.

ROLL OUT NEW SERVICES FASTER

Our service-oriented architecture (SOA) solutions cut roll out time in half for one customer. SOA solutions are highly scalable, feature reusable components, and can run on cost-effective hardware.

MANAGE YOUR INFORMATION SPREAD ACROSS DISPARATE SYSTEM EFFICIENTLY

Using middleware for secure and reliable data communications and transformation, we provide you with standardized and customizable formats for information management.

SUCCESS STORIES

Our payments and collections solution for one of Europe's largest banks increased capacity by more than 10 times (from less than 1 million messages per day to 10 million per day)

A new retail Internet offering for a leading bank deployed 54 services on the Polaris SOA and integration platforms and reduced rollout cycle time by half

1.8 LIMITATIONS OF THE STUDY

- The survey is subjected to the bias and prejudices of the respondents. Hence 100% accuracy can't be assured.
- The research was carried out in a short span of time, where the researcher could not widen the study.

- The study could not be generalized due to the fact that researcher adapted personal interview method.
- The employees hesitate disclosing the true facts in order to secure their jobs.
- There is no measure to check out whether the information provided by the employees is correct or not.

CHAPTER 2

2.1 REVIEW OF LITERATURE

INTRODUCTION

Review of related literature is an important step in undertaking research. It helps in clarifying and defining the problem stating objectives, formulating hypothesis, selecting appropriate design and methodology of research as well as interpreting the results the light of the research work already undertaken. In this chapter, an endeavor has been made to provide an overview of various aspects of this study throughout the review of review of existing literature. The sources referred include various journals, books, articles, internet, sites, etc.

Weiss M, (1983), investigated the sources of Job stress that is linked to Job dissatisfaction, Job related tension and anxiety and reduced productivity and effectiveness. He tried to reduce sources of stress so that he can prevent the deleterious health consequences. Through his study he determined the potential of social support that alleviate the deleterious consequences of stress.

Singh A. P. & Singh S (2009) is study emphasizes on the phenomenon of Job Satisfaction in the organizations. According to him, Job Satisfaction is directly related to Stress and Work culture that an Organization provides. He identified three sectors in which stress originates and classified stress into two main types i.e. eustress and Distress. Further, he pointed the importance of positive stress and positive events for better performance and satisfaction of employees.

Gladies J. J. & Kennedy V, (2011) revealed a significant correlation between Organizational Climate and Job Stress among the women working in IT companies of India. According to him, learning how to manage stress is a very crucial issue that should be developed in IT companies so that they can reduce or eliminate the causes of stress and poor working environment.

Khalid A. (2012) 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. Hence, a supportive leader can improve the performance of an employee even at unfavorable situations.

Urska Treven, Sonja Treven & Simona Sarotar Zizek (2011) Organizations, where the workers are said to be stressed are more likely to be unsuccessful in the competitive market. Various approaches of managing stress, good work organization and good management are the effective ways of preventing stress. He categorized stress broadly into three main types; they are a) Transient Stress b) Post Traumatic Stress Disorders (PTSD) c) Chronic Stress.

Richardson (2008) a classification of stress interventions has been done; those are primary, secondary and tertiary. He suggested all the employees to adopt relaxation training intervention for stress management which is the easiest and least expensive approach to implement.

Satija S. & Khan W. (2013) According to him Occupational Stress is as same as Job Stress that needs to be controlled at the workplace otherwise it will affect negatively employee's work attitudes and behavior. He conducted a study to investigate the relationship between Emotional Intelligence and Occupational Stress. The findings of his study revealed that Emotional Intelligence as a significant predictor of Occupational Stress.

Kodavatiganti K & Bulusu V (2011) the aim of the article is to have a clear understanding of the phenomenon that causes stress among the academicians. According to the article women educators face comparatively higher level of stress than men counterparts. The stress amongst the academicians are caused because of lengthy working hours, inadequate resources and long working hours, classrooms that are over filled.

Tengb W. Y. & White J, (2011) it reveals the levels of stress that differ by occupational position, and not by age and gender. The analysis shows that female had higher stress rates than males. The main problems faced by students due to stress are sleeping problems, depression and irritability.

Michailidis M. and Georgiou Y. (2005) the author focus on the degree of occupational stress that is influenced by the factors like level of education, various patterns of their relaxation and any other habits like drinking or smoking . The implications say that consuming alcoholic drinks is the main factor that determines the degree of occupational stress in an individual..

Foster (2002), a professional speaker on stress management, surveyed mid-level managers and found stress to be a major determinant in worker productivity. According to the study, the primary areas affected by stress are employee morale, absenteeism, and decision-making abilities. By recognizing that a problem exists and by addressing the issue, managers can reduce stressful activities and increase worker performance in the business organization.

Harrold and Wayland, (2002) reported that increasing stress affects morale, productivity, organizational efficiency, absenteeism, and profitability for both individuals and the organization. The problem for businesses today knows how to determine stressful areas in their organizations and how to use constructive confrontation methods to reduce stress and improve efficiency. According to the authors, organizations that make a positive effort to deal with stress not only help build trust among their employees, but also increase the productivity of their employees and the organization as a whole.

Maurer, (2002) stated that stress-induced illnesses are prevalent in the workplace today, and stress is the problem of the sufferer and the employer. Stress causes absenteeism and can lead to other problems such as drug addiction, alcoholism, depression, and poor job performance. According the Maurer, the annual Barlow Corporation Forum on Human Resource Issues and Trends reported that large numbers of companies noticed sever levels of stress exhibited by employees. The forum's panelists agreed that more needed to be done in the workplace to help employees manage stress. Some of the suggestions were to expand wellness programs, offer stress-management seminars and teach staff how to balance work and family life. Maurer also noted the Olympic Team Tech, a computer management company, has dealt with employee stress by providing training programs, monitoring employee concerns, and meeting once a month to be proactive instead of reactive. Olympic Team Tech's turnover is less than the industry average.

In her 2012 research titled "Role of Stress among Women Employees in the IT Sector in Chennai and Coimbatore," **Kavitha** focused on organizational role stress among women, particularly in the IT sector. Her findings revealed that women, especially married ones, experience more stress than men in the workplace.

In their 2013 work on "Stress Levels in Organizations and Their Impact on Employees' Behavior," **P.S. Swaminathan and Rajkumar S.** conducted a study examining stress levels across age groups, professions, job types, working hours, and work environments. They identified three conditions contributing to work stress: role overload, role self-distance, and role stagnation.

Satija S. and Khan W., in their 2013 research titled "Emotional Intelligence as a Predictor of Occupational Stress among Working Professionals," explored the relationship between emotional intelligence and occupational stress. The study revealed that emotional intelligence significantly predicts occupational stress.

Amir Shani and Abraham Pizam, in their 2009 study on "Work-Related Depression among Hotel Employees," investigated the incidence of depression among hospitality industry workers in Central Florida. They found a correlation between occupational stress and work characteristics.

Viljoen and Rothmann's 2009 research on the relationship between "Occupational Stress, Ill Health, and Organizational Commitment" highlighted the significant contribution of organizational stressors to ill health and low organizational commitment. Job security stressors were particularly linked to both physical and psychological health issues.

Schmidt et al., in their work on "Occupational Stress among Nursing Staff in Surgical Settings," aimed to assess occupational stress among nursing professionals in surgical settings and explore its relation to work characteristics.

Li-fang Zhang conducted a 2009 study on "Occupational Stress and Teaching Approaches among Chinese Academics," suggesting that self-rating abilities and role insufficiency influenced conceptual changes in teaching approaches negatively.

Kayoko Urakawa and Kazuhito Yokoyam, in their 2009 work on "Sense of Coherence (SOC) as a Moderator of Occupational Stress on Mental Health Status among Japanese Factory Workers," found that SOC positively associated with coping ability over job stress, impacting mental health differently between male and female workers.

In his 2009 research on "Police Officers: The Case of Botswana Police Service," **J.E. Agolla** investigated work stress symptoms and coping strategies among the police, identifying stressors such as duty-related injuries and the use of force.

Connolly et al.'s 2009 research on "Occupational Stress & Psychological Well Being following University Relocation" analyzed management standards for work-related stress and their impact on psychological strain, job satisfaction, and psychosocial working conditions.

Urska Treven, Sonja Treven & Simona Sarotar Zizek, in their 2011 research on "Effective Approaches to Managing Stress of Employees," found that workers experiencing stress are more likely to be unsuccessful. They categorized stress into transient stress, post-traumatic stress disorders (PTSD), and chronic stress, emphasizing good work organization and management as effective stress prevention approaches.

Khalid A., in his 2012 research on the "Role of Supportive Leadership as a Moderator between Job Stress and Job Performance," identified a direct relationship between stress and job performance. He emphasized that supportive leadership can enhance employee performance even in challenging situations.

The existing literature highlights a concerning oversight in the banking sector, particularly at higher management levels, where the recognition of stress's impact on employee performance is lacking.

Imtiaz & Ahmad (2009) emphasized the critical managerial dilemmas arising from elevated stress levels among employees, leading to decreased performance, potential damage to organizational reputation, and the loss of skilled personnel.

Oreoluwa & Oludele (2010) observed that recent changes in the banking sector, such as workforce cutbacks, significantly affected employees' work and personal lives, particularly resulting in increased stress among executives compared to non-executive staff in the Nigerian banking system.

The implementation of changes, including workforce cutbacks, increased work overload, and stress, has put substantial pressure on the remaining workforce. The demanding workload in banks often translates into long working hours, impacting personal health. To stay competitive, bank management has resorted to changes such as re-engineering, branch and business line rationalization, increased working hours, and staff education and retraining. However, these changes have been associated with stress among bank workers, and the study noted the need for additional investigation into factors influencing employee satisfaction.

Khattak et al. (2011) highlighted the significant stress faced by individuals in the banking sector due to the time spent in their respective banks, leading to decreased performance. The

study underscored various stressors in the banking sector, including lack of administrative support, work overload, time pressure, job risk, poor relationships with customers and co-workers, and work-family imbalance, all contributing to decreased employee performance (Bamba, 2016).

Kaur & Gautam (2016) identified banks in India as being among the top ten stressed workplaces.

This review underscores the necessity of stress management programs in organizations due to the escalating dangers of stress hindering employee productivity. It recommends that organizations understand the appropriate allocation of resources for stress management programs to maximize profit and enhance employee satisfaction. **Levner et al. (1994)** highlighted the negative association between high demand, low control at work, and employee performance, emphasizing the positive impact of social support in reducing stress.

Other studies, such as **Silva et al. (2012)**, **Rusli and Edimansyah (2008)**, **Tobiasz–Adamczyk & Brzyski (2005)**, have further explored the link between stress and performance.

While earlier studies and research covered various industries, this study addresses a research gap by focusing specifically on the banking sector within the **Kathmandu valley**. It aims to investigate factors influencing work stress among banking employees and assess the associated impact on job performance, with an additional analysis of the moderating effect of gender.

A significant portion of employees within a mainstream group expressed dissatisfaction with their organizations, citing perceived indifference towards employees and a reluctance to work with their respective organizations, leading to heightened stress levels.

This sentiment was particularly prevalent among individuals aged 26-35. Causes of stress reported included misfit with the organization, lack of involvement in decision-making, no control over the work environment, personality traits, lack of relaxation, and ambiguous rules, all of which impact employee performance (**Meneze, 2005**).

The importance of adequately managing employee stress was underscored by findings indicating that well-managed employees contribute positively to organizational success. Ignoring employee stress, on the other hand, resulted in increased absenteeism, costs, low productivity, diminished motivation, and potential legal and financial damages (**The Office of Radiation, Chemical and Biological Safety, 1999**).

A significant proportion of workers acknowledged their jobs as a prominent source of stress, with 33% reporting high stress levels and 77% experiencing stress either always or sometimes in the past 12 months. However, some workers believed that reducing workload, improving management and supervision, offering better pay, benefits, and vacation times could alleviate stress (**Thomson, 2006**).

Stress was recognized as a universal experience, affecting employees at all levels, including executives and managers. The impact of stress was highlighted by the loss of approximately 100 million workdays and the estimation that 50% to 75% of diseases are stress-related (**Bashir**). The rising rate of stress-affected individuals in organizations poses a threat to both employee performance and goal achievement (**Treven, 2002**).

This study emphasized the universal nature of stress among employees, regardless of gender, type of organization, or department, revealing its pervasive impact on individuals. Stress was defined as a mental strain resulting from internal or external stimuli, affecting a person's normal response to their environment (**Bashir, Asad, 2007**). Stress in the health sector, particularly among doctors, was identified as a significant challenge, with potential negative consequences for job performance (**Caplan, 1994; Dowell, Anthony, 2001**).

Research highlighted a negative correlation between job stress and job performance, with high levels of job stress linked to low performance, particularly among males. The stress experienced by doctors was noted to increase the likelihood of fatal errors, posing a risk to the lives of those they attend to (**Kazmi Rubina, 2007**). The impact of occupational stress on organizational performance was acknowledged, with job stress in healthcare settings carrying potential dire consequences for both organizations and individuals (**Elovainio et al., 2002; Mimura et al., 2003**).

Job stress has a profound impact on the performance and productivity of the employees. It affects the health of the employees in a drastic way (**Mimura & Griffiths, 2003**).

Rana and Munir (2011) analysed the relationship between work stressors like role ambiguity, workload pressure, homework interface, performance pressure, relationship with others, role conflicts, and job performance with motivation as a mediator. The study revealed “role conflict” and “role ambiguity” to have a positive correlation with stressors.

However, there was a negative relationship between other stressors and job performance.

Nagesh and Murthy (2008) in their study titled “Stress management at IT call centres” (2008) analysed five factors that contributed to workplace stress like job demands, control over work, co-operation received from colleagues and management, role clarity, and organisational change.

They had suggested measures in the form of training to facilitate organisations and individuals to manage stress at workplaces. **Warraich, Ahmed, Nawaz, and Khoso** (2014) found that workload, role conflict, and inadequate monetary reward as the prime reasons of causing job stress in employees that leads to reduced employee efficiency.

Robertson, Cooper, Williams and Williams (1990) analysed the sources of stress in relation to job satisfaction and well-being of employees. They found occupational stress inducers (OSI) to have a negative correlation to employee job satisfaction.

Likewise, **Shah et al.** (2012) in their study explored the impact of stress on employee job performance among teaching faculty and found a negative relationship between organisational structure and employee efficiency, whereas rewards were found to be positively correlated to employee efficiency as expected.

Ahmed and Ramzan (2013) too found a negative correlation between stress and job performance i.e. as the stress increases the job performance goes down and vice-a-versa.

Michie and Williams (2003) analysed personality factors which portrayed more inclination towards job stress, anxiety, and other occupational health outcomes in different areas of medicine, and these factors eventually contributed to feelings of job dissatisfaction and job stress.

Seibt, Spitzer, Blank, and Scheuch (2009) stated that job stress is always present among employees, however it can be reduced by improving the working conditions and quality of benefits in the companies.

Meneze (2005) advocated that rising job stress has become a challenge for the employers and higher level of job stress results in low productivity, increased absenteeism and collection to other employee problems like alcoholism, drug abuse, hypertension and host of cardiovascular problems.

Garg (2010) postulated that job or occupational job stress is an outcome of mismatch between the individual capabilities and organisational demands.

2.2 THEORETICAL FRAMEWORK

INTRODUCTION

The stress management program is categorized as either educational or skill acquisition oriented. Educational program is designed to inform the employees about the source of stress, what stress feels like, how stresses can be avoided, and how the individual can better cope with stress. Skill acquisition programs such as time management or assertive training are designed to provide employees with new ways.

RESPONSE THEORY

Because chronic stress responses involve actual physiological changes to body systems and organs, a good bit of attention has been paid to acute physiological stress responses and how they might possibly lead to subsequent chronic stress responses (McEwen and Stellar, 1993).

Historically, both Walter Cannon (1929) and Hans Selye (1956) provided the foundation for the current interest in this physiological process.

GENERAL ADAPTATION SYNDROME

Originally described by Hans Selye (1907–1982), General adaptation syndrome, or GAS, is a term used to describe the body's short-term and long-term reactions to stress.

Stressors in humans include such physical stressors as starvation, being hit by a car, or suffering through severe weather. Additionally, humans can suffer such emotional or mental stressors as the loss of a loved one, the inability to solve a problem, or even having a difficult day at work. There are three distinctive stages in the syndrome's evolution. The stages are the alarm reaction (AR), the stage of resistance (SR), and the stage of exhaustion (SE).

STAGE 1: ALARM REACTION (AR)

The first stage of the general adaptation stage, the alarm reaction, is the immediate reaction to a stressor. In the initial phase of stress, humans exhibit a "fight or flight" response, which prepares the body for physical activity. However, this initial response can also decrease the effectiveness of the immune system, making persons more susceptible to illness during this phase.

STAGE 2: STAGE OF RESISTANCE (SR)

Stage 2 might also be named the stage of adaptation, instead of the stage of resistance. During this phase, if the stress continues, the body adapts to the stressors it is exposed to. Changes at many levels take place in order to reduce the effect of the stressor. For example, if the stressor is starvation (possibly due to anorexia), the person might experience a reduced desire for physical activity to conserve energy, and the absorption of nutrients from food might be maximized.

STAGE 3: STAGE OF EXHAUSTION (SE)

At this stage, the stress has continued for some time. The body's resistance to the stress may gradually be reduced, or may collapse quickly. Generally, this means the immune system, and the body's ability to resist disease, may be almost totally eliminated. Patients who experience long-term stress may succumb to heart attacks or severe infection due to their reduced immunity. For example, a person with a stressful job may experience long-term stress that might lead to high blood pressure and an eventual heart attack.

TRANSACTIONAL MODEL

Richard Lazarus and Susan Folkman suggested in 1984 that stress can be thought of as resulting from an “imbalance between demands and resources” or as occurring when “pressure exceeds one's perceived ability to cope”. Stress management was developed and premised on the idea that stress is not a direct response to a stressor but rather one's resources and ability to cope mediate the stress response and are amenable to change, thus allowing stress to be controllable.

Lazarus and Folkman's interpretation of stress focuses on the transaction between people and their external environment (known as the Transactional Model). The model contends that stress may not be a stressor if the person does not perceive the stressor as a threat but rather as positive or even challenging. Also, if the person possesses or can use adequate coping skills, then stress may not actually be a result or develop because of the stressor. The model proposes that people can be taught to manage their stress and cope with their stressors.

CHAPTER 3

3.1 RESEARCH METHODOLOGY

INTRODUCTION

A research methodology is plan that specifies the objectives of the study, method to be adopted in the collection of the data, tools in analysis of data and helpful to frame hypothesis.

The Advanced Learner's Dictionary of Current English lays down the meaning of research as "a careful investigation or inquiry especially through search for new facts in any branch of knowledge".

3.1 RESEARCH DESIGN

A research design is the framework or plan for the study that guides the researcher in the collection and analysis of the data. It is a blueprint that is followed in completing the study. The research design adopted in this study is "Descriptive Research Design". It involves observing and describing the behavior of a subject without influencing it in any way. Universe may be defined as an aggregate of items possessing a common trait or traits. It is a complete group of items about which knowledge is sought. It is the target group which the researcher wants to be familiar with by studying its samples.

SAMPLE DESIGN

The sampling technique adopted for this study is simple random sampling. A simple random sample is a subset of individuals (a sample) chosen from a larger set (a population). Each individual is chosen randomly and entirely by chance, such that each individual has the same probability of being chosen at any stage during the sampling process and each subset of individuals has the same probability of being chosen for the sample as any other subset of individuals.

DESCRIPTIVE RESEARCH

Descriptive research design is a type of research method that is used when one wants get information on the current status of a person or an objective it is used to describe what is in existence in respect to conditions or variables that are found in a given situation.

SAMPLE SIZE

The samples collected in this project are 200 samples. From the various Departments like human resources, finance, administration and information technology the samples are collected in the Polaris financial technology limited at Chennai.

SOURCES OF DATA

PRIMARY DATA

The source of primary data was from the employees of the organisation. The employees were in different age groups, experience. Their input was the major source of data to carry on the research

SECONDARY DATA

The source of secondary data is research journals, data quest magazine, organization record and their own theoretical magazine.

RESEARCH INSTRUMENT

The study aimed to get the opinions and views of the respondents and a questionnaire was adopted for the same. A structured questionnaire consisting 25 questions was used. The questionnaire was designed in such a way so as to get the socio demographic details and the opinions of the respondents on their respective stress personality. The research instrument used for the survey is a structured undisguised questionnaire. The questionnaire has been framed in structures and undisguised form, with a total number of 22 questions. It has both open ended and closed ended questions. The information collected through personal interview is also being used.

HYPOTHESIS:

HYPOTHESIS – 1

- H0 - There is no significant relationship between stress related diseases and depression level.
- H1 - There is significant relationship between stress related diseases and depression level.

HYPOTHESIS – 2

- H0 - There is no significant association between age and depression level of the employees.

- H1 - There is significant association between age and depression level of the employees.

TOOLS OF ANALYSIS

The statistical tools used for analyzing the data collected are,

- Correlation coefficient
- Weighted average method
- Chi-square analysis

CORRELATION COEFFICIENT

Correlation analysis is statistical tool used to measure the degree to which two variables are linearly related to each other. Correlation measures the degree of association between two variables.

Formula for computing Pearson correlation

WEIGHTED AVERAGE METHOD

An average in which each quantity to be averaged is assigned a weight. These weightings determine the relative importance of each quantity on the average. Weightings are the equivalent of having that many like items with the same value involved in the average.

$$\begin{aligned}\bar{x} &= \sum_{i=1}^n w'_i x_i = \sum_{i=1}^n \frac{w_i}{\sum_{j=1}^n w_j} x_i = \frac{\sum_{i=1}^n w_i x_i}{\sum_{j=1}^n w_j} \\ &= \frac{\sum_{i=1}^n w_i x_i}{\sum_{i=1}^n w_i}.\end{aligned}$$

CHI-SQUARE TEST

Analysis in statistics is to test the goodness of fit to verify the distribution of observed data with assumed theoretical distribution.

$$\chi^2 = \sum_{i=1}^m \frac{(O_i - E_i)^2}{E_i}$$

Here,

O = Observed frequency

E = Expected frequency

Σ = Summation

X² = Chi Square value

The calculated value of chi-square is compared with the degree of freedom at the specified level of significance. If the calculated value is greater than the tabulated value then the difference between observed frequency and the expected frequency are significant. The degree of freedom is (n-2) where 'n' is the number of observed frequency and in case of contingency table the degrees of freedom is (C-1) (R-1) where C is number of columns and R is number of rows. It is used to find whether there exists a relation between two variables or not

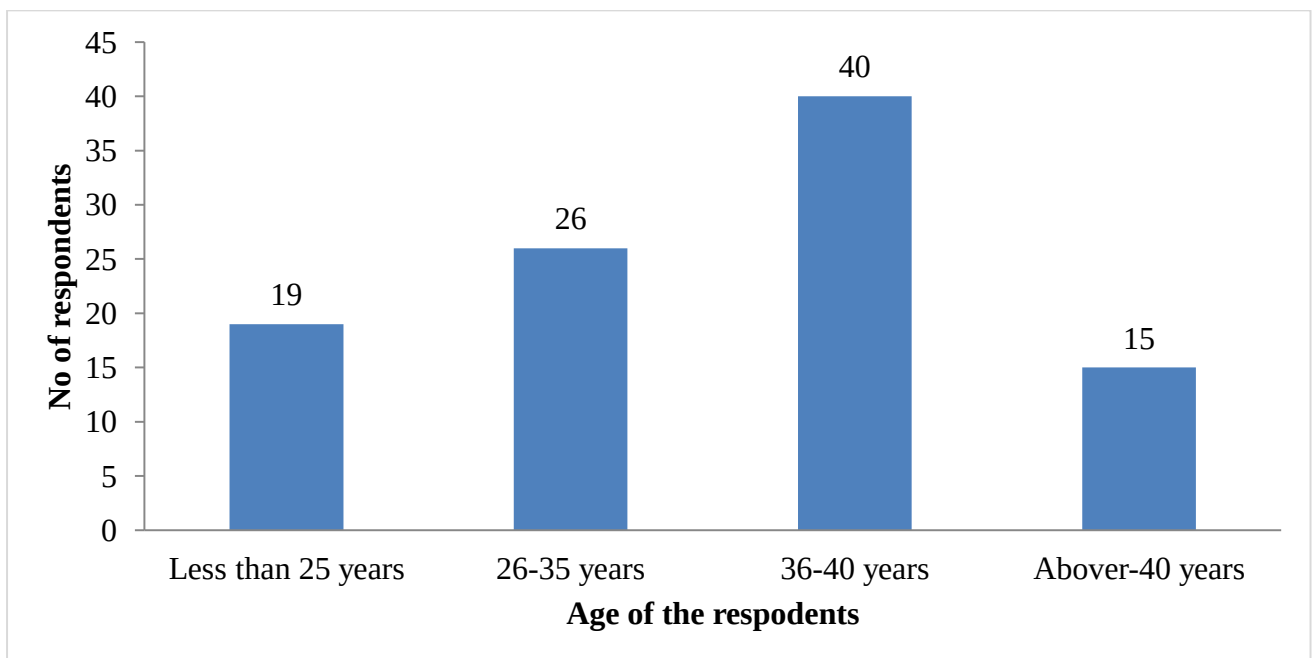
CHAPTER 4

4.1 DATA ANALYSIS AND INTERPRETATION

4.1.1 TABLE SHOWING AGE OF THE RESPONDENTS

PARTICULARS (YEAR)	NO OF RESPONDENTS	PERCENTAGE OF RESPONDENTS (%)
Less than 25 years	38	19
26-35 years	52	26
36-40 years	80	40
Above-40 years	30	15
TOTAL	200	100

SOURCE : Primary Data



4.1.1 CHART SHOWING AGE OF THE RESPONDENTS

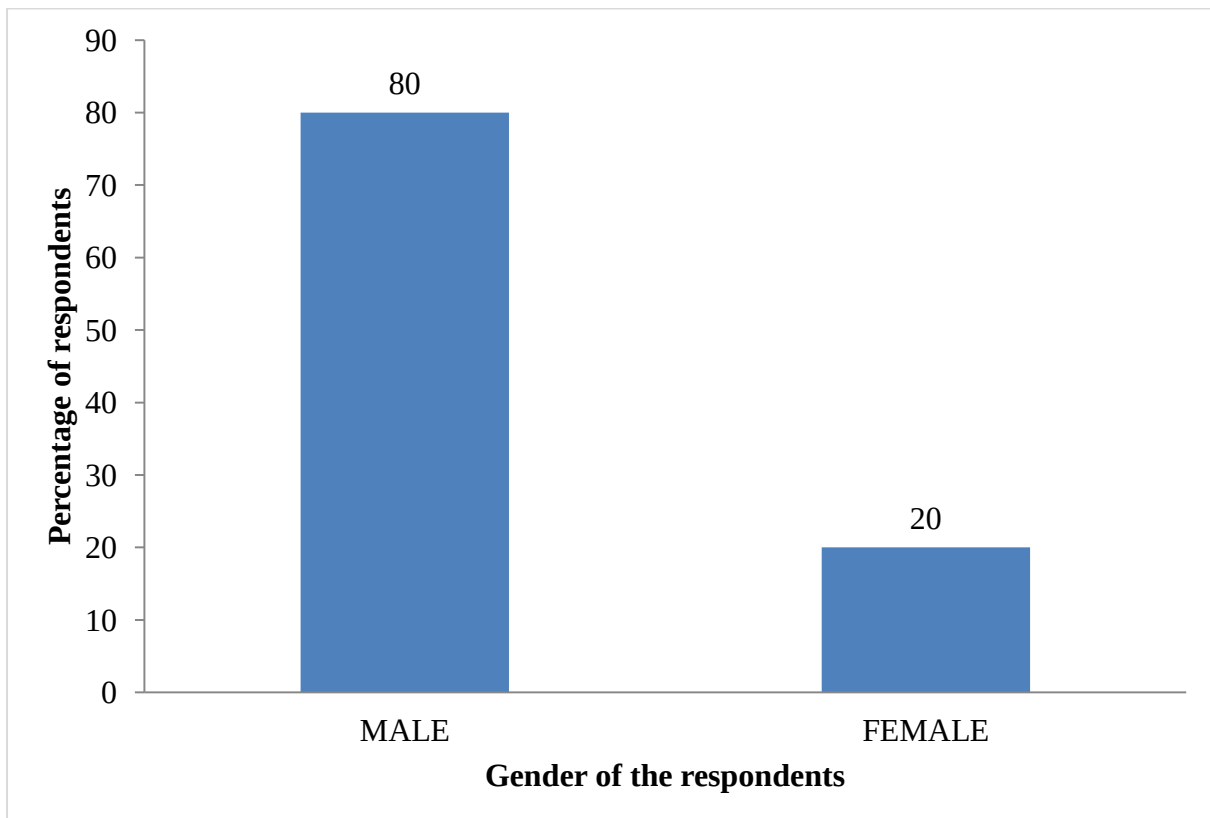
INTERPRETATION

From the above table that is inferred that 40% of the respondent belong to 36-40 years age group and 15% of the respondents are above-40 years group people.

4.1.2 TABLE SHOWING THE GENDER OF THE RESPONDENTS

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE OF RESPONDENTS (%)
MALE	160	80
FEMALE	40	20
TOTAL	200	100

Source: Primary data



4.1.2 CHART SHOWING THE GENDER OF THE RESPONDENTS

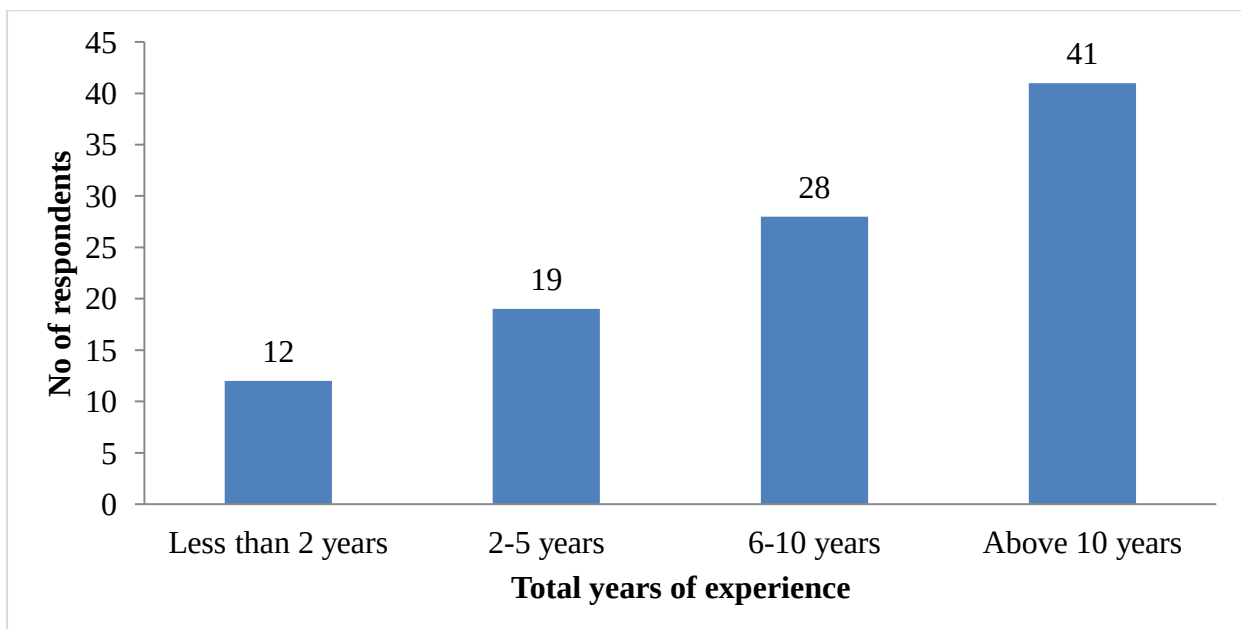
INTERPRETATION

From the above table that is inferred that the respondents 80% are Male and the remaining 20 % of the respondents is Female.

4.1.3 TABLE SHOWING THE YEARS OF EXPERIENCE IN THE ORGANIZATION

PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
Less than 2 years	24	12
2-5 years	38	19
6-10 years	56	28
Above 10 years	82	41
TOTAL	200	100

Source: primary data



4.1.3 CHART SHOWING THE YEARS OF EXPERIENCE IN THE ORGANIZATION

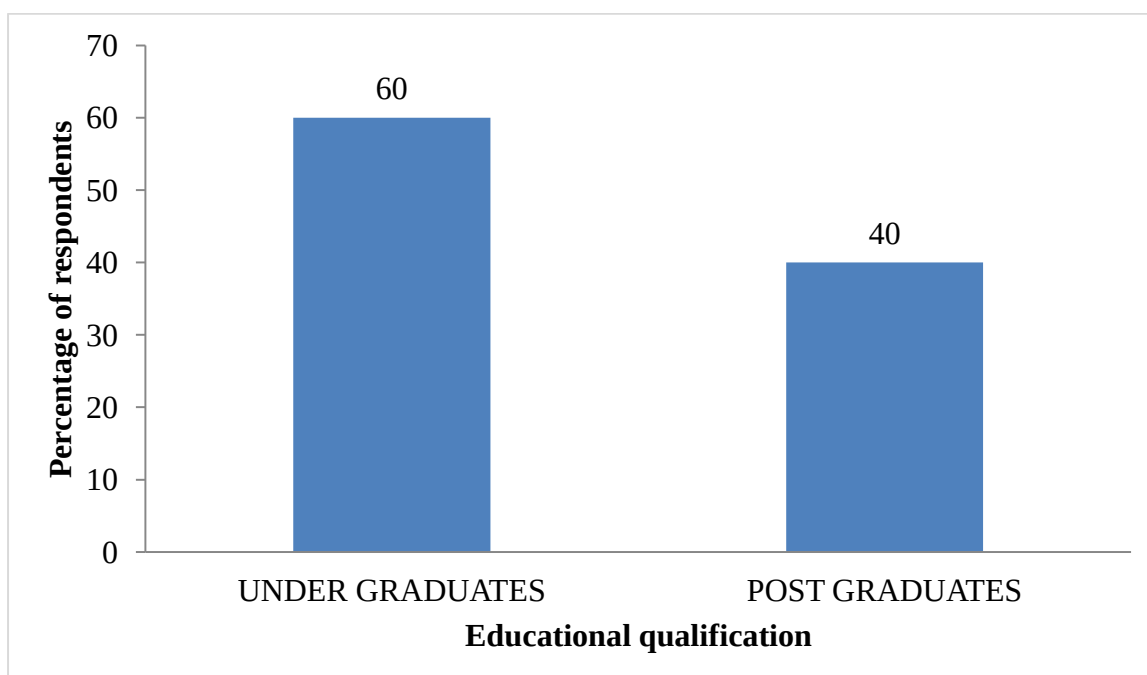
INTERPRETATION

The above table shows that 12% of the respondents have less than 2 years of experience in the organization and 41% of the respondents have experience of above 10 years.

**4.1.4 TABLE SHOWING THYE EDUCATION QUALIFICATION OF
THE RESPONDENTS**

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE OF RESPONDENTS (%)
UNDER GRADUATE	120	60
POST GRADUATE	80	40
TOTAL	200	100

Source: Primary data



**4.1.4 CHART SHOWING THE EDUCATIONAL QUALIFICATIONS OF
THE RESPONDENTS**

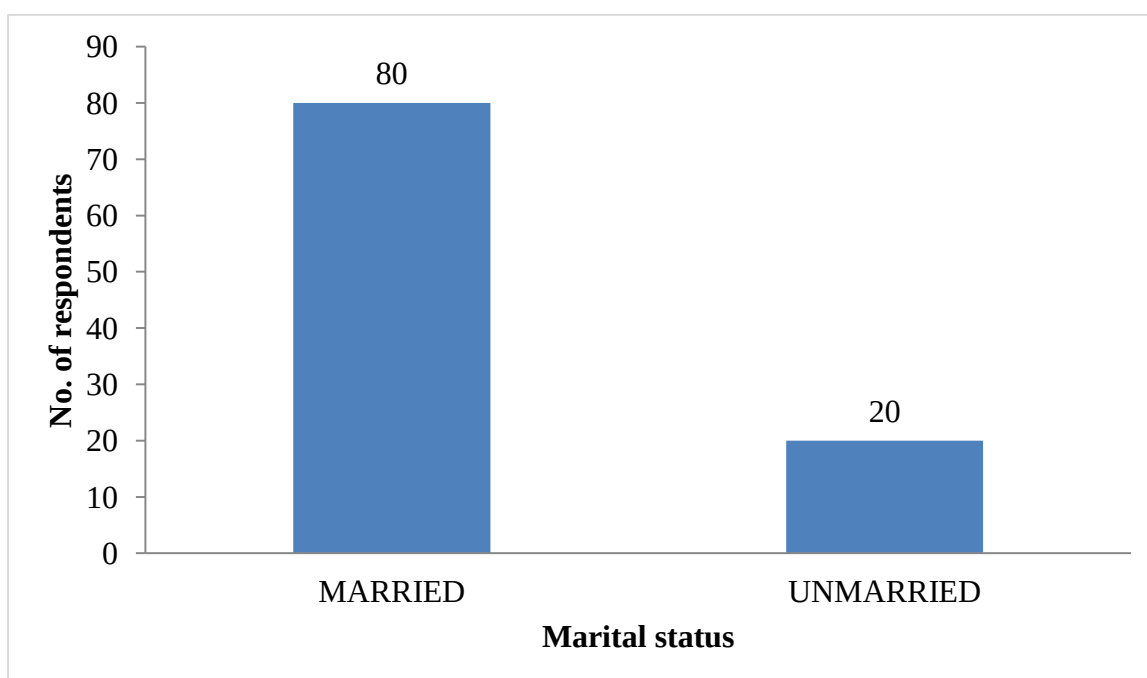
INTERPETATION

From the above that is inferred that the respondents 60% are undergraduates and the remaining 40% of the respondents are post graduates.

4.1.5 TABLE SHOWING MARITAL STATUS OF THE RESPONDENTS

PARTICULARS	NO OF RESPONDENTS	PERCENTAGE OF RESPONDENTS %
MARRIED	160	80
UNMARRIED	40	20
TOTAL	200	100

Source: Primary data



4.1.5 CHART SHOWING MARITAL STATUS OF THE RESPONDENTS

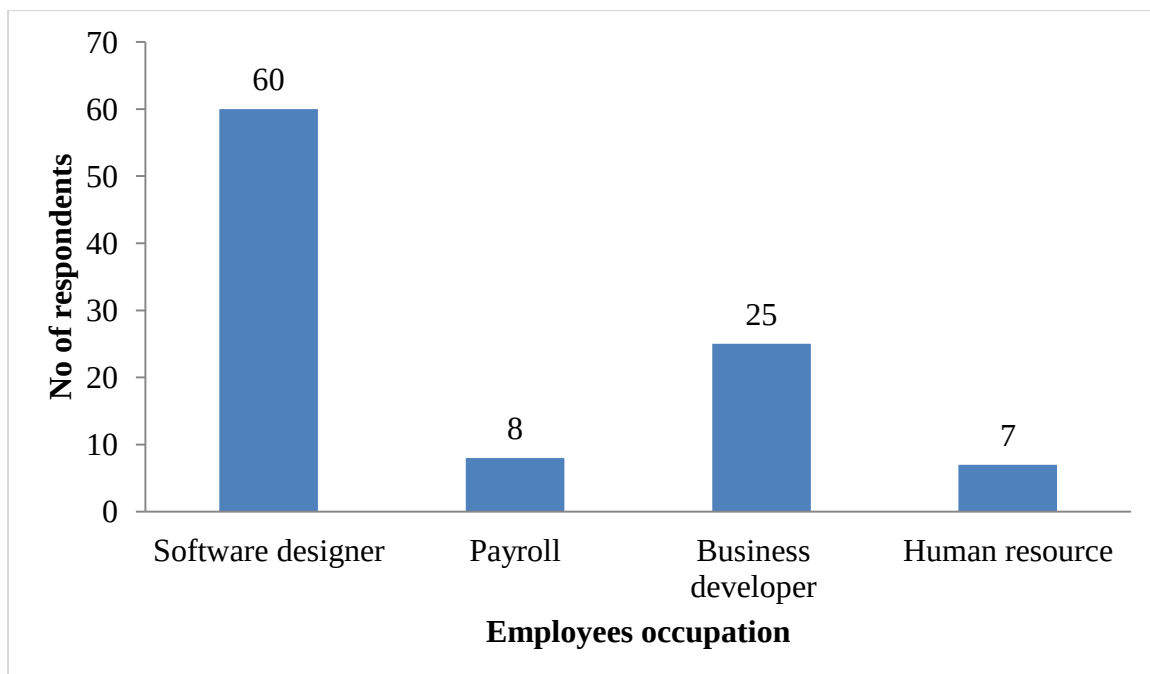
INTERPRETATION

From the above table that is inferred that 80% of the respondents are married and the remaining 40% of the respondents are unmarried.

4.1.5 TABLE SHOWING OPINION ABOUT OCCUPATION OF THE RESPONDENTS

PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
Software designer	120	60
Payroll	16	8
Business developer	50	25
Human resource	14	7
TOTAL	200	100

Source: Primary data



4.1.5 CHART SHOWING OPINION ABOUT OCCUPATION OF THE RESPONDENTS

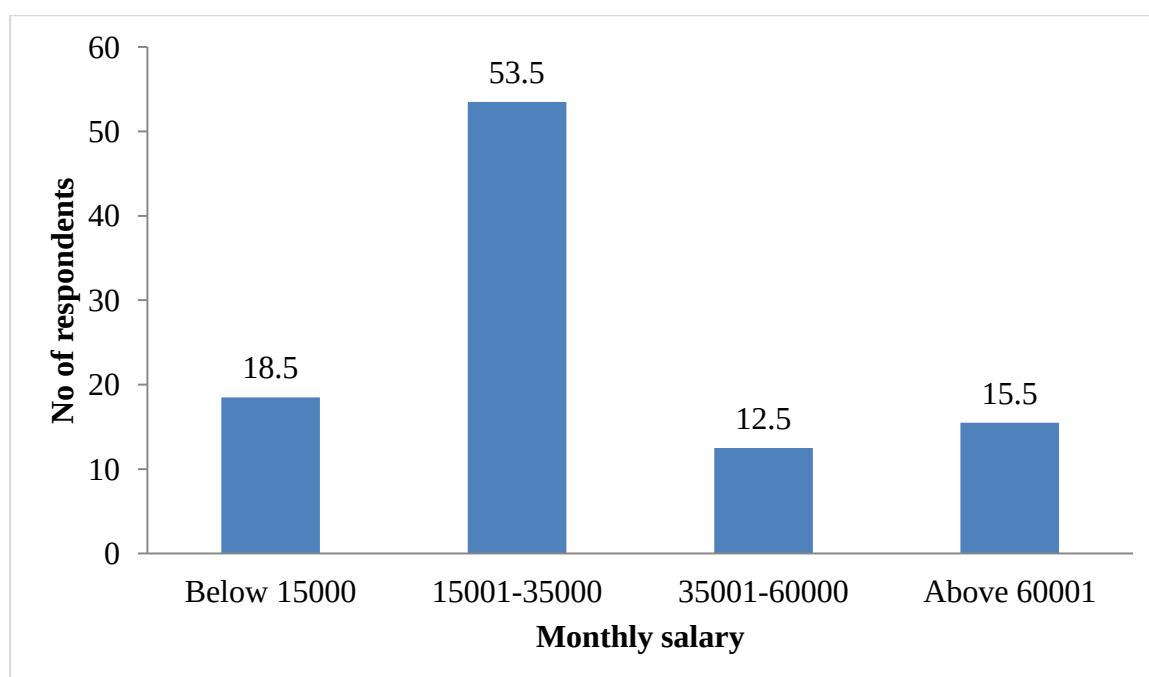
INTERPRETATION

The above table shows that 60% of respondents are working as software designer and 7% of the respondents are working as human resources.

4.1.6 TABLE SHOWING OPINION ABOUT MONTHLY SALARY OF THE RESPONDENTS

PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
Below 15000	37	18.5
15001-35000	107	53.5
35001-60000	25	12.5
Above 60001	31	15.5
TOTAL	200	100

Source: Primary data



4.1.6 CHART SHOWING OPINION ABOUT MONTHLY SALARY OF THE RESPONDENTS

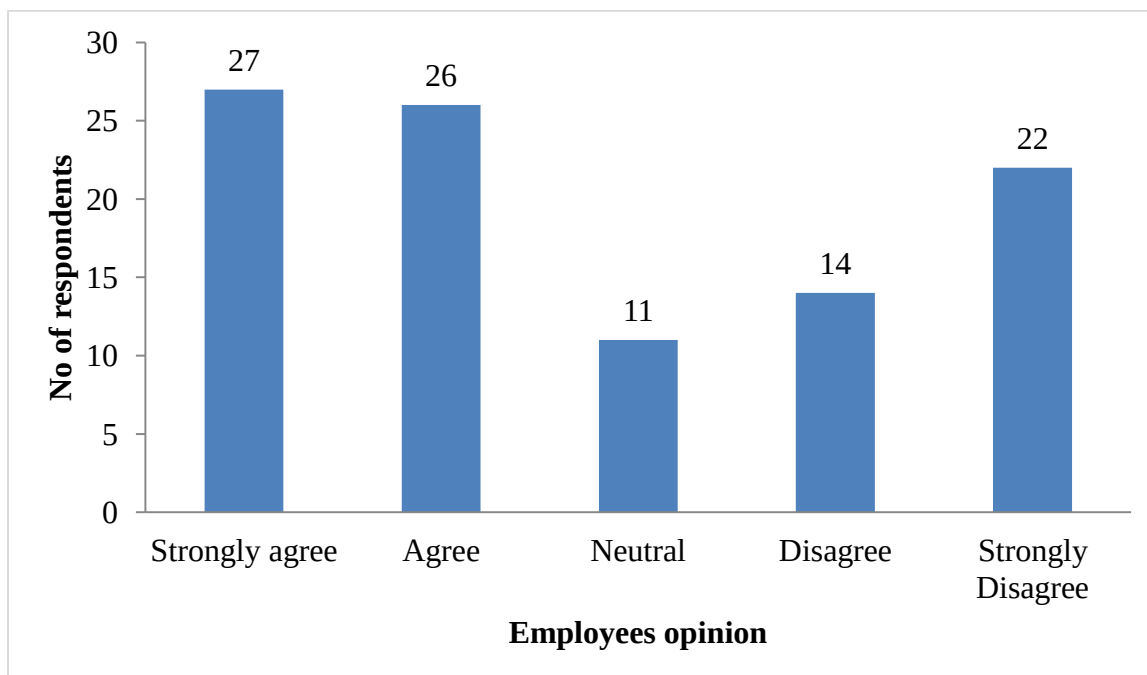
INTERPRETATION

The above table shows that 53.5% of the respondents get monthly salary between 15001-35000 and 12.5 % of the respondents get salary between 35001-60000.

4.1.7 TABLE SHOWING OPINION OF THE RESPONDENTS ABOUT FAMILY PROBLEM CAUSES STRESS

PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
Strongly agree	54	27
Agree	52	26
Neutral	22	11
Disagree	28	14
Strongly Disagree	44	22
TOTAL	200	100

Source: Primary data



4.1.7 CHART SHOWING OPINION OF THE RESPONDENTS ABOUT FAMILY PROBLEM CAUSES STRESS

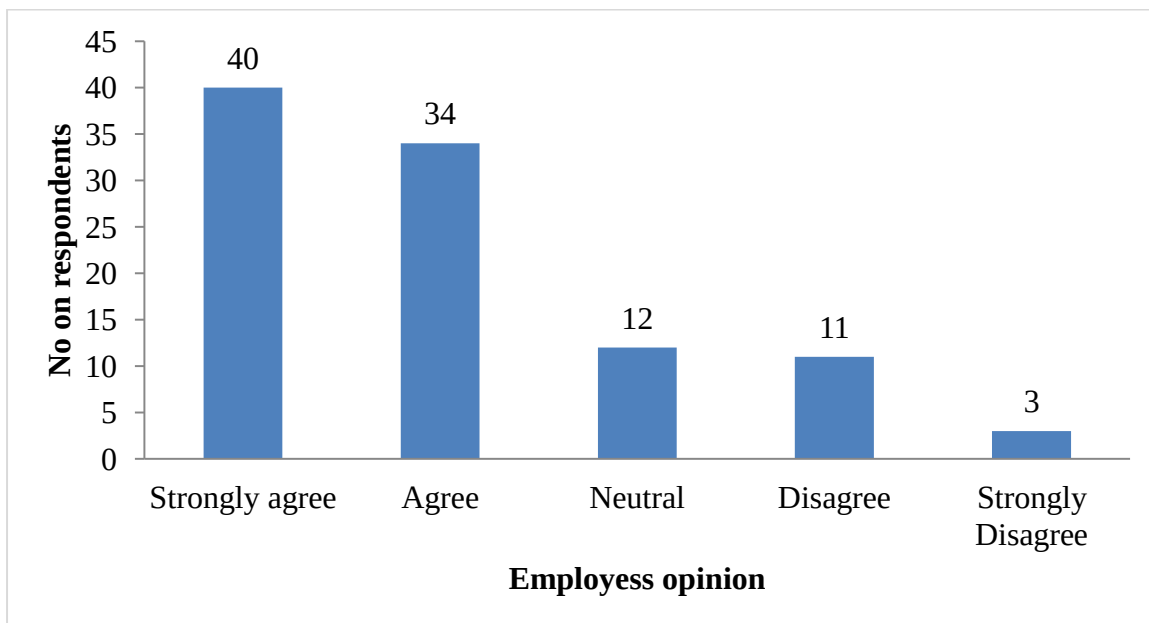
INTERPRETATION

The above table shows that 27% of respondents said strongly agree and 11% of respondents said they are neutral about the statemant that family problem causes stress.

4.1.8 TABLE SHOWING RESPONDENTS VIEW ON EFFECTIVESS OF TRAINING FACILITIES OFFERED IN THE ORGANIZATION

PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
Strongly agree	80	40
Agree	68	34
Neutral	24	12
Disagree	22	11
Strongly Disagree	6	3
TOTAL	200	100

Source: Primary data



4.1.8 CHART SHOWING RESPONDENTS VIEW ON EFFECTIVENESS OF TRAINING FACILITIES OFFERED IN THE ORGANIZATION

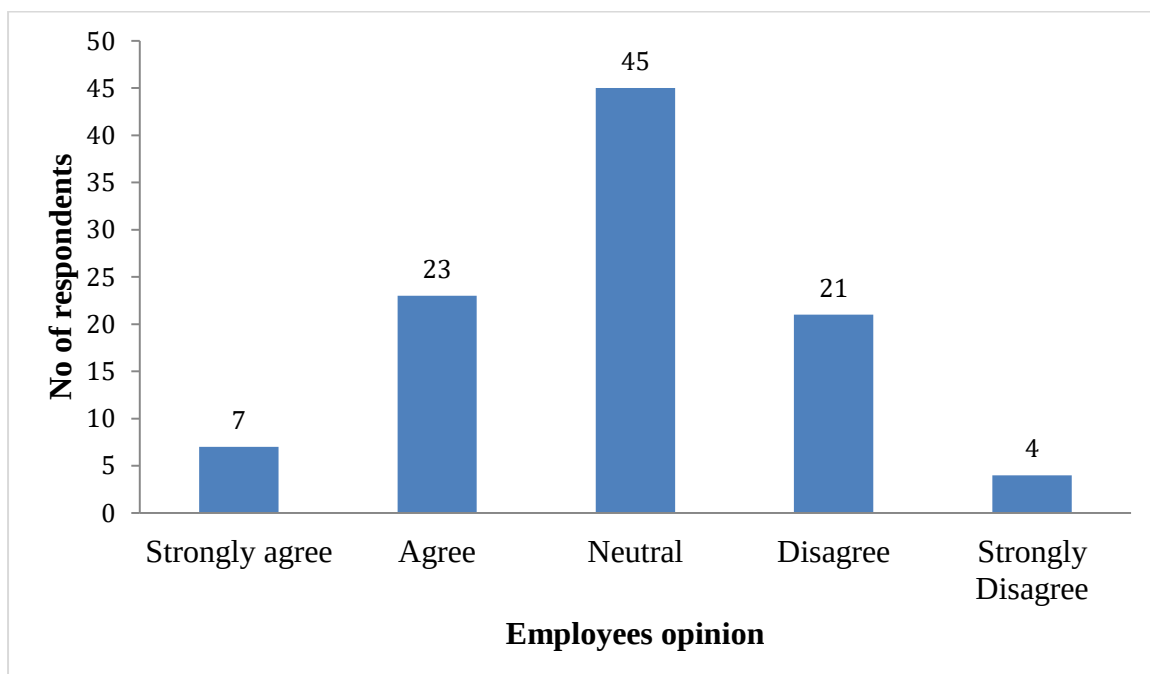
INTERPRETATION

The above table shows that 40% of respondents said strongly agree and 3% of respondents strongly disagree with the view on effectiveness of training facilities offered in organization.

4.1.9 TABLE SHOWING RESPONDENTS VIEW ON WORKLOAD SCHEDULING

PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
Strongly agree	14	7
Agree	46	23
Neutral	90	45
Disagree	42	21
Strongly Disagree	8	4
TOTAL	200	100

Source: Primary data



4.1.9 CHART SHOWING RESPONDENTS VIEW ON WORKLOAD SCEDULING

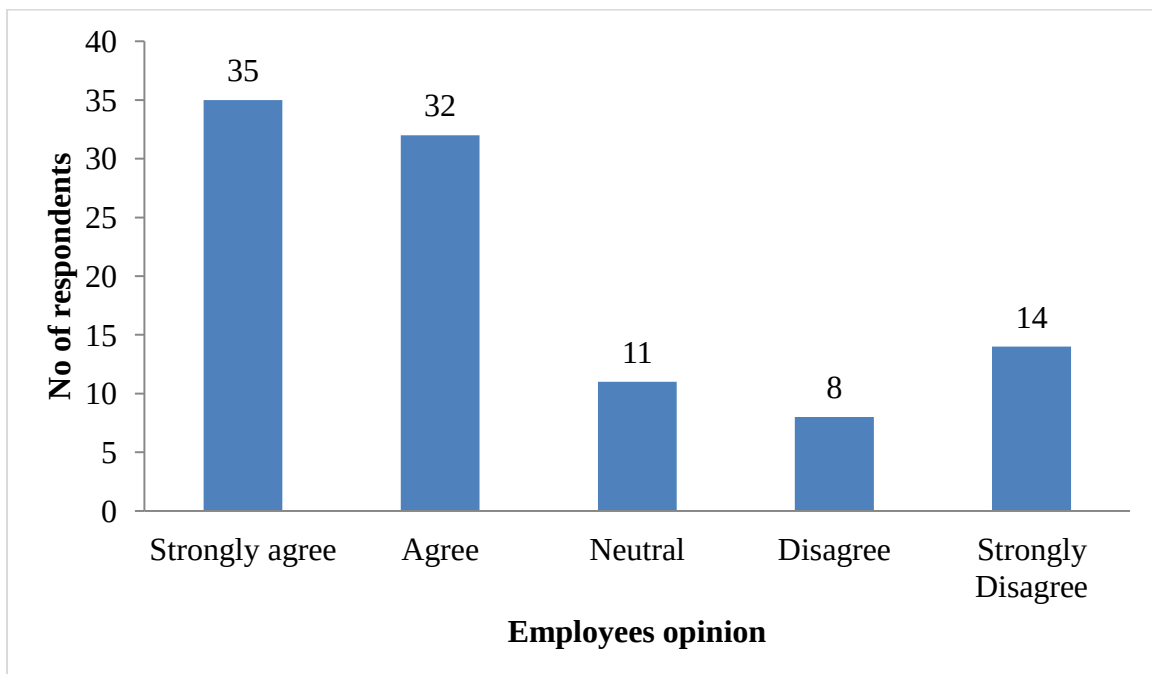
INTERPRETATION

The above shows that 45% of respondents said neutral and 4% of respondents strongly disagree that load are scheduled effectively.

4.1.10 TABLE SHOWING OPINION ABOUT SUPERVISOR IN HELPING SOLVE WORK-RELATED PROBLEM

PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
Strongly agree	70	35
Agree	64	32
Neutral	22	11
Disagree	16	8
Strongly Disagree	28	14
TOTAL	200	100

Source: Primary data



4.1.10 CHART SHOWING OPININON ABOUT SUPERVISOR IN HELPING SOLVE WORK-RELATED PROBLEMS

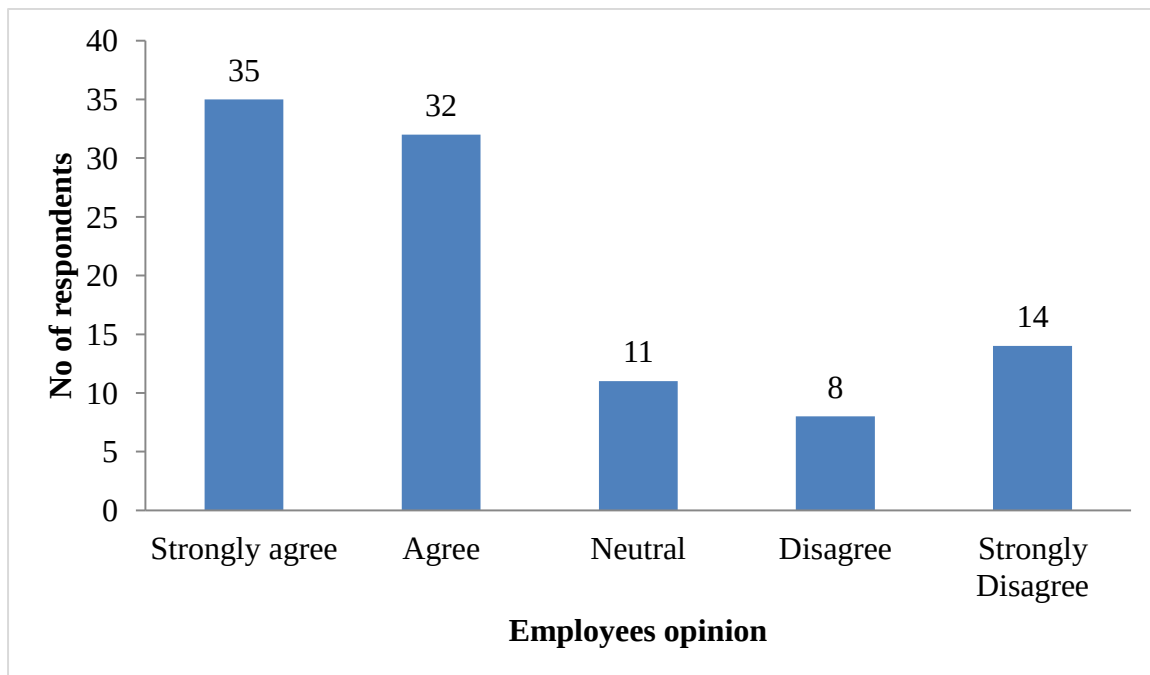
INTERPRETATION

The above table shows that 35% of respondents said strongly agree and 8% of respondents said disagree about supervisors in helping to solve work related problem.

4.1.11 TABLE SHOWING RESPONDENTS VIEW ON WORKING IN THE ORGNIZATION IMPROVES YOURS SENSE AND PRIDE

PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
Strongly agree	70	35
Agree	64	32
Neutral	22	11
Disagree	16	8
Strongly Disagree	28	14
TOTAL	200	100

Source: Primary data



4.1.11 CHART SHOWING RESPONDENTS VIEW ON WORKING IN THE ORGANIZATION IMPROVES YOURS SENSE AND PRIDE

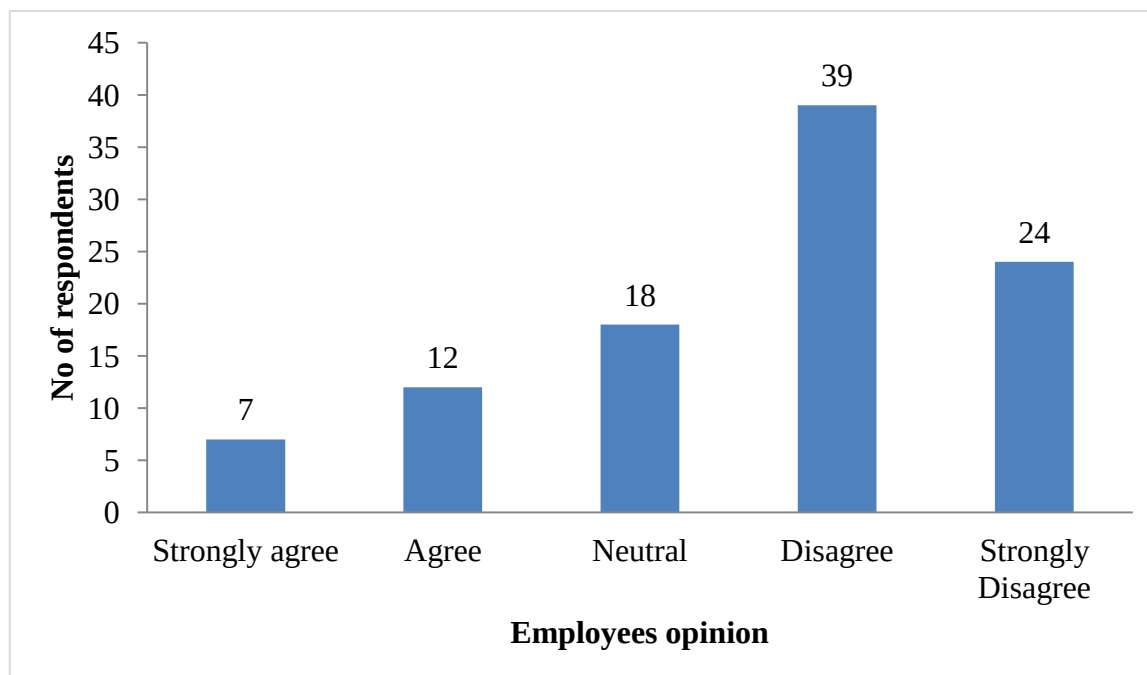
INTERPRETATION

The above table shows that 42% of respondents said neutral and 3% of respondents said strongly disagree regarding whether they can improve their sense and pride

4.1.12 TABLE SHOWING RESPONDENTS VIEW ON ORGANIZATION TAKES ANY STEP TO MITIGATE THE WORK STRESS

PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
Strongly agree	17	7
Agree	24	12
Neutral	36	18
Disagree	78	39
Strongly Disagree	48	24
TOTAL	200	100

Source: Primary data



4.1.12 CHART SHOWING RESPONDENTS VIEW ON ORGANIZATION TAKES ANY STEPS TO MITIGATE THE WORK STRESS

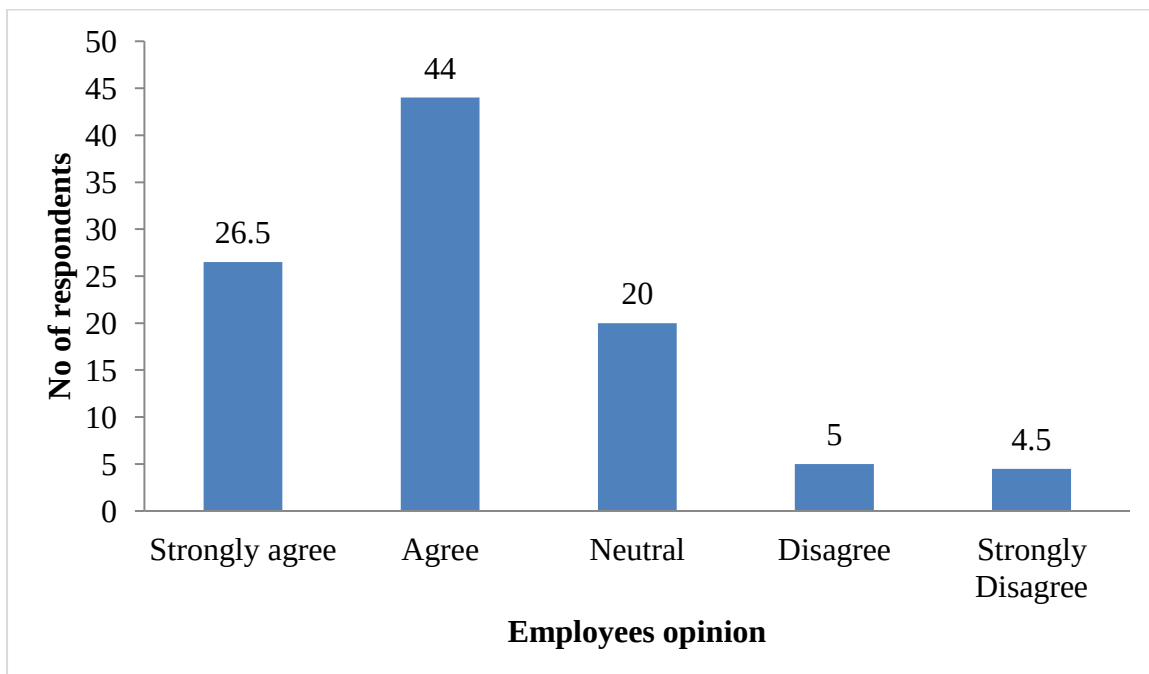
INTERPRETATION

The above table shows that 7% of respondents said strongly agree and 39% of respondents said disagree regarding their views on mitigating the work stress.

4.1.13 TABLE SHOW THE OPINION OF THE EMPLOYEES FREE TO TALK TO SUPERIORS ABOUT THEIR JOB

PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
Strongly agree	53	26.5
Agree	88	44
Neutral	40	20
Disagree	10	5
Strongly Disagree	9	4.5
TOTAL	200	100

Source: Primary data



4.1.13 CHART SHOWINGN THE OPINION OF THE EMPLOYEES FREE TO TALK TO SUPERIORS ABOUT THEIR JOB

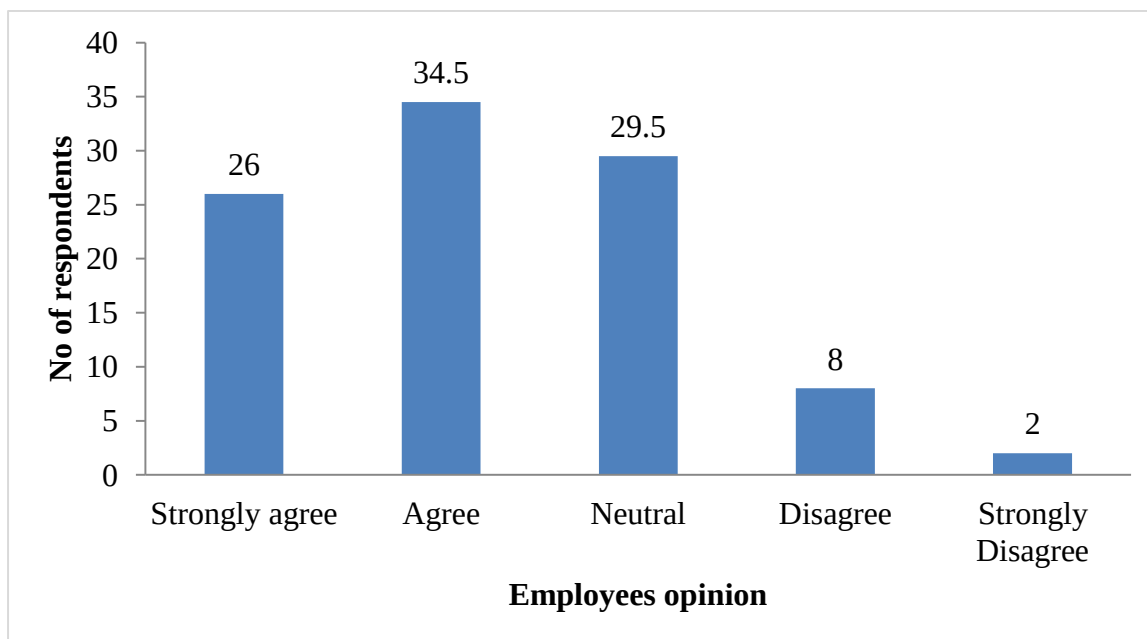
INTERPRETATION

The above table shows that 44% of respondents said agree and 44% of respondents said strongly disagree regarding their views free to talk to superiors about their job

**4.1.14 TABLE SHOWS THE OPINION OF THE EMPLOYEES THAT
STRESS LEVEL MANAGEMENT HELPS TO IMPROVE
PRODUCTIVITY OF THE ORGANIZATION**

PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
Strongly agree	52	26
Agree	69	34.5
Neutral	59	29.5
Disagree	16	8
Strongly Disagree	4	2
TOTAL	200	100

Source: Primary data



**4.1.14 CHART SHOWING THE OPINION OF THE EMPLOYEES
THAT STRESS LEVEL MANAGEMENT HELP TO IMPROVE
PRODUCTIVITY OF THE ORGANIZATION**

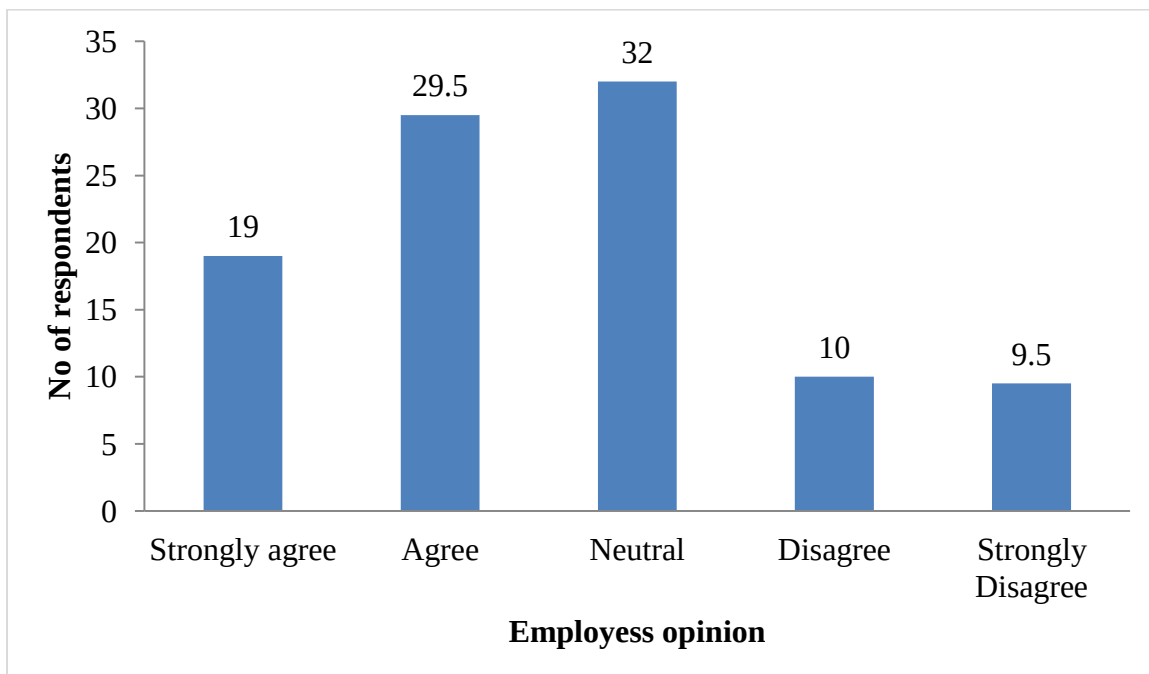
INTERPRETATION

The above table shows that 34.5% of respondents said agree and 2% of respondents strongly disagree with the view on effectiveness training facilities offered by organization.

4.1.15 TABLE SHOWING OPINION ABOUT THE INITIATIVE FROM THE COMPANY TO MANAGE STRESS LEVEL

PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
Strongly agree	38	19
Agree	59	29.5
Neutral	64	32
Disagree	20	10
Strongly Disagree	19	9.5
TOTAL	200	100

Source: Primary data



4.1.15 CHART SHOWING OPINION ABOUT THE INITIATIVE FROM THE COMPANY TO MANAGE STRESS LEVEL

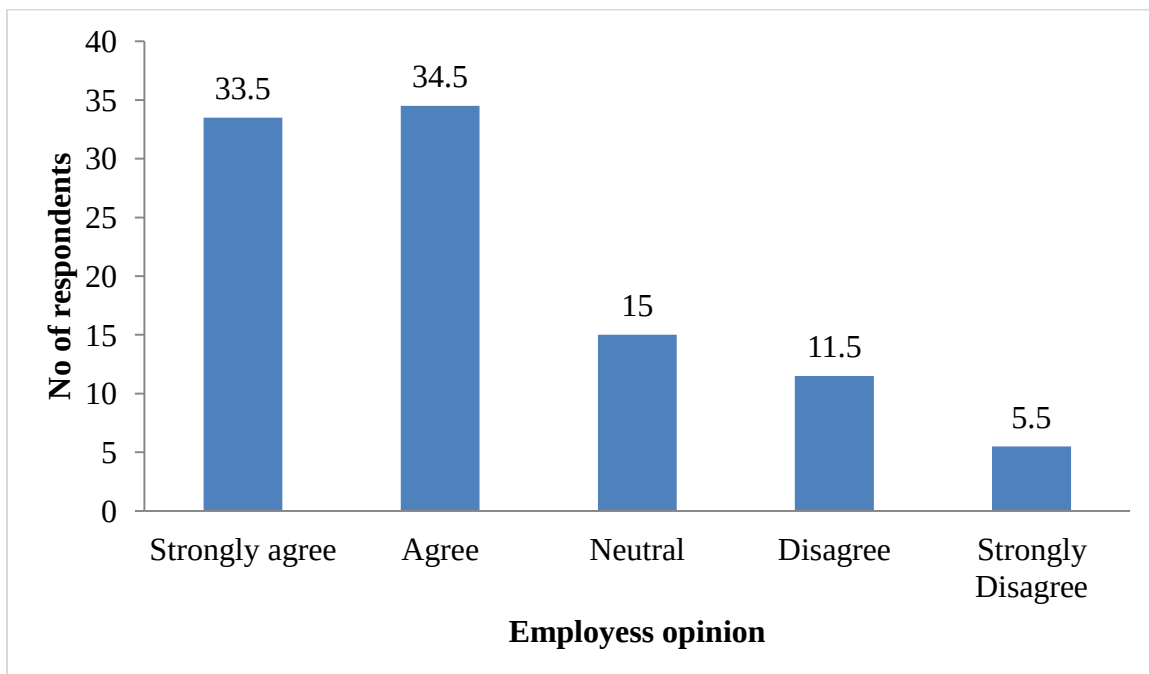
INTERPRETATION

The above table shows that 32% of respondents are neutral and 9.5% of respondents strongly disagree that their company take initiatives to manage the stress level of the employees.

**4.1.16 TABLE SHOWING OPINION ABOUT THE CUSTOMIZATION
OF STRESS MANAGEMENT IN THE COMPANY**

PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
Strongly agree	67	33.5
Agree	69	34.5
Neutral	30	15
Disagree	23	11.5
Strongly Disagree	11	5.5
TOTAL	200	100

Source: Primary data



**4.1.16 TABLE SHOWING OPINION ABOUT THE CUSTOMIZATION
OF STRESS MANAGEMENT IN THE COMPANY**

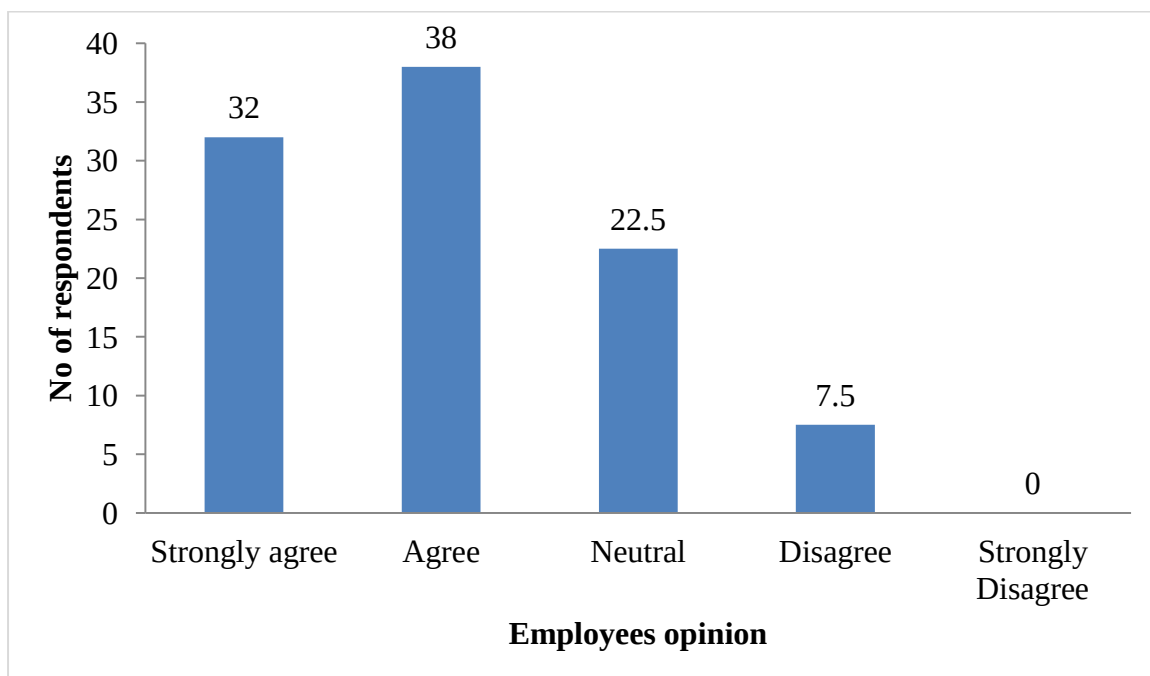
INTERPRETATION

The above table show that 34% of respondents agree and 5.5% of respondents strongly disagree with the statement.

4.1.17 TABLE SHOWING THE STRESS AND DEPRESSION LEVEL AT THE END OF THE DAY

PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
Strongly agree	64	32
Agree	76	38
Neutral	45	22.5
Disagree	15	7.5
Strongly Disagree	0	0
TOTAL	200	100

Source: Primary data



4.1.17 CHART SHOWING THE STRESS AND DEPRESSION LEVEL AT THE END OF THE DAY

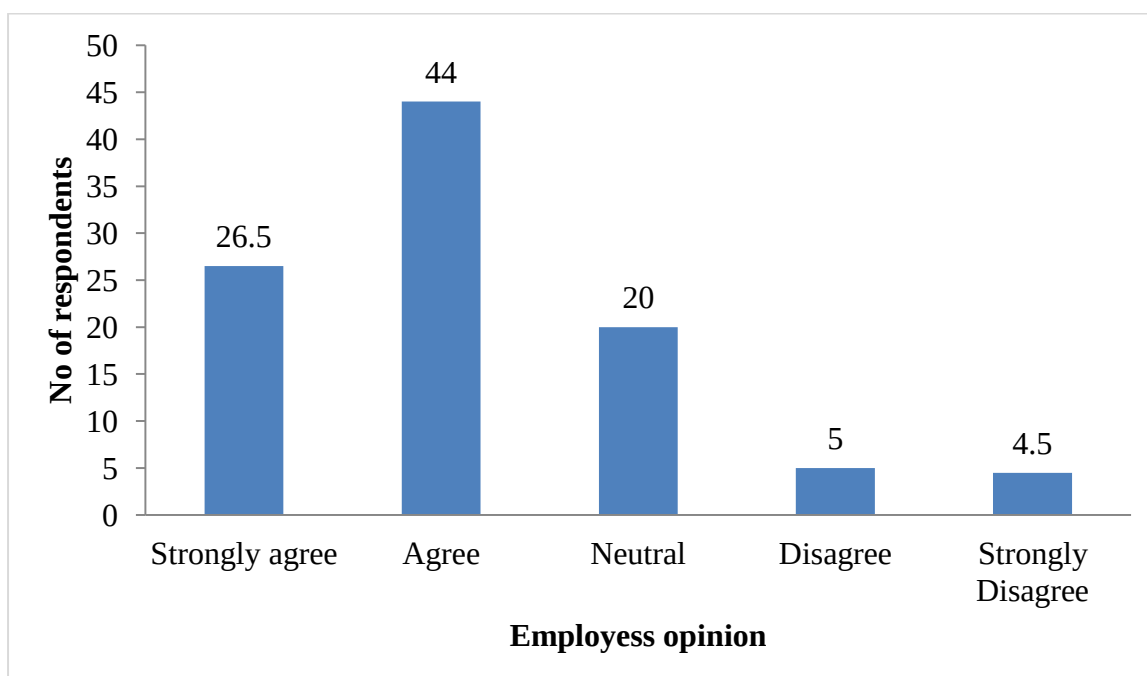
INTERPRETATION

The above table shows that 38% of respondents said agree and 7.5% of respondents said disagree that they feel depressed of the end of the day.

4.1.18 TABLE SHOWING OPINION ABOUT THE STRESS RELATED DISEASES CAUSED FROM THE WORK STRESS

PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
Strongly agree	53	26.5
Agree	88	44
Neutral	40	20
Disagree	10	5
Strongly Disagree	9	4.5
TOTAL	200	100

Source: Primary data



4.1.18 CHART SHOWING OPINION ABOUT THE STRESS RELATED DISEASES CAUSED FROM THE WORK STRESS

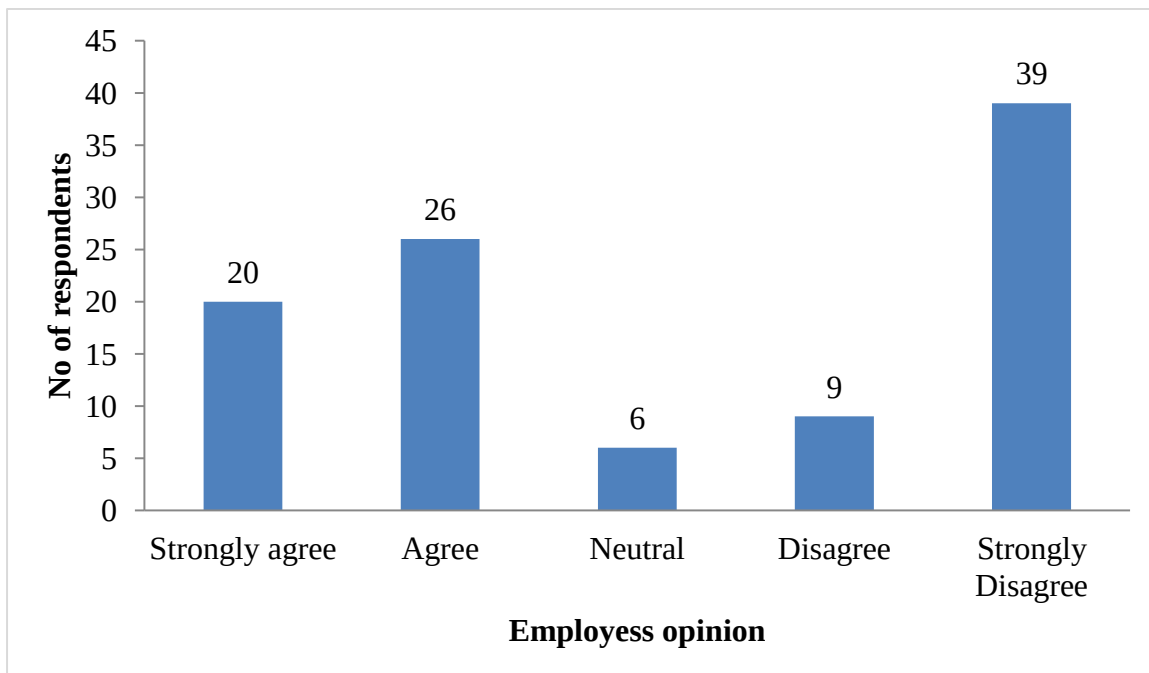
INTERPRETION

The above table shows that 44% of respondents said agree, and 4.5% of respondents strongly disagree that stress related diseases caused from the work stress

4.1.19 TABLE SHOWING OPINION OF THE RESPONDENTS ABOUT PHYSICAL WORKING CONDITION OF THE ORGANIZATION

PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
Strongly agree	40	20
Agree	52	26
Neutral	78	6
Disagree	18	9
Strongly Disagree	12	39
TOTAL	200	100

Source: Primary data



4.1.19 CHART SHOWING OPINION OF THE RESPONDENTS ABOUT PHYSICAL WORKING CONDITION OF THE ORGANIZATION

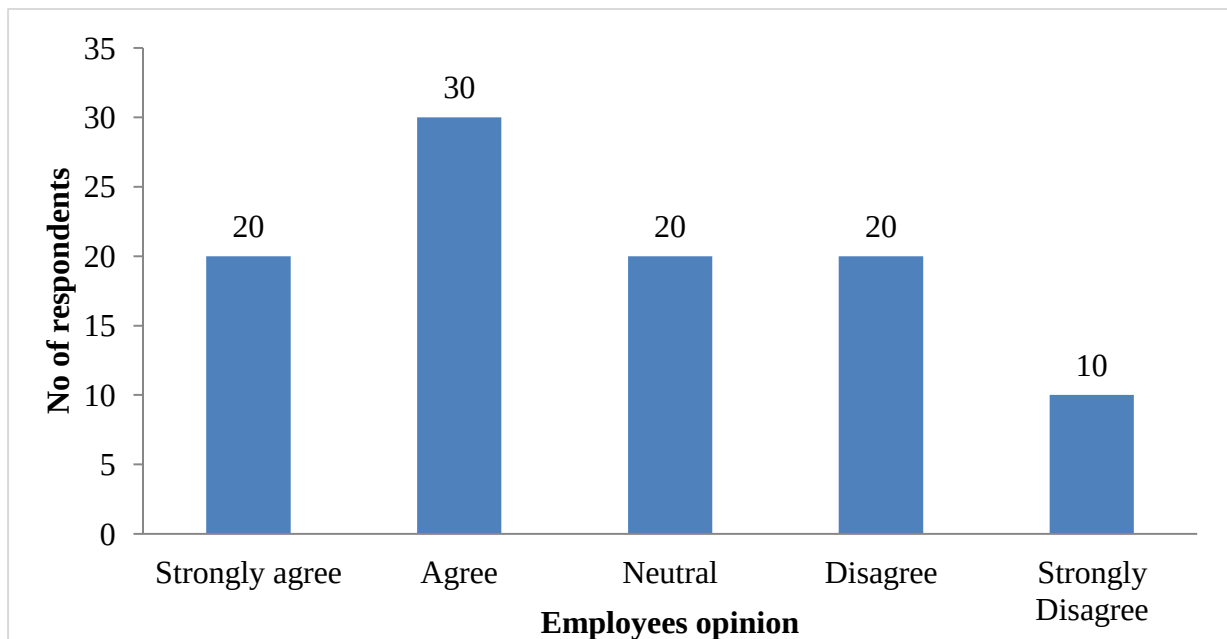
INTERPRETATION

The above table shows that 39% of respondents strongly disagree, 9% of respondents said that they disagree with the statement.

**4.1.20 TABLE SHOWING RESPONDENTS VIEW ON ABLE TO
MAINTAIN A GOOD BALANCE BETWEEN WORK LIFE AND
FAMILY LIFE**

PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
Strongly agree	40	20
Agree	60	30
Neutral	40	20
Disagree	40	20
Strongly Disagree	20	10
TOTAL	200	100

Source: Primary data



**4.1.20 CHART SHOWING RESPONDENTS VIEW ON ABLE TO
MAINTAIN & GOOD BALANCE BETWEEN WORK LIFE AND
FAMILY LIFE**

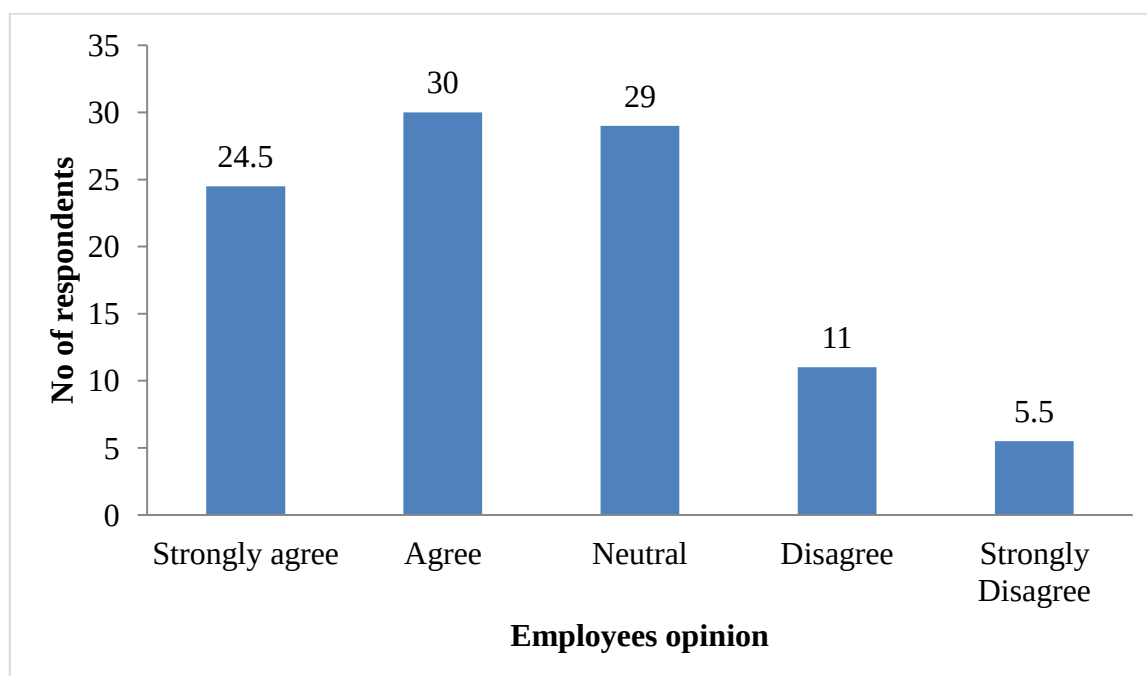
INTERPRETATION

The above table shows that 30% of respondents said that they agree and 10% of respondents said that they strongly disagree with the statement.

4.1.21 TABLE SHOWING OPINION ABOUT TIME FOR RELEXATION OR RECREATION PROVIDED TO THE RESPONDENTS

PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
Strongly agree	49	24.5
Agree	60	30
Neutral	58	29
Disagree	22	11
Strongly Disagree	11	5.5
TOTAL	200	100

Source: Primary data



4.1.21 CHART SHOWING OPINION ABOUT TIME FOR RELAXATION OR RECREATION PROVIDED TO THE RESPONDENTS

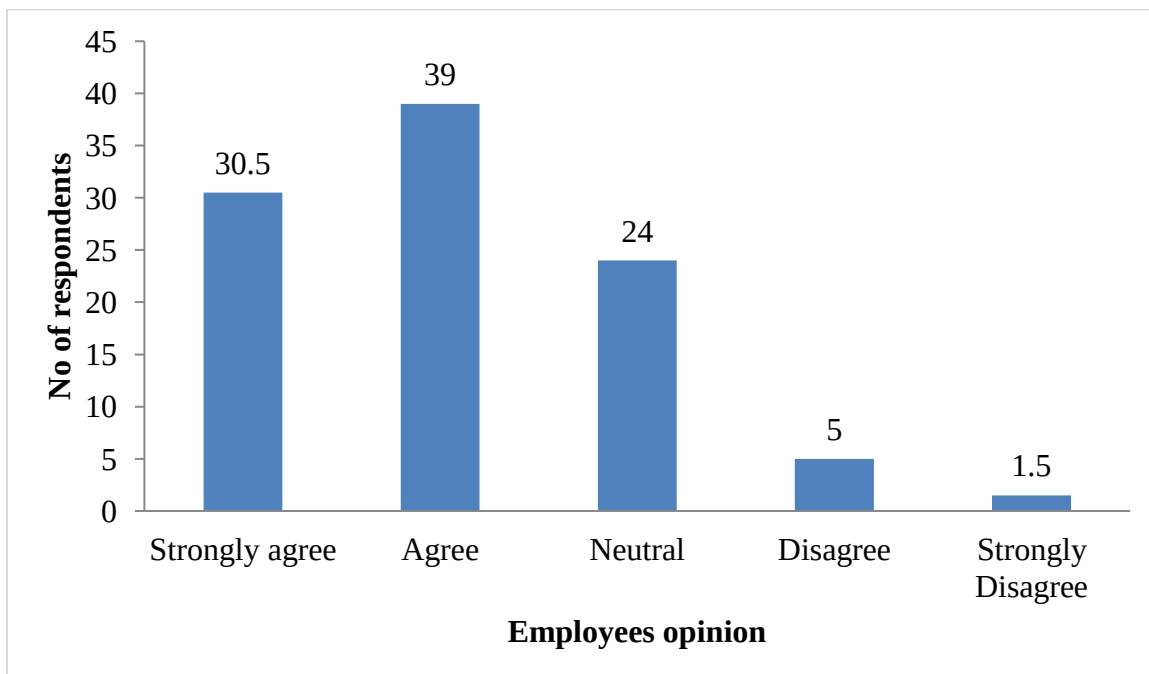
INTERPRETATION

The above table shows that 30% of the respondents agree that time for relaxation or recreation provided to the respondents and 5.5% of the respondents strongly disagree.

**4.1.22 TABLE SHOWING OPINION ABOUT STRESS ARISES OUT OF
EXTREA WORK OF THE RESPONDENTS**

PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
Strongly agree	61	30.5
Agree	78	39
Neutral	48	24
Disagree	10	5
Strongly Disagree	3	1.5
TOTAL	200	100

Source: Primary data



**4.1.22 CHART SHOWING OPINION ABOUT STRESS ARISES OUT OF
EXATRA WORK OF THE RESPONDENTS**

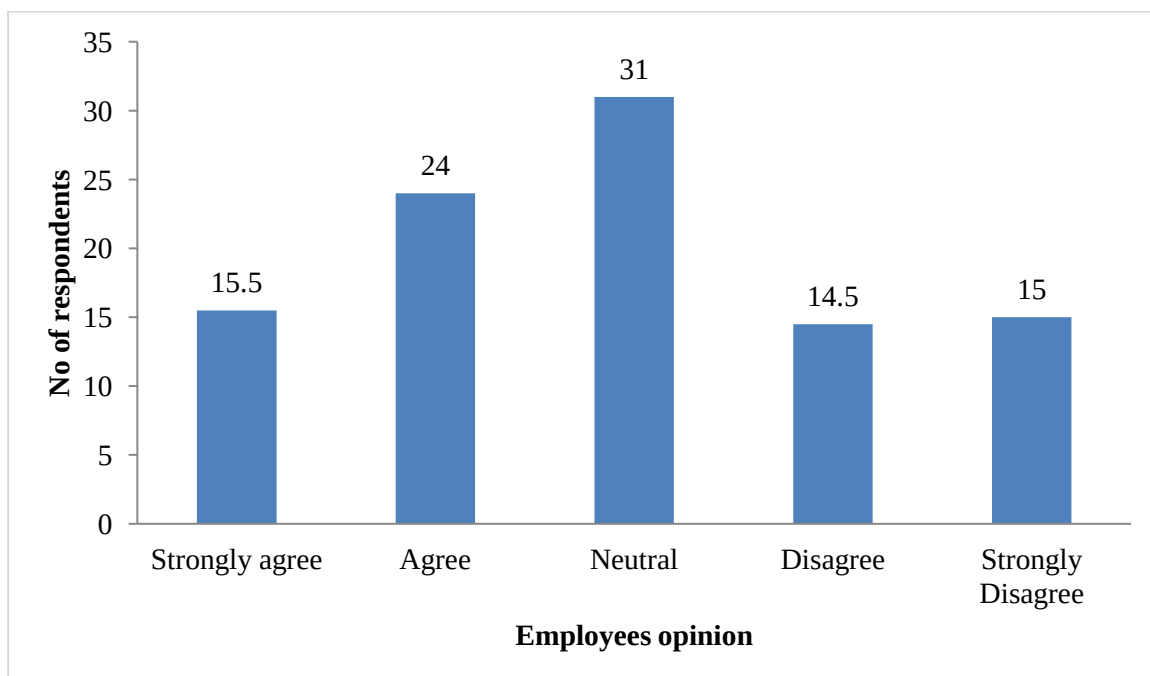
INTERPRETATION

The above table shows that 39% of the respondents agree that stress arises out of extra work given in the organization and 1.5 % of the respondents strongly disagree with the statement.

**4.1.23 TABLE SHOWING OPINION ABOUT NO MATCHING OF
INDIVIDUAL GOALS AND ORGANIZATIONAL GOALS**

PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
Strongly agree	31	15.5
Agree	48	24
Neutral	62	31
Disagree	29	14.5
Strongly Disagree	30	15
TOTAL	200	100

Source: Primary data



**4.1.23 TABLE SHOWING OPINION ABOUT NO MATCHING OF
INDIVIDUAL GOALS AND ORGANISATIONAL GOALS**

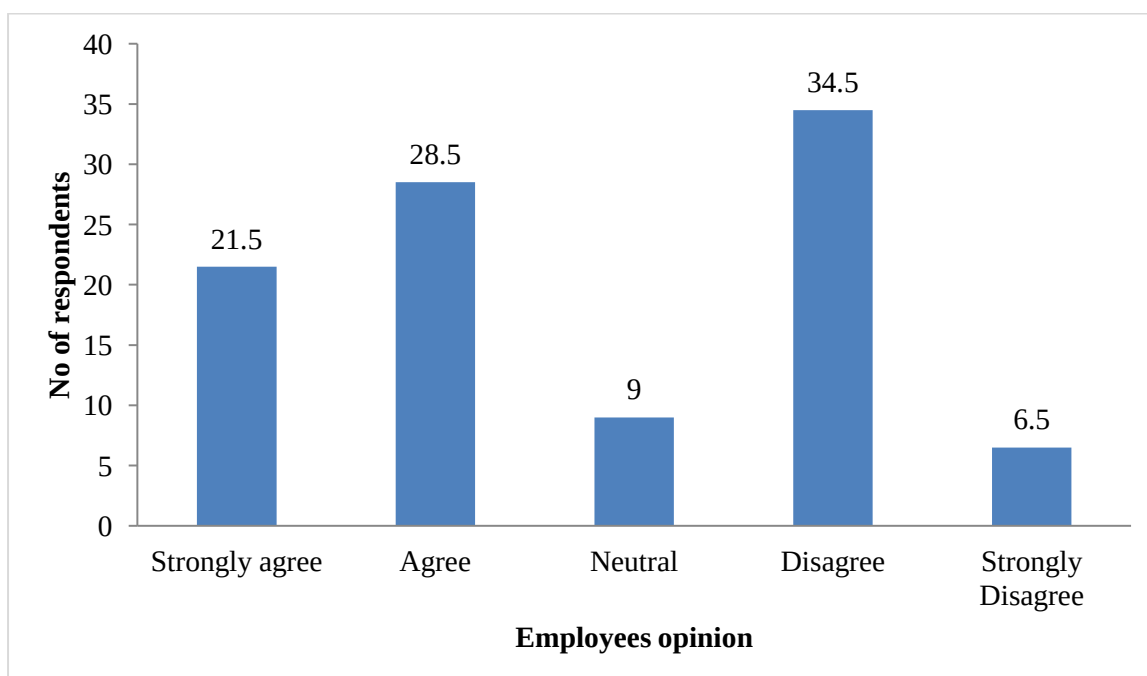
INTERPRETATION

The above table shows that 31% of respondents are neutral regarding no matching of individual goals and organizational goals.

**4.1.24 TABLE SHOWING OPINION ABOUT PERFORMANCE
LAGGING BEHIND SUPERIOR’S EXPECTATIONS**

PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
Strongly agree	43	21.5
Agree	57	28.5
Neutral	18	9
Disagree	69	34.5
Strongly Disagree	13	6.5
TOTAL	200	100

Source: Primary data



**4.1.24 CHART SHOWING OPINION ABOUT PERFORMANCE
LAGGING BEHIND SUPERIOR’S EXPECTATIONS**

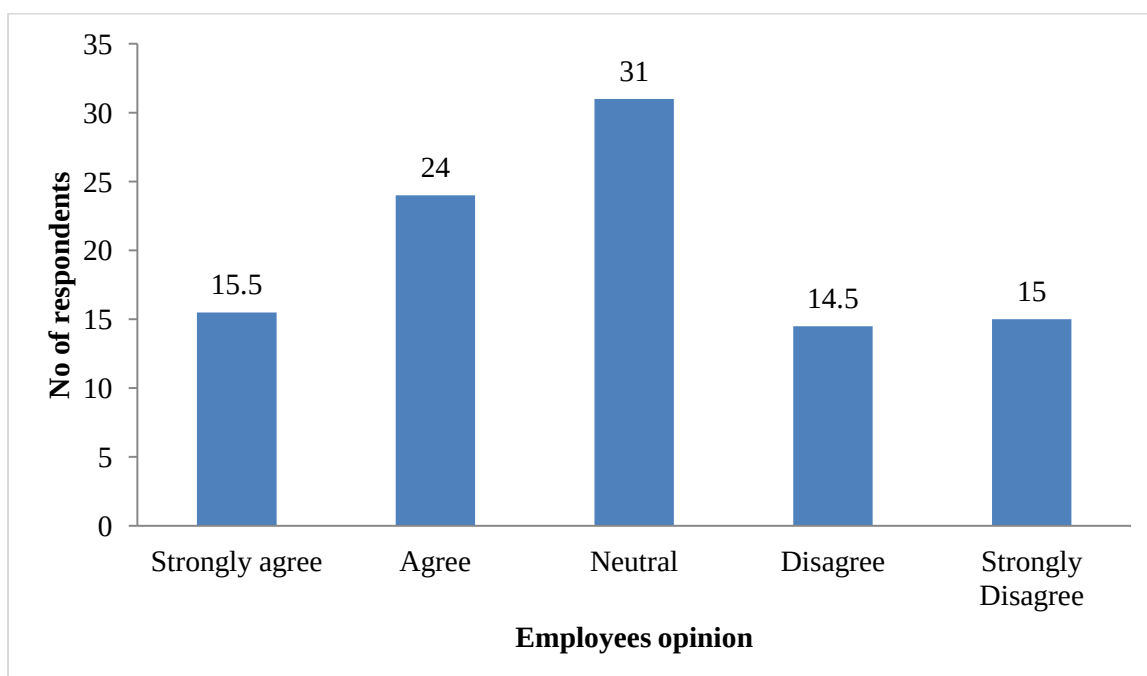
INTERPRETATION

The above table show that 34.5% of the respondents disagree that their performances are lagging behind superior’s expectations and 28.5% of the respondents agree that their performances are lagging behind superior’s expectations.

4.1.25 TABLE SHOWING OPINION ABOUT SPECIFIC EFFORTS TAKES TO REDUCE OR PREVENT STRESS

PARTICULARS	NUMBER OF RESPONDENTS	PERCENTAGE OF RESPONDENTS
Strongly agree	31	15.5
Agree	48	24
Neutral	64	31
Disagree	29	14.5
Strongly Disagree	30	15
TOTAL	200	100

Source: Primary data



4.1.25 CHART SHOWING OPINION ABOUT SPECIFIC EFFORTS TAKEN TO REDUCE OR PREVENT STRESS

INTERPRETATION

The above table shows that 15.5% of the respondents strongly agrees that specific efforts are taken to reduce or prevent stress and 14% of the respondents disagree with the statement.

DATA ANALYSIS AND TOOLS

4.2 CORRELATION COEFFICIENT

To analyze the correlation between stress related diseases and depression level

Null Hypothesis:H0: There is no significant relationship between stress related diseases and depression level.

Alternative hypothesis: H1: There is significant relationship between stress related diseases and depression level.

Formula

$$r = \frac{n(\sum xy) - (\sum x)(\sum y)}{\sqrt{[n(\sum x^2) - (\sum x)^2] [n(\sum y^2) - (\sum y)^2]}}$$

X- Stressm relatd diseases

Y-depression level

4.1.26 Descriptive Statistics

	Mean	Std. Deviation	N
STRESSRELATEDDISEASES	3.68	.975	200
DEPRESSION	3.50	1.107	200

Correlations

		STRESSRELATEDDISEA	DEPRESSION
		SES	
STRESS RELATED DISEASES	Pearson Correlation	1	.057**
	Sig. (2-tailed)		.425
	N	200	200
DEPRESSION	Pearson Correlation	.057**	1
	Sig. (2-tailed)	.425	
	N	200	200

** . Correlation is significant at the 0.01 level (2-tailed).

$p=0.010 < 0.05$, H_0 is rejected.

INFERENCE

There is a significant relationship between stress related diseases (A4) & depression level (A5). The correlation coefficient ($r=0.182$) which is between 0 to +1 so there is a positivw correlation between the two variables.

CHI-SQUARE TEST

Computation of chi-square between Age and Depression level of the employees.

Null Hypothesis: H_0

There is no significant association between age and depression level of the employees.

Alternative Hypothesis: H_1

There is significant association between age and depression level of the employees.

Formula

$$\chi^2 = \sum_{i=1}^m \frac{(O_i - E_i)^2}{E_i}$$

O-Observed frequency

E-Expected frequency

Level of significance=0.05

Case Processing Summary

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
age * DEPRESSION	200	100.0%	0	.0%	200	100.0%

4.1.28 DEPRESSION * AGE Crosstabulation

Count						
		AGE				Total
		<25	26-35	36-40	>40	
DEPRESSION	STRONGLY AGREE	29	20	6	9	64
	AGREE	9	27	37	4	77
	NETURAL	0	0	31	13	44
	DISAGREE	0	5	6	4	15
Total		38	52	80	30	200

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	90.557 ^a	9	.000
Likelihood Ratio	111.501	9	.000
Linear-by-Linear Association	46.046	1	.000
N of Valid Cases	200		

a. 3 cells (18.8%) have expected count less than 5. The minimum expected count is 2.25.

Directional Measures

	Value
Nominal by Eta DEPRESSION Dependent	.521
Interval AGE Dependent	.529

INFERENCE

The calculated value (0.000) < significant value (0.05) Hence the Null hypothesis is Rejected. It show that there is significant association between age and depression level of the employees.

4.1.29 WEIGHTED AVERAGE

WEIGHTED AVERAGE METHOD TO FIND OUT THE RANK IN FACTORS
INFLUENCING STRESSES LEVEL OF THE EMPLOYEES

ATTRIBUTES	RANK (1 being the lowest and 5 highest)					TOTAL
	5	4	3	2	1	
Physical working condition	40	52	78	81	12	200
Extra work	78	61	48	10	3	200
Relaxation & recreation	60	58	49	22	11	200

Stress related diseases	53	88	40	10	9	200
Tired & depressed	64	76	45	15	0	200
Total	295	335	260	138	35	200

RANK WEIGHTED AVERAGE SCORE

RANK	WEIGHTED AVERAGE	ATTRIBUTES
1	4.005	Extra work
2	3.895	Tired and depression
3	3.83	Stress related diseases
4	3.67	Relaxation and recreation
5	3.445	Physical working condition

INFERENCE

Through the weighted average method, the research has come out with the following ranking based on the preference given by the respondents.

Rank-I: Extra work

Rank-II: Tired and depression

Rank-III: Stress related diseases

Rank-IV: Relaxation & Recreation

Rank-V: Physical working condition

CHAPTER 5

5.1 FINDINGS

- 40% of the respondents belong to the age group of 36-40years.
- 80% of respondents are male and the remaining 20% of the respondents are female.
- 41% of the respondents have experience of more than 10 years.
- 53.5% of the respondents fall under the salary range of 15000-35000.
- 80% of the respondents are married.
- 60% of the respondents have under graduation as their qualification.
- 39% of respondents are natural regarding the physical working condition in the organization.
- 30% of respondents maintain balance between family and work life.
- 32% of the respondents are neutral that the company takes initiatives to manage the productivity of the organization.
- 27% of respondents said that family problem causes stress.
- 34.5% of the respondents agree that the stress management of the company should be customized to suit the employees.
- 38% of the respondents said that they feel stress and depressed at the end of the day.
- 23% of respondents said that they schedule their work load regularly.
- 40% of respondents said that their organization provides effective training programs.
- 35% of respondents said that superiors help in solving work related problems.
- 26% of respondents said they strive to improve their sense and pride in their organization.

5.2 SUGGESTTION

Organization balance support between stress level and personal life can be made more effective by following suggestions.

- Organizations should provide facilities like yoga, library etc. to relieve the stress.
- Employee should be given awareness about healthy food habits and also seen they are accessible to healthy food in the organization round the clock.
- Employees should have positive attitude about work, about life and forget the stress
- Employees should be provided training in time management techniques so as to avoid last minute rush in accomplishing the given targets which induces stress.
- Many tasks can be delegated to subordinates without losing effectiveness so that we can reduce the overload of work.
- Giving well professional counseling to the employees when they face problem, because counseling is the discussion of a problem that usually has emotional content with an employee in order to help the employee cope with bitterness.

5.3 CONCLUSION

A study on work stress of employees conducted in Polaris, Chennai is consist of the information about the employees undergoing from stress who working in the Polaris pvt ltd. So considering this factor this topic become one of the most important part of the project as it consists of the opinion of the employees who work in the Polaris. In short it was a direct interview of the employee who works in the Polaris. In short it was a direct interview of the employees who gave their opinion about how to reduce stress. The response of employees in the Polaris was marvelous and they have given their valuable opinion about reducing stress. This study has provided suggestion for the improvement of the improvement of the organization which seemed to be valuable and effective. It is one of the positive things that the organization cares for their employees. This will help the organization to boost up the productivity.

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A STUDY ON THE STRESS LEVEL OF THE EMPLOYEES

QUESTIONNAIRE

1.Name

2.Age

- a)less than 25 years
c)36-40 years

- b)26-35 years
d)above 40

3.Gender

a)male

b)female

4.Year of experience

- a)less than 2 year
c)5year
e)10 years

- b)2 years
d)6 years

5.Qualifications

a)under graduate

b)post graduate

6.Marital status

a)married

b)unmarried

7.Occupation

- a)software designer
c)business developer

- b)payroll
d)human resource

8.Monthly Income

- a)below 15000
c)35001-60000

- b)15001-35000
d)above 60001

FAMILY PROBLEM CAUSES STRESS

S.NO	STATEMENT	STRONGLY AGREE	AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE
9	Financial issue					
10	Health issue					
11	Lack of support					
12	Cultural differences					
13	Communication problems					

TRAINING FACILITIES OFFERED IN THE ORGANIZATION

S.NO	STATEMENT	AGREE	STRONGLY AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE
14	Online courses					

15	Workshop facilities					
16	In-house trainer					
17	Training software					
18	External workshop					

WORKLOAD SCHEDULING

S.NO	STATEMENT	AGREE	STRONGLY AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE
19	Meeting deadlines					
20	Work-life balance					
21	Communication of schedules					
22	Adequate breaks					
23	Ability to adjust schedules					

SOLVE WORK-RELATED PROBLEM

S.NO	STATEMENT	AGREE	STRONGLY AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE
24	Very helpful					
25	Somewhat helpful					
26	Neutral					
27	Not very helpful					
28	Not very helpful at all					

THE ORGNIZATION IMPROVES YOURS SENSE AND PRIDE

S.NO	STATEMENT	RANK 1-5
29	Agree	
30	Strongly agree	

31	Neutral	
32	Disagree	
33	Strongly disagree	

ORGANIZATION TAKES ANY STEP TO MITIGATE THE WORK STRESS

S.NO	STATEMENT	RANK 1-5
34	Agree	
35	Strongly agree	
36	Neutral	
37	Disagree	
38	Strongly disagree	

THE EMPLOYEES FREE TO TALK TO SUPERIORS ABOUT THEIR JOB

S.NO	STATEMENT	RANK 1-5
39	Agree	
40	Strongly agree	
41	Neutral	
42	Disagree	
43	Strongly disagree	

IMPROVE PRODUCTIVITY OF THE ORGANIZATION

S.NO	STATEMENT	RANK 1-5
44	Agree	
45	Strongly agree	
46	Neutral	
47	Disagree	
48	Strongly disagree	

THE INITIATIVE FROM THE COMPANY TO MANAGE STRESS LEVEL

S.NO	STATEMENT	RANK 1-5
49	Physical working conditions	
50	Extra work	
51	Relaxation & recreation	

52	Stress related diseases	
53	Tired & depressed	

THE CUSTOMIZATION OF STRESS MANAGEMENT IN THE COMPANY

S.NO	STATEMENT	RANK 1-5
54	Very customized	
55	Customized	
56	Neutral	
57	Limited customized	
58	No customized	

THE STRESS AND DEPRESSION LEVEL AT THE END OF THE DAY

S.NO	STATEMENT	RANK 1-5
59	Very High	
60	High	
61	Neutral	
62	Low	
63	Very Low	

THE STRESS RELATED DISEASES CAUSED FROM THE WORK STRESS

S.NO	STATEMENT	RANK 1-5
64	Agree	
65	Strongly agree	
66	Neutral	
67	Disagree	
68	Strongly disagree	

PHYSICAL WORKING CONDITION OF THE ORGANIZATION

S.NO	STATEMENT	RANK 1-5
69	Excellent	
70	Good	
71	Satisfactory	

72	Fair	
73	poor	

MAINTAIN A GOOD BALANCE BETWEEN WORK LIFE AND FAMILY LIFE

S.NO	STATEMENT	RANK 1-5
74	Excellent	
75	Good	
76	Satisfactory	
77	Fair	
78	Poor	

RELEXATION OR RECREATION PROVIDED TO THE RESPONDENTS

S.NO	STATEMENT	RANK 1-5
79	Excellent	
80	Good	
81	Satisfactory	
82	Fair	
83	Poor	

STRESS ARISES OUT OF EXTREA WORK OF THE RESPONDENTS

S.NO	STATEMENT	RANK 1-5
84	Agree	
85	Strongly agree	
86	Neutral	
87	Disagree	
88	Strongly disagree	

INDIVIDUAL GOALS AND ORGANIZATIONAL GOALS

S.NO	STATEMENT	AGREE	STRONGLY AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE
89	Fuel efficiency					
90	Safety features					
91	Price					
92	Brand reputations					
93	Interior space					

PERFORMANCE LAGGING BEHIND SUPERIOR'S EXPECTATIONS

S.NO	STATEMENT	RANK 1-5
94	Agree	
95	Strongly agree	
96	Neutral	
97	Disagree	
98	Strongly disagree	

SPECIFIC EFFORTS TAKES TO REDUCE OR PREVENT STRESS

S.NO	STATEMENT	AGREE	STRONGLY AGREE	NEUTRAL	DISAGREE	STRONGLY DISAGREE
99	Health insurance					
100	Flexible work hours					
101	Retirement saving plan					
102	Gym or					

	wellness program					
103	Childcare assistant					

A STUDY ON THE STRESS LEVEL OF THE EMPLOYEE

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ABSTRACT

This study aims to explore and analyze the stress levels experienced by employees in various professional settings. Workplace stress is a pervasive issue that can significantly impact both individual well-being and organizational productivity. The research will employ a mixed-methods approach, incorporating surveys, interviews, and physiological assessments to gather comprehensive data. The primary objectives of the study are to identify the key stressors affecting employees, assess the impact of stress on their mental and physical health, and explore coping mechanisms employed by individuals and organizations. The research will also investigate potential correlations between demographic factors, job roles, and stress levels to provide a nuanced understanding of the factors contributing to workplace stress. By examining the stressors and coping strategies employed in different organizational contexts, the study aims to contribute valuable insights to the fields of occupational psychology and human resource management. The findings may inform the development of targeted interventions and support systems to alleviate stress and foster a healthier work environment. Ultimately, this research aspires to enhance our understanding of the intricate dynamics surrounding employee stress, fostering evidence-based strategies for organizations to cultivate environments that promote employee well-being and, consequently, optimize overall workplace performance.

KEYWORDS:

Workplace stress, Employee stress levels, Stressors, Mental health, Physical health

INTRODUCTION:

The project titled level stress on employees of POLARIS is done with a view to analysis the effective operation of stress management by the management as well as satisfactory level of employees satisfaction level survey was developed to gain the base of information of the employee attitudes about the stress management working in the POLARIS and to deduct the areas where improvement and development is requiring to survey assess the employees & management perception towards the successful working of stress management. Stress has been called “the invisible”. It is a disease that may affect you, your organization, and any of the people in it, so you cannot afford to ignore it. Stress is a part of day-to-day living of every individual. The college students may experience stress in meeting the academic demands, people on the job, business men may suffer stress to reach office in time and to complete the projects on time and even the house hold ladies may experience stress in managing the home affairs and to look for the maid servant. The reasons for the stress differ from person to person. The stress people 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 serious threat to the personality trails of the individual and can cause physiological and social problems.

OBJECTIVES

- To identify various factors that influences the stress level of the employees.
- To identify the impact of stress on employees productivity and meet organization goals.
- To study the stress level and to manage stress for the betterment of the organization.
- To identify emotional, physical and mental effects of stress
- To know various causes of stress and to know the impact of work stress on personal life.
- To suggest the various measures to reduce the stress level of the employees at Polaris pvt ltd

SCOPE OF THE STUDY

- To learn the way of organization deals to handle the kind of stress the employees face.
- To know how the organization get affected due to the stress faced by the employee.
- Knowledge earning and gaining practical exposure to overcome stress during work time.
- Gain knowledge to follow tactics to get relief from stress level during work hours.
- To get an idea to keep the employee satisfaction & motivated by lowering the stress level.
- To identify the level of stress cause by employees in workplace and to suggest remedial measures overcome stress and improve productivity of the operations.

NEED FOR THE STUDY

- The quality of the methodology varied substantially among studies. None of the stress interventions was consistently effective in producing effects on job/organization-relevant outcomes such as absenteeism or job satisfaction.
- To produce change on these types of measures, stress interventions will need to alter or modify the sources of stress in the work environment.
- The purpose of the study is to understand that the stress management in work setting can be effective in enhancing worker physical and psychological health.
- The choice of which stress management technique to use should be based on the specific health outcomes that are targeted for change.

REVIEW OF LITERATURE:

Weiss M, (1983), investigated the sources of Job stress that is linked to Job dissatisfaction, Job related tension and anxiety and reduced productivity and effectiveness. He tried to reduce sources of stress so that he can prevent the deleterious health consequences. Through his study he determined the potential of social support that alleviate the deleterious consequences of stress.

Singh A. P. & Singh S (2009) is study emphasizes on the phenomenon of Job Satisfaction in the organizations. According to him, Job Satisfaction is directly related to Stress and Work culture that an Organization provides. He identified three sectors in which stress originates and classified stress into two main types i.e. eustress and Distress. Further, he pointed the importance of positive stress and positive events for better performance and satisfaction of employees.

Gladies J. J. & Kennedy V, (2011) revealed a significant correlation between Organizational Climate and Job Stress among the women working in IT companies of India. According to him, learning how to manage stress is a very crucial issue that should be developed in IT companies so that they can reduce or eliminate the causes of stress and poor working environment.

Khalid A. (2012) 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. Hence, a supportive leader can improve the performance of an employee even at unfavorable situations.

Urska Treven, Sonja Treven & Simona Sarotar Zizek (2011) Organizations, where the workers are said to be stressed are more likely to be unsuccessful in the competitive market. Various approaches of managing stress, good work organization and good management are the effective ways of preventing stress. He categorized stress broadly into three main types; they are a) Transient Stress b) Post Traumatic Stress Disorders (PTSD) c) Chronic Stress.

RESEARCH DESIGN

The study is descriptive in nature. This research is basically fact finding with adequate interpretation using simple analysis of data and by developing thinking and elaborating of patterns and obtaining tentative generalizations a hypothesis.

SOURCES OF DATA:

Primary Data – Questionnaire given to 200 respondents

Secondary Data - Websites and, Published reports & Review of literature from published articles.

HYPOTHESIS:

HYPOTHESIS – 1

- H0 - There is no significant relationship between stress related diseases and depression level.
- H1 - There is significant relationship between stress related diseases and depression level.

HYPOTHESIS – 2

- H0 - There is no significant association between age and depression level of the employees.
- H1 - There is significant association between age and depression level of the employees.

PERCENTAGE ANALYSIS:

Research questions are always answered with a descriptive statistic generally either percentage or mean.

ATTRIBUTES	RANK (1 being the lowest and 5 highest)					TOTAL
	5	4	3	2	1	
Physical working condition	40	52	78	81	12	200
Extra work	78	61	48	10	3	200
Relaxation & recreation	60	58	49	22	11	200
Stress related diseases	53	88	40	10	9	200
Tired & depressed	64	76	45	15	0	200
Total	295	335	260	138	35	200

RANK WEIGHTED AVERAGE SCORE

RANK	WEIGHTED AVERAGE	ATTRIBUTES
1	4.005	Extra work
2	3.895	Tired and depression
3	3.83	Stress related diseases
4	3.67	Relaxation and recreation
5	3.445	Physical working condition

INFERENCE

Through the weighted average method, the research has come out with the following ranking based on the preference given by the respondents.

Rank-I: Extra work

Rank-II: Tired and depression

Rank-III: Stress related diseases

Rank-IV: Relaxation & Recreation

Rank-V: Physical working condition

HYPOTHESIS – 1

Null Hypothesis:H0: There is no significant relationship between stress related diseases and depression level.

Alternative hypothesis: H1: There is significant relationship between stress related diseases and depression level.

Correlations

		STRESSRELATEDDISEASES	DEPRESSION
STRESS RELATED DISEASES	Pearson Correlation	1	.057**
	Sig. (2-tailed)		.425
	N	200	200
DEPRESSION	Pearson Correlation	.057**	1
	Sig. (2-tailed)	.425	
	N	200	200

**. Correlation is significant at the 0.01 level (2-tailed).

$p=0.010<0.05$, H0 is rejected.

INFERENCE

There is a significant relationship between stress related diseases (A4) & depression level (A5).

The correlation coefficient ($r=0.182$) which is between 0 to +1 so there is a positivw correlation between the two variables.

HYPOTHESIS – 2

Null Hypothesis: H0 There is no significant association between age and depression level of the employees.

Alternative Hypothesis: H1 There is significant association between age and depression level of the employees.

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	90.557 ^a	9	.000
Likelihood Ratio	111.501	9	.000
Linear-by-Linear Association	46.046	1	.000
N of Valid Cases	200		

b. 3 cells (18.8%) have expected count less than 5. The minimum expected count is 2.25.

Directional Measures

			Value
Nominal by Interval	Eta	DEPRESSION Dependent	.521
		AGE Dependent	.529

INFERENCE

The calculated value (0.000) < significant value (0.05) Hence the Null hypothesis is Rejected. It show that there is significant association between age and depression level of the employees.

FINDINGS

- 40% of the respondents belong to the age group of 36-40years.
- 80% of respondents are male and the remaining 20% of the respondents are female.
- 41% of the respondents have experience of more than 10 years.
- 53.5% of the respondents fall under the salary range of 15000-35000.
- 80% of the respondents are married.
- 60% of the respondents have under graduation as their qualification.
- 39% of respondents are natural regarding the physical working condition in the organization.
- 30% of respondents maintain balance between family and work life.
- 32% of the respondents are neutral that the company takes initiatives to manage the productivity of the organization.
- 27% of respondents said that family problem causes stress.
- 34.5% of the respondents agree that the stress management of the company should be customized to suit the employees.
- 38% of the respondents said that they feel stress and depressed at the end of the day.
- 23% of respondents said that they schedule their work load regularly.
- 40% of respondents said that their organization provides effective training programs.
- 35% of respondents said that superiors help in solving work related problems.
- 26% of respondents said they strive to improve their sense and pride in their organization.

SUGGESTIONS

Organization balance support between stress level and personal life can be made more effective by following suggestions.

- Organizations should provide facilities like yoga, library etc. to relieve the stress.
- Employee should be given awareness about healthy food habits and also seen they are accessible to healthy food in the organization round the clock.
- Employees should have positive attitude about work, about life and forget the stress
- Employees should be provided training in time management techniques so as to avoid last minute rush in accomplishing the given targets which induces stress.
- Many tasks can be delegated to subordinates without losing effectiveness so that we can reduce the overload of work.
- Giving well professional counseling to the employees when they face problem, because counseling is the discussion of a problem that usually has emotional content with an employee in order to help the employee cope with bitterness.

LIMITATIONS OF THIS STUDY

- The survey is subjected to the bias and prejudices of the respondents. Hence 100% accuracy can't be assured.
- The research was carried out in a short span of time, where the researcher could not widen the study.
- The study could not be generalized due to the fact that researcher adapted personal interview method.
- The employees hesitate disclosing the true facts in order to secure their jobs.
- There is no measure to check out whether the information provided by the employees is correct or not.

CONCLUSION

A study on work stress of employees conducted in Polaris, Chennai consists of the information about the employees undergoing from stress who are working in the Polaris Pvt Ltd. So considering this factor this topic became one of the most important parts of the project as it consists of the opinion of the employees who work in the Polaris. In short it was a direct interview of the employee who works in the Polaris. In short it was a direct interview of the employees who gave their opinion about how to reduce stress. The response of employees in the Polaris was marvelous and they have given their valuable opinion about reducing stress.

This study has provided suggestions for the improvement of the organization which seemed to be valuable and effective. It is one of the positive things that the organization cares for their employees. This will help the organization to boost up the productivity.

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