

A STUDY ON THE EFFECTIVENESS OF STRESS MANAGEMENT SYSTEM MOTHERSON PVT LTD

PROJECT REPORT 2019-2022

Submitted to partial fulfilment of the requirement for the award of

BACHELOR OF COMMERCE

by

VAISHALI. G

39740248



BACHELOR OF COMMERCE

School of management studies

SATHYABAMA

INSTITUTION OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

**Accredited with Grade "A" by NAAC | 12B Status by UGC | Approved by
AICTE JEPPIAAR NAGAR, OLD MAMALLAPURAM ROAD**

CHENNAI 600 119

MAY 2022



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Gandhi Salai, Chennai – 600 119

www.sathyabama.ac.in

SCHOOL OF BUSINESS ADMINISTRATION

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of (VAISHALI G) (39740248) who has done the Project work entitled **(A STUDY ON THE EFFECTIVENESS OF STRESS MANAGEMENT SYSTEM MOTHERSON PVT LTD)** under my supervision from December 2020 to February 2021.

(DR. BLESSIE PATHMU)

Internal Guide

External Guide

Dr. BHUVANESWARI G.

Dean, School of Business Administration

Submitted for Viva-voce Examination held on _____

Internal Examiner

External Examiner

DECLARATION

I VAISHALI. G (Reg No. 39740248) hereby declare that the professional training done submitted in partial fulfilment of the requirement for the award of Bachelor of commerce.

Place: CHENNAI

Date: 23-04-2022

VAISHALI.G

ACKNOWLEDGEMENT

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

I convey my to **Dr. G.Bhuvaneshwar, MBA, Ph.D, Dean-school of management studies and Dr. A. Palani, M.COM, M.Phil, M.B.A, Ph.D, Head of the department** for providing me necessary support and details at the right time during the progressive reviews.

I would like to express my sincere and deep sense of gratitude to my professional training guide **Dr. R. Blessie pathmu B.com, MBA, Ph.d** for her valuable guidance, suggestions and encouragement paved way for the successful completion of my project work.

I wish to express my thanks to all teaching and Non-teaching staff members of the who were helping in many ways for the completion of the training.

VAISHALI.G

ABSTRACT

The study undergone at **MOTHERSON PVT.LTD** The industrial training which focuses on imparting knowledge and practical exposure in the different areas of an organization.it enhances the knowledge of the student which can be practically applied in further course of action.it is an extraordinary opportunity to experience partial industrial environment ,work, discipline, teamwork, time management, quality controlling and to obtain a clear understanding of the theoretical knowledge from the company .from this study it has **MOTHERSON PVT.LTD** aims to increase productivity and to play right person in right job ,through channel of recruitment and training an employee this I have practically experienced from this industrial training.

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CHAPTER 1

INTRODUCTION

INTRODUCTION

Stress refers to an individual's reaction to a disturbing factor in the environment. It is an adaptive to an external situation that results in physical psychological and behavioural deviations for organizational participants. Stress is the mismatch between challenges may come from external sources may be the result of too much or too little pressure. They may also come from within the individuals and be the product of their own value systems, need and expectations. Stress implies some form of demand on the individual, it can be perceived as a threat that it may create a psychological imbalance and can certainly affect individual performance. It is particularly concerned with how people cope with the changes in their lives at work at home and other circumstances. Stress refers to the strain from conflict between our external environment and us leading to emotional and physical pressure. In our fast paced world, it is impossible to live without stress, whether you are a student or a working adult. There is both positive and negative stress, depending on each individual's unique perception of the tension between the two forces. Not all stress is bad. For example, positive stress is also known as eustress, can help an individual to function at optimal effectiveness and efficiency.

OBJECTIVES OF THE STUDY

- To analysis the causes of stress.
- To analysis stress level among the employees in the organization.
- To analysis about methods adopted by the organization to help employees overcome stress

SCOPE OF THE STUDY

The present world is fast changing and there are lots of pressure and works. These pressure at work lead to physical disorders. Stress refers to individual's reaction to a disturbing factor in the environment. Hence the study helps to know the factors of stress and to reduce the stress of employees. The study also helps to identify the reasons of stress faced by the employees and it helps to recognise the symptoms of stress.

STATEMENT OF THE PROBLEM

The stress may be crucial. As a result of stress, employees may develop psychological problems like tension, anxiety, irritability, boredom, and depression. Stress may result in a variety of physical illness. Stress management are tools, procedures and methods that allows us to take control of problems and make sure that they don't affect the daily routine.

CHAPTER 3

WHY MANAGING STRESS IS IMPORTANT

Stress can be acute (e.g., in response to a stressful job we've had for years). Stress can come from work, finance, relationship, and a variety of other places, but stress can also come from inside the body, from illnesses or inflammation. These stressful events initiate activation of the hypothalamic-pituitary-adrenal axis. And the greater the stress we have, the greater the activation of the HPA axis.

When we get stressed, we may at first feel energized. That's because cortisol gives us the energy we need to escape predators or fight disease and inflammation. But now in our modern world, we have this kind of ongoing chronic stress that wears us down over time. This can be devastating for our mental and physical health. And we may even need to remove the built-up stress hormones and get our bodies working properly.

REVIEW OF LITERATURE

Gladius J. J. & Kennedy V. (2011)- The author 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.

Charu M. (2013)- He in his study stated that higher stress is directly proportional to quality of work life for IT professionals. He outlined few factors namely fair pay structure, steady role demands, supervisory support, congenial job environment, capability fit of the job, role autonomy and stress that directly affect the quality of work life. The main reason of stress amongst the associates of IT industry is the rapid change in technology.

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 unfavourable situations.

Kavitha (2012)- The article focuses on the organizational role stress for the employees in the IT sector. It also highlights that women face more stress than men in the organization to be more specific married women faces more stress than the unmarried women.

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.

P.S. Swaminathan, & Rajkumar S. (2013)- He conducted a study that focused on the levels of stress among the age group, profession, different varieties of jobs, hours of work and the influence of work environment on the degree of stress faced by employees . Stress in an employee is very individual in nature. His study indicates about an optimum level in which every individual can perform with his full capacity.

He has identified three conditions responsible for work stress they are a) Role overload b) Role self distance c) Role stagnation.

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

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.

Sharma S., Sharma J. & Devi A. (2012)- The level of stress within a role varies because of individual differences in mindset, age, gender, and their performance in job. How-ever, various factors that influence stress are age where the younger employees are more stressed as compared to other employees, level of qualification, pay, authorities of control, awards, word of praise, improved designations and working couples. The study recommended a reinforcement approach that should be positive in nature so as to reduce the degree of stress at the workplace.

Rosasa J. H. A, Blevins R. C. Gaoc H. ,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.

Srivastav A.K. (2010) - The articles focus on the nature of role that causes stress. It says role performance encountered the problems of stress so they should be tried to reduce or eliminated. The nature of role stress was found to be heterogeneous which cannot be dealt with one uniform solution or intervention as a whole. Hence, specific problem related solution or interventions should be adapted for better organizational performance and effectiveness.

A. Y. Tatheer (2013)- Majority of the bankers of Pakistan claim that they are highly stressed because of their jobs that not only affect their performance in banks but also equally affect their health and personal life. They also declare that the organizational politics and bureaucracy are the main reasons of stress in their banks.

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 determine the degree of occupational stress in an individual.

Sinha V. And Subramanian K.S. (2012)- The study highlights that various levels of organization experience different kind of organizational role stress. It also states that stress is in-fluenced by various factors like shortage of resources, inadequacy within a person, overload with a role, stagnation of a role and isolation and expectation of a role.

Pratibha G. (2010) – The impact of distress level on the quality of life is negative that may result to serious burnout problems in private banks. The distress level in the banks can only be reduced by various stress management programmes or interventions that would also improve the quality of work life

CHAPTER 3

RESEARCH METHODOLOGY

Research methodology is the specific procedures or techniques used to identify, select process and analyse information about a topic. In a research paper, the methodology section allows the reader to critically evaluate a study's overall validity and reliability.

The type of the study for this project is descriptive research. It includes surveys and fact finding enquires of different kinds. The major purpose of descriptive research is description of the state of affairs as it exist at present. The characteristics of this method is that the research has no control over the variables. The research can only report what was happened or what was happening.

COLLECTION OF DATA

While deciding about the method of data collection for the study the researcher should keep in mind the two types of data collection.

PRIMARY DATA

The primary data's are those which are collected for the first time. With the help of the structured questionnaire, personally administered interview technique has been used for the collection of primary data from the respondents.

SECONDARY DATA

The

secondary data are those which already been collected by someone else and it have been collected from the company records, journals, various websites and internet.

TOOLS USED FOR THE STUDY

Questionnaire is a device that is mostly used in collecting data. For the purpose of analysing data collection, the tabular form and then the score of the individual have computed and the charts are prepared from the data.

SAMPLE SIZE

The concern which is considered for this study is MOTHERSON PVT LTD. The total employees who are working in the organization is 200. The total employees in the company include employees from top, middle and low level departments of the organization. The sample size taken for the study is 50.

SAMPLING DESIGN

Sampling is the process of selecting a sufficient number of elements from the population. The population of the study involves heads of the department and employees of MOTHERSON PVT LTD. Thus in this study, a total of 100 employees including heads of department were randomly selected in the process of distributing research questionnaires by sample random or sampling technique.

PERIOD OF THE STUDY

Period of the study covers 21 days.

LIMITATIONS OF THE STUDY

- The primary data for the study were collected through questionnaire and it may not be 100% true.
- Personal bias may occur.
- Limited time was not sufficient to conduct detailed studies.
- Only the view of employees has been considered not that of executives.
- The scientific tools and techniques are used in determining only the sample size and sample item.

CHAPTER 4

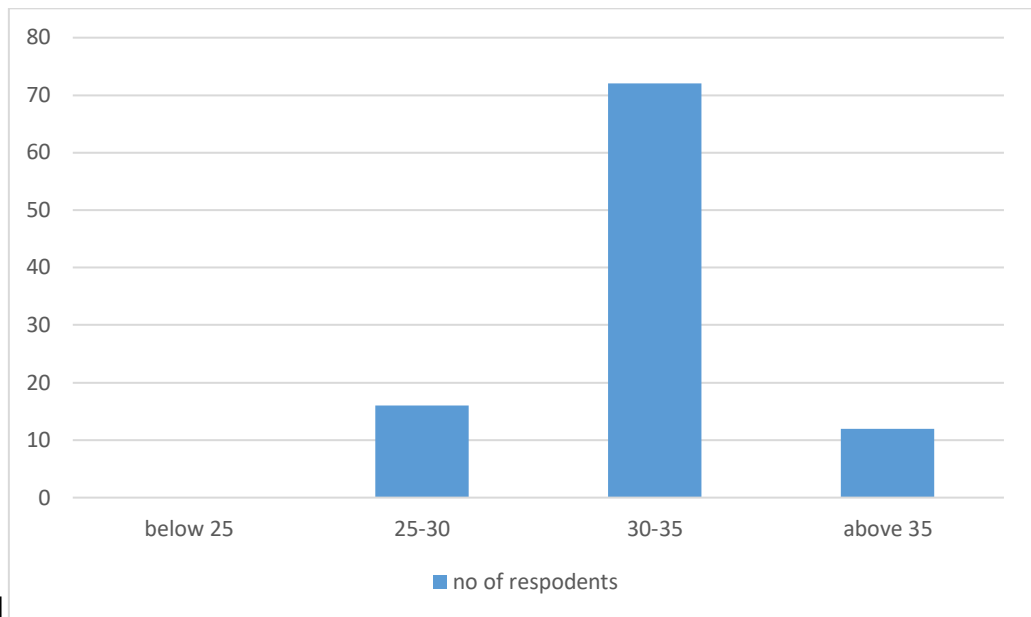
DATA ANALYSIS AND INTERPRETATION

TABLE 4.1

Table showing age of respondents

Age	Number of respondents	Percentage (%)
Below 25	-	-
25 – 30	8	16
30 - 35	36	72
Above 35	6	12
Total	50	100

CHART-1



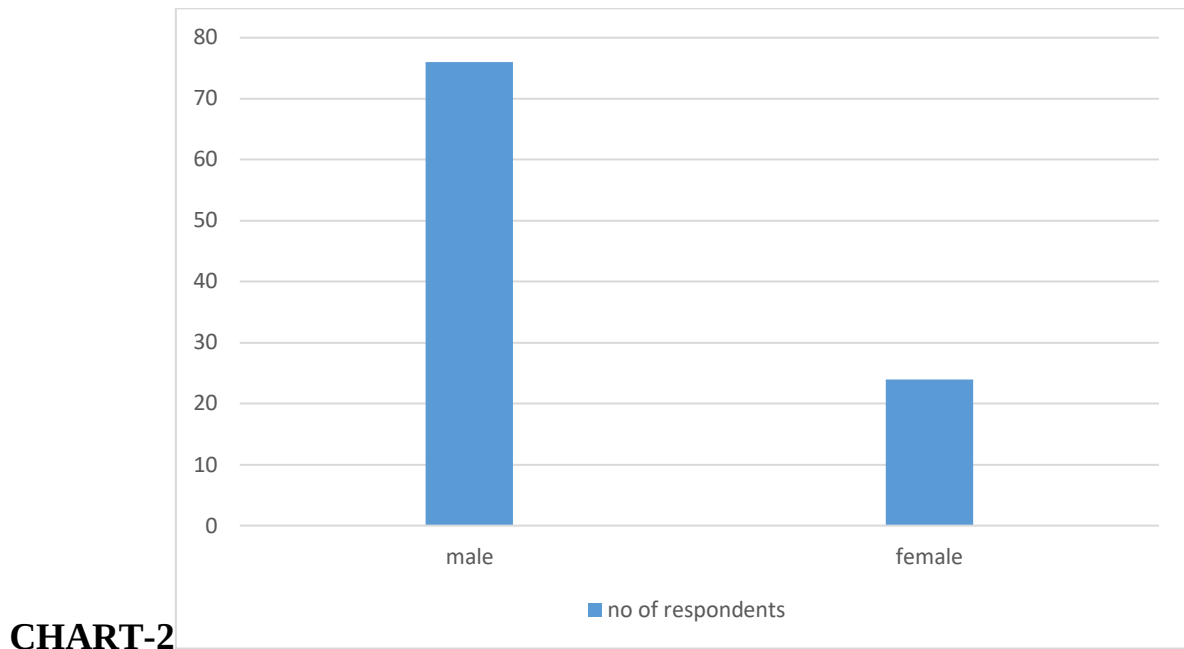
INTERPRETATION

From this table, it is clear that there are no employees below the age 25. Majority of the employees, belong to the age group 30-35. The age group classification is relevant in case of stress management.

TABLE 4.2

Table showing gender of the respondents

Gender	Number of respondents	percentage
Male	38	76
Female	12	24
Total	50	100



INTERPRETATION

From this table, it is clear that the number of male employees is more than the number of female employees. There is 76% male employees and 24% female employees as per the sample.

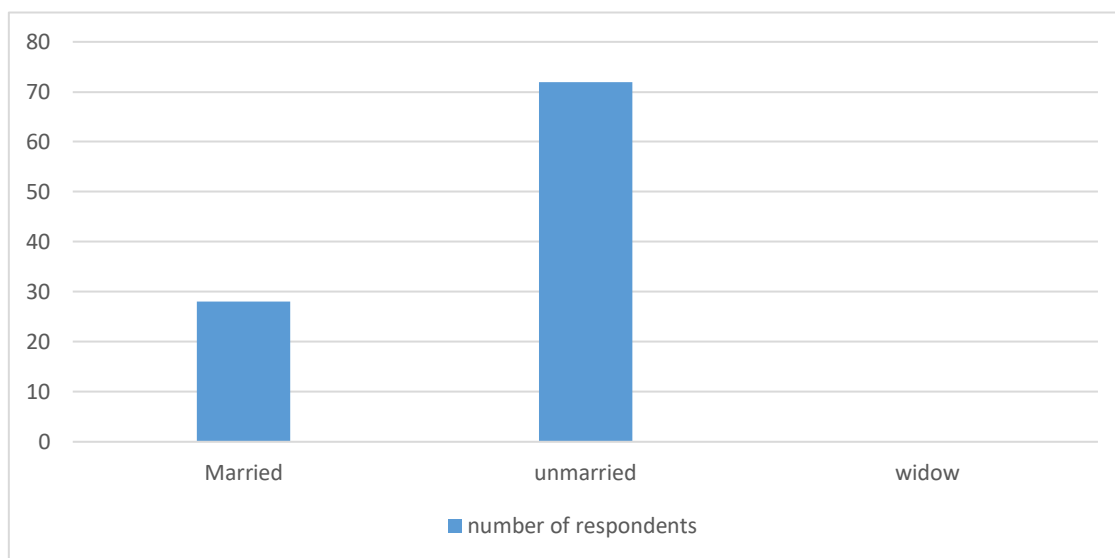
TABLE 4.3

Table showing the marital status

Marital status	Number of respondents	percentage
Married	14	28
Unmarried	36	72

widow	0	0
Total	50	100

CHART-3



INTERPRETATION

From the above table it is been interpreted that 14 persons (28%) are married and 36 persons (72%) are unmarried.

TABLE 4.4

Table showing the type of family

Type of family	Number of respondents	percentage
Nuclear family	16	32
Joint family	34	68

Total	50	100
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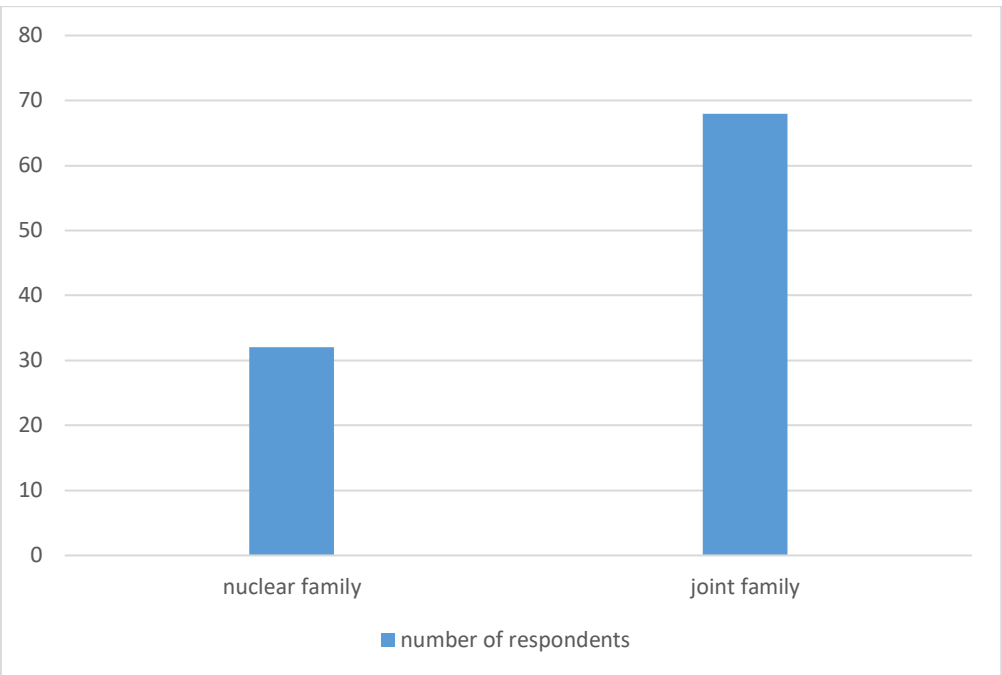


CHART-4

INTERPRETATION

From the above table it shows that 16 persons (32%) are nuclear family and 34 persons (68%) are joint family.

TABLE 4.5

Table showing the monthly income

Monthly income	Number of respondents	Percentage
Below 5000	4	8

5000 – 10000	22	44
10000-15000	20	40
Above 15000	4	8
Total	50	100

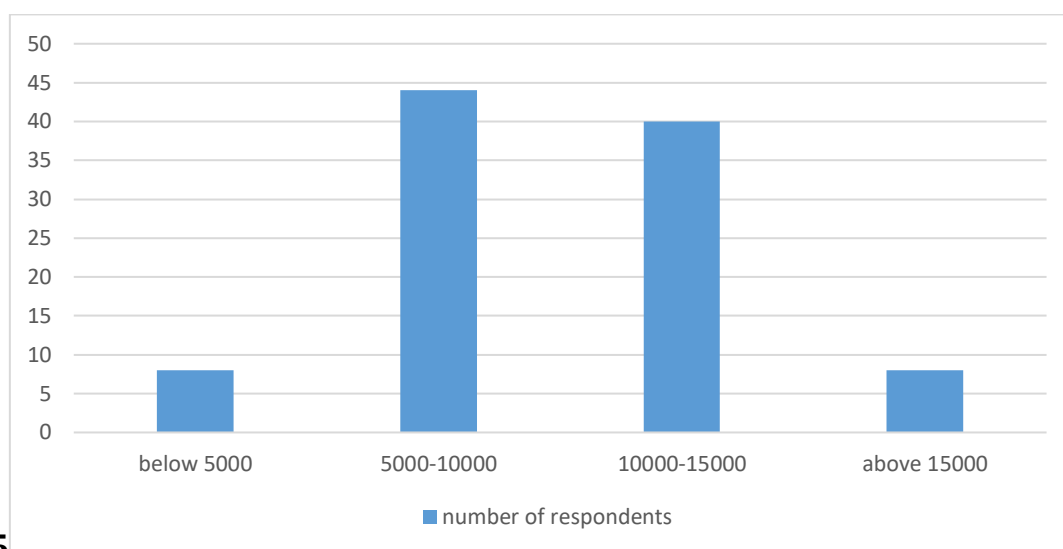


CHART-5

INTERPRETATION

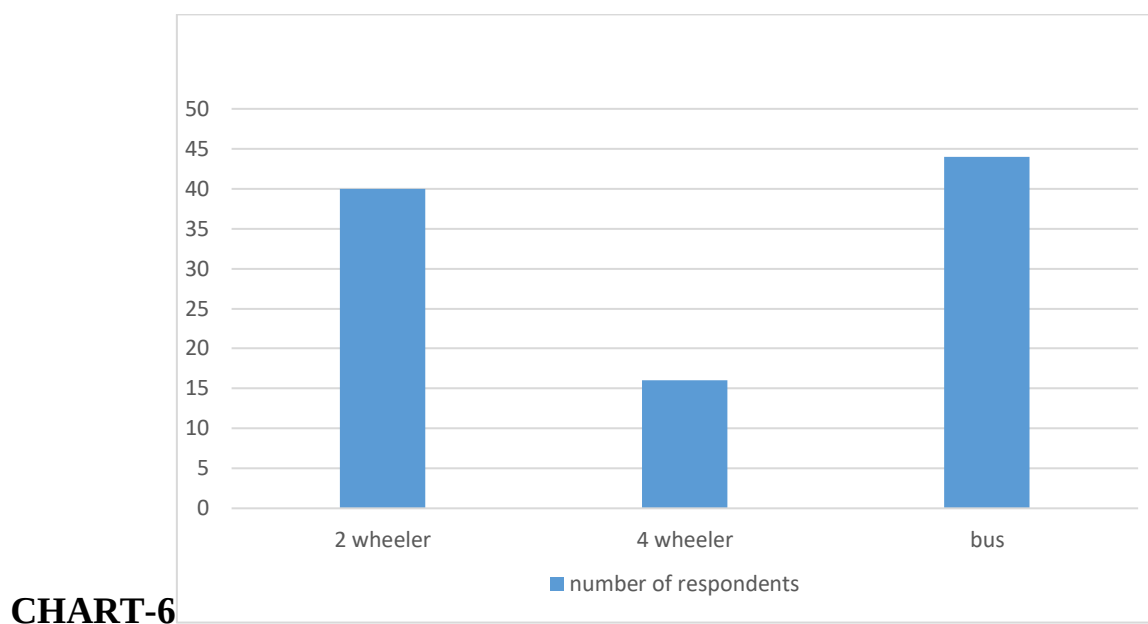
From the above table it is observed that 22 persons (44%) has an income level below 5000, 20 persons (40%) earn an income between 5000 to 10000, 4 persons (8%) earn income between 10000 to 15000 and 4p persons (8%) earn income above 15000.

TABLE 4.6

Table showing the transport facilities

Type of transport	Number of respondents	percentage
--------------------------	------------------------------	-------------------

2 wheeler	20	40
4 wheeler	8	16
Bus	22	44
Total	50	100



INTERPRETATION

From the above table it is interpreted that 20 persons (40%) are preferred than 2-wheeler, 8 persons (16%) are preferred 4 wheeler and 22 persons (44%) are preferred bus.

TABLE 4.7

Table showing the year of experience

Year of experience	Number of respondents	Percentage
Less than 2 years	12	24
2-4 years	20	40
4-6 years	10	20
Above 6 years	8	16
Total	50	100

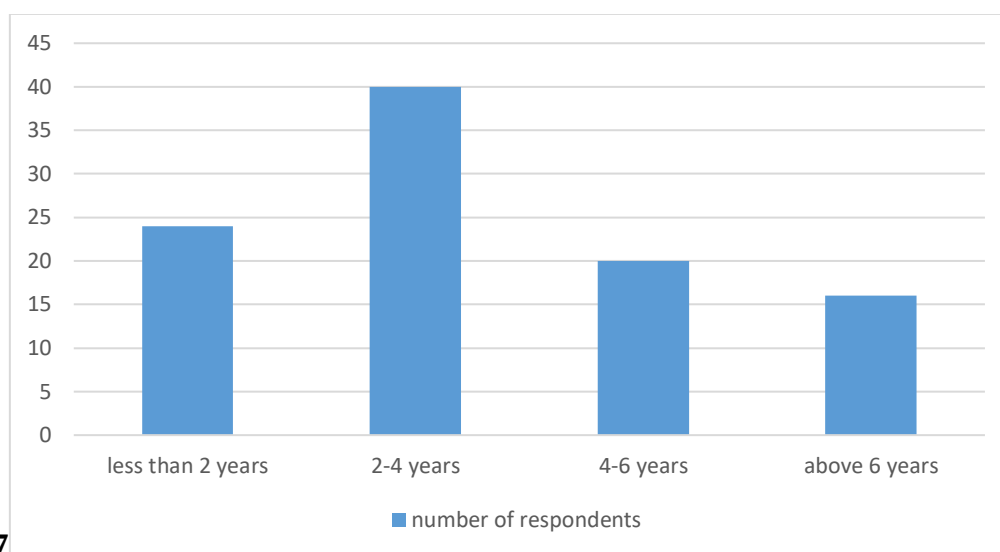


CHART-7

INTERPRETATION

From the above table it shows that 12 persons (24%) have an experience of less than 2 years, 20 persons (40%) have an experience of 2 to 4 years, 10 persons (20%) have an experience of 4 to 6 years and 8 persons (16%) have an experience of above 6 years.

TABLE 4.8

Table showing the distance between organization and residence

Distance	Number of respondents	Percentage
Upto 5 km	7	14
5-6 km	10	20
6-7 km	12	24
Above 7 km	21	42
Total	50	100

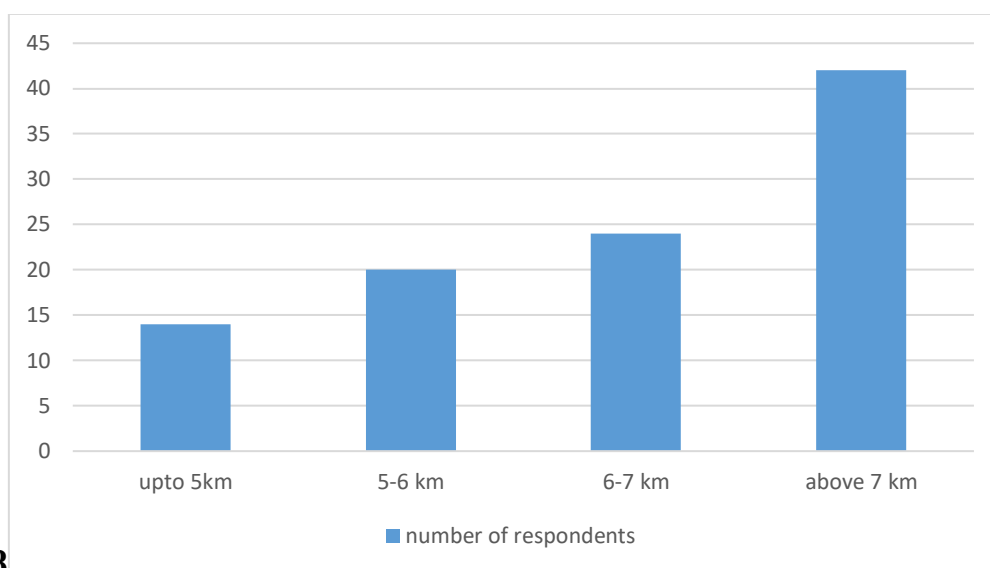


CHART-8

INTERPRETATION

From the above table it is observed that 21 persons (42%) are coming from above 7 km, 12 persons (24%) are coming from 6 to 7 km, 10 persons (20%) are coming from 5 to 6 km and 7 persons (14%) are coming from up to 5 km.

TABLE 4.9

Table showing the presence of stress due to superiors over expectation

Opinion about occurrence of stress	Number of respondents	percentage
Strongly agree	4	8
Agree	16	32
Neutral	20	40
Disagree	6	12
Strongly disagree	4	8
Total	50	100

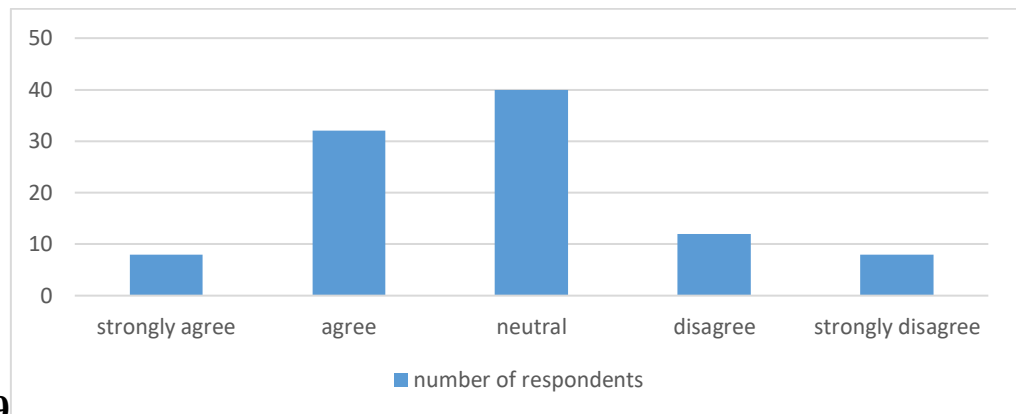


CHART-9

INTERPRETATION

The table shows that out of the 50 respondents, 4 persons (8%) are strongly agree with opinion that superior's expectations cause stress, 16 persons (32%) agree, 20 persons (40%) have no opinion regarding this 6 persons (12%) are disagree with this opinion and 4 persons(8%) are strongly disagreed.

TABLE 4.10

Table showing frequency of overtime

Frequency of overtime	Number of respondents	percentage
Always	5	10
Occasionally	14	28
When needed	27	54
Never	4	8
Total	50	100

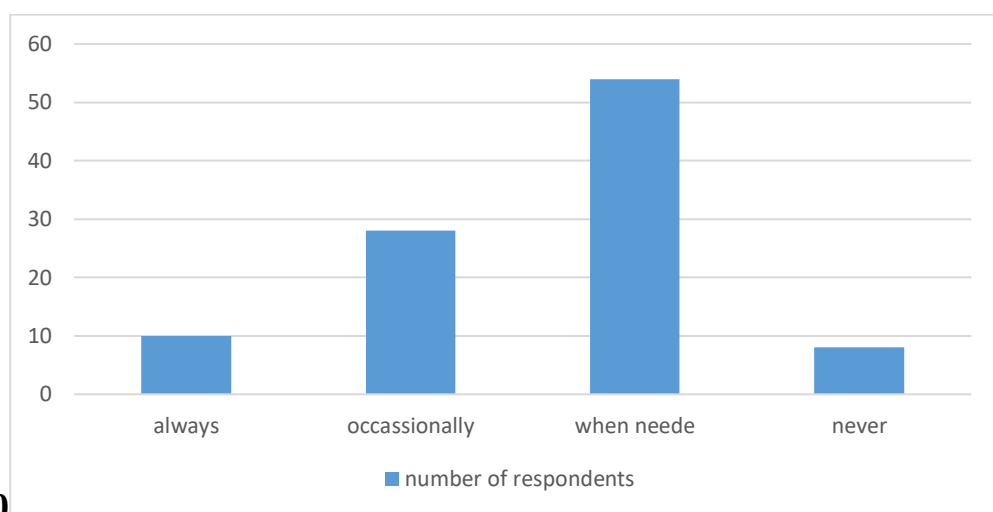


CHART-10

INTERPRETATION

From the above table it is inferred that 27 persons (54%) are needed working overtime, 14 persons (28%) are occasionally working overtime. 5 persons (10%) are always working overtime and 4 persons (8%) are never working overtime.

TABLE 4.11

Table showing average number of hours

Average number of hours	Number of respondents	percentage
35 hours	-	-
50 hours	-	-
56 hours	35	70
More than 60 hours	15	30
Total	50	100

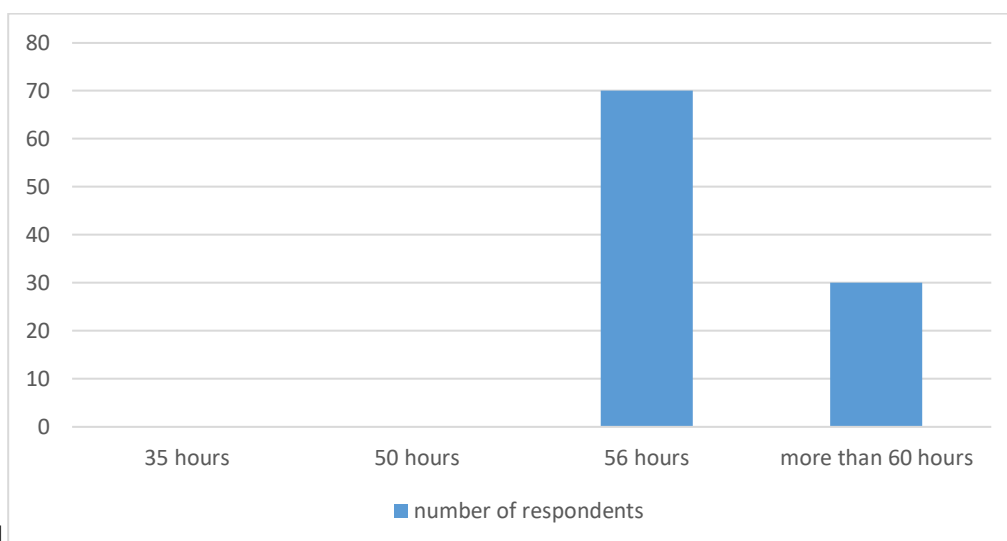


CHART-11

INTERPRETATION

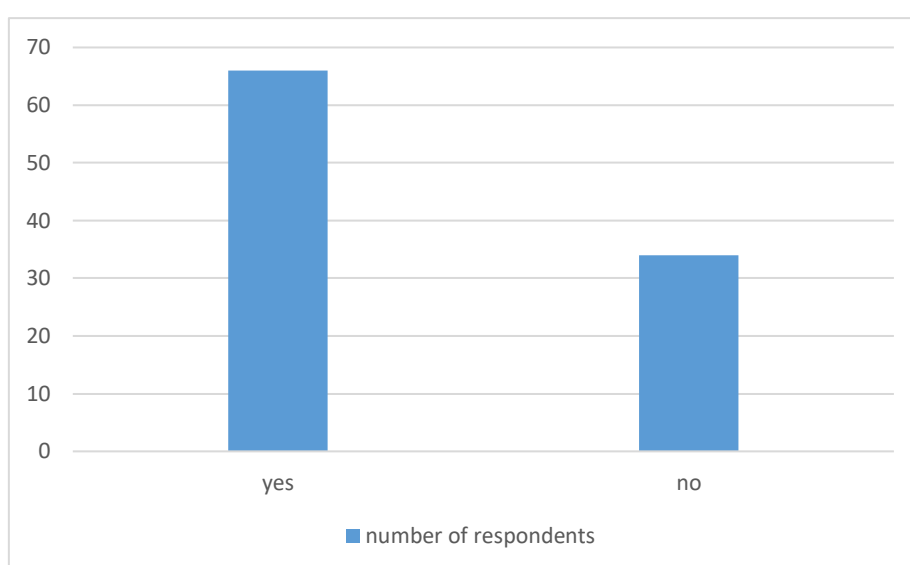
From the above table it is observed that 35 persons (70%) are working 56 hours, 15 persons (30%) are working more than 60 hours. Out of the 50 respondents no persons are working at 35 hours and 50 hours.

TABLE 4.12

Table showing available shifts

Available shifts	Number of respondents	percentage
yes	33	66
no	17	34
Total	50	100

CHART-12



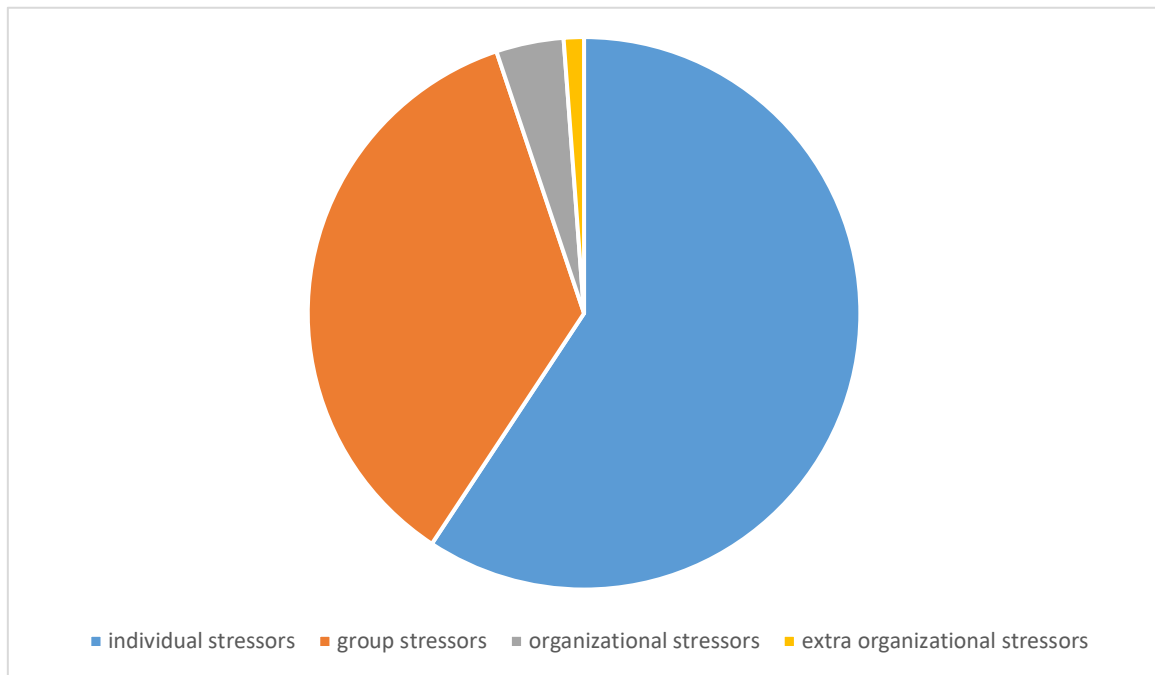
INTERPRETATION

From the above table it is inferred that 33 respondents (66%) having available shifts and 17 respondents (34%) having no available shifts.

TABLE 4.13**Table showing occurrence of stress due to various stressors**

Stressors	Number of respondents	percentage
INDIVIDUAL		
• Demotion	14	60
• Transfer	-	
• Role conflict	16	
GROUP		
• Conflict	8	36
• Lack of adequate communication	-	
• Lack of support	10	
ORGANIZATIONAL		
• Unrealistic job description	2	4
• Rotating shifts	-	
• Unfair control system	-	
EXTRAORGANIZATIONAL		
• Technical changes	-	-
• Economic changes	-	
Total	50	100

CHART-13



INTERPRETATION

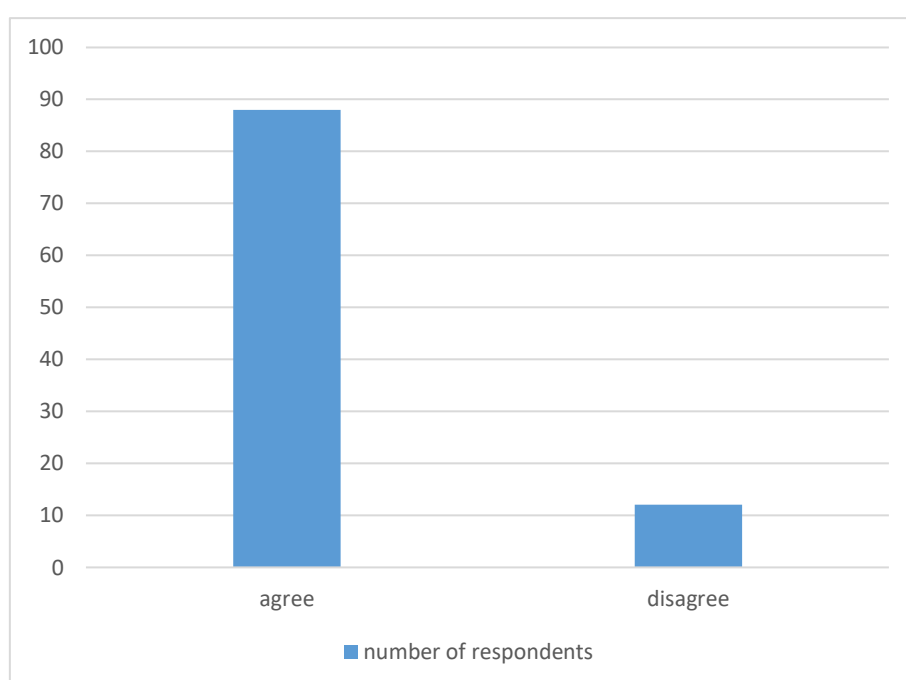
The above table shows that employees are more affected by individual stressors. 60% of employees consider individual stressors as a reason for their stress. While only 4% consider organizational stressors as a cause. 36% feel that group stressors cause stress while no employees feel stress due to extra organizational factors.

TABLE 4.14

Table showing stress due to physical environment pressure

Opinion of respondents	Number of respondents	percentage
Agree	44	88
Disagree	6	12
Total	50	100

CHART-14



INTERPRETATION

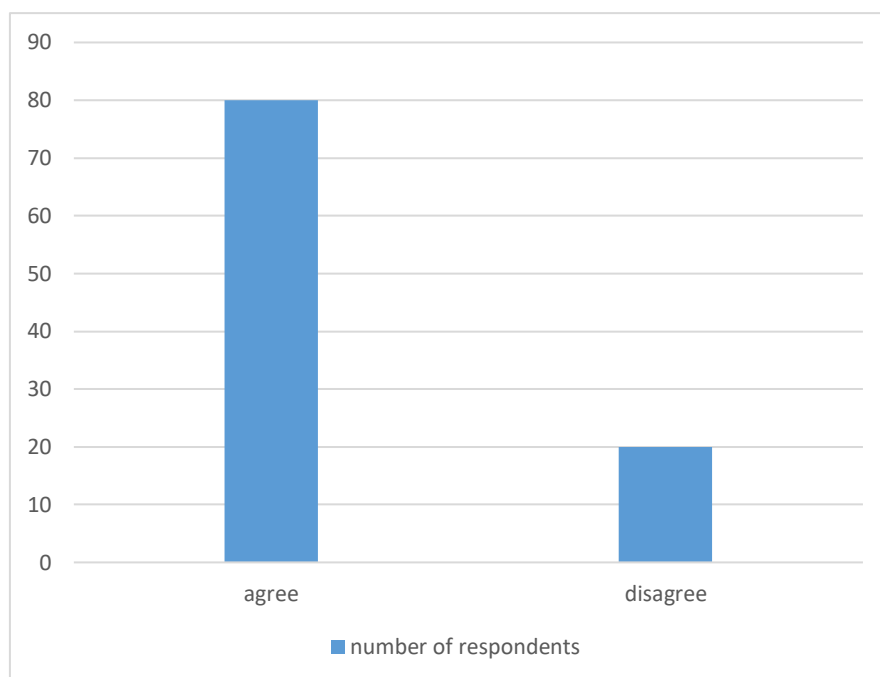
The respondents feel that physical condition is a reason for stress. 88% respondents agree to the statement while 12% disagree to this statement.

TABLE 4.15

Table showing work overload increase stress

Workload	Number of respondents	percentage
Agree	40	80
Disagree	10	20
Total	50	100

CHART-15



INTERPRETATION

The table shows that 40 persons (80%) are agree with this statement and 10 persons (20%) are disagree.

TABLE 4.16

Table showing is work life and family life balanced

Opinion of respondents	Number of respondents	percentage
Yes	24	48
No	26	52
Total	50	100

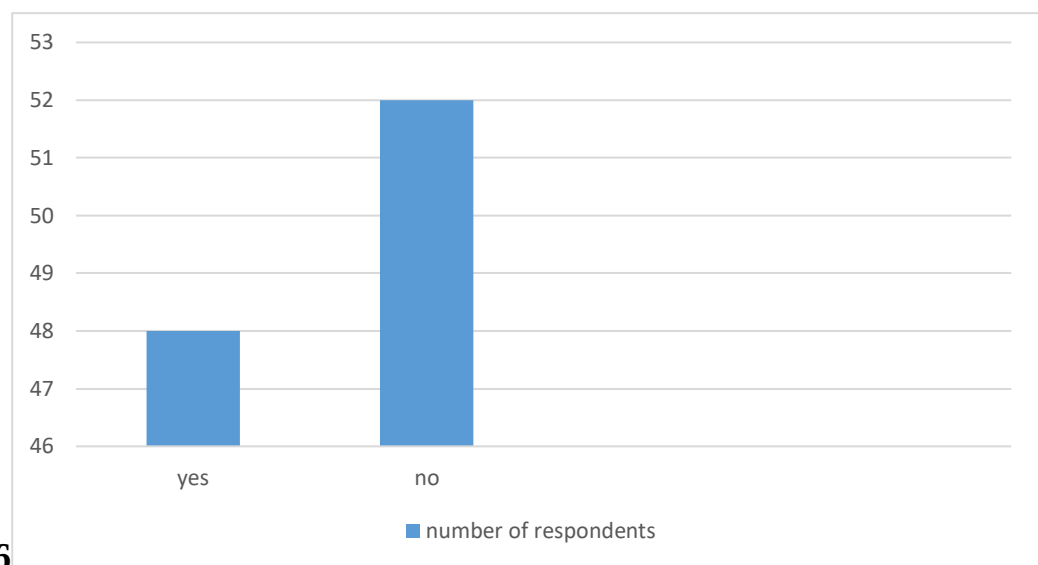


CHART-16

INTERPRETATION

In the above table 24 persons (48%) have balanced their work life and family life. But 26 persons (52%) are not balanced their work life and family life.

TABLE 4.17

Table showing behavioural changes due to stress

Behavioural changes	Number of respondents	percentage
Alcoholism	10	20
Drug addiction	4	8
Smoking	16	32
None of these	20	40

	alcoholism	Drug addiction	Marginal row totals
Below 25	8 (7.58) [0.02]	8 (8.42) [0.02]	16
Above 35	1 (1.42) [0.12]	2 (1.58) [0.11]	3
Marginal column totals	9	10	19 (grand total)

The chi-square statistic is 0.2815. the p-value is .595732. Not significant at $p < .01$.

The chi-square statistic with yates' correction is 0.0099. The p-value is .920759. Not significant at $p < .01$.

TABLE 4.18

Table showing methods adopted by employees themselves to overcome stress.

Methods	Number of respondents	percentage
Seeking help from others	8	16
Physical exercise	6	32
Relaxation	8	16
Entertainment programmes	6	12
Meditation	12	24
Total	50	100

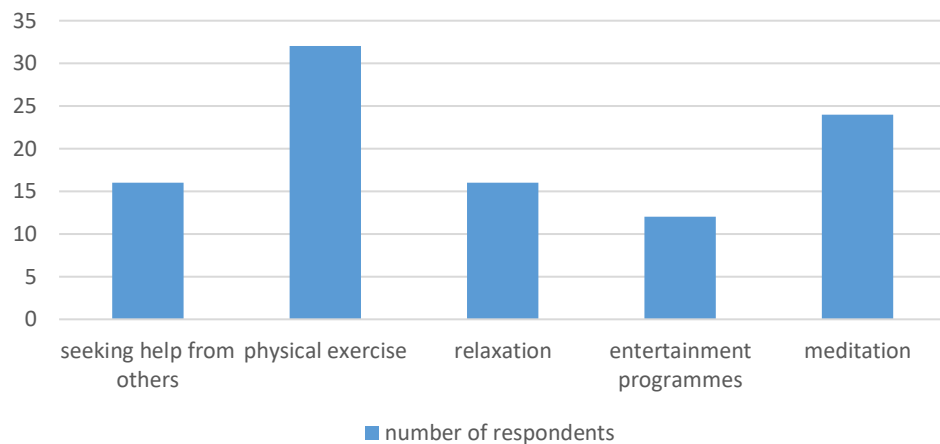


CHART-18

INTERPRETATION

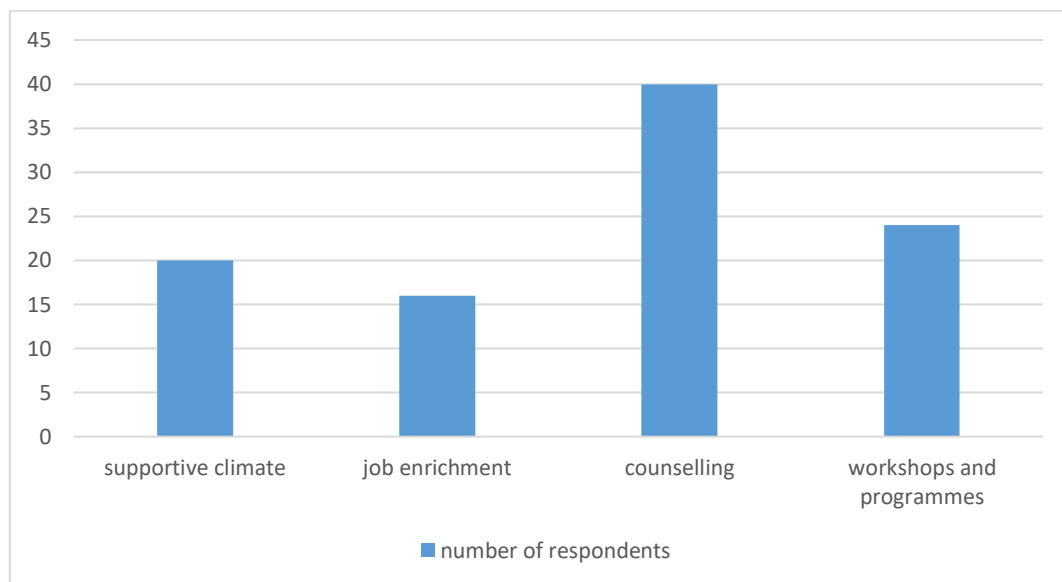
The table shows the methods adopted by the employees to overcome stress. According to the data collected, employees use methods like relaxation, physical exercise, help from others, meditation and entertainment programmes etc to overcome stress.

TABLE 4.19

Table showing methods adopted by organization to overcome stress

Methods	Number of respondents	percentage
Supportive climate	10	20
Job enrichment	8	16
Counselling	20	20
Workshops and programmes	12	24
Total	50	100

CHART-19



INTERPRETATION

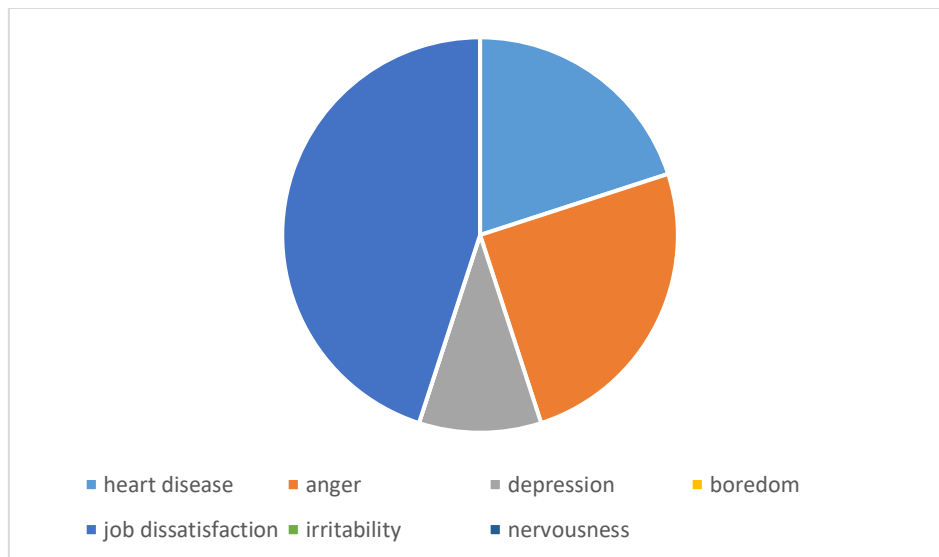
The table shows that the methods adopted by the organization to overcome stress to the employees. The data shows that 20 out of 50 respondents says the organization provide counselling to the employees. Also, employees are being provided with supportive climate, programmes and job enrichment.

TABLE 4.20

Table showing effects of stress

Effects	Number of respondents	percentage
Heart disease	8	16
Anger	10	20
Depression	4	8
Boredom	-	-
Job dissatisfaction	18	36
Irritability	-	-
Nervousness	10	20
Total	50	100

CHART-20



INTERPRETATION

The table shows the various effects of stress in an individual. The data in the table are depicted. It shows that about 36% of respondents face job dissatisfaction due to stress.

CHAPTER 5

FINDINGS, SUGGESTIONS & CONCLUSIONS

FINDINGS

- Majority of the employees feel stress when superior expects more from them.
- Almost all the respondents agree that they are overloaded with work.
- Among all other factors, role conflict causes more stress according to the respondents.
- Almost all the respondents are satisfied with the pay package provided by the organization.
- Organization helps the employees to overcome stress by providing suitable methods.
- Majority of the respondents agree that they can complete their work within the specified time and some of them works when needed.

SUGGESTIONS

- The employees are to provide fringe benefits other than salary or wages. So that they can do their work with interest.
- Superiors should give clear instructions and also make sure that their subordinates have clearly understood what they have to do.
- Learning how to find solutions to your problems will help you feel more in control thereby lowering your stress level.
- If you are feeling unwell, do not feel that you have to carry on regardless. A short spell of rest will enable the body to recover faster.

- Talking to someone about how feel can be helpful. Talking can work by either distracting you from your stressful thoughts or releasing some of the built-up tension.
- Giving counselling to the employees when they face problems, because counselling is the discussion of a problem that usually has emotional content with an employee in order to help the employee cope within better.
- Employees should be provided training in time management techniques, so as to avoid last minute rush in accomplishing the given targets which induce stress.

CONCLUSIONS

Stress in the workplace has become the black plague of the present century. Much of the stress at work is caused not only by workload and time pressure but also by lack of rewards and praise. Organization must began to manage people at work differently, treating them with respect and valuing their contribution.

Today in this dynamic world companies play an important role by providing contributions to the society. But mere contributions to the society is not enough. The company or the organizations need to look after their employees also. Employees or human resources are the asset of any organization and hence they are to be properly cared. Stress is something that happens in our daily lives and is usually associated with a particular event such as work, family or other responsibilities. There are many situations that we can't control but there are ways to control. Effective stress management is something that our lives can go little more smoothly. Stress management is as simple as taking a walk. It was been proven that physical activities would improve a person's mental health help with depression and relieve the side effects of stress. It is vital that stress management techniques are implemented into our daily live. A person that is stressed takes so much away his or her performance levels.

“A Healthy employee is a productive employee”.

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APPENDIX

QUESTIONNAIRE

- 1) Name:
- 2) Age
 - a. Below 25
 - b. 25-30
 - c. 30-35
 - d. Above 35
- 3) Gender
 - a. Male
 - b. Female
- 4) Marital status
 - a. Married
 - b. Unmarried
 - c. Widow
- 5) Type of family
 - a. Nuclear family
 - b. Joint family
- 6) Monthly income

- a. Below 5000
- b. 5000-10000
- c. 10000-15000
- d. Above 15000

7) Type of transport preferred to the organization

- a. 2 wheeler
- b. 4 wheeler
- c. Bus

8) How long you are working in this organization?

- a. Less than 2 years
- b. 2-4 years
- c. 4-6 years
- d. Above 6 years

9) Distance between organization and your residence?

- a. Up to- 5 km
- b. 5-6 km
- c. 6-7 km
- d. Above 7 km

10) Do you feel stress when superior expects more from you?

- a. Strongly agree
- b. Agree
- c. Neutral
- d. Disagree
- e. Strongly disagree

11) Mention the frequency of overtime in your job profile?

- a. Always
- b. Occasionally
- c. When needed
- d. Never

- 12) Estimate the average number of hours per week that you work.
- a. 35 hours
 - b. 50 hours
 - c. 56 hours
 - d. More than 60 hours
- 13) Do you have shifts in your company?
- a. Yes
 - b. No
- 14) What do you think is the reason for your stress?
- a. Individual stressors
 - b. Organizational stressors
 - c. Group stressors
 - d. Behavioural stressors
- 15) Do you think workload increase stress?
- a. Strongly agree
 - b. Agree
 - c. Disagree
 - d. Strongly disagree
- 16) Is your work life and family life balanced?
- a. Yes
 - b. No
- 17) Do you think physical environment is a reason for stress?
- a. Agree
 - b. Strongly agree
 - c. Disagree
 - d. Strongly disagree
- 18) Due to stress, do you rely on any of the following?
- a. Alcoholism
 - b. Smoking

- c. Drug addiction
- d. None of these

19) Have you taken any of the steps to reduce stress?

- a. Help from others
- b. Physical exercise
- c. Relaxation
- d. Entertainment programmes
- e. Meditation

If no, specify the method.

20) How does your organization help you to overcome stress?

- a. Providing supportive climate
- b. Job enrichment
- c. Counselling
- d. Through worships and programmes

21) When you feel stress, have you experienced any of the following?

- a. Heart disease
- b. Anger
- c. Depression
- d. Boredom
- e. Job dissatisfaction
- f. Irritability
- g. nervousness