

A STUDY ON EFFECT OF STRESS IN MANUFACTURING INDUSTRIES

Submitted in partial fulfillment of the requirements for the award of

MASTER OF BUSINESS ADMINISTRATION

by

SABARI GIRI M

Register Number: 40410147



SCHOOL OF MANAGEMENT STUDIES

SATHYABAMA

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

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

APIRL 2022



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SCHOOL OF MANAGEMENT STUDIES

BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **SABARI GIRI M, 40410147** who carried out the project entitled "**A STUDY ON EFFECT OF STRESS IN MANUFACTURING INDUSTRIES**" under my supervision from September 2021 to October 2021.

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Submitted for Viva voce Examination held on _____

Internal Examiner

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DECLARATION

I **SABARI GIRI M (40410147)** hereby declare that the Project Report titled “**A STUDY ON EFFECT OF STRESS IN MANUFACTURING INDUSTRIES**” done by me under the guidance of **Dr. JOHN PAUL. M, MBA, MHRM, MPhil, TNSET, Ph.D.**, Associate Professor, School of Business Administration is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

DATE:

PLACE:

SABARI GIRI. M

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CHAPTER - 1

1.1 INTRODUCTION

1.1 Introduction:

Human resource management is the management process of an organization's workforce, or human resources. It is responsible for the attraction, selection, training, assessment, and rewarding of employees, while also overseeing organizational leadership and culture and ensuring compliance with employment and labour laws. In circumstances where employees desire and are legally authorized to hold a collective bargaining agreement, HR will also serve as the company's primary liaison with the employees' representatives (usually a trades union). HR is a product of the human relations movement of the early 20th century, when researchers began documenting ways of creating business value through the strategic management of the workforce. The function was initially dominated by transactional work, such as payroll and benefits administration, but due to globalization, company consolidation, technological advancement, and further research, HR now focuses on strategic initiatives like mergers and acquisitions, talent management, succession planning, industrial and labour relations, and diversity and inclusion. In start-up companies, HR's duties may be performed by trained professionals. In larger companies, an entire functional group is typically dedicated to the discipline, with staff specializing in various HR tasks and functional leadership engaging in strategic decision making across the business. To train practitioners for the profession, institutions of higher education, professional associations, and companies themselves have created programs of study dedicated explicitly to the duties of the function. Academic and practitioner organizations likewise seek to engage and further the field of HR, as evidenced by several field-specific publications.

In the current global work environment, all global companies are focused on retaining the talent and knowledge held by the workforce. All companies are focused on lowering the employee turnover and preserving knowledge. New hiring not only entails a high cost but also increases the risk of the newcomer not being able to replace the

person who was working in that position before. HR departments also strive to offer benefits that will appeal to workers, thus reducing the risk of losing knowledge.

Nature of HRM:

Human Resource Management brings organizations and people together so that the goals of each are met. The nature of HRM includes:

Broader Function

Human Resource Management is a comprehensive function because it is about managing people in the organization. It covers all types of people in the organization from workers till the top level management.

People Oriented

Human resource is the core of all the processes of human resource management. So HRM is the process which brings people and organizations together so that their goals can be achieved.

Action Oriented

Human resource management believes in taking actions in order to achieve individual and organizational goals rather than just keeping records and procedures.

Development Oriented

Development of employees is an essential function of human resource management in order to get maximum satisfaction from their work so that they give their best to the organization.

Continuous Function

As human resource is a living factor among all factors of production therefore it requires continuous improvement and innovations in order to get excellence. so it requires a constant alertness and awareness of human relations and there importance in every day to day operations.

Future Oriented

HRM is very important activity which helps organization to achieve its objectives in

future by providing well motivated and competent employees.

Stress management

Stress is part of life in a fast-paced society. However, stress is not always bad. We need some stress to stimulate us. The good stress allows us to perform at a higher level, which is beneficial. This type of stress is called eustress. It helps us to set and achieve goals as well as perform at a higher level. For example, the demands of an upcoming competition, work project or exam can create stress, which stimulates a person to work harder to win the competition, finish the project on time or do well on the exam. However, there are times when stress is overwhelming. This type of stress called distress which paralyses rather than stimulates. It contributes to decreased health and well-being. In fact, stress is a factor in 11 of the top 15 causes of death in Canada and is a significant reason for physician visits. Therefore, an important part of healthy living is to learn to bring stress to beneficial levels.

Definition

Stress may be defined as “a state of psychological or physiological imbalance resulting from the disparity between situational demand and the individual’s ability or motivation to meet those demands.

” Dr. Hans Sale, described stress as “the rate of all wear and tear caused by life”.

What is Stress?

Although stress has been defined in many ways, the definition we use in this guide is: Stress is the body’s physical response to a perceived threat. For stress to occur there must be a perception of some level of danger or threat. If there is no danger there is no stress. The perception of danger is usually a result of evaluating the demands of a situation, identifying the resources you have to address it and realizing that you do not have enough resources to adequately meet the demands. This is the main feature of stress. Since stress is the body’s response to a perceived demand or threat, what then is that response? It is called the “fight or flight” response and has been with us for

millions of years. The stress response helped our early ancestors escape from danger. As such, it gave those who had it an evolutionary advantage. The stress response was so advantageous for survival that most animal species today respond to stress in a similar way.

The “fight or flight” response helps us escape from danger. For most of human history, danger came in the form of surprise encounters with predators. When faced with this danger a person had two options for survival: attack the predator (fight) or run away as fast as possible (flight). Although these are two different ways of addressing the situation, they both require the same physical response, which is to prepare the body for some intense physical activity. This response is hardwired into us. So what happens in a person’s body to prepare them to face danger? A body preparing to fight or flee needs to get the most power out of muscles. This means it needs to release and use energy, absorb oxygen and circulate oxygen-rich blood to organs that need it such as heart, muscles, and the brain.

This is accomplished mainly through the release of hormones; namely adrenaline and cortisol. Together, these hormones have several important physiological effects including:

- i. Increasing heart rate
- ii. Increasing breathing rate (respiration)
- iii. Increasing muscle tension
- iv. Increasing blood pressure
- v. Increasing the secretion of insulin
- vi. Increasing blood flow to the brain, lungs, heart and muscles.

The increased blood flow to essential body systems such as the lungs and heart is accompanied by a decreased blood flow to less critical systems, which include the digestive tract, kidneys and skin. Other effects of stress hormones are: a decrease in libido, an increase in the ability of blood to clot, a decrease in growth and tissue repair, and an increase in immune function. Although the immune system initially becomes stronger in times of stress, this response lasts for a brief period. Studies show that during chronic (i.e. long-term or ongoing) stress, immune function actually decreases, which leaves the body more vulnerable to infection.

Stressors

Stressors could be loud noise, uncomfortable air-conditioning, debts, ringing telephones, broken relationships, unrealistic deadlines, discouragement, fear, pain and thousands of other things that impact upon us in the normal course of life. It is impossible to avoid stressors. The only totally stress-free state is death! Stressors will always be there because we live in an imperfect and unpredictable world. We experience stress as the body adjusts to the external demands placed upon it. Our body constantly seeks to maintain stability and stress is usually sensed as the body readjusts to too much pressure. Scientists use the term HOMEOSTASIS (homeo = the same; stasis = standing) to define the physiological limits in which the body functions efficiently and comfortably. Stress disturbs homeostasis by creating a state of imbalance. The source of stress may be outside the body or it may originate from within the body in the form of blood pressure, pain, tumours or disturbing thoughts. Have you ever seen a plastic clown toy that automatically returns to an upright position if pushed over? The clown stays upright because of a heavy base that will always restore the toy to a vertical position. Stress is the tension that the body exerts as it seeks to return to a steady-state. We need to assist our bodies to cope with stress because our natural biological stressadjustors are not ideally suited to the demands of modern living. Our bodies are well suited to cope with the stressors faced by our primitive ancestors. The stressors faced by humans conditioned to a nomadic hunter-gatherer lifestyle are obviously different to the high-tech lifestyle of today. Our distant ancestors needed chemical responses to stress to enable them to trigger physical flight or fight responses to the perils and pleasures of hunting.

These types of responses are inappropriate today. If you physically ran away from your workplace whenever things got on top of you then this would not enhance your standing in the organization. Conversely if you punch the boss on the nose when he/she gives you a tough time then the resulting dismissal and assault charges will generate considerably greater levels of stress. Consequently, we need to develop special skills to deal with special stressors. We are all very aware of specific stressors that affect us. As already discuss these assume many shapes and forms. In addition

to the specific stressors there are also back-ground stressors that can have a more subtle but equally damaging impact on us.

Causes of Stress

Factors that cause stress are called "Stressors." The following are the sources or causes of an organizational and Non - organizational stress.

Causes of an Organizational Stress

The main sources or causes of an organizational stress are:

- **Career Concern:**

If an employee feels that he is very much behind in corporate ladder, then he may experience stress and if he feels that there are no opportunities for self - growth he may experience stress. Hence unfulfilled career expectations are a major source of stress.

- **Role Ambiguity:**

It occurs when the person does not know what he is supposed to do on the job. His tasks and responsibilities are not clear. The employee is not sure what he is expected to do. This creates confusion in the minds of the worker and results in stress.

- **Rotating Shifts:**

Stress may occur to those individuals who work in different shifts. Employees may be expected to work in day shift for some days and then in the night shift. This may create problems in adjusting to the shift timings, and it can affect not only personal life but also family life of the employee.

- **Role Conflict:**

It takes place when different people have different expectations from a person performing a particular role. It can also occur if the job is not as per the expectation or when a job demands a certain type of behavior that is against the person's moral

values.

- **Occupational Demands:**

Some jobs are more stressful than others. Jobs that involve risk and danger are more stressful. Research findings indicate that jobs that are more stressful usually require constant monitoring of equipment's and devices, unpleasant physical conditions, making decisions, etc.

- **Lack of Participation in Decision Making:**

Many experienced employees feel that management should consult them on matters affecting their jobs. In reality, the superiors hardly consult the concerned employees before taking a decision. This develops a feeling of being neglected, which may lead to stress.

Work Overload:

Excessive work load leads to stress as it puts a person under tremendous pressure.

Work overload may take two different forms:

- Qualitative work overload implies performing a job that is complicated or beyond the employee's capacity.
- Quantitative work overload arises when number of activities to be performed in the prescribed time is many.

Work under load: In this case, very little work or too simple work is expected on the part of the employee. Doing less work or jobs of routine and simple nature would lead to monotony and boredom, which can lead to stress.

Working Conditions: Employees may be subject to poor working conditions. It would include poor lighting and ventilations, unhygienic sanitation facilities, excessive noise and dust, presence of toxic gases and fumes, inadequate safety measures, etc. All these unpleasant conditions create physiological and psychological imbalance in humans thereby causing stress.

Lack of Group Cohesiveness: Every group is character by its cohesiveness although they differ widely in degree of cohesiveness. Individuals experience stress when there is no unity among the members of work group. There is mistrust, jealousy, frequent quarrels, etc., in groups and this lead to stress to employees.

Interpersonal and Intergroup Conflict: Interpersonal and intergroup conflict takes place due to differences in perceptions, attitudes, values and beliefs between two or more individuals and groups. Such conflicts can be a source of stress to group members.

Organizational Changes: When changes occur, people have to adapt to those changes and this may cause stress. Stress is higher when changes are major or unusual like transfer or adaption of new technology.

Symptoms of Stress

Stress can cause changes in those experiencing it. In some cases there are clear signs that people are experiencing stress at work and if these can be identified early, action can be taken before the pressure becomes a problem. This may make it easier to reduce and eliminate the causes. It is important that everyone looks out for changes in a person's or a group's behavior. However, in many cases the changes may only be noticeable to the person subject to the stress and so it is also important to look at how you are feeling and try to identify any potential issues you may have as early as possible and take positive action to address them; this may be raising the matter with a line manager, talking to an occupational health professional or your own GP. Stress can show itself in many different ways - see below. Some of the items in this list may not be signs of stress if people always behave this way. Managers may need to manage staff exhibiting some of these signs differently. You are particularly looking for changes in the way people behave that could be linked with excessive pressures.

Types of Stress symptoms

- a) Physical symptoms
- b) Mental symptoms

- c) Emotional symptoms
- d) Behavioral symptoms

a) Physical Symptoms

- Palpitation, chest pain, general discomfort, sleeplessness, feeling of fatigue
- Indigestion, constipation, other digestive discomforts which don't have origin in gastrointestinal infections.
- Overeating, under eating, nausea, giddiness, other eating disorders like bulimia
- Allergy, asthmatic problems, respiratory difficulties
- Back ache, head ache, neck pain, thyroid problem, muscle pain, general body ache
- Urinary problems
- Sexual problems / difficulty in sexual relationships
- Menstrual disorder, stomach cramps
- Rashes, itching, boils/ skin problems, strain in eye
- Falling hair, premature greying of hair
- Low resistance to cold, infections
- Obesity, arthritis, hypertension, strokes.

Most of these physical symptoms are diagnosed as diseases calling for medical attention. In fact, medical treatment mostly alleviates the symptoms for some time, whereas the root cause remains deeply lodged and makes a comeback at the slightest provocation. Most of the time we are not even aware that there is some stress which is responsible for all these terrible symptoms.

b) Mental Symptoms

Like physical problems, mental symptoms are also regarded as problem areas which if not handled properly can lead to severe disorder needing intervention by experts. Some of these symptoms are:

- Lack of concentration

- Communication problem
- Trouble in decision making
- Difficulty in remembering temporary and selective memory lapses
- Repeating mistakes
- Becoming an introvert / extrovert
- Hypochondria
- Depression
- Hallucination

The mind is our most important backup software. Any snag in its functioning sooner or later results in a personality disorder. It also induces abnormal emotional and behavioural symptoms. The mind with its tools of thought and memory is not properly understood. The subconscious and unconscious impression in the mind which remains embedded in the psyche raise their heads without any prior notice. These radicals' elements know how to camouflage themselves- leaving the individual clueless about the 'why' and 'how' aspects while one are facing the symptoms. At times incorrect information and half-truths affect the bio-psyche combination extremely severely causing severe mental stress. This not only affects day to day functioning, but also spreads gloom all around. Most of us behave in the same fashion when under mental pressure that originates under such circumstances. Mental pressure does make one jump to negative conclusions without waiting for the facts to be verified.

c) Emotional Symptoms

The emotions we feel have a direct connection with the body- mind condition which responds to environmental inputs as well as to the interpretation of such inputs. Accordingly physical and mental stresses do lead to emotional stress and vice versa. Emotional stress is the most intense of all three and hence needs immediate redressal. Some of the symptoms of emotional stress are as follows:

- Prone to anger and violence
- Easily irritated, panicky
- Mood swings, emotional, over and under drive
- Feeling lonely and useless

- Guilty, ashamed, anxious
- Suffering from phobias, fearful, distressful
- Lapsing into crying spell
- Too much of artificial laughter
- Feeling a lump in the throat while talking
- Ill will towards others, feeling of insecurity

Once in a while every normal human being exhibits one or some of the above listed emotional states. However, if it becomes a set pattern and one finds it difficult to break the pattern, then it becomes a matter of concern and should be taken seriously to pre-empt chronic disorder.

d) Behavioral Symptoms

Our behavior reflects our mood, State of mind, Emotions, thoughts and physical well-being discomfort. Of course, the better actors amongst us do succeed in camouflaging the true feelings. In fact these are people who take pride in saying that thought inside their mind they have two horses pulling them apart in two different directions yet they carry on with life by setting up a third from which is a mask to their real inner being. Masking does help once in a while either by keeping others at a distance or by protecting oneself against perceived as well as real harm. Some of the Stress generated Behavioral Symptoms are as follows:

- Excess smoking / drinking
- Erratic sleeping time
- Poor time management, excess time boundaries
- Withdrawn, over active
- Rash driving, technophobia
- Aggressive behavior, lethargic / workaholic
- Addiction to computer • Over ambitious, emotional
- Loud talking, stuttering, other speech abnormalities not attributed to physical challenges.
- Nail biting, splitting hair, frequent blinking of eyelids
- Kleptomania

- Compulsive and impulsive lying
- Bullying, getting bullied
- Cranky, obstinate, fidgety
- Knotted eyebrows, squinting
- Excess hand movement while talking.
- Complaining of burden, tiredness.

The mental, emotional and behavioral symptoms, if not watched carefully, become a part of one's personality based on which one gets classified as type 'A' or type 'B' or any other type of personality. In fact, while typecasting someone or self as of a particular type, one should be aware of the fact that behind these traits there lies an individual other partly aware or absolutely unaware of the stress that might be promoting such traits. The very purpose of learning the symptoms of stress will defeat if corrective and remedial measures are not taken to alleviate the symptoms. It is a general tendency to identify with one or another symptom and get one's personality typecast which is just a defence mechanism. However, this defence mechanism becomes a matter of concern if it becomes a routine feature. So one needs to guard against it.

Stress Relievers

- ✓ Counselling
- ✓ Exercise
- ✓ Acupressure
- ✓ Massage
- ✓ Tourism/vacationing
- ✓ Hobbies
- ✓ Creative activities
- ✓ Sleep/sex
- ✓ Gossip, talk, sharing positive thoughts
- ✓ Fantasies
- ✓ Pranayama
- ✓ Diet
- ✓ Change of place, clothes, lifestyle, attitude

- ✓ Medical/chemical remedy
- ✓ Hypnosis
- ✓ Meditation
- ✓ Enhancing spiritual quotient
- ✓ Mantra
- ✓ Tantric sex
- ✓ Art of breathing.

1.2 OBJECTIVES OF THE STUDY:

1. To study about the effect of stress on employees in Manufacturing industries.
2. To Analysis whether it is a conducive work environment.
3. To Analysis common stress indicators and stress diseases.
4. To Analysis situations that causes stress on employee.

1.3 NEED OF THE STUDY:

- Stress being an invisible factor, may affect any person, any organization and people involved in it.
- This study focuses on Analysis the stress on working environmental and the importance of stress management and also employees are working under high pressure and high work load in Manufacturing industries.

1.4 PROBLEM STATEMENT:

The stress level among employees decreases the performance and also deteriorates the physical and intellectual functioning. High stress affects the creative performance and results in forgetfulness, frequent mistakes, restlessness, lack of concentration or irritability.

CHAPTER -2

REVIEW OF LITERATURE

2.1 Review of Stress Management in manufacturing industries:

Shalev, Yehuda, & McFarlane, (2000) Stress is a normal psychophysiological response to events which result in the sense of threat, sadness, Dysphoria, and imbalance in people.

Sarafino (2002) Stress is considered as a situation which is the result of interactions of individuals and their surrounding environments and causes disharmony between situational demands and biopsychosocial resources.

Falsetti, Monier, & Resnick (2005) Stress is any unpleasant emotional experience which is accompanied with predictable biochemical, physiological, and behavioral changes

Kumari, et al. (2009) Stress is bodily response to any demand. Stress could be caused by either good or bad experiences.

Shahsavarani, et al. (2013) Any effect of change in surrounding environment on living being which results in disruption of homeostasis (internal balance) of that living being is called stress.

Gladies 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.

Kodavatiganti K & Bulusu V. (2011) The aim of the article is to have a clear understanding of the phenomenon that causes stress among the academician. According to the article 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. However, 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.

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.

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.

Karthik R. (2013) Employee's performance at work is influenced by stress that can be either positive or negative. The employees performs better if they face low

to moderate amount of stress. Hence, it aims at reducing the level of stress rather than eliminating stress completely.

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

The EP is performing the job-related responsibilities diligently (**Bartol, 1999; Briscoe and Claus, 2008**). According to **Atatsi etc al. (2019)**, it is the degree to which employees fulfill the demands of the job assigned in a well-managed way within the given resources. EP is a combination of task performance (TP), contextual performance (CP), and adaptive performance (AP) (**Koopmans et al., 2011**). TP is related to performing the essential job-related tasks.

At the same time, the work stress may harm the thinking processes of employees and hinder their new practices' adopting capacity. This slows down their pace of work, thus hampering their AP (**Roster and Ferrari, 2019**).

The perceptions of mistrust in any organization may lead to mental disturbances and employees to show compromising behaviors that negatively affect their AP (**Saunders and Thornhill, 2004**).

Several studies have seen stress as having a negative effect on performance. However, it is not always the case. For example, **Siswanto et al. (2019)** noted work stress as a motivator to adopting new practices for better performance. In another recent study, **Harras (2019)** is argued that stress may invert the U-shaped relationship with employee's performance.

CHAPTER -3

RESEARCH METHONOLOGY

3.1 RESEARCH DESIGN

Research is the collecting, compilation, presentation, and interpretation of significant details or data as part of a systematic and in-depth study or search for any specific subject, or area of enquiry.

3.2 RESEARCH PROCESS

Basic research is used to explore the fundamental bases of Behavior, without regard to how those bases are manifested in the real world. Basic research aims to explain, predict, and describe fundamental bases of Behavior. It is called basic, pure, fundamental research. The main motivation is to expand man's knowledge, not to create or invent something. There is no obvious commercial value to the discoveries that result from basic research. Basic research lay down the foundation for the applied research.

PROJECT PLANNING

The first stage in initiating and supervising a research project is to plan it. It is one of a researcher's most significant responsibilities. This includes defining the researcher's aims and goals, as well as determining how to achieve them.

3.3 DATA COLLECTION:

One of the most crucial components of research is data collection. The information in research methodology must be accurate and relevant. There are two different types of data collection procedures.

➤ **Primary sources:**

- The procedure followed in the collection of primary data is from structured questionnaire.

➤ **Secondary sources:**

- Secondary data refers to information that is already available, the data is collected through information available with the company in the form of past records, newspaper articles, journals etc.

3.4 QUESTIONNAIRE PREPARATION

The basic requirement of any research study is the appropriate data which can be collected with the help of a questionnaire. It is simple to determine the level of involvement of so many employees in the firm using a questionnaire.

3.5 PILOT SURVEY

It is critical to determine the instrument's applicability to the population being studied before gathering relevant data to test the hypothesis as a result, a pilot study was conducted with the goal of evaluating the study's tools and determining whether they are giving the information required.

3.6 SAMPLE SIZE: 132

TYPE OF QUESTIONS

- Linker's scaling question
- Rank question
- Satisfaction scale

3.7 HYPOTHESIS TESTING

H0 - stands for "null hypothesis" (there is no significant relationship between the variables).

H1 – Alternative hypothesis (there is significant relationship between the variables).
After analyzing the data, hypothesis testing is done.

The hypothesis will either be accepted or rejected as a result.

INFERENCE

The researcher arrives to a conclusion after stating his hypothesis. Inference can also be defined as the explanation of a hypothesis.

CHAPTER 4

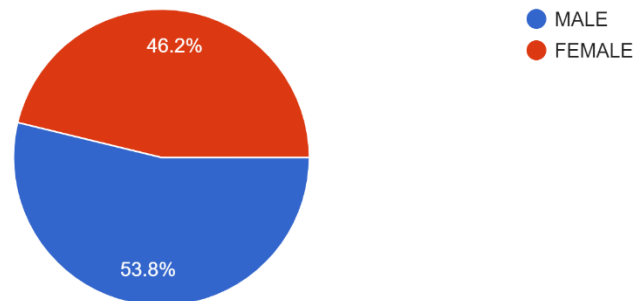
DATA ANALYSIS AND INTERPRETATION

4.1 Percentage Analysis

Table 1: Gender of The Respondent

Particular	No. of Respondent	Percentage of Respondent
Male	71	53.8%
Female	61	46.2%
Total	132	100%

GENDER
132 responses



INTERPRETATION

The above table shows the **gender of the respondent**, where 53.8% of the respondents are male and remaining 46.2% of respondents are female.

INFERENCE

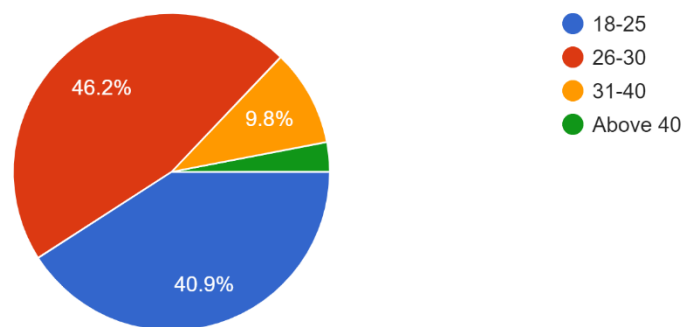
Majority of the respondents are belonging to category of male (53.8%).

Table 2: Age of The Respondent

Particular	No. of Respondent	Percentage of Respondent
18-25	54	40.9%
26-30	61	46.2%
31-40	13	9.8%
Above 40	4	3%
Total	132	100%

AGE

132 responses



INTERPRETATION

The above table shows the **Age of the respondent**, where 46.2% of respondents are belongs to the age of 26 to 30, 40.9% of the respondents are belongs to the age of 18 to 25 and 9.8% of the respondents are belongs to the age of 36 to 45 and 3% of the respondents are belongs to the age of above 40.

INFERENCE

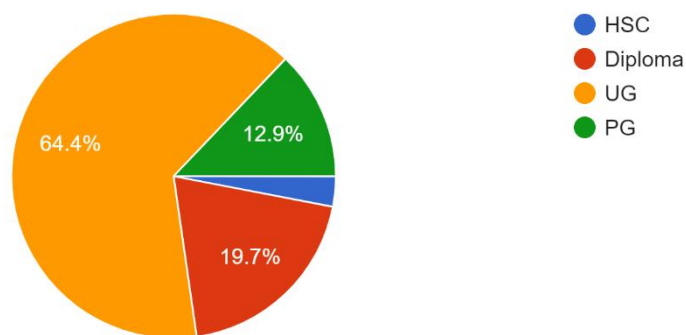
Majority of the respondents are belonging to age category of 26-30 (46.2%)

Table 3: Educational Qualification of the Respondent

Particular	No. of Respondent	Percentage of Respondent
HSC	4	3%
Diploma	26	19.7%
UG	85	64.4%
PG	17	12.9%
Total	132	100%

EDUCATION QUALIFICATION

132 responses



INTERPRETATION

The above table shows the **educational qualification of the respondent**, where 64.4% of respondents are belongs to undergraduate and 19.7% of the respondents are belongs to Diploma and 12.9% of respondents are belongs to postgraduate and 3% of respondents are belongs to HSC.

INFERENCE

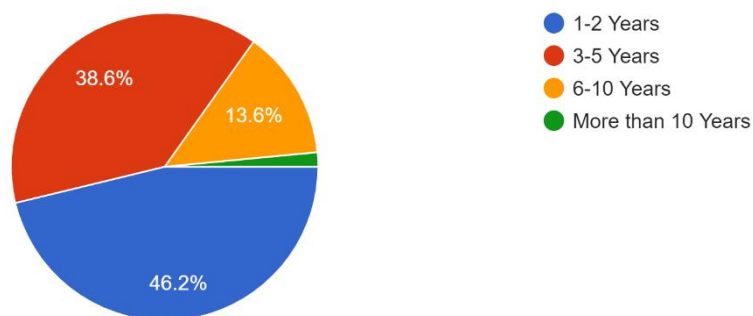
Majority of the respondents are belonging to educational qualification of under graduate category (64.4%).

Table 4: Experience of the Respondent

Particular	No. of Respondent	Percentage of Respondent
1-2	61	46.2%
3-5	51	38.6%
6-10	12	13.6%
More than 10 years	2	1.5%
Total	132	100%

EXPERIENCE

132 responses



INTERPRETATION

The above tables show the **experience of the respondent**, where 46.2% of respondent are belongs to 1-2 years and 38.6% of respondent are belongs to 3-5 years and 13.6% of respondent are belongs to 6-10 years and 1.5% of respondent are belongs to more than 10 years.

INFERENCE

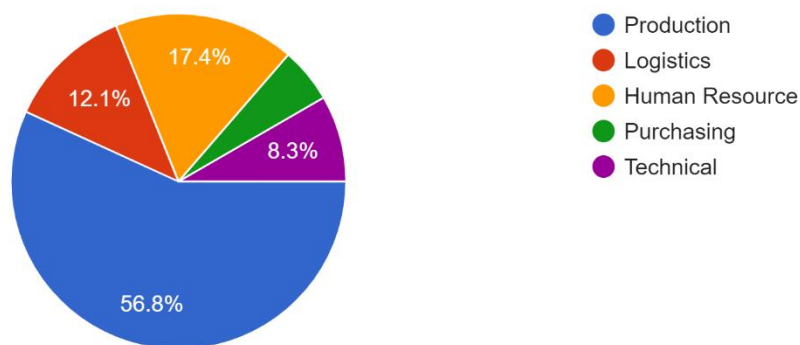
Majority of the respondents are belonging to experience of working category (46.2%)

Table 5. Number of employees working in which department of respondents

Particular	No. of Respondent	Percentage of Respondent
Production	75	56.8%
Logistics	16	12.1%
Human resource	23	17.4%
Purchasing	7	5.3%
Technical	11	8.3%
Total	132	100%

Please mention are you working in which department.

132 responses



INTERPRETATION

The above tables show the **working in which department** where 56.8% of respondent are belongs to production and 12.1% of respondent are belongs to logistics and 17.4% of respondents are belongs to human resource and 5.3% of respondents are belongs to purchasing and 8.3% of respondents are belongs to technical.

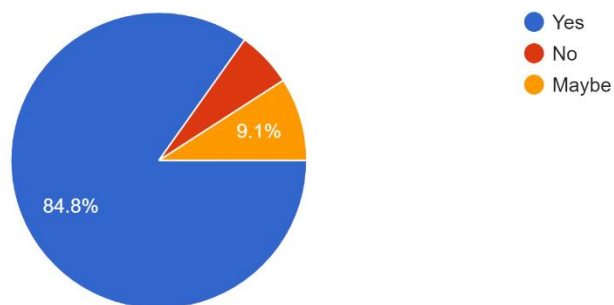
INFERENCE

Majority of the respondents of belonging to number of employees working in which department (56.8%).

Table 6. Feel stressed at working

Particular	No. of Respondent	Percentage of Respondent
Yes	112	84.8%
No	8	6.1%
Maybe	12	9.1%
Total	132	100%

Do you feel stressed at working.
132 responses



INTERPRETATION

The above table show the **feeling of stressed at working** by employee where 84.8% of respondent are belongs to YES and 8% of respondent of NO and 12% of respondent are belongs to MAYBE.

INFERENCE

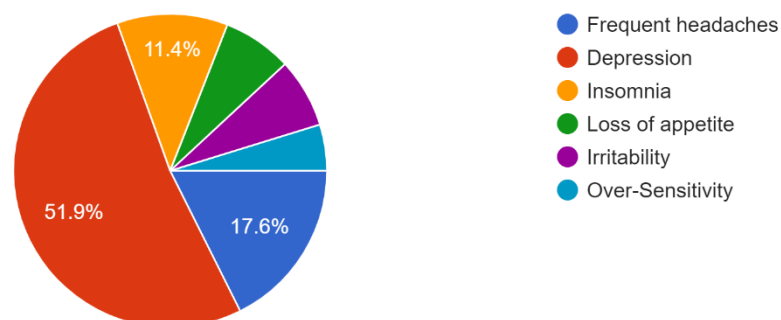
Majority of the respondent of belonging to YES for feeling stressed at working (84.8%).

Table 7. The symptoms you experience due to Stress.

Particular	No. of Respondent	Percentage of Respondent
Frequent headaches	34	17.6%
Depression	107	51.9%
Insomnia	24	11.4%
Loss of appetite	15	7.1%
Irritability	15	7.1%
Over-sensitivity	10	4.8%
Total	132	100%

If “Yes”, could you please select the symptoms you experience due to stress (select whichever is applicable)

132 responses



INTREPRETATION

The above table show the **symptoms you experience due to stress** where 51.9% of respondent are belongs to frequent headaches and 51.9% of respondent are belongs to depression and 11.4% of respondent are belongs to insomnia and 7.1% of respondent are belongs to loss of appetite and irritability and finally 4.8% of respondent over sensitivity.

INFERENCE

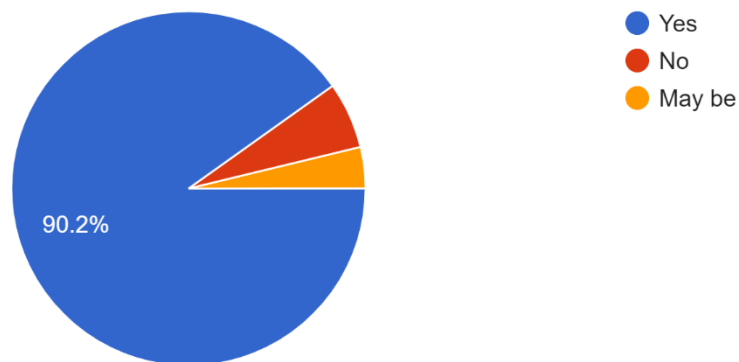
Majority of the respondent of belonging to depression due to stress as (51.9%)

Table 8. Enough time to perform your work without any disturbance.

Particular	No. of Respondent	Percentage of Respondent
Yes	119	90.2%
No	8	6.1%
Maybe	5	3.8%
Total	132	100%

Please mention do you have enough time to perform your work without any disturbance.

132 responses



INTREPRETATION

The above table show the **enough time to perform your work without any disturbance** where 90.2% of respondent are belongs to YES and 6.1% of respondent are belongs to NO and 3.8% of respondent are belongs to MAYBE.

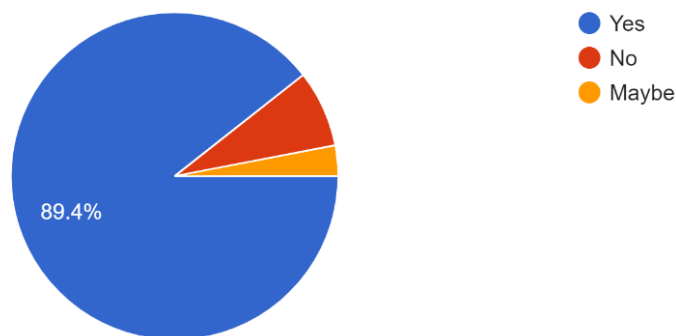
INFERENCE

Majority of the respondent of belonging to YES as (90.2%)

Table 9. Get time to meet your personal obligations every day

Particular	No. of Respondent	Percentage of Respondent
Yes	118	89.4%
No	10	7.6%
Maybe	4	3%
Total	132	100%

Please mention do you get time to meet your personal obligations every day .
132 responses



INTREPRATAION

The above table show the **get time to meet your personal obligations every day** where 89.4% of respondent are belongs to YES and 7.6% of respondent are belong to NO and 3% of respondent are belongs to MAYBE.

INFERENCE

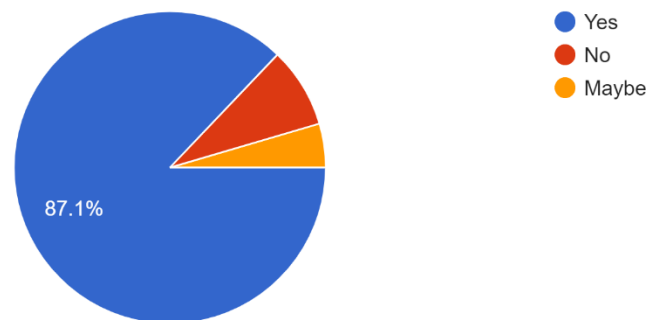
Majority of respondent of belonging to YES as (89.4%)

Table 10. Get angry when you are interrupted work

Particular	No. of Respondent	Percentage of Respondent
Yes	115	87.1%
No	11	8.3%
Maybe	6	4.5%
Total	132	100%

Please mention do you get angry when you are interrupted work.

132 responses



INTREPRATION

The above table show the **get angry when you are interrupted work** where 87.1% of respondent are belongs to YES and 8.3% of respondent are belong to NO and 4.5% of respondent are belongs to MAYBE.

INFERENCE

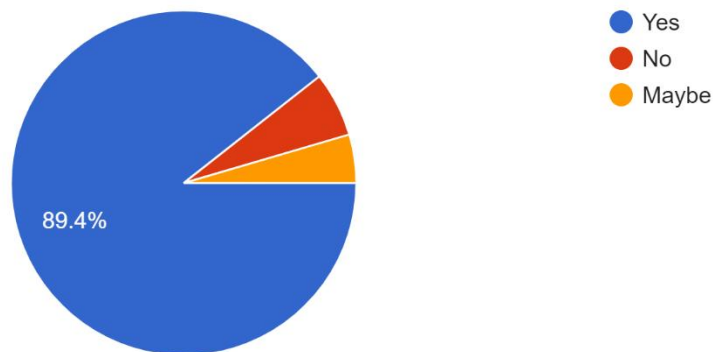
Majority of respondent of belonging to YES as (87.1%)

Table 11. Experience trouble in taking decisions.

Particular	No. of Respondent	Percentage of Respondent
Yes	118	89.4%
No	8	6.1%
Maybe	6	4.5%
Total	132	100%

Please mention do you experience trouble in taking decisions.

132 responses



INTREPRATION

The above table show the **Experience trouble in taking decisions** where 89.4% of respondent are belongs to YES and 6.1% of respondent are belong to NO and 4.5% of respondent are belongs to MAYBE.

INFERENCE

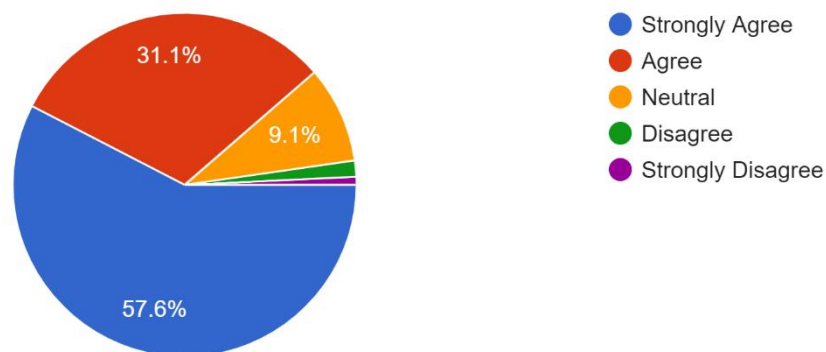
Majority of respondent of belonging to YES as (89.4%)

Table 12. Experience repetitiveness in your mistakes/approach

Particular	No. of Respondent	Percentage of Respondent
Strongly agree	76	57.6%
Agree	41	31.1%
Neutral	12	9.1%
Disagree	2	1.5%
Strongly disagree	1	0.8%
Total	132	100%

Please mention do you experience repetitiveness in your mistakes/approach.

132 responses



INTREPATATION

The above table show the **Experience repetitiveness in your mistakes/approach** where 57.6% of respondent are belongs to strongly agree and 31.1% of respondent are belongs to agree and 9.1% of respondent are belongs to neutral and 1.5 % of respondent are belongs to disagree and 0.8% of respondent are belongs to strongly disagree.

INFERENCE

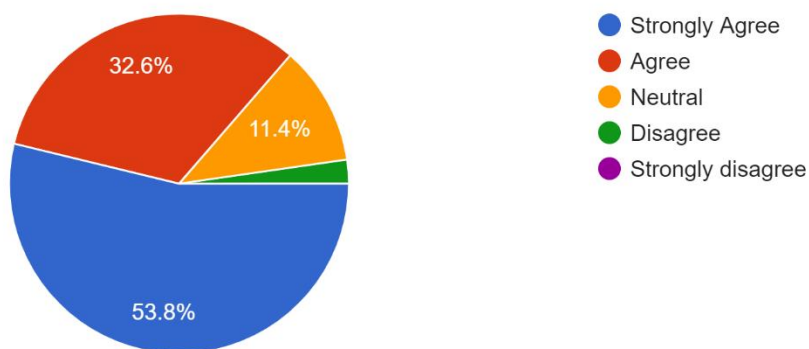
Majority of respondent of belonging to Strongly agree for experience repetitiveness in your mistakes/approach as (57.6%).

Table 13. Feel stressed because export job is monotonous

Particular	No. of Respondent	Percentage of Respondent
Strongly agree	73	53.8%
Agree	43	32.6%
Neutral	15	11.4%
Disagree	3	2.3%
Strongly disagree	0	0%
Total	132	100%

Please mention do you fell stressed because export job is monotonous.

132 responses



INTREPATIION

The above table show the **Feel stressed because export job is monotonous** where 53.8% of respondent are belongs to strongly agree and 32.6% of respondent are belongs to agree and 11.4% of respondent are belongs to neutral and 2.3% of respondent are belongs to disagree and 0% of respondent are belongs to strongly disagree.

INFERENCE

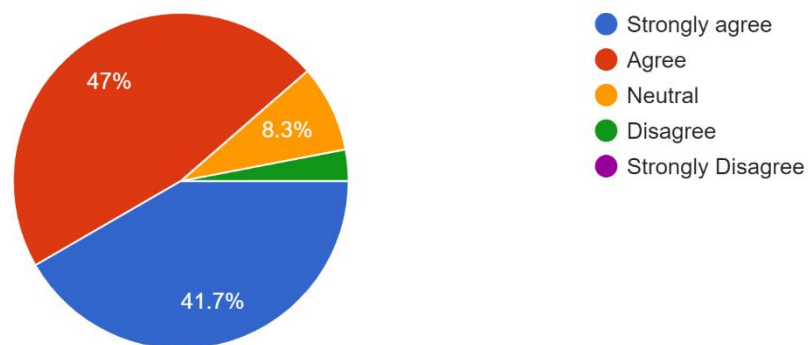
Majority of respondent of belonging to Strongly agree for Feel stressed because export job is monotonous as (53.8%).

Table 14. Lose temper while being stressed at work.

Particular	No. of Respondent	Percentage of Respondent
Strongly agree	55	41.7%
Agree	62	47%
Neutral	15	8.3%
Disagree	4	3%
Strongly disagree	0	0%
Total	132	100%

Kindly mention do you lose temper while being stressed at work.

132 responses



INTREPATATION

The above table show **the lose temper while being stressed at work** where 41.7% of respondent are belongs to strongly agree and 47% of respondent are belongs to agree and 8.3% of respondent are belongs to neutral and 3% of respondent are belongs to disagree and 0% of respondent are belongs to strongly disagree.

INFERENCE

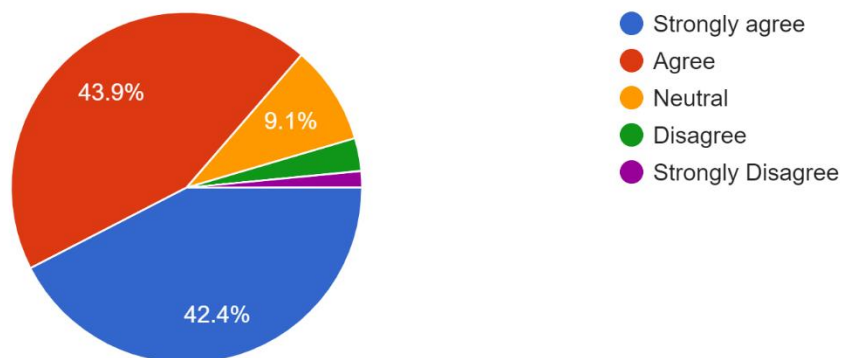
Majority of respondent of belonging to agree for lose temper while being stressed at working as (41.7%).

Table 15. Plan your day & work out that plan.

Particular	No. of Respondent	Percentage of Respondent
Strongly agree	56	42.4%
Agree	58	43.9%
Neutral	12	9.1%
Disagree	4	3%
Strongly disagree	2	1.5%
Total	132	100%

Kindly mention do you plan your day & work out that plan.

132 responses



INTREPATION

The above table show **plan your day and work out that plan** where 42.4% of respondent are belongs to strongly agree and 43.9% of respondent are belongs to agree and 9.1% of respondent are belongs to neutral and 3% of respondent are belongs to disagree and 1.5% of respondent are belongs to strongly disagree.

INFERENCE

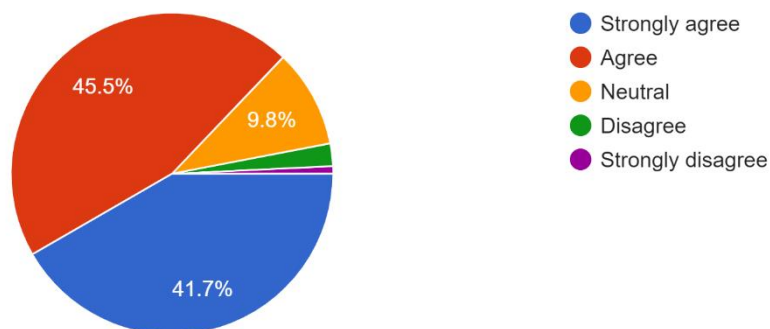
Majority of respondent of belonging to agree for planning day & work out the plan on (42.4%).

Table 16. Usually anxious to completed your work on during stressed.

Particular	No. of Respondent	Percentage of Respondent
Strongly agree	56	41.7%
Agree	58	45.5%
Neutral	12	9.8%
Disagree	3	2.3%
Strongly disagree	1	0.8%
Total	132	100%

Are you usually anxious to completed your work on during stressed.

132 responses



INTREPATATION

The above table show **usually anxious to completed your work on during stressed** where 41.7% of respondent are belongs to strongly agree and 45.5% of respondent are belongs to agree and 9.8% of respondent are belongs to neutral and 2.3% of respondent are belongs to disagree and 0.8% of respondent are belongs to strongly disagree.

INFERENCE

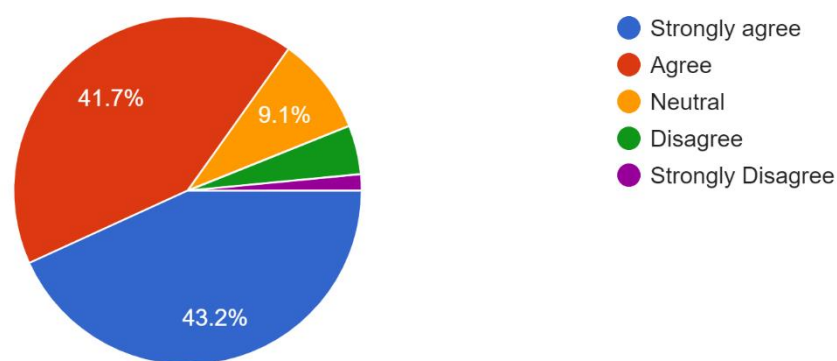
Majority of respondent of belonging to agree for usally anxious to completed your work on during stressed (41.7%).

Table 17. Productivity affected when you are under stress.

Particular	No. of Respondent	Percentage of Respondent
Strongly agree	57	43.2%
Agree	55	41.7%
Neutral	12	9.1%
Disagree	6	4.5%
Strongly disagree	2	1.5%
Total	132	100%

Mention is your productivity affected when you are under stress.

132 responses



INTREPATATION

The above table show **productivity affected when you are under stress** where 43.2% of respondent are belongs to strongly agree and 41.7% of respondent are belongs to agree and 9.1% of respondent are belongs to neutral and 4.5% of respondent are belongs to disagree and 1.5% of respondent are belongs to strongly disagree.

INFERENCE

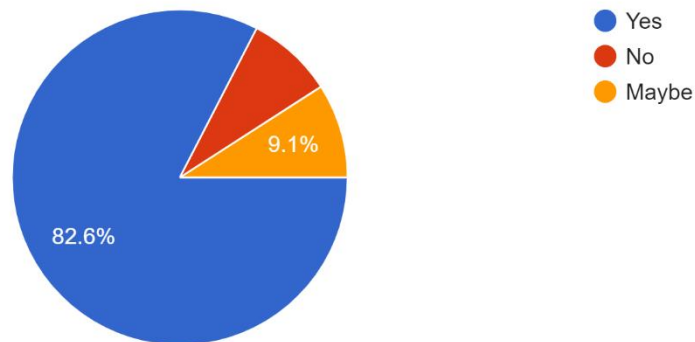
Majority of respondent of belonging to Strongly agree for productivity affected you are under stress (43.2%).

Table 18. satisfied with your job.

Particular	No. of Respondent	Percentage of Respondent
Yes	109	82.6%
No	11	8.3%
Maybe	12	9.1%
Total	132	100%

Mention are you satisfied with your job.

132 responses



INTREPRATION

The above table show the **satisfied with your job** where 82.6% of respondent are belongs to Yes and 8.3% of respondent are belong to No and 9.1% of respondent are belongs to Maybe.

INFERENCE

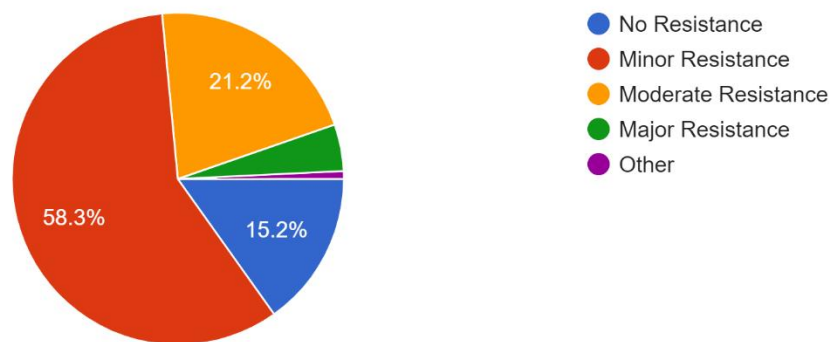
Majority of respondent of belonging to Yes as (82.6%)

Table 19. The work lode resistance for your stress

Particular	No. of Respondent	Percentage of Respondent
No resistance	20	15.2%
Minor resistance	77	58.3%
Moderate resistance	28	21.2%
Major resistance	6	4.5%
Other	1	0.8%
Total	132	100%

Is the work lode resistance for your stress

132 responses



INTREPATION

The above table show **work lode resistance for your stress** where 15.2% of respondent are belongs to No resistance and 58.3% of respondent are belongs to Minor resistance and 21.2% of respondent are belongs to Moderate resistance and 4.5% of respondent are belongs to Major resistance and 0.8% of respondent are belongs to Others.

INFERENCE

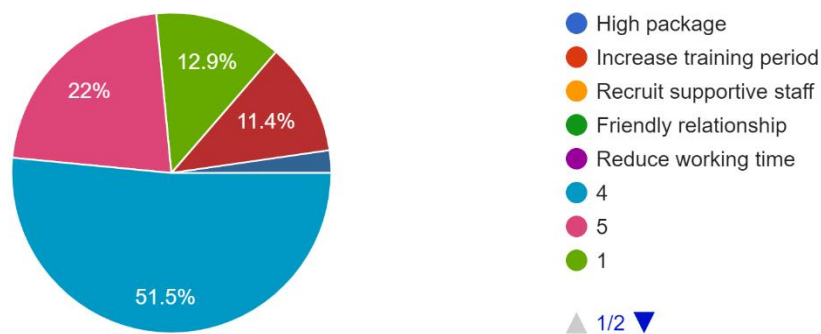
Majority of respondent of belonging to No resistance for work lode resistance for stress (58.3%).

Table 20. The management to relieve the stress of employees

Particular	No. of Respondent	Percentage of Respondent
High package	3	2.3%
Increase training period	15	11.4%
Recruit supportive staff	17	12.9%
Friendly relationship	29	22%
Reduce working time	68	51.5%
Total	132	100%

What do you expect from the management to relieve the stress of employees ?

132 responses



INTREPATATION

The above table show **expect from the management to relieve the stress of employee** where 2.3% of respondent are belongs to high package and 11.4% of respondent are belongs to increase training period and 12.9% of respondent are belongs to recruit supportive and 22% of respondent are belongs to friendly relationship and 51.5% of respondent are belongs to reduce working time.

INFERENCE

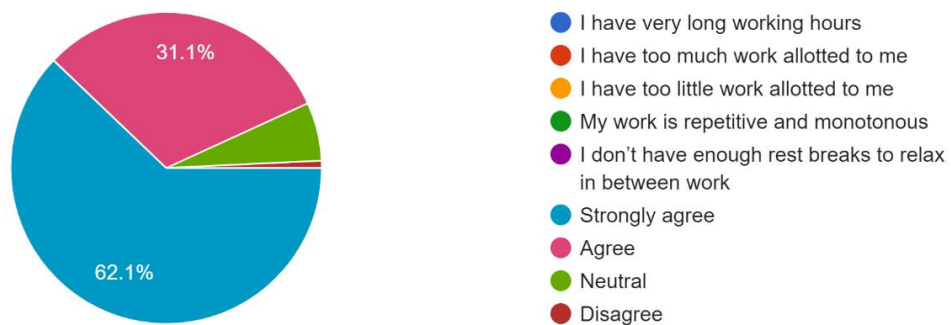
Majority of respondent of belonging to reduce working time (51.5%).

Table 21. what you feel about the following statements

Particular	No. of Respondent	Percentage of Respondent
Strongly agree	82	62.1%
Agree	41	31.1%
Neutral	8	6.2%
Disagree	1	0.8%
Strongly disagree	0	0%
Total	132	100%

Please select what you feel about the following statements:

132 responses



INTREPATIION

The above table show the **feel you about the following** where 62.1% of respondent are belongs to strongly agree and 31.1% of respondent are belongs to agree and 6.2% of respondent are belongs to neutral and 0.8 % of respondent are belongs to disagree and 0% of respondent are belongs to strongly disagree.

INFERENCE

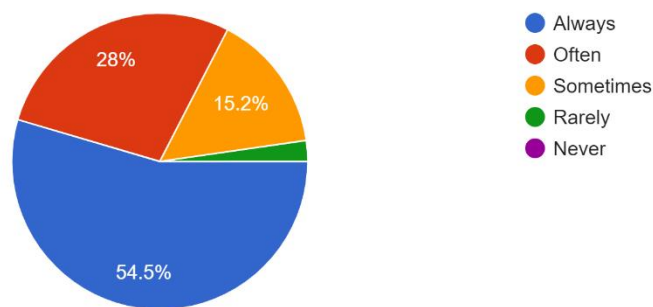
Majority of respondent of belonging to Strongly agree for feel you about the following (62.1%).

Table 22. How often do you have a hard time feeling relaxed?

Particular	No. of Respondent	Percentage of Respondent
Always	72	54.5%
Often	37	28%
Sometimes	20	15.2%
Rarely	3	2.3%
Never	0	0%
Total	132	100%

How often do you have a hard time feeling relaxed?

132 responses



INTREPATION

The above table show the **how often do you have a hard time feeling relaxed** where 54.5% of respondent are belongs to Always and 28% of respondent are belongs to often and 15.2% of respondent are belongs to sometimes and 2.3% of respondent are belongs to rarely and 0% of respondent are belongs to never.

INFERENCE

Majority of respondent of belonging to Always for feel hard time on working (54.5%).

4.2 CHISQUARE

Case Processing Summary						
	Valid		Cases Missing		Total	
	N	Percent	N	Percent	N	Percent
FEEL STRESS AT WORK * ENOUGH TIME TO PERFORM	158	100.0%	0	0.0%	158	100.0%

FEEL STRESS AT WORK * ENOUGH TIME TO PERFORM Crosstabulation						
	ENOUGH TIME TO PERFORM					Total
			Yes	No	May be	
FEEL STRESS AT WORK	Yes	Count	125	1	3	129
		Expected Count	114.3	9.8	4.9	129.0
	No	Count	8	4	1	13
		Expected Count	11.5	1.0	0.5	13.0
	May be	Count	7	7	2	16
		Expected Count	14.2	1.2	0.6	16.0
Total		Count	140	12	6	158
		Expected Count	140.0	12.0	6.0	158.0

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	54.786 ^a	4	0.000
Likelihood Ratio	41.028	4	0.000
Linear-by-Linear Association	33.866	1	0.000
N of Valid Cases	158		

a.5 cells (55.6%) have expected count less than 5. The minimum expected count is 49.

4.3 ANOVA TEST

Descriptives								
WORK LOAD RESISTANCE				Std. Error				
	N	Mean	Std. Deviation		95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
1 (V.POOR)	5	2.400	0.894	0.400	1.289	3.511	1.000	3.000
2	13	1.923	1.188	0.329	1.205	2.641	1.000	5.000
3	39	2.026	1.038	0.166	1.689	2.362	1.000	4.000
4	73	2.027	0.552	0.065	1.899	2.156	1.000	4.000
5(V.GOOD)	28	2.214	0.876	0.166	1.875	2.554	1.000	4.000
Total	158	2.063	0.819	0.065	1.935	2.192	1.000	5.000

ANOVA					
WORK LOAD RESISTANCE					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	1.610	4	0.403	0.594	0.668
Within Groups	103.757	153	0.678		
Total	105.367	157			

4.4 CORRELATIONS

Correlations			
		WORK OVER TIME REGULARLY OR MORE	RATINGS FOR REDUCE WORKING TIME
WORK OVER TIME REGULARLY OR MORE	Pearson Correlation	1	-.211**
	Sig. (2-tailed)		0.008
	N	158	158
RATINGS FOR REDUCE WORKING TIME	Pearson Correlation	-.211**	1
	Sig. (2-tailed)	0.008	
	N	158	158

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

CHAPTER 5

FINDINGS, LIMITATIONS, SUGGESTIONS & CONCLUSION

5.1 FINDING

- ❖ Majority of the respondents are belonging to category of male (53.8%).
- ❖ Majority of the respondents are belonging to age category of 26-30 (46.2%)
- ❖ Majority of the respondents are belonging to educational qualification of under graduate category (64.4%).
- ❖ Majority of the respondents are belonging to experience of working category (46.2%)
- ❖ Majority of the respondents of belonging to number of employees working in which department (56.8%).
- ❖ Majority of the respondent of belonging to Yes for feeling stressed at working (84.8%).
- ❖ Majority of the respondent of belonging to depression due to stress as (51.9%)
- ❖ Majority of respondent of belonging to Yes as (89.4%)
- ❖ Majority of respondent of belonging to Yes as (87.1%)
- ❖ Majority of respondent of belonging to Strongly agree for experience repetitiveness in your mistakes/approach as (57.6%).
- ❖ Majority of respondent of belonging to Strongly agree for Feel stressed because export job is monotonous as (53.8%).
- ❖ Majority of respondent of belonging to agree for lose temper while being stressed at working as (41.7%).
- ❖ Majority of respondent of belonging to agree for planning day & work out the plan on (42.4%).
- ❖ Majority of respondent of belonging to agree for usally anxious to completed your work on during stressed (41.7%).
- ❖ Majority of respondent of belonging to Strongly agree for productivity affected you are under stress (43.2%).
- ❖ Majority of respondent of belonging to Yes as (82.6%)
- ❖ Majority of respondent of belonging to No resistance for work lode resistance for stress (58.3%).

- ❖ Majority of respondent of belonging to Yes as (82.6%)
- ❖ Majority of respondent of belonging to reduce working time (51.5%).
- ❖ Majority of respondent of belonging to Strongly agree for feel you about the following (62.1%).
- ❖ Majority of respondent of belonging to Always for feel hard time on working (54.5%).

5.2 Suggestions:

- As employees stress levels should be within a healthy boundary, facilities like recreation, yoga classes, meditation, etc. could be introduced.
- A few feasible and peaceful stress buster programs could be implemented.
- An area for fun, games etc. to reduce stress could be created to relax the employee's mind and to lighten the environment.
- Proper counselling and grievance handling cell for all employees could benefit the employees to become stress free and perform better.
- Organization should focus more on work life balance of employees and take initiatives in implementing the strategies.
- Employees in the manufacturing industry to be given an option of flexi working hours, which will reduce their stress in a great extent.
- A customized training module to be used to specific skillset which will reduce the employee's Job related stress and build the employee morale.

5.3 CONCLUSION

The stress of employees at INDUSTRY is within the optimal range for performance and the stress builds could be controlled. The various stress indicators of the employees are experiencing troubles while taking decisions, getting angry while interrupted at work, experiencing repetitiveness in mistakes or approach, difficulties in concentrating or remembering things, experience frequent headaches and migraines, etc. The common responses given by employees under stress are heavy workload, working overtime, low pay package, lack of training etc. It is also a comfortable environment to work as majority employees are able to work without disturbances or interruptions and also do they get time to meet their personal obligations. But since it is a manufacturing industry, the environment adds on to an employee's stress.

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4. Meena Nanda, Stress Management (The Stress and my pressure cooker), Indialog Publications pvt.ltd, Lajpatnagar, Delhi
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E-REFERENCE

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