

**A STUDY ON THE IMPACT OF STRESS TOWARDS EMPLOYEE PERFORMANCE
IN AUTOMOBILE INDUSTRY**

Submitted in partial fulfillment of the requirements for the award of

Master of Business Administration

By

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SCHOOL OF BUSINESS ADMINISTRATION

SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY

(DEEMED TO BE UNIVERSITY)

Accredited with Grade “A” by NAAC | 12B Status by UGC | Approved by AICTE

Jeppiaar Nagar, RAJIV GANDHI SALAI, CHENNAI - 600 119

APRIL – 2021



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BONAFIDE CERTIFICATE

This is to certify that this Project Report is the bonafide work of **MARY SHERENA A**
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ABSTRACT

Work stress plays a key role in determining the level of job satisfaction of employees across the industries. Researches shows that stress is an outcome of various factors like pressure from seniors, gender and age differences, continuous working with machines, working conditions, unfavorable environment, nature of work and salary. In recent years, employees in Majority of the industries experience tremendous stress and do not feel comfortable with their nature of job. Many studies have been undertaken to investigate the role of stress in job performance of the employees in Automobile Industry. Stress management refers to the wide spectrum of techniques and psychotherapies aimed at controlling a person's level of stress, especially chronic stress, usually for the purpose of improving everyday functioning. Stress produces numerous physical and mental symptoms which vary according to each individual's situational factors. These can include physical health decline as well as depression. The process of stress management is named as one of the keys to happy and successful life in modern society. Although life provides numerous demands that can prove difficult to handle, stress management provides a number of ways to manage anxiety and maintain overall well-being. This paper outlines a broad relationship between the job stress and the job performance of the employees mainly working in automobile industry thus this is identified by collecting responses from the employees in the automobile industry by circulating a survey consisting of 22 questions and reviewed among 125 employees. From the observation it is being found that Stress Management must be promoted among the employees by regularly conducting Stress Management training program and must develop emotional stability to ensure the physical and mental health of the self and that of the serving organization. Since stress can be negatively affects the performance of the employees in the organization, to avoid this, it is noted that personally the employees should have the mental stability.

TABLE OF CONTENTS

CHAPTER NO	TITLE	PAGE NO
	ABSTRACT	ii
	LIST OF TABLES	iv
	LIST OF CHARTS	v
1	INTRODUCTION	1
	1.1 Introduction	2
	1.2 Industry Profile	10
	1.3 Need for Study	20
	1.4 Scope of Study	20
	1.5 Objectives of Study	20
	1.6 Limitations of The Study	21
2	REVIEW OF LITERATURE	22
3	RESEARCH METHODOLOGY	37
	3.1 Research Design	37
	3.2 Sampling Technique	37
	3.3 Sources of Data	38
	3.4 Structure of Questionnaire	38
	3.5 Sampling size	38
	3.6 Period of Study	38
	3.7 Analytical Tools	39
4	DATA ANALYSIS AND INTERPRETATION	40
	4.1 Percentage Analysis	40
	4.2 ANOVA	68
	4.3 Analysis using Karl Pearson correlation	69
5	FINDINGS, SUGGESTIONS AND CONCLUSION	70
	5.1 Findings	70
	5.2 Suggestions	72
	5.3 Conclusion	73
	REFERENCES	74
	APPENDIX – I (Questionnaire)	77
	APPENDIX – II (Article)	83

LIST OF TABLES

CHAPTER NO	TITLE	PAGE NO
4.1.1	Gender of the respondents	40
4.1.2	Age of the respondents	41
4.1.3	Marital Status of the respondents	42
4.1.4	Education of the respondents	43
4.1.5	The Current Segment of the respondents	44
4.1.6	Designation of the respondents	45
4.1.7	The Kind of Symptoms Experience Due to Stress of the respondents	46
4.1.8	Feeling Relaxed in Hard Time by the respondents	48
4.1.9	Express the Level of The Job Stress of the respondents	49
4.1.10	Satisfied with The Working Hours Allotted by the respondents	50
4.1.11	The Satisfaction of The Work Load of the respondents	51
4.1.12	Satisfied on The Control of The Work Assigned of the respondents	52
4.1.13	Satisfied with Targets of the respondents	53
4.1.14	Best Statements to Describe Their Work-Life Balance	54
4.1.15	Attempts Have Made to Relieve Their Job Stress or Solve the Problem Causing It	55
4.1.16	Getting Stress Due to Co-Workers	56
4.1.17	Job Stress Doesn't Involve Another Person	58
4.1.18	Organisations Find Stress Among Employees	59
4.1.19	Rating Regarding the Training Given By The Organization	61
4.1.20	Based on Opinion They Leads to Agree Dysfunctional Stress	62
4.1.21	Recommending the Best Stress Prevention Method	64
4.1.22	The Various Programs Conducted by The Organization to Reduce Stress	66

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4.1.1	Gender of the respondents	40
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4.1.9	Express the Level of The Job Stress of the respondents	49
4.1.10	Satisfied with The Working Hours Allotted by the respondents	50
4.1.11	The Satisfaction of The Work Load of the respondents	51
4.1.12	Satisfied on The Control of The Work Assigned of the respondents	52
4.1.13	Satisfied with Targets of the respondents	53
4.1.14	Best Statements to Describe Their Work-Life Balance	54
4.1.15	Attempts Have Made to Relieve Their Job Stress or Solve the Problem Causing It	56
4.1.16	Getting Stress Due to Co-Workers	57
4.1.17	Job Stress Doesn't Involve Another Person	58
4.1.18	Organisations Find Stress Among Employees	60
4.1.19	Rating Regarding the Training Given by The Organization	61
4.1.20	Based on Opinion They Leads to Agree Dysfunctional Stress	63
4.1.21	Recommending the Best Stress Prevention Method	65
4.1.22	The Various Programs Conducted by The Organization to Reduce Stress	66

CHAPTER 1

1.1 INTRODUCTION

The production and the manufacturing industry is considered as one of the key indicators for the development of a nation. Human resources are a significant approach to a firm's performance and it is believed that the Majority important assets of the firm are its people. The employees who are working in automobile industries are incurred with more psychological stress than the physical stress. The multitude of factors tends to be those associated with psychological and social issues that are related to both personal and work lives. The aim of this study is to investigate the impact of stress towards employee's performance working in the automobile industries.

What is stress?

Stress is the body's nonspecific response to a demand placed on it (Hans Selye)

"Stress as a condition or feeling experienced when a person perceives that demands exceed the personal and social resources the individual is able to mobilize". (Richard S. Lazarus)

"Nervous tension that results from internal conflicts from a wide range of external situations". (D'Souza)

Stress is derived from the Latin word "STRINGERE" meaning "to draw tight". Early definitions of strain and load used in physics and engineering eventually came to influence on one concept of how stress affects individuals. Stress may result in any kind of physical, psychological, or behavioural deviation in the person. The factors causing Stress is called Stressor. The various stressors are Environmental, Organizational, Individual etc.

Job Stress is defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources or needs of the worker. Moderating stress has still been a challenge because of the nature of work. The causes of Job Stress are Role Ambiguity, Role Conflict, Work overload, Work Underload, Communication etc.

Some workplace stress is normal, excessive stress can interfere with employee performance and can impact the physical, mental and emotional health. High Stress levels lead to less productivity. It also leads to high absenteeism levels, less organization commitment, less job involvement, job satisfaction, and also less engagement.

Job Stress or Occupational Stress is considered to be the daily aspect of in our day today work in the organizations. The job stress is an area which has been extensively researched around the world in the present industrial era. Majority of the organizations around the world have started giving importance to job stress right from the operational level of management until the top level of management. Every researcher has dealt with the job stress to identify the occupational hazards that are prevailing in the work spot and the ways to mitigate them. One of the Majority important aspects of the employees working in an organization is the satisfaction level of employees towards the job and also towards the organization. And this job stress has winged out in the COVID -19 pandemic situation.

The factor which is predominantly responsible for the job satisfaction would be the job stress. Specifically, when the employees who are working as an employee in the automobile industry and when they are incurred with the job stress then it will definitely affect the job satisfaction. Moreover, a dissatisfied employee will tend to change jobs which will lead to frequent attrition. There are many parameters which are directly and indirectly responsible for job stress of employees affecting their performance since they are made to do a variety of jobs.

1.1.1 Nature of stress

One believes that stress is a complex phenomenon because it is not tangible so it cannot be overtly touched. According to Bowling et al. (2001), stress occurs with the interaction between an individual and the environment, which produces emotional strain affecting a person's physical and mental condition. Stress is caused by stressors, which are events that create a state of disequilibrium within an individual. These authors also stated that the cost of too much stress on individuals, organizations, and society is high. Many employees may suffer from anxiety disorders or stress-related illnesses. In terms of days lost on the job, it is estimated that each affected employee loses about 16 working days a year because of stress,

anxiety or depression. According to Ritchie et al. (2009), for years stress was described and defined in terms of external, usually physical, forces acting on an individual. Later it was suggested that the individual's perception of and response to, stimuli or events was a very important factor in determining how that individual might react, and whether or not an event will be considered stressful. These authors further contended that Majority researchers acknowledged that both external and internal factors affect stress. They viewed stress as a response to external or internal processes, which reach levels that strain physical and psychological capacities beyond their limit. According to Blumenthal (2003), for thousands of years, the bodies of cavemen/women were primed to deal with the harsh rigors of their environment. In the face of danger a rush of adrenaline would prepare cave dwellers to either fight or run for their lives. In the face of adversity, muscles and nerves were charged for sudden movement, heart rates would increase, and blood would course through the veins with sugar released into the blood stream. The flight or fight response would ready them for action: powerful hormones epinephrine and nor epinephrine, released by the adrenal glands, endowed humans with enhanced alertness, strength and energy. Thousands of years later humans live in the same bodies and possess the same human brains but in a world with completely different stressors and hassles. While few humans may face danger from wild animals and unsuccessful hunting, urban life is equally demanding. The urban environment is rife with stressors (such as pollution, noise, violence, traffic) that stimulate the nervous system into a flight or fight response but it is only in rare instances that an aggressive or vigorous physical response is appropriate.

Types of stress

Taylor (1995) and other authors states that, there are five major types of stress and she explains them as follows:

Work stress

From the Second World War, stress has become an interesting topic for researchers. Organizations are finally recognized the fact that because of job stress, lots of human potentials are being disappeared. A Majority the employees say that they are under high stress at workplace. Hence, work stress is one of biggest problem in the global world. Stress is an unexpected reaction people have to treat

their investigate pressures. Stress can has a positive influence on employees only with a certain amount at which an employee can handle, however, Majorityly it exceeds the tolerable limits and has a negative effect on employees. According to Anderson (2002), family conflicts are also roots which create stress of employees (Anderson et al, 2002). Stress has been viewed as an environmental stimulus to an individual; it defined stress as an individual's reaction to environmental forces that had effects on individual performance. Because job stress can threats individual performance and family functional, it is quite dangerous. Job stress can make a difference between the ability of families to provide material security and demands on families. Even with executives and managers, stress is an experience in the work life of every employee. Work stress by accident made organizational performance go down. Besides, work stress not only has impact on company and employee job performance but also can shape dire influences

Chronic stress

She describes this type of stress as unrelenting demands and pressures for seemingly interminable periods of time. Chronic stress is the type that wears the individual down day after day and year after year with no visible escape. It grinds away at both emotional and health of the individual leading to breakdown and even death

Acute stress

This type of stress is the Majority common and Majority recognizable form of stress. It is the kind of stress which the individual knows exactly why he is stressed; he was just in a car accident; the school nurse just called him, a bear just ambled onto his campsite. It can also be something scary but thrilling, such as a parachute jump. Normally, the body rest when these stressful events cease and life gets back to normal because the effects are short-term. Acute stress usually does not caused severe or permanent damage to the body.

Traumatic stress

It is a severe stress reaction that results from a catastrophic event or intense experience such as a natural disaster, sexual assault, life-threatening accident, or participation in a combat. Here, after the initial shock and emotional fallout, many

trauma victims gradually begin to recover. But for some people, the psychological and physical symptoms triggered by the trauma do not go away, the body does not return to equilibrium, and life does not return to normal. This condition is known as post trauma stress disorder. Common symptoms of this type of stress are flashbacks or nightmares about the trauma, avoidance of places and things associated with the trauma, hyper vigilance for signs of danger and irritability and tension.

The effects of job stress on employee performance

The Majority important apprehensions in the study of work stress are the adverse impact on employees performance. Employees suffering with stress at work place, try to withdraw themselves from stressors in terms of high turnover and absenteeism from work. If leaving the job is not easily possible for employees, they may create problems for the management i.e. inefficiency in performance, wastage of operational resources, creating obstacles for subordinates and so on. This may result in worst situation for the organization. The factors associated with the poor performance or negative result in employees physical and psychological wellbeing at work is also causes for stress. Enduring stressful situation at work create a negative impact not only on employees performance but also hinders the overall performance at organizational level. It is very complex relationship of work stress and performance and for that organization need to take strategic decisions. According to few of the researches the productivity is considered to be at the peak with moderate level of work stress, but as it goes beyond that certain level, the productivity starts decreasing with increasing rate. It also has been found that the performance of employees remain poor at very low level of stress as well as at very high level of stress, because at low level of stress employees may not be sufficiently energized and may not be whole-heartedly dedicated to their job, resulting in low productivity. And at the peak of stress, employees want to get out of that stressful situation, result in no concentration on work.

Causes for stress:

- Absence of health insurance
- Shift work
- Working too many hours

- Job insecurity
- Work/family conflict
- Not feeling things are fair and just
- Lack of social supports, among others.

Impacts of stress

- Absenteeism, presenteeism and ill health
- Morale and motivation
- Staff turnover, recruitment and training
- Productivity and efficiency.
- Communication and relationships
- Business and financial performance
- Feeling overwhelmed or frustrated
- Feeling guilty or unhappy
- Being irritable
- Losing confidence and being indecisive
- Thinking negatively
- Having racing thoughts
- Memory problems
- Excessive worrying.
- Accident

1.1.2 The ways to reduce stress in an organization:

1. Encourage Open Communication: The statistics are true: Majority employees' workplace stress comes from their bosses. In fact, research has linked employees having a negative relationship with their boss to behaviours such as sleep problems, anxiety, high blood pressure, and even heart attack risk. The good news is, it doesn't have to be that way. Management classes that tackle leadership development or personal coaching like Reboot can give your team and your managers the tools to work with employees in a positive and constructive way.

You can also open up the training to your company as a whole. At Just works, Life Labs offers course subjects like emotional regulation, how to give difficult feedback,

and managing conflict. It helps employees communicate better and be more aware of their stress levels and what triggers their stress.

The more self-aware your team is around their behaviour, the better equipped they'll be to handle interpersonal challenges as they arise.

2. Offer Mental and Physical Health Benefits: If your employees are feeling profound effects of stress, it's likely that their mental and physical health will suffer as well. Providing a safety net to address those problems will help the overall health of your employees and of your organization. According to a study conducted by Just works, 41% of small- to medium-sized employers provide their employees access to benefits. Although offering access to a benefits package can feel expensive at first, it has plenty of returns. Employees with access to health insurance will perform better and be more loyal to the company, as well. According a study by Aflac, 26% of small business employees would move to a larger company for better benefits offerings.

3. Bring in Meditation Classes: According to an article by the Harvard Business Review, many CEOs are taking up meditation and finding ways to bring it to their employees, because they've seen the immediate benefits.

4. Offer Paid Time Off: Nothing busts stress like getting away from the office and having some fun. No matter the size of your company, try to make it a priority to offer employees paid time off (PTO) so that they can relax, rejuvenate, and come back better than ever. Unfortunately nearly 42% of Americans don't take vacation days. But doing so improves mental health, heart health, and even relationships. Whether you decide to offer two weeks or an unlimited policy, track time off and encourage employees to take that time off if they haven't done so yet.

5. Encourage Employees to Take Breaks: As Jason Schreier wrote in The New York Times, workplace cultures that encourage non-stop work have damaging effects on their employees. He outlined a phenomenon called "crunching", where

video game developers work as many as 20 hours a day for days or weeks on end. “The designer Clint Hocking described suffering memory loss as a result of the stress and anxiety of crunching on a game. Brett Douville, a veteran game programmer, said he once worked so long and for so hard that he found himself temporarily unable to step out of his car.” If your employees are overloaded and continually sacrificing their leisure time to get stuff out the door, it might be time to reconsider their workload — such as hiring more employees, or changing expectations. And by encouraging them to take breaks throughout the day, employees will come back to the office less stressed and more productive.

6. Take the Team Out on Company Offsites: If you really want to give your employees a break, take them somewhere fun to get their minds off workplace stress and bond with each other. The possibilities are endless: you could go to a vineyard, grab a drink together at the local pub, check out a baseball game, or have a picnic in the park. The activity you choose isn’t important. What’s more important is the spirit of getting out to do something fun together, to take away from the day-to-day stress at work. Not only will it help reduce workplace stress, it will also help your employees build personal connections and work better together as a team.

7. Bring Some Diversions into the Office: The team that plays together, works better together. There are an infinite number of fun activities you can bring in to reduce workplace stress, whether they’re permanent fixtures or for a special occasion. Here are a few ideas: Ping pong table, Dart board, Basketball hoop, Video games, Board games, Dog-friendly office .It may sound counterintuitive to bring diversions into a place of work, but allowing your employees to let loose during the day will help them deal with stress in the workplace and boost employee productivity and morale.

8. Consider Flexible Work Schedules: If any of your employees have children or an elder parent in need, the demands of work and home life can quickly become overwhelming. Allowing for employees to have a flexible work schedule will give

them time to take care of the people they love, and in turn allow them to be more present at work while they're there. If your employees perform work that could be done remotely, consider days where they can work from home as well if it makes their lives easier. Modern tools like Slack and Google Hangouts can still keep the communication lines open.

9. Know Your Paid and Unpaid Leave Policies: Speaking of which, knowing family leave policies in the country and your state are an important piece of offering employee support. Whether or not your company decides to offer unlimited vacations, you will have to consider the varied needs and circumstances of your team. For many people, workplace stress actually centres around the difficulty of fitting life events around work — such as pregnancy, family death and illness, and childcare.

1.1.3 Related theories

Both Cox and Griffiths (1995), created a framework that helps in evaluating the procedures of dealing with stressful situations. It is depended on the impact of an external stressor (Lazarus and Cohen, 1977; Antonovsky & Kats, 1967; Cohen 1984). This model focuses on the structural characteristics of the stress process, i.e. which stressors are likely to lead to which outcomes in which populations, however transactional views are cognitive, and focus on the dynamic relationship that occurs between individuals and their environment in terms of mental and emotional processes (Cox et al., 2000). This model studies more on cognitive approaches as opposed to G.A.S.-Seyles, it is also considered as one of the Majority dynamic model that is able to cater on individual differences and detects other alternative methods when dealing with stress (Mark & Smith, 2008). This model emphasis on enhancing the importance of stress-management, it also proposes various methods in managing psychological responses to stress (Sabrina, 2017). However the main limitation of this model lies on its simplicity that does not consider environmental, biology and social factors. Another challenge is to conduct any experimental research where it covers on subjective aspects. Some psychologists even have their own doubts that it still needs to appraise and improves (Sabrina, 2017).

1.2 INDUSTRY PROFILE

India became the fourth largest auto market in 2019 displacing Germany with about 3.99 million units sold in the passenger and commercial vehicles categories. India is expected to displace Japan as the third largest auto market by 2021.

The two-wheeler segment dominates the market in terms of volume owing to a growing middle class and a young population. Moreover, the growing interest of the companies in exploring the rural markets further aided the growth of the sector.

India is also a prominent auto exporter and has strong export growth expectations for the near future. In addition, several initiatives by the Government of India and major automobile players in the Indian market are expected to make India a leader in the two-wheeler and four-wheeler market in the world by 2020.

The Indian used car market was valued at USD 24.24 billion in 2019, and it is expected to register a CAGR of 15.12% during the forecast period (2020-2025). The used car market evolved in the country, with the growth of the organized and semi-organized sector. The pre-owned car or used car market crossed the 4 million units mark in FY 2018, which states that the used car market is 1.3 times of the new car market. One of the key growth drivers of the market is the revision of the GST rate on used cars from 28% to 12-18%. As, the Indian auto industry was expected to enter the BS-VI era from April 2020, the value proposition of used cars is expected to increase, as new cars are expected to become expensive due to additional technology costs. Additionally, according to the MD and CEO of Mahindra First Choice Wheels (MFCW), the companies' focus on reducing the production of diesel cars, like Maruti Suzuki's decision to exit the diesel car segment by April 2020, is also expected to increase the demand for compact diesel cars in the used car market, unless there is a backlash against diesel cars. Factors, such as standardized dealership experience, good price experience, and high financing cost for used cars, may hinder the growth of the used car market. Some of the major players dominating the market are OLX, Mahindra First Choice Wheels, Cars24, Maruti True Value, and Hyundai H Promise, among others.

1.2.1 Market Size

Domestic automobiles production increased at 2.36% CAGR between FY16-20 with 26.36 million vehicles being manufactured in the country in FY20. Overall, domestic

automobiles sales increased at 1.29% CAGR between FY16-FY20 with 21.55 million vehicles being sold in FY20.

Two wheelers and passenger vehicles dominate the domestic Indian auto market. Passenger car sales are dominated by small and mid-sized cars. Two wheelers and passenger cars accounted for 80.8% and 12.9% market share, respectively, accounting for a combined sale of over 20.1 million vehicles in FY20.

Passenger vehicle (PV) sales stood at 3,10,294 units in October 2020, compared with 2,71,737 units in October 2019, registering a 14.19% growth. As per the Federation of Automobile Dealers Associations (FADA), PV sales in November 2020 stood at 2,91,001 units, compared with 2,79,365 units in November 2019, registering a 4.17% growth.

Overall, automobile export reached 4.77 million vehicles in FY20, growing at a CAGR of 6.94% during FY16-FY20. Two wheelers made up 73.9% of the vehicles exported, followed by passenger vehicles at 14.2%, three wheelers at 10.5% and commercial vehicles at 1.3%.

EV sales, excluding E-rickshaws, in India witnessed a growth of 20% and reached 1.56 lakh units in FY20 driven by two wheelers.

Premium motorbike sales in India recorded seven-fold jump in domestic sales, reaching 13,982 units during April-September 2019. The sale of luxury cars stood between 15,000 to 17,000 in the first six months of 2019.

1.2.2 Investments

In order to keep up with the growing demand, several auto makers have started investing heavily in various segments of the industry during the last few months. The industry has attracted Foreign Direct Investment (FDI) worth US\$ 24.53 billion between April 2000 and June 2020, according to the data released by Department for Promotion of Industry and Internal Trade (DPIIT).

Some of the recent/planned investments and developments in the automobile sector in India are as follows

In November 2020, Mercedes Benz partnered with the State Bank of India to provide attractive interest rates, while expanding customer base by reaching out to potential HNI customers of the bank. Hyundai Motor India invested ~Rs. 3,500 crore (US\$ 500 million) in FY20, with an eye to gain the market share. This investment is a part of Rs. 7,000 crore (US\$ 993 million) commitment made by the company to the Tamil Nadu government in 2019. In October 2020, Kinetic Green, an electric vehicles

manufacturer, announced plan to set up a manufacturing facility for electric golf carts besides a battery swapping unit in Andhra Pradesh. The two projects involving setting up a manufacturing facility for electric golf carts and a battery swapping unit will entail an investment of Rs. 1,750 crore (US\$ 236.27 million). In October 2020, Japan Bank for International Cooperation (JBIC) agreed to provide US\$ 1 billion (Rs. 7,400 crore) to SBI (State Bank of India) for funding the manufacturing and sales business of suppliers and dealers of Japanese automobile manufacturers and providing auto loans for the purchase of Japanese automobiles in India. In October 2020, MG Motors announced its interest in investing Rs. 1,000 crore (US\$ 135.3 million) to launch new models and expand operations in spite of the anti-China sentiments. In October 2020, Ultraviolet Automotive, a manufacturer of electric motorcycle in India, raised a disclosed amount in a series B investment from GoFrugal Technologies, a software company. In September 2020, Toyota Kirloskar Motors announced investments of more than Rs 2,000 crore (US\$ 272.81 million) in India directed towards electric components and technology for domestic customers and exports. During early September 2020, Mahindra & Mahindra signed a MoU with Israel-based REE Automotive to collaborate and develop commercial electric vehicles. In April 2020, TVS Motor Company bought UK's iconic sporting motorcycle brand, Norton, for a sum of about Rs. 153 crore (US\$ 21.89 million), making its entry into the top end (above 850cc) segment of the superbike market. In March 2020, Lithium Urban Technologies partnered with renewable energy solutions provider, Fourth Partner Energy, to build charging infrastructure across the country. In January 2020, Tata AutoComp Systems, the auto-components arm of Tata Group entered a joint venture with Beijing-based Prestolite Electric to enter the electric vehicle (EV) components market. In December 2019, Force Motors planned to invest Rs. 600 crore (US\$ 85.85 million) to develop two new models over the next two years. In December 2019, Morris Garages (MG), a British automobile brand, announced plans to invest an additional Rs. 3,000 crore (US\$ 429.25 million) in India. Audi India planned to launch nine all-new models including Sedans and SUVs along with futuristic E-tron EV by end of 2019. MG Motor India planned to launch MG ZS EV electric SUV in early 2020 and have plans to launch affordable EV in the next 3-4 years. BYD-Olectra, Tata Motors and Ashok Leyland will supply 5,500 electric buses for different state departments.

1.2.3 Government Initiatives

The Government of India encourages foreign investment in the automobile sector and has allowed 100% foreign direct investment (FDI) under the automatic route. Some of the recent initiatives taken by the Government of India are -

Under Union Budget 2019-20, the Government announced to provide additional income tax deduction of Rs. 1.5 lakh (US\$ 2,146) on the interest paid on the loans taken to purchase EVs. The Government aims to develop India as a global manufacturing centre and a Research and Development (R&D) hub. Under NATRiP, the Government of India is planning to set up R&D centres at a total cost of US\$ 388.5 million to enable the industry to be on par with global standards. The Ministry of Heavy Industries, Government of India has shortlisted 11 cities in the country for introduction of EVs in their public transport systems under the FAME (Faster Adoption and Manufacturing of (Hybrid) and Electric Vehicles in India) scheme. The Government will also set up incubation centre for start-ups working in the EVs space. In February 2019, the Government of India approved FAME-II scheme with a fund requirement of Rs. 10,000 crore (US\$ 1.39 billion) for FY20-22.

1.2.4 Achievements

Following are the achievements of the Government in the last four years:

In H12019, automobile manufacturers invested US\$ 501 million in India's auto-tech start-ups according to Venture intelligence. Investment flow into EV start-ups in 2019 (till end of November) increased nearly 170% to reach US\$ 397 million. On 29th July 2019, Inter-ministerial panel sanctioned 5,645 electric buses for 65 cities. NATRiP's proposal for "Grant-In-Aid for test facility infrastructure for EV performance Certification from NATRiP Implementation Society" under the FAME Scheme was approved by Project Implementation and Sanctioning Committee (PISC) on 3rd January 2019. Under NATRiP, following testing and research centres have been established in the country since 2015. International Centre for Automotive Technology (ICAT), Manesar. National Institute for Automotive Inspection, Maintenance & Training (NIAIMT), Silchar. National Automotive Testing Tracks (NATRAX), Indor. Automotive Research Association of India (ARAI), Pune. Global Automotive Research Centre (GARC), Chennai.

SAMARTH Udyog - Industry 4.0 centres: 'Demo cum experience' centres are being set up in the country for promoting smart and advanced manufacturing helping SMEs to implement Industry 4.0 (automation and data exchange in manufacturing technology).

1.2.5 Statistics:

- The Automobile industry can be categorized into subsectors such as passenger vehicles, commercial vehicles, three-wheelers and two-wheelers. Two-wheelers occupy the dominant position, constituting about 80% market share and overall passenger vehicles comprise 13%.
- India is the largest manufacturer of two-wheelers, three-wheelers and tractors in the world, and the fifth-largest vehicle manufacturer overall.
- India is currently the fourth largest Automobile market in the world.
- Total turnover of the Indian Automobile Industry during FY 2018-19 was around USD 118 Bn, which is 7.1% of the country's total GDP, 27% of Industrial GDP and 49% of Manufacturing GDP.
- The Automobile Industry is one of the largest employers. It provides around 37 million direct and indirect jobs.
- The current annual sale of vehicles of all categories is expected to reach 84.5 million by 2030.
- By 2026, production of passenger vehicles, commercial vehicles, two-wheelers and three-wheelers is expected to grow annually at 9.4 mn units, 2.0 mn units, 50.6 mn units and 0.95 mn units respectively.
- By 2026, as per the Automotive Mission Plan 2016-26, the Automobile industry has the potential to contribute about 12% of total GDP and create 65 mn jobs

1.2.6 Industry History

Although ancient Chinese writers described steam-powered vehicles, and both steam- and electric-powered cars competed with gas-powered vehicles in the late 19th cent. Frenchman Jean Joseph Etienne developed the first practical internal-combustion engine (1860), and later in the decade several inventors, Majority

notably Karl Benz and Gottlieb Daimler, produced gas-powered vehicles that ultimately dominated the industry because they were lighter and less expensive to build. French companies set the design of the modern auto by placing the engine over the front axle in the 1890s and U.S. manufacturers made important advances in the mass production of the auto by introducing cars with interchangeable machine-produced parts (one such car was created by Ransom E. Olds in 1901). In 1914 Henry Ford began to mass produce cars using assembly lines. In addition, his practice of providing loans to consumers to buy cars (1915) made the Model T affordable to the middle class. In the 1920s, General Motors further changed the industry by emphasizing car design. The company introduced new models each year, marketed different lines of cars to different income brackets (the Cadillac for the rich; the Chevrolet for the masses), and created a modern decentralized system of management. U.S. auto sales grew from 4,100 in 1900 to 895,900 in 1915, to 3.7 million in 1925. Sales dropped to only 1.1 million in 1932 and during World War II, the auto factories were converted to wartime production. The Indian used car market is segmented by the organized and unorganized segments. However, C2C (customer to customer) channel has also been used for the sales of pre-owned cars in the market.

Cars Used In India

-  Maruti
-  Hyundai
-  Honda
-  Tata
-  Mahindra



- Renault



- Ford



- Nissan



- Datsun



- Toyota



- Kia



- Volkswagen



- Skoda



- Isuzu



- Audi



- Mercedes-Benz



- BMW



- Jaguar



- Volvo



- Porsche



- Ferrari



- Rolls-Royce

AUTOMOBILE INDUSTRIES IN CHENNAI:

no	Name	Adress
1	Ashok Leyland Limited	Kathivakkam High Road, Ennore, Chennai, Tamil Nadu 600057
2	BMW India Pvt.Ltd.	Mahindra World City, Kachadimangalam, Tamil Nadu 603002
3	Caterpillar India Private Limited	Melnallathur Post, Thiruvallur, Tamil Nadu 602004
4	Daimler India Commercial Vehicles Pvt. Ltd.	Melnallathur Post, Thiruvallur, Tamil Nadu 602004
5	Ford India Pvt.Ltd.	Sangamithirai St, Maraimalai Nagar, Tamil Nadu 603209
6	Mahindra & Mahindra Limited	Mahindra Towers, 17/18, Pattullous Road, Royapettah, Anna Salai, Mount Road, Express Estate, Chennai, Tamil Nadu 600002
7	Force Motors Ltd	P 48/2, Mahindra World City, IV Phase, 8th Avenue, Changalpattu Taluk, Kanchipuram, Chennai, Tamil Nadu 603004
8	Hindustan Motor Limited	Adhigathur Village, Kadambathur, Post, Chennai, Tamil Nadu 631203
9	Hyundai	Plot No H 1, Sipcot Industrial Estate, Sriperumbudur Taluk, Kanchipuram District, Irrungattukottai, Tiruvallur, 602105 Tamil Nadu
10	Integral Coach Factory	Dr Ambedkar Rd, Integral Coach Factory Area, ICF North Colony, Konnur, Chennai, Tamil Nadu 600038

1.2.7 Designation of the employees in Automobile industry

- Service Manager
- Bodyshop Manager
- Workshop Controller
- Service Advisor (General Service)
- Service Advisor (Bodyshop - exclusively)
- Pre-Delivery Inspector (After Service - Usually done by a Senior Technician)
- Drivers for pickup & delivery of customer cars (With rough knowledge on identifying dents/ damages on the car before taking it for service)
- Technicians
- Dentors
- Painters
- Car Wash Executives
- Engineer
- Supervisor
- Line leader
- Operator
- Trainee Operator
- Labour
- Manager - Body & Paint
- Floor Supervisor /
- Controller Repair Technicians
- Maintenance Technicians
- Parts Manager
- Parts Supervisor
- Picker

1.3 Need for the Study

Majority organizations with the aim of attaining higher performance end up saddling employee's overload of work to meet the deadline and this might have psychological and physical effects on the employees which may result in somethings contrary to what these organizations want to achieve. Although organizations are paying more attention than in the past to the consequences of the trauma their employees go through when they place extraordinary demands on them, there is still more room for improvement.

There has been the need for a continuous change in management strategies, administration and the demand of employees to perform have been increasing. Majority of them belong to the lower strata of socio-economic groups and are highly stressed. Stress may be personal or organizational such as unsafe and uncomfortable work environments, lack of employee participation in organizational policies.

The study tries to understand that workplace stress is very costly as it contributes to low productivity, occupational illness, injury, absenteeism, poor employee morale and high health care costs.

1.4 Scope Of The Study

- The research measures the impacts of stress among employees
- To identify different methods which can be used to reduce stress that affects workers
- To help the management to know about the existence of stress in an organization

1.5 Objective Of The Study

This project is designed mainly to identify and evaluate the employees response towards the impacts of stress on the performance of employee in automobile industry.

1.5.1 Primary Objective

To identify the impacts of stress towards employee performance in automobile industry in Chennai

1.5.2 Secondary Objective's

- To investigate factors that causes work stress among employees in an automobile industry
- To identify the symptoms of stress in an employee
- To study on how an organisation find stress among employee
- To discuss on how stress can be prevented in an organization.
- To study on the opinion on the Dysfunctional area of stress among the employee

1.6 LIMITATIONS OF THE STUDY

- The analysis of the present study has been carried out based on the information has collected from the employee working in automobile industry.
- The study is an opinion survey; caution may have to be exercised while extending the result to other areas.
- Due to time constrict only 125 numbers of respondents were considered.
- The result fully depends on the information given by the respondents which may be based.

CHAPTER 2

REVIEW OF LITERATURE

Bamba, Massaran. “Stress Management And Job Performance In The Industries Sector Of Mali”. Vol 09, 2020, No:189-194. The First Component Of This Work Is The Physical Environment In Which It Takes Place. In This Set Are Distinguished On One Hand The Atmosphere And The Other Hand Factors Of Production. To Qualitatively Assess Work, It's Determined By Its Performance. The Stress Is Positive Because Of The Finished Product, Marketing, Margins And Earnings. This Means That The Leaders Of The Industry Manage Well The Micro And Macroeconomics; Shareholders Ensure Financial And Strategic Activity That Bankers Give The Best Loans And Credits (Heritage, Finance, Strategy), That References To Grant The Delivery Inputs Of Guarantee (Economics, Finance, Strategy) Conditions Take Account Of Sociability, Liquidity, Sector Risk, Strength Of The Business, Its Future And The Competence Of Its Leaders. The Stress Is Negative In An Industry If It Has Increased Internal And International Competition; The Emergence Of Substitute Products; The Loss Of An Important Client Or His Bankruptcy; The Bankruptcy Of A Bank With Which The Industry Had Preferred Financial Relations; The Emergence Of New Regulations Concerning Safety And The Protection Of The Environment In Which The Industry Did Not; The Decline Continues To The Listing On The Stock Exchange; The Rotation Of Stocks And Different Clients Of The Industry Standard; The Financing Of Investments By Operation Of Repeated Losses Of Operating Resources; The Impossibility Of Renewal Of Credit Stress Is A Reaction To Physical Or Psychological Constraints. It Can Highlight Different Sources Of Occupational Stress Investments Sources At Work (Working Conditions, Urgency Of The Time Etc.). Ambiguities And Overload Conflicts Of Roles Of Responsibilities (Several Suicide In French Companies); Career Too Or No Promotion, Lack Of Job Security, Ambition Thwarted, Difficult Professional Relationship With Supervisor, Colleagues, Subordinates, Difficulties Of Delegation Of Authority, Organizational Climate: No Or Limited Participation In The Process Of Decisions, Restrictions On The Power Of Decisions (Budget), Family And Personal Life Can Also Be A Source Of Stress.

Chaudhary, Pankaj, “Impact Of Covid Pandemic On Indian Automobile Industry”.2020. This Book Comprises Impact Of Change In Emission Norms By Government, Impact Of Lockdown, Impact Of Slowdown In Auto Industry On Economy, Consumer Sentiments About Recovery Of Market Post Corona Pandemic, Millennial's Emerging As Life Saver For The The Auto Industry.

Davey, Sarah & Lee, Ben & Robbins, Timothy & Randeva, Harpal & Thake, Charles Douglas. “Heat Stress And PPE During COVID-19: Impact On Health Care Workers’ Performance, Safety And Well-Being In NHS Settings”. Journal Of Hospital Infection. Vol 108, 2020, 10.1016/J.Jhin.2020.11.027. Personal Protective Equipment (PPE) Can Potentiate Heat Stress Which May Negatively Impact Wearer’s Performance, Safety And Well-Being. In View Of This, A Survey Was Distributed To Healthcare Workers (Hcws) Required To Wear PPE During The COVID-19 Pandemic In The UK To Evaluate Perceived Levels Of Heat Stress And Its Consequences. Respondents Reported Experiencing Several Heat-Related Illness Symptoms And That Heat Stress Impaired Both Cognitive And Physical Performance. The Majority Also Reported PPE Made Their Job More Difficult. These, And Additional Responses, Suggest That Modification To Current Working Practices Is Urgently Required To Improve Hcws’ Resilience To Wearing PPE During Pandemics.

Jin, Cheng-Lin & Chen, Ting & Wu, Shu-Yang & Yang, Yi-Lin. “Exploring The Impact Of Stress On Burnout”,2020, No:1-8. Educational Management And Social Psychology Researchers Have Frequently Suggested That Job Burnout And Even Turnover Intention Of College Teachers Can Be Induced By Stress, Which Is An Inherent Part Of Fast-Changing Environments And Advanced Educational Technology. However, Studies About The Contingency Effect Remain Limited. We Articulate The Effect Of Role Stress And Technostress By Integrating Organizational Behaviour And Educational Management Literature. Particularly, This Study Tries To Investigate The Moderating Effect Of Teacher Agility And Leader-Member Exchange Differentiation On Suppressing Burnout. According To The Job Demands-Resources Model, We Proposed That The Negative Effect Of Stress On Burnout Depends On The Degree Of Agility And Leader-Member Change Quality (LMXD). A Study Of 271 Samples Supports The Propositions. Specifically, The Adverse Effect Of Role Stress On Job Burnout Is Strengthened By Both Employee

Agility And LMXD. We Further Elaborate Theoretical Implications On Educational Management, Social Psychology, And Job Demands-Resources Model.

Lorenzo E. Garin Jr., Saranrat Chaiyaphongpipat Naresuan University International College, Phitsanulok, Thailand, “Factors Influencing Stress Of Employees And Its Impact To Employee’s Performance In The Workplace”, Vol. 10,2020, No. 8, 312-318 Doi:10.17265/2159-5542/2020.08.004. According To Lorenzo E. Garin Jr., Saranrat ,Factors Influencing Stress Of Employees And Its Impact To Employee’s Performance In The Workplace Were As Follows: General Factor Is Sleeplessness. One Was A Factor That Related To A Health Problem Because Employees Do Not Have Enough Sleep That May Affect To The Other Tasks. And Another Factor Of Stress Was Working Environment That Impacted Employee Performance In Workplace Such As Poor Ventilation Of The Office, The Lights On The Room Are Not Bright, Or Work Area Was Too Narrow. In Addition, The Result Of The Effects Of Work Stress On Employee Performance Will Effect On Their Health, The Effects Of Stress At Work Making An Impact On The Health Of Employees, The Reasons For Absence From Work, Or A Problem With Colleagues.

Pandey, Dhrubalal. “WORK STRESS AND EMPLOYEE PERFORMANCE: AN ASSESSMENT OF IMPACT OF WORK STRESS”. Vol 7.2020, No:124-135. Stress May Be A Universal Element And Individuals In Every Walk Of Life Should Face It. The Staff Working In Several Organizations Should Cater To Stress. Especially, Bankers Are Under A Good Deal Of Stress Because Of Many Antecedents Of Stress. These Stresses Result In Decreased Organizational Performance, Decreased Employees' Overall Performance, And Decreased Quality Of Labor, High Staff Turnover, And Absenteeism. It Also Causes Health Problems Like Anxiety, Depression, Headache And Backache. Eight Components Of Job Stress: Work Type, Salary Pay Scale, And Job Insecurity, Poor Communication, Work Overload, Lack Of Motivation, Lack Of Management Support And Poor Performance Evaluation And Appraisal System Were Examined During This Study. The Target Of The Study Is To Explore The Strain Related Problems Of Bankers And Examine The Factors That Play A Crucial Role In Creating Stress Among The Staff Of Banks. And Eventually, To Know The Impact Of Stress On Employee Performance, 200 Questionnaires Were Filled By The Bankers From Different

Banks Of Kathmandu Valley. The Results Show That Everyone The Components Of Stress Significantly Decreases Their Performance.

Ramos, Jon & Prasetyo, Yogi. “The Impact Of Work-Home Arrangement On The Productivity Of Employees During COVID-19 Pandemic In The Philippines”, Vol 6, 2020, No:135-140. The Prevalence Of Telework/Telecommuting Or Working From Home Arrangement Enabled By Digital Technology Has Been Increasing. In The Philippines, The Government Even Passed A Bill Otherwise Known As “Telecommuting Act” Which Approves The Employers Of Different Types Of Organizations To Implement Work From Home Or Alternative Workplace Arrangement To Their Employees. This Study Investigates The Impact Of Work From Home Arrangement On The Productivity Of Workers In The Philippines. Using Structural Equation Modelling, This Study Analyzed The Causal Relationship Between “Work From Home Factors”, “Job Satisfaction”, “Job Performance”, “Commuting Satisfaction”, “Job Stress” And “Productivity”. A Total Of 250 Electronic Questionnaires Were Collected From Participants In The Philippines. This Study Found That, “Work From Home Factors” Has Significant Positive Effect On “Job Satisfaction” And “Productivity” But, It Does Not Affect “Job Stress”. Secondly, “Work From Home Factors” Negatively Affects “Job Performance”. And Lastly, “Job Performance” Has Negative Significant Effect On “Productivity”. This Study Provides Insights About The Interrelationship Among “Work From Home Factors”, “Job Satisfaction”, “Job Performance”, “Commuting Satisfaction”, “Job Stress” And “Productivity” Thru The Application Of SEM. This Study Would Be Helpful To Different Organizations And Management Should They Consider Work From Home As One Of Their Work Arrangements.

Carter, Sarah & Oppermann, Elspeth & Field, Emma & Brearley, Matt. “ The Impact Of Perceived Heat Stress Symptoms On Work-Related Tasks And Social Factors”:-Sectional.Vol-82,2019,102918. Heat Poses A Significant Occupational Hazard For Labour-Intensive Workers In Hot And Humid Environments. Therefore, This Study Measured The Prevalence Of Heat-Stress Symptoms And Impact Of Heat Exposure On Labour-Intensive Industries Within The Monsoonal North Region Of Australia. A Cohort Of 179 Workers Completed A Questionnaire Evaluating Environmental Exposure, Chronic (Recurring) And/Or Severe (Synonymous With Heat Stroke) Symptoms Of Heat Stress, And Impact

Within Work And Home Settings. Workers Reported Both Chronic (79%) And Severe (47%) Heat Stress Symptoms, With Increased Likelihood Of Chronic Symptoms When Exposed To Heat Sources (OR 1.5-1.8, P = 0.002-0.023) And Decreased Likelihood Of Both Chronic And Severe Symptoms When Exposed To Airconditioning (Chronic: OR 0.5, P = < 0.001, Severe: OR 0.7, P = 0.019). Negative Impacts Of Heat Exposure Were Reported For Both Work And Home Environments (30-60% Respectively), Highlighting The Need For Mitigation Strategies To Reduce Occupational Heat Stress In The Monsoonal North.

Ekienabor, Ehijiele, Impact Of Job Stress On Employees' Productivity And Commitment. Vol 2, 2019, No:(124-133). The aim of the study is to investigate the impact of job stress on employees' productivity and commitment among academic staff of nigeria universities. The scope of study is centered on all universities in nigeria. Field study was conducted with questionnaire as the primary data collection instrument. Data was analysed using statistical techniques with spss (version 20) calculated chi-square. The results showed that there is an impact of job stress on the productivity of employees. In addition, there is an impact of job stress on employees' commitment. When higher level of stress exist with no managerial concern for solution consequently lowering the employee performance; staking organizational reputation and loss of skilled employees, these situations call for immediate concern from organization management for employing effective stress management practices to increase employee satisfaction and overall employee performance. It was recommended that remedial measures need to be taken by management to minimize the effects of job stress on permanent basis. For this purpose, management must conduct the research programs to build the managerial and technical skills of employees.

Muhammad Omair, Misbah Ullah, Baishakhi Ganguly, Sahar Noor, Shahid Maqsood And Biswajit Sarkar, "The Quantitative Analysis Of Workers Stress", 15 July 2019, Vol 7, No:627. Due To Working Environment In The Production System Of The Automobile Part Manufacturing Industry. In This Research It Is Identified That The Cost Of Workers' Stress By Developing A Linkage Between The Economic Benefits Of The Firms And The Social Upgrading Of The Workers. A Numerical Example Of A Production Based System Is Performed To Represent The Real-Time Application Of The Proposed Model. A Sensitivity Analysis Is Also

Carried Out To Quantify The Impact Of Average Stress Among Workers On The Production System. Sequential Quadratic Programming Is Used To Optimize The Given Nonlinear Model For Production Planning. The Optimal Results Influence Ergonomics Awareness And The Relationship With The Safety Culture Among Managers In A Firm. It Is Concluded That Efficient And Effective Production Cannot Be Possible Without Considering The Working Conditions Of Humans In The Firm. Managerial Insights Are Also Generated From The Implications Of The Results And Sensitivity Analysis.

Raghavendra H K And Raghunandan M V, Women Engineers And Work Life Balance “A Case Study Of Women Working In Manufacturing Industries In Mysuru City, Vol 9(1), 2018, NO:752–755. The Current Study Is Focused On The Concept Of Work Life Balance Of Women Working In Engineering Industries And To Identify The Various Factors Which Relates To Their Life Balance And To Propose The Suitable Model For Balancing Their Life In Their Professional Endeavour. Studies Show That Women Prefer Production And Mechanical Engineering Studies As A Career Option .The Study Was Conducted In Different Manufacturing Industries In Mysuru City. The Method That Was Used To Collect The Data Was Random Sampling And Happens To Be The Best Technique. Structured Questionnaire Were Administered For Collecting Primary Data From Respondents. Data Analysis Tools Contain Chi-Square, Standard Deviation, Averages, Tabulations, Percentage Analysis, And Charts For Hypothesis Testing. The Study May Give Some Important Measures For Industries To Understand The Problems And The Facilities They Can Provide Benefits To Women’s And Help Them To Maintain The Balance Of Work Both In Stores And At Home.

Rengamani, J. “A Study On The Factors Influencing The Job Stress Of Production Engineers In The Automobile Companies In Chennai”, Vol-8, 2018, No:427-436. Job Stress Or Occupational Stress Is Considered To Be The Daily Aspect Of Modern Day Work In The Organizations. The Job Stress Is An Area Which Has Been Extensively Researched Around The World In The Modern Day Industrial Era. Majority Of The Organizations Around The World Have Started Giving Importance To Job Stress Right From The Operational Level Of Management Until The Top Level Of Management. Every Researcher Has Dealt With The Job Stress To Identify The Occupational Hazards That Are Prevailing In The Work Spot And

The Ways To Mitigate Them. One Of The Majority Important Aspects Of The Employees Working In An Organization Is The Satisfaction Level Of Employees Towards The Job And Also Towards The Organization. The Factor Which Is Predominantly Responsible For The Job Satisfaction Would Be The Job Stress. Specifically When The Employees Who Are Working As Production Engineers In The Automobile Companies And When They Are Incurred With The Job Stress Then It Will Definitely Affect The Job Satisfaction. Moreover, A Dissatisfied Production Engineer Will Tend To Change Jobs Which Will Lead To Frequent Attrition. There Are Many Parameters Which Are Directly And Indirectly Responsible For Job Stress Of Production Engineers Since They Are Made To Do A Variety Of Jobs. The Production Engineers Who Are Working In Automobile Companies Are Incurred With More Psychological Stress Than The Physical Stress. The Multitude Of Factors Tends To Be Those Associated With Psychological And Social Issues That Are Related To Both Personal And Work Lives. The Aim Of This Study Is To Investigate The Impact Of The Factors Of Job Stress Of Production Engineers In The Automobile Companies In Chennai.

S. Jayaraman & Jayaseelan, Suhashini & Geetha, U. & Manju, E. “A Study On Impact Of Job-Related Factors On Work Life Balance Of Automobile Sector Workers In Dindigul District”.2018, Vol 9, No:1732-1740. This Research Aims To Find Out The Level Of Work Life Balance Of The Automobile Workers And The Relationship Between The Job Factors And Work Life Balance Of Automobile Workers In Dindigul District. Primary Data Were Used In This Research, Were Collected From 298 Automobile Workers From Dindigul District. Questionnaire Was The Main Tool Used To Collect The Pertinent Data From The Selected Sample Respondents. For This Purpose, A Well-Structured Questionnaire Was Framed With The Help Of Experts And The Experienced Employees Of Various Automobile Units In Dindigul District. The Respondents Were Chosen By Simple Random Sampling Method. The Analytical Procedures Of Regression, Chi Square And Simple Percentage Analysis Were Utilized To Find The Impact Of Job Related Factors With The Work Life Balance. The Maximum Automobile Workers Were Generally Satisfied With Their Jobs. The Analytical Procedure Of Multiple Regressions Was Utilized To Determine The Predicting Strength Among Work Life Balance And The Independent Variables, The Multiple Regression Analysis

Indicated That Job Factors Were Majority Strongly Related To Work Life Balance. This Study Provides Another View About The Importance Of Work Life Balance And Job Factors For Organizational Effectiveness And Performance.

Jalagat, Revenio. “Determinants Of Job Stress And Its Relationship On Employee Job Performance’.Vol 2, 2017, N0:1-10. Stress Happens In Workplaces And It Arises At Different Levels. Job Stress Is Becoming An Alarming Situation In The Workplace. This Study Is Aimed At Determining Job Stress Variables That Affect Employee Performance. It Also Determine The Relationship Between Job Stress And Employee Performance. To Achieve This Objective, The Study Was Conducted To Petroleum Development Oman (PDO) In Al-Bahja Center To 65 Respondents. The Study Employed The Descriptive Research Design Using The Survey Questionnaires As Its Instruments And Utilized The Purposive Sampling To Obtain The Sample. Originally, Questionnaires Were Distributed To 80 Respondents But Only 65 Questionnaires Were Retrieved And Analyzed. Highlights Of The Findings Indicated That, There Is Significant Relationship Between Job Stress And Employee Performance With $R=0.955$. When Analyzed The Independent Variables Individually Using Regression Analysis, Results Revealed That Both Independent Variables: Underutilization Of Skills And Work Overload Significantly Correlates To Employee Performance With P-Values 0.000 ($P=0.000<0.05$) And 0.033 ($P=0.033<0.05$ Respective Which Were Lower Than 0.05 Level Of Confidence While There Was No Significant Relationship Between Role Ambiguity ($P=0.324>0.05$) And Employee Performance. Based On These Findings, It Can Be Recommended That The Company Should Consider Underutilization Of Skills And Work Overload As Predictors Of Employee Performance. The Company Should Put Consideration On Developing The Skills Of The Employees And Tapping Their Potentials. The Human Resource Department May Conduct As Appropriate Skills Inventory To Identify Talents And Potentials Of Employees With Proper Motivation As Well As Revisit Their Policies On Promotion. However, It Also Recommended That Further Studies Can Be Conducted To Consider Larger Sample, Scope And More Variables As Appropriate To Arrive At More Reflective Results.

M., Shaju & Durai, Subhashini. “A Study On The Impact Of Job Satisfaction On Job Performance Of Employees Working In Automobile Industry”, 2017,

Vol. 9, No. 1. This Is An Exploratory Research, Attempting To Discover How The Dimensions Of Job Satisfaction Are Significantly Related To The Job Performance Of An Employee. The Data Were Collected From Employees Working In Automobile Industry, Having Experience Of Above Or Below 10 Years, So As To Ensure Relatively Accurate Responses On Performance Evaluation At Different Groups Of Employees In The Automobile Industry. The Result Shows The Existence Of A Positive Correlation Between The Dimensions Of Job Satisfaction And Performance Of Employees At Both Supervisors And Workers Levels Working In The Automobile Industry.

Murali, Sharmilee & Basit, Abdul & Hassan, Zubair. “IMPACT OF JOB STRESS ON EMPLOYEE PERFORMANCE”. Vol. 5 (No.2), November, 2017. Purpose Of This Study Is To Analyses The Impact Of Job Stress On Employee Performance. A Causal Research Design Was Adopted To Carry Out The Data Collection. For This Purpose Employees From Various Sectors Were Chosen. A Questionnaire With 26 Items With Likert Scale (1: Strongly Disagree To 5: Strongly Disagree) Were Developed And Tested For Its Reliability And Validity Prior To The Distribution Of Questionnaire Via Social Media. 310 Respondents Were Selected From Various Sectors In Malaysia Using Convenient Sampling Technique. The Survey Questionnaire Was Sent Via Facebook Inbox Requesting To Complete It. The Questionnaire Includes Demographic Information's And Statements To Measure Four (4) Independent Variables Of Time Pressure, Workload, Lack Of Motivation, And Role Ambiguity To Measure Level Of Stress. The Dependent Variable Is Employee Performance. Only 136 Completed Questionnaires Were Returned (Usable Sample). Regression Analysis Was Carried Out To Examine The Impact Of Stress On Employee Performance Using SPSS21. We Found That Time Pressure And Role Ambiguity Have Significant And Negative Influence On Employee Performance. The Other Two Factors Of Workload And Lack Of Motivation Do Not Have Any Significant Influence On Employee Performance.

Beehr, T.A. & Newman, J.E., “Job Stress, Employee Health, And Organizational Effectiveness: A Facet Analysis. Personnel Psychology”, Vol 31,2016, No:665-700 According To Beehr, T.A. & Newman, Some Of The Major Problems Of The Research In This Area Are: Confusion In The Use Of Terminology Regarding The Elements Of Job Stress, Relatively Weak Methodology Within

Specific Studies, The Lack Of Systematic Approaches In The Research, The Lack Of Interdisciplinary Approaches, And The Lack Of Attention To Many Elements Of The Specific Facets.

Bulbul Kar, Dr. Biswadeep Mishra Research Scholar, Department Of Management Studies, Guru Ghasidas Vishwavidyalaya, Bilaspur Associate Professor, Department Of Management Studies, Guru Ghasidas Vishwavidyalaya, Bilaspur, “A Study On Occupational Stress And Job Performance”, Volume-6, Issue-1, January-February-2016 Page Number: 402-407 Concluded That Increasing Time Pressure And Role Ambiguity Would Reduce Employee Performance In All Aspects. Therefore It Is Important For Managers To Ensure Role Ambiguity Is Minimized And Clear Roles Are Given And Communicated To The Employees If They Wish To Enhance Employee Performance. Also Managers And Supervisors Are Strongly Recommended To Discuss The Time Allotment And Task Completion Dates And Duration Of The Task With Their Subordinates To Avoid Time Pressure. This Would Possibly Enhance Employee Performance. Future Research Should Consider A Larger Sample From Leading Sectors Where Job Natures Are Similar. Analysis Should Be More Rigorous, Where Amos Could Be Used For Structural Equation Modelling.

Dehghan, Habib & Mobinyzadeh, Vajiheh & Habibi, Peymaneh. (2016). “The Effects Of Heat Stress On Job Satisfaction, Job Performance And Occupational Stress In Casting Workers. In Press,2016. Job Satisfaction, Job Performance, Job Stress And Heat Stress Aect The Productivity Of Workers. Objectives: This Research Aimed To Study The Relationship Between Heat Stress Indices With Job Satisfaction, Job Performance And Job Stress In Casting Workers. Patients And Methods: This Descriptive-Analytical Cross Sectional Survey Was Performed During Summer 2013 On One Hundred Cast- Ing Workers. Data Were Collected By Questionnaires Of Occupational Stress, Job Satisfaction And Job Performance. Heat Stress Was Measured By The Wet Bulb Globe Temperature (WBGT) And Heat Strain Score Index (HSSI) Questionnaire. The Data Were Analyzed Using Correlation Coecient By The SPSS16 Software. Results: The Results Showed That Job Satisfaction Had A Negative Correlation With WBGT Index ($R = -0.42$, $P < 0.001$) And HSSI ($R = -0.49$, $P < 0.001$). Also, There Was No Statistical Correlation Among Occupational Stress And Job Performance With Heat

Stress Indices. Conclusions: The Present Study Showed That Heat Stress Had A Negative Effect On Job Satisfaction; Also There Were No Significant Effects On Job Stress And Job Performance.

Kdv & Vaidya, Rajesh & Mahavidyalaya, Nehru & Nagpur, Maharashtra & Vemula, Anil. "Study On The Causes Of Stress Among The Employees In IT Sector And Its Effect On The Employee Performance At The Workplace", A Comparative Analysis. Vol-7, 2016, No:76-98. The Reported Study Focuses On The Wide Spread Silent Issue The " Stress " And Throws A Light On A Comparative Analysis Of Causes Of Stress Among The Employees And Its Effect On The Employee Performance At The Workplace In International Agricultural Research Institute (IARI) And Information Technology Sector (ITS), And Determine The Level Of Differences If Any, Among Both The Areas Employees. A Survey Of 150 Employees Each Of The IARI And ITS Respectively Carried Out To Assess The Twelve Independent Variables And Its Effect On Employees' Performance, The Dependent Variable. The Descriptive Analysis, Correlation Techniques And Parametric Statistics Like T-Test And F-Tests Carried Out To Arrive At The Conclusions. To Measure The Reliability Of The Scale Used For This Research, And Internal Consistencies Of The Survey Questionnaire, The Reliability Statistic Cronbach's Alpha (C-Alpha) Is Used. The C-Alpha Values For All The Variables Ranged From 0.60 To 0.70 For IARI, From 0.70 To 0.80 For ITS, Whereas The Overall C-Alpha Values Are, 0.74 And 0.84 For IARI And ITS Respectively. Occupational Stress On Performance For The IARI Employees Is Moderate And When Compared With The ITS, Which Reported Higher Impact On Its Performance Than IARI. The Results Indicate That The Job Related Stress In General And The Stress Factor Job Security In Particular Effects The Employee Performance In IT Sector. Health-Wise, Some Employees Had Developed Chronic Neck And Back Pain, An Effect Of Long Sitting Hours At Work. The Study Was Conducted In Metro City Of Hyderabad, Telangana, India. Occupational Stress Is A Subject Which Is Difficult To Stay Away From. It Is An Excessive Cost Of Doing Business That Influences Both Worker And Corporate Benefits. Stress Is The Demand Of The Day And It's Exceptionally Difficult To Be Totally Without Stress. Work Stress Or Occupational Stress Has Turned Into A Popular Expression And A Late Estimate Is That Stress Results In Lost Work Efficiency Because Of Absence From Work.

Research Proof Demonstrates Past Debates That Stress Dysfunctional Affect Both Individual And Hierarchical Results. Effect Of Word Related Stress On Worker Execution Has Been Perceived As A Critical Range Of Sympathy Toward Organization. Negative Stress Influences The Physical And Emotional Wellness Of The Workers That Thusly Influences Their Execution On Employment. Research Into The Relationship In The Middle Of Stress And Job Performance Has Been Ignored In The Word Related Stress Writing. It Is In This Manner Noteworthy To Comprehend Word Related Stress And On One Hand Different Parameters Of Job Performance And Effect Of Stress On Various Parts Of Job Performance On The Other. A Great Deal Of Writing Is Accessible On Stress And Job Performance. It Is Neither Conceivable Nor Attractive To Overview The Entire Writing. In This Manner, Audit Has Been Taken Just For Important Works. Such Survey Of Writing Dependably Offers The Researcher Some Assistance With Being Getting A Review Of Issue Under Study. Consequently, The Word Related Stress And Its Effect On Job Performance Are Looked Into.

Komolafe, M. J., & Ogunmakin, A. O. “Job Satisfaction Among Secondary School Teachers: Emotional Intelligence, Occupational Stress And Self-Efficacy As Predictors”. Vol 4(3), 2014, No:487. Stress Is A Condition In Which Individuals Are Exposed To Opportunities, Obstacles And Desires, And Although The Results Obtained Are Extremely Important, They Cannot Be Ascertained Occupational Stress In This Study Is Defined As Pressure, Tension Or An Unpleasant Situation Experienced By Female Employees That Could Affect Their Emotions, Thinking Process And Condition. Stress Can Bring Either Positive Or Negative Effect On The Performance Of The Female Employees, Depending On The Level Of Stress Felt By These Female Employees. Stress At Low To Medium Levels Stimulates The Body And Improves The Ability To React; This Will Help Individuals Do Their Job Better,Faster Or More Comprehensively. However, Excessive Stress Puts Unachievable Demands Or Constraints On A Person, Resulting In Lower Performance

Ratnawat, Ramgopal & Jha Dr,. Impact Of Job Related Stress On Employee Performance, 2014, Vol 16, No:01-06. In This Study The Impact Of Organizational Culture On Employee Performance, It Is Vital To Understand The Organizational Culture And Different Aspects Of Employee Performance Are Being Investigated.

Though There Are Varying Perspectives On Organizational Culture Resulting Into Different Model, There Is No Unanimity About What Constitutes An Organizational Culture. Similarly There Are Varying Criteria To Assess Employee Performance. It Was Found That The Researchers Have Considered Varying Dimensions Of Culture On One Hand And Different Criteria To Assess Employees' Performance. A Conceptual Model Is Proposed Towards The End To Study The Structural Relationship Between Organizational Culture And Employee Performance.

Azman Ismail, Fara Farihana Suhaimi, Rizal Abu Bakar, Syed Shah Alam, "Job Stress With Supervisor's Social Support As A Determinant Of Work Intrusion On Family Conflict", Vol 6(4), 2013, No:1188-1209. A Survey Method Was Employed To Gather Survey Questionnaires From Academic Staff In A Malaysian Government University In Borneo. Findings: The Outcomes Of Smartpls Path Model Showed Three Major Findings: First, Supervisor's Social Support Does Act As An Important Moderating Variable In The Relationship Between Role Ambiguity And Work Intrusion On Family Conflict. Second, Supervisor's Social Support Does Not Act As An Important Moderating Variable In The Relationship Between Role Conflict And Work Intrusion On Family Conflict. Third, Supervisor's Social Support Does Not Act As An Important Moderating Variable In The Relationship Between Role Overload And Work Intrusion On Family Conflict. In Sum, Supervisor's Social Support Does Act As A Partial Moderating Variable In The Hypothesized Model.

Yozgat, U., Yurtkoru, S. And Bilginoglu, E. "Job Stress And Job Performance Among Employees In Public Sector In Istanbul: Examining The Moderating Role Of Emotional Intelligence". Vol 75, 2013, No:518-524. In This Study Are Determining The Organizational Burnout, Organizational Commitment And Job Performance Levels Of The Employees That Work In Coal Mining And Finding Out The Influences Of These Levels Upon Each Other. In Accordance With This Purpose, A Study, Which Is Aimed At Blue-Collar Workers That Work Within The Facilities Of Turkish Hard Coal Enterprise (TTK)—Turkey's Biggest Coal Operation, Was Carried Out. Survey Technique Was Used In This Study, And The Prepared Questionnaires Were Conducted To 1238 Blue-Collar Workers Through Face-To-Face Method. Maslach's . In The Result Of The Analyses Carried Out, A Significant Relation Was Not Found Between The Organizational Commitment And The

Organizational Burnout Levels And Between The Organizational Commitment And The Job Performances Of Blue-Collar Workers, While It Was Determined That 1 Unit Of Increase In Organizational Burnout Level Caused 0.460 Unit Of Decrease In Job Performance. However, The Determination Of Both High Organizational Burnout And High Worker Performance In The Same TTK Organization Was Interpreted As The Development Of Organizational Burnout Based On Performance, Which Is Rarely Seen In The Literature

Avey, J.B., Luthans, F., Hannah, S.T., Sweetman, D. And Peterson, C. "Impact Of Employees' Character Strengths Of Wisdom On Stress And Creative Performance", Vol-22, 2012, No:165-18, Defines Stress As A Response To Certain Situation Or Condition That Is Determined By Individual Difference And Psychological Process, As A Consequence Of The Action Of The Environment, Situation Or Event That Puts Too Much Demand On One's Psychological And Physical Domain. Occupational Stress Arises Due To The Demands Of The Environment And Different Responses Each Individual Has In Facing The Demands..

Muhammad Jamal, Ph.D. Department Of Management John Molson School Of Business Concordia University Montreal, Quebec, Canada H3G 1M8 Canada, "Job Stress, Job Performance And Organizational Commitment In A Multinational Company". Vol. 2, 2011, No. 20. This Study Examined The Role Of Organizational Commitment In The Relationship Of Job Stress And Job Performance Among Employees Working In A Large North American Based Multinational Corporation In Malaysia (N=305) And Pakistan (N=325). Data Were Collected By Means Of A Structured Questionnaire From Employees On Job Stress And Organizational Commitment. Job Performance Data Were Obtained From The Company's Files In Both Countries. Four Types Of Relationships Were Proposed Between Job Stress And Job Performance; Positive Linear, Negative Linear, U Shaped/Curvilinear, And No Relationship. In Both Countries, Data Clearly Supported The Negative Linear Relationship Between Stress And Performance Than Other Types Of Relationship. Hierarchical Multiple Regression Analysis Partially Supported The Role Of Organizational Commitment As A Moderator Of Stress And Performance Relationship. Implications Of The Findings Are Discussed For Future Research In The Areas Of Job Stress And Cross-Cultural Management.

Subha Imtiaz* & Shakil Ahmad “Impact Of Stress On Employee Productivity, Performance And Turnover”; Vol. 5 No. 4 June 2009 Pp. 468-477. According To Subha Imtiaz & Shakil Ahmad Stress Can't Be Eliminated As It Serves As A Driving Force If Kept At A Certain Level, So Stress Needs To Be Managed In The Sense That The Level Of Patient Care Job Satisfaction And Other Factor That Affect It Are Optimized Or Minimized.

Mathur, Garima & Vigg Kushwah , Silky & Sandhar , Simranjeet & Holani, Umesh, “Stress As A Correlate Of Job Performance: A Study Of Manufacturing Organizations”. Vol:4, (2007), No:79-85. In This Paper The Authors Worked On The Study On The Effect Of Stress On The Performance Of The Employees Working In Different Manufacturing Organizations. In This Competitive World Companies Are Facing Challenges At Every Step This Study Has Tried To Find Out The Underlying Factors Responsible For Stress As Well As Does Stress Affects The Performance Of The Employees On The Job. The Result Came Out With Factors Such As Organizational Culture, Role And Responsibility That Are Responsible For Stress And The Regression Test Has Been Applied To Check The Affect Of Stress On Job Performance Revealed That Stress Has An Affect On Job Performance And That Also A Positive Affect That Is Job Performance Increases With The Increase In Stress. The Responses Received From The Respondents Through The Questionnaire Have Been Analysed. Then The Correlation Of All The Items Was Calculated. Reliability Has Been Calculated By Using SPSS Software. The Results Of Reliability Through Cronbach's Alpha, And Used Regression Analysis. The Study Reveals The Positive Effect Of Stress On Job Performance Which Indicates That As The Stress Increases Job Performance Also Increases. Through This Study We Can Conclude That Employees Also Expect Stress Up To Certain Extent So As To Increase Their Performance.

CHAPTER 3

RESEARCH METHODOLOGY

3.1 RESEARCH DESIGN

A research design is considered as the framework or plan for a study that guides as well as helps the data collection and analysis of data.

3.1.1 Descriptive Research Design:

Descriptive research is a study designed to depict the participants in an accurate way. More simply put, descriptive research is all about describing people who take part in the study. Descriptive research is a type of research that describes a population, situation, or phenomenon that is being studied. It focuses on answering the how, what, when, and where questions of a research problem, rather than the why. This is mainly because it is important to have a proper understanding of what a research problem is about before investigating why it exists in the first place.

3.2 SAMPLING TECHNIQUE

3.2.1 Convenience sampling method

A convenience sample is one of the main types of non-probability sampling methods. A convenience sample is made up of people who are easy to reach. A convenience sample is a type of non-probability sampling method where the sample is taken from a group of people easy to contact or to reach. For example, standing at a mall or a grocery store and asking people to answer questions would be an example of a convenience sample. This type of sampling is also known as grab sampling or availability sampling. There are no other criteria to the sampling method except that people be available and willing to participate. In addition, this type of sampling method does not require that a simple random sample is generated, since the only criterion is whether the participants agree to participate.

3.3 SOURCES OF DATA

3.3.1 Primary data sources:

Primary data, by contrast, are collected by the investigator conducting the research. A project objective describes the desired results of a project, which often includes a tangible item. An objective is specific and measurable, and must meet time, budget, and quality constraints. Objectives can be used in project planning for business, government, non-profit organizations, and even for personal use. A project may have one objective, many parallel objectives, or several objectives that must be achieved sequentially. To produce the Majority benefit, objectives must be defined early in the project life cycle, in phase two, the planning phase.

3.3.2 Secondary Data sources:

Secondary data refers to data that was collected by someone other than the user. Common sources of secondary data for Journal, Books, Websites, organisational records and data that was originally collected for other research purposes.

3.4 STRUCTURE OF QUESTIONNAIRE

There are two broad types of questions open ended or open questions, and closed ended or closed questions. Open questions enable respondents to answer as they wish. Closed questions provide respondents with a list of options from which they choose.

3.5 SAMPLE SIZE

Sample size is the total number of respondents that has been covered under the survey which is 125.

3.6 PERIOD OF STUDY

The period of study is from January 2021 to March 2021 which is a three month of study.

3.7 ANALYTICAL TOOLS

The analytical tools used are spss for testing the hypothesis are,

- ❖ Percentage analysis
- ❖ ANOVA in spss tool.
- ❖ Correlation in spss tool

CHAPTER 4

DATA ANALYSIS AND INTERPRETATION INFERENCE

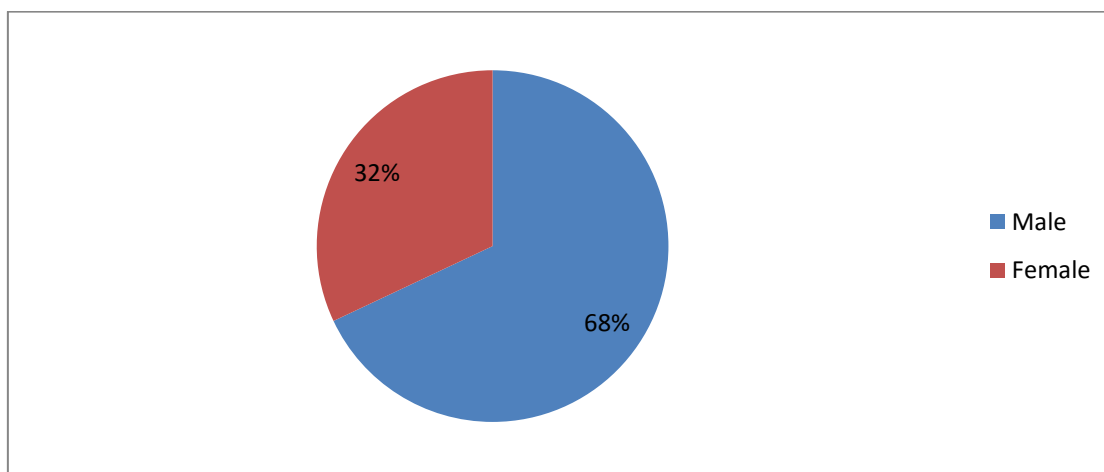
4.1 PERCENTAGE ANALYSIS

TABLE 4.1.1 GENDER OF THE RESPONDENTS

Particulars	No of Respondents	Percentage of Respondents
Male	85	68
Female	40	32
Total	125	100

Source: Primary Data

CHART: 4.1.1 GENDER OF THE RESPONDENTS



INTERPRETATION INFERENCE:

From the above table it can be inferred that 75% of the respondents are Male and 25% of the respondents are Female.

INFERENCE

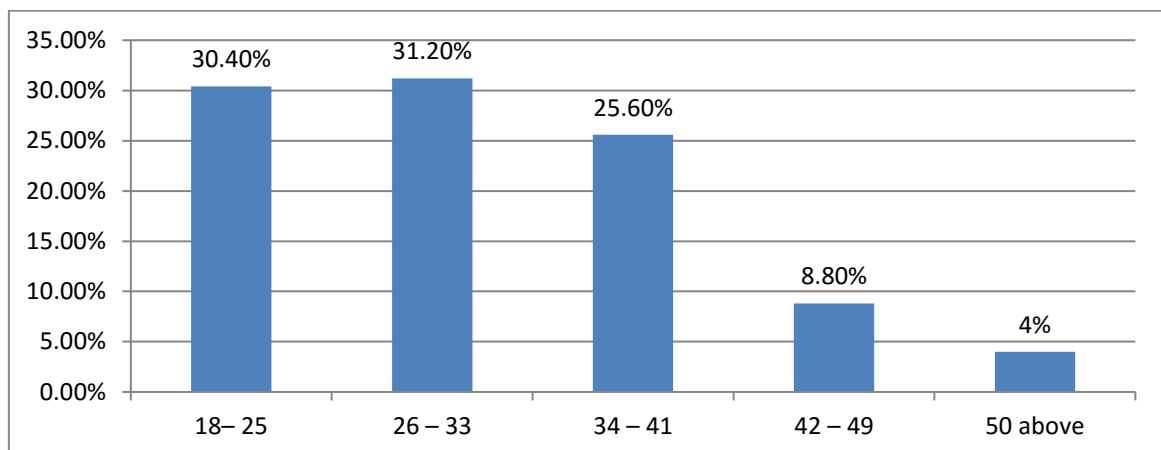
Majority of the respondents are Male (75%).

TABLE: 4.1.2 AGE OF THE RESPONDENTS

Particulars	No of Respondents	Percentage of Respondents
18– 25	38	30.4
26 – 33	39	31.2
34 – 41	32	25.6
42 – 49	11	8.8
50 above	5	4
Total	125	100

Source: Primary Data

CHART:4.1.2 AGE OF THE RESPONDENTS



INTERPRETATION: From the above table it can be inferred that 31.2% of the respondents are in the age group between 26-33yrs, 30.4% of the respondents are in the age group between 18-35yrs and 4% of the respondents is in the age group 50yrs and above.

INFERENCE:

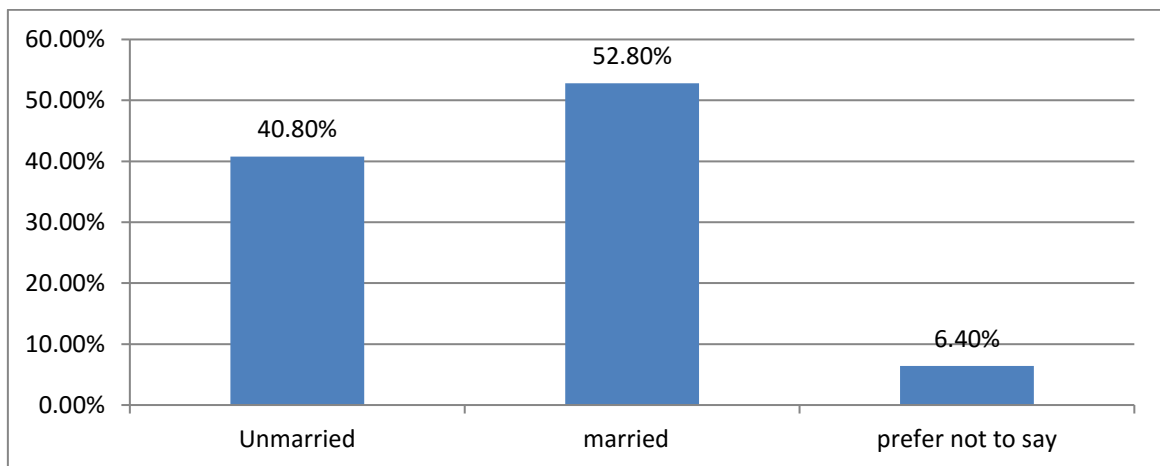
Majority of the respondents are in the age group between 26-33yrs (31.2%).

TABLE: 4.1.3 MARITAL STATUS OF THE RESPONDENTS

Particulars	No of Respondents	Percentage of Respondents
Unmarried	51	40.8
married	66	52.8
prefer not to say	8	6.4
Total	125	100

Source: Primary Data

CHART: 4.1.3 MARITAL STATUS OF THE RESPONDENTS



INTERPRETATION:

From the above table it can be inferred that 52.8% of the respondents are married, 40.8% of the respondents are unmarried and 6.4% of the respondents are prefer not to say.

INFERENCE:

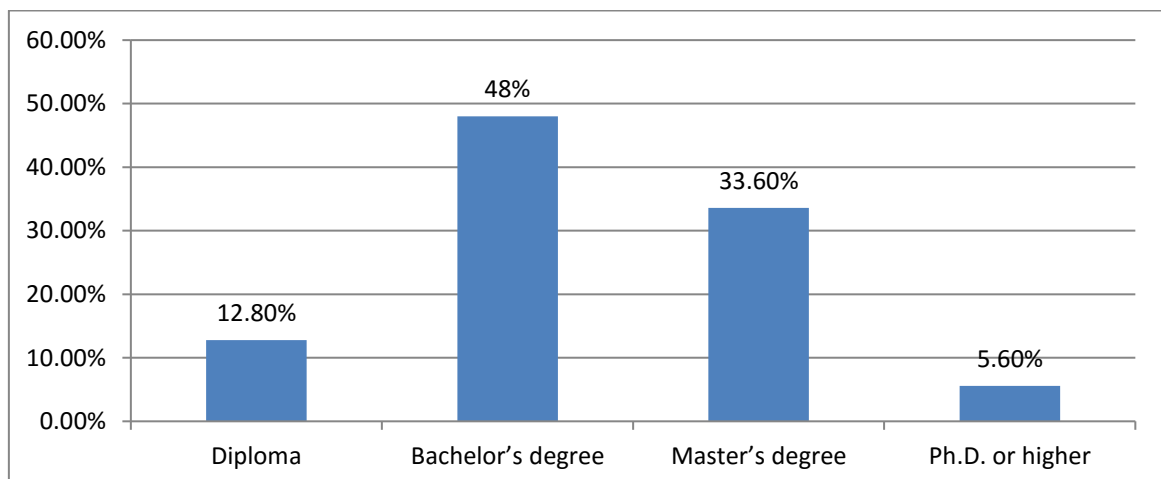
Majority of the respondents are married 52.8%.

TABLE: 4.1.4 EDUCATION OF THE RESPONDENTS

Particulars	No of Respondents	Percentage of Respondents
Diploma	16	12.8
Bachelor's degree	60	48
Master's degree	42	33.6
Ph.D. or higher	7	5.6
Total	125	100

Source: Primary Data

CHART: 4.1.4 EDUCATION OF THE RESPONDENTS



INTERPRETATION

From the above table it can be inferred that 48% of the respondents are bachelor's degree, 33.6% of the respondents are master's degree and 5.6% of the respondents are Ph.D or higher.

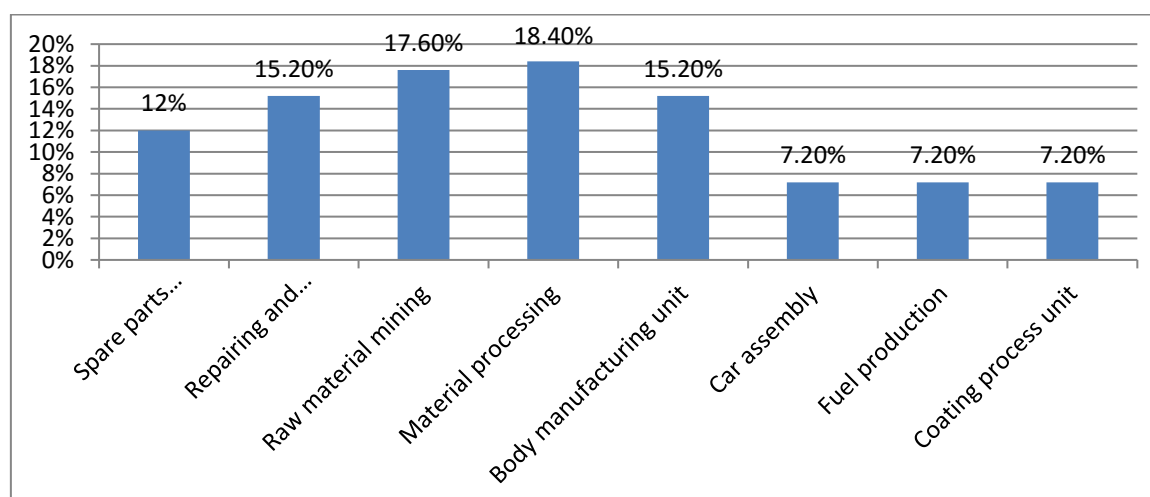
INFERENCE:

Majority of the respondents are bachelor's degree 48% .

TABLE: 4.1.5 THE CURRENT SEGMENT RESPONDENTS

Particulars	No of Respondents	Percentage of Respondents
Spare parts manufacturing	15	12
Repairing and maintenance unit	19	15.2
Raw material mining	22	17.6
Material processing	23	18.4
Body manufacturing unit	19	15.2
Car assembly	9	7.2
Fuel production	9	7.2
Coating process unit	9	7.2
Total	125	100

Source: Primary Data

CHART: 4.1.5 THE CURRENT SEGMENT OF THE RESPONDENTS**INTERPRETATION:**

From the above table it can be inferred that 18.40% of the respondents say material processing is their current segment, 17.6% of the respondents say raw material

mining is their current segment and 7.2% of the respondents say car assembly, fuel production & Coating process unit is their current segment.

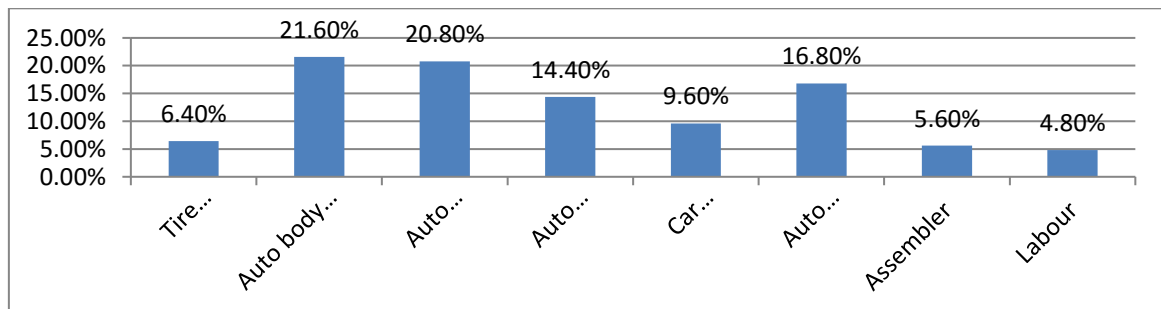
INFERENCE:

Majority of the respondents say material processing is their current segment 18.40%.

TABLE: 4.1.6 DESIGNATION OF THE RESPONDENTS

Particulars	No of Respondents	Percentage of Respondents
Tire technician	8	6.4
Auto body repair technician	27	21.6
Auto mechanic	26	20.8
Auto electrician	18	14.4
Car salesperson	12	9.6
Auto designer	21	16.8
Assembler	7	5.6
Labour	6	4.8
Total	125	100

Source: primary data

CHART: 4.1.6 DESIGNATION OF THE RESPONDENTS**INTERPRETATION**

From the above table it can be inferred that 21.6% of the respondents are auto body repair technician, 20.8% of the respondents are auto mechanic and 4.8% of the respondents are labour.

INFERENCE:

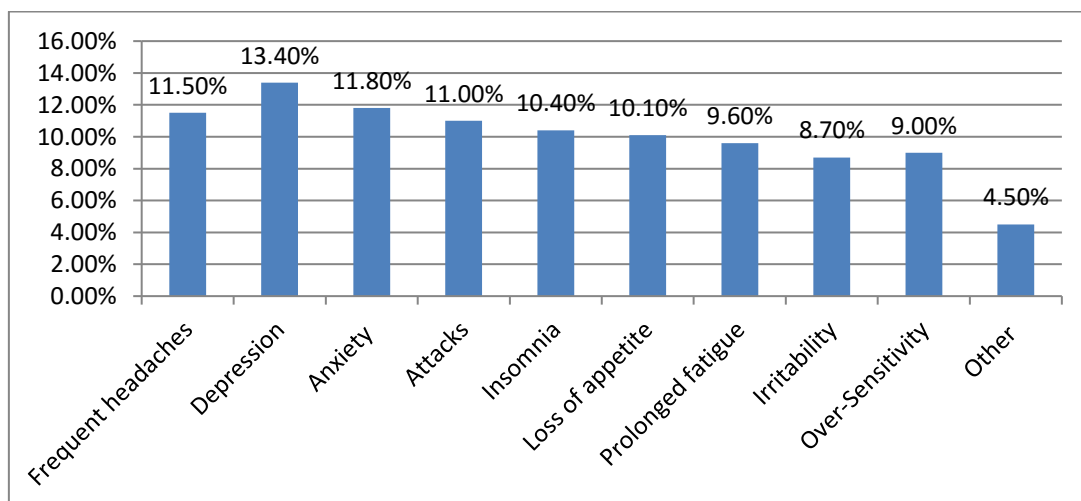
Majority of the respondents are auto body repair technician 21.6%.

TABLE: 4.1.7 THE KIND OF SYMPTOMS EXPERIENCED DUE TO STRESS BY THE RESPONDENTS

Particulars	No of Respondents	Percentage of Respondents
Frequent headaches	14	11.5
Depression	17	13.4
Anxiety	15	11.8
Attacks	14	11.0
Insomnia	13	10.4
Loss of appetite	13	10.1
Prolonged fatigue	12	9.6
Irritability	11	8.7
Over-Sensitivity	11	9.0
Other	5	4.5
Total	125	100

Source: Primary data

CHART: 4.1.7 THE KIND OF SYMPTOMS EXPERIENCED DUE TO STRESS BY THE RESPONDENTS



INTERPRETATION

From the above table it can be inferred that 13.4% of the respondents say that kind of symptoms they experience due to stress is depression, 11.8% of the respondents say that kind of symptoms they experience due to stress is anxiety and 4.5% of the respondents say that kind of symptoms they experience due to stress is others.

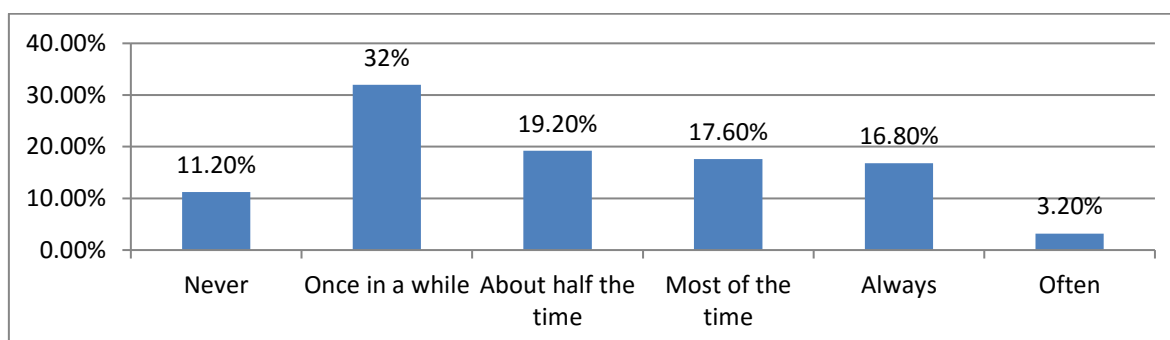
INFERENCE:

Majority of the respondents say that kind of symptoms they experience due to stress is depression 13.4%

TABLE: 4.1.8 FEELING RELAXED IN HARD TIME FACED BY RESPONDENTS

Particulars	No of Respondents	Percentage of Respondents
Never	14	11.2
Once in a while	40	32
About half the time	24	19.2
Majority of the time	22	17.6
Always	21	16.8
Often	4	3.2
Total	125	100

Source: Primary data

CHART:4.1.8 FEELING RELAXED IN HARD TIME FACED BY THE RESPONDENTS

INTERPRETATION

From the above table it can be inferred that 32% of the respondents say once in a while feeling relaxed in hard time, 19.2% of the respondents say about half the time feeling relaxed in hard time and 3.2% of the respondents say frequently feeling relaxed in hard time.

INFERENCE:

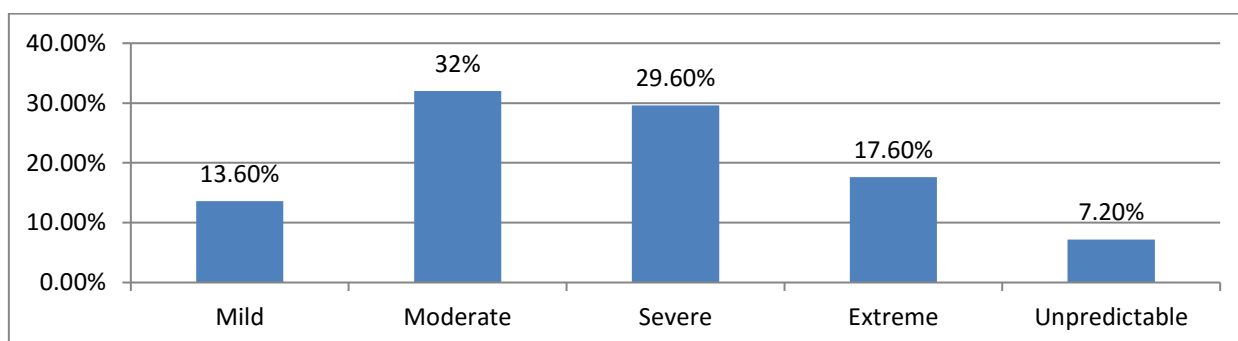
Majority of the respondents say once in a while feeling relaxed in hard time 32%.

TABLE: 4.1.9 LEVEL OF THE JOB STRESS OF THE RESPONDENTS

Particulars	No of Respondents	Percentage of Respondents
Mild	17	13.6
Moderate	40	32
Severe	37	29.6
Extreme	22	17.6
Unpredictable	9	7.2
Total	125	100

Source: Primary data

CHART: 4.1.9 EXPRESS THE LEVEL OF THE JOB STRESS



INTERPRETATION

From the above table it can be inferred that 32% of the respondents say moderate that they express the level of their job stress, 29.6% of the respondents say severe that they express the level of their job stress and 7.2% of the respondents say severe that they express the level of their job stress.

INFERENCE:

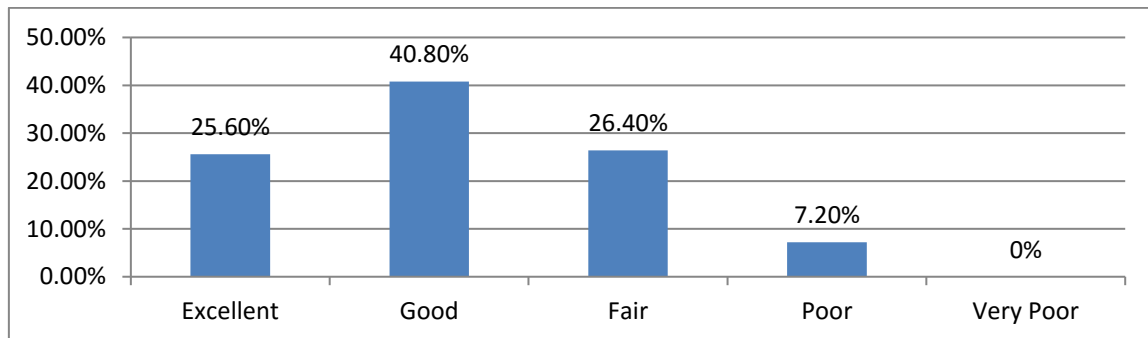
Majority of the respondents say moderate that they express the level of their job stress 32%.

TABLE: 4.1.10 SATISFACTION OF THE RESPONDENTS WITH THE WORKING HOURS ALLOTTED

Particulars	No of Respondents	Percentage of Respondents
Excellent	32	25.6
Good	51	40.8
Fair	33	26.4
Poor	9	7.2
Very Poor	0	0
Total	125	100

Source: Primary Data

CHART: 4.1.10 SATISFACTION OF THE RESPONDENTS WITH THE WORKING HOURS ALLOTTED



INTERPRETATION

From the above table it can be inferred that 40.8% of the respondents are good with the working hours allotted, 26.4% of the respondents are fair with the working hours allotted and 7.2% of the respondents are poor with the working hours allotted.

INFERENCE:

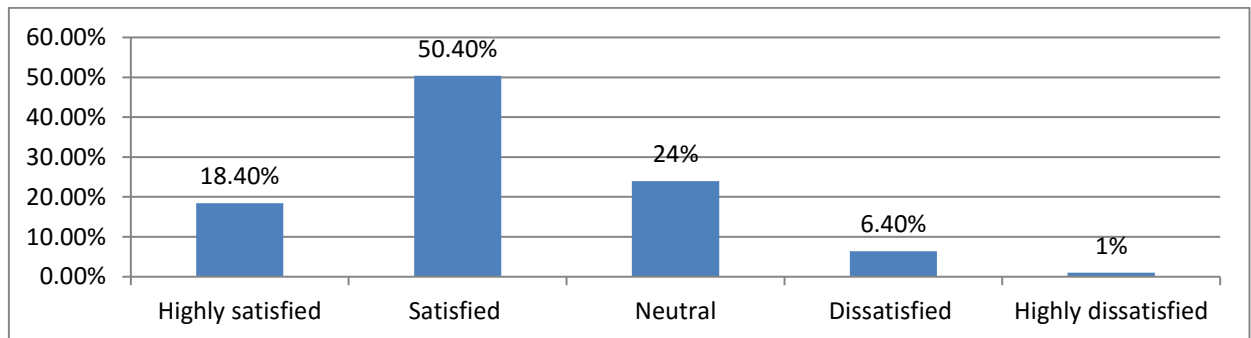
Majority of the respondents are good with the working hours allotted 40.8%.

TABLE: 4.1.11 THE SATISFACTION OF THE WORK LOAD OF THE RESPONDENTS

Particulars	No of Respondents	Percentage of Respondents
Highly satisfied	23	18.4
Satisfied	63	50.4
Neutral	30	24
Dissatisfied	8	6.4
Highly dissatisfied	1	1
Total	125	100

Source: Primary data

CHART: 4.1.11 THE SATISFACTION OF THE WORK LOAD OF THE RESPONDENTS



INTERPRETATION:

From the above table it can be inferred that 50.4% of the respondents are satisfied with the work load, 24% of the respondents are either agree or disagree with the work load and 1% of the respondents are highly dissatisfied with the work load.

INFERENCE:

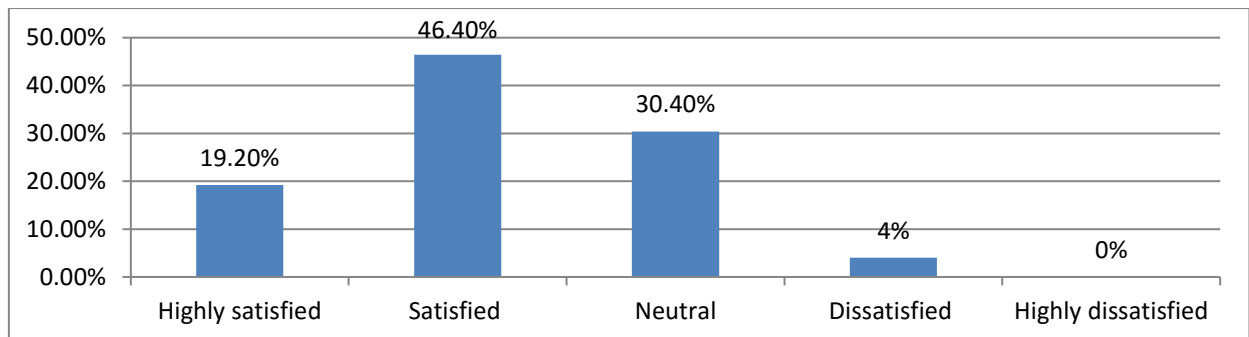
Majority of the respondents are satisfied with the work load 50.4%.

TABLE: 4.1.12 SATISFACTION OF THE RESPONDENTS ON THE CONTROL OF THE WORK ASSIGNED

Particulars	No of Respondents	Percentage of Respondents
Highly satisfied	24	19.2
Satisfied	58	46.4
Neutral	38	30.4
Dissatisfied	5	4
Highly dissatisfied	0	0
Total	125	100

Source: Primary Data

CHART: 4.1.12 SATISFACTION OF THE RESPONDENT'S ON THE CONTROL OF THE WORK ASSIGNED



INTERPRETATION

From the above table it can be inferred that 46.4% of the respondents are satisfied on the control of the work assigned, 30.4% of the respondents are either agree or disagree on the control of the work assigned and 4% of the respondents are dissatisfied on the control of the work assigned.

INFERENCE:

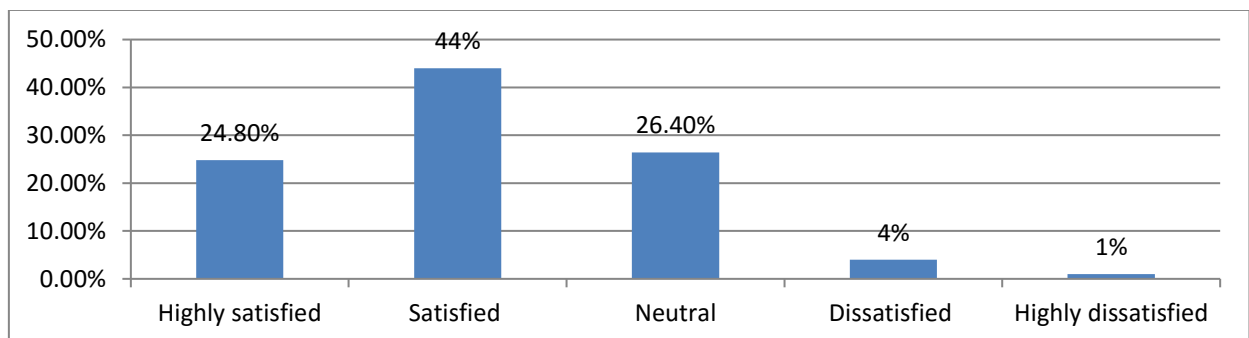
Majority of the respondents are satisfied on the control of the work assigned 46.4%.

TABLE: 4.1.13 SATISFIED WITH TARGETS BY THE RESPONDENTS

Particulars	No of Respondents	Percentage of Respondents
Highly satisfied	31	24.8
Satisfied	55	44
Neutral	33	26.4
Dissatisfied	5	4%
Highly dissatisfied	1	1%
Total	125	100

Source: Primary Data

TABLE: 4.1.13 SATISFIED WITH TARGETS BY THE RESPONDENTS



INTERPRETATION

From the above table it can be inferred that 44% of the respondents say they are satisfied with targets, 26.4% of the respondents say they are either agree or disagree with targets and 1% of the respondents say they are highly dissatisfied with targets.

INFERENCE:

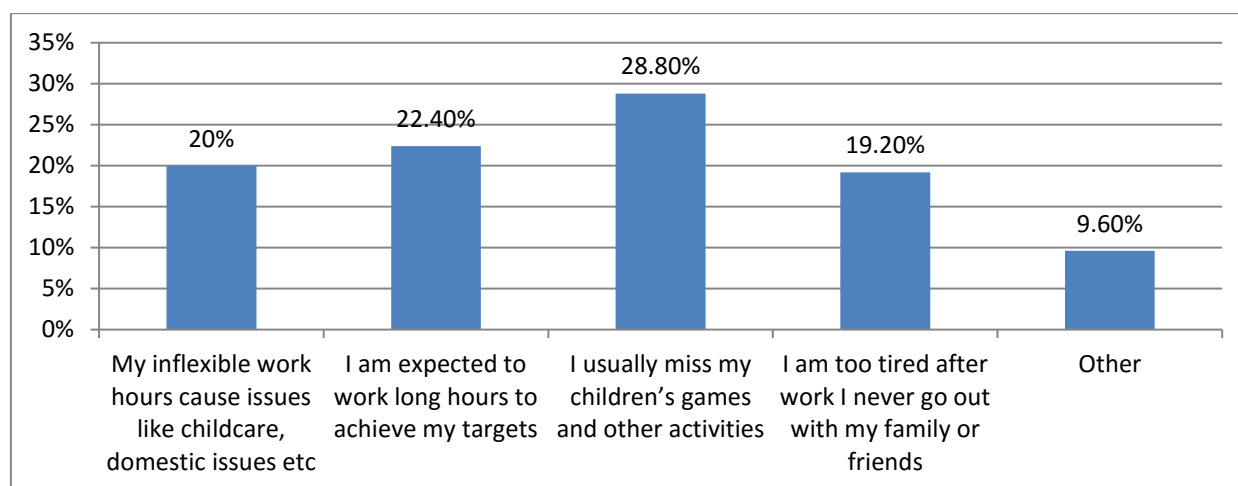
Majority of the respondents say they are satisfied with targets 44%.

TABLE: 4.1.14 BEST STATEMENTS TO DESCRIBE THE WORK-LIFE BALANCE OF THE RESPONDENTS

Particulars	No of Respondents	Percentage of Respondents
My inflexible work hours cause issues like childcare, domestic issues etc	25	20
I am expected to work long hours to achieve my targets	28	22.4
I usually miss my children's games and other activities	36	28.8
I am too tired after work I never go out with my family or friends	24	19.2
Other	12	9.6
Total	125	100

Source: Primary Data

CHART: 4.1.14 BEST STATEMENTS TO DESCRIBE THE WORK-LIFE BALANCE OF THE RESPONDENTS



INTERPRETATION

From the above table it can be inferred that 28.8% of the respondents say they usually miss their children's games and other activities are the best statements to describe their work-life balance, 22.4% of the respondents say they are expected to work long hours to achieve their targets is the best statements to describe their work-life balance and 9.6% of the respondents say other is the best statements to describe their work-life balance.

INFERENCE:

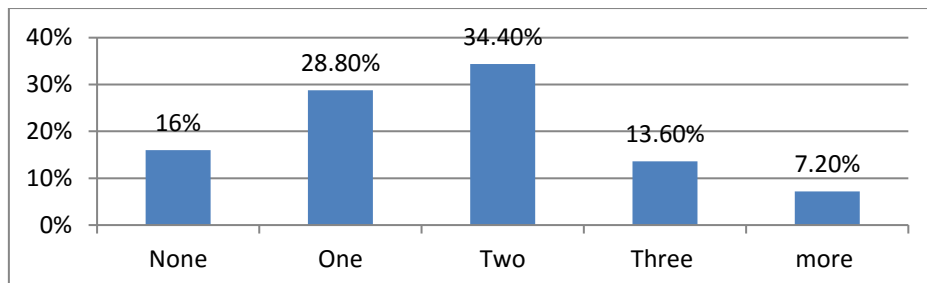
Majority of the respondents say they usually miss their children's games and other activities are the best statements to describe their work-life balance 28.8%.

TABLE: 4.1.15 ATTEMPTS MADE TO RELIEVE THE JOB STRESS OR SOLVE THE PROBLEM CAUSING IT BY THE RESPONDENTS

Particulars	No of Respondents	Percentage of Respondents
None	20	16
One	36	28.8
Two	43	34.4
Three	17	13.6
more	9	7.2
Total	125	100

Source: Primary Data

CHART: 4.1.15 ATTEMPTS MADE TO RELIEVE THE JOB STRESS OR SOLVE THE PROBLEM CAUSING IT BY THE RESPONDENTS



INTERPRETATION

From the above table it can be inferred that 34.4% of the respondents say two attempts have they made to relieve their job stress or solve the problem causing it, 28.8% of the respondents say one attempts have they made to relieve their job stress or solve the problem causing it and 7.2% of the respondents say more attempts have they made to relieve their job stress or solve the problem causing it.

INFERENCE:

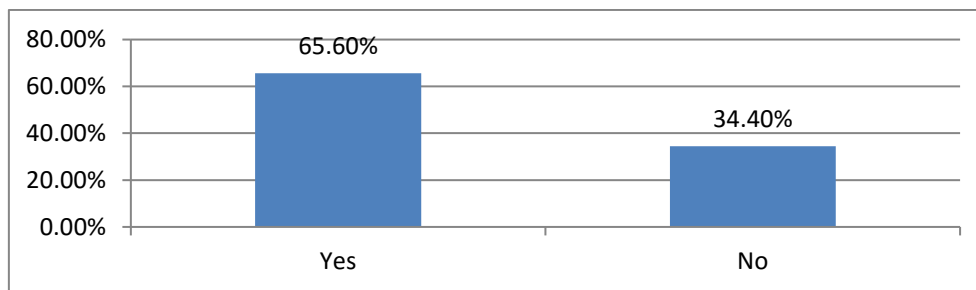
Majority of the respondents say two attempts have they made to relieve their job stress or solve the problem causing it 34.4%.

TABLE: 4.1.16 GETTING STRESS DUE TO CO-WORKERS

Particulars	No of Respondents	Percentage of Respondents
Yes	82	65.6
No	43	34.4
Total	125	100

Source: Primary Data

CHART: 4.1.16 GETTING STRESS DUE TO CO-WORKERS



INTERPRETATION:

From the above table it can be inferred that 65.6%% of the respondents getting stress due to their co-workers and 34.4% of the respondents not getting stress due to their co-workers.

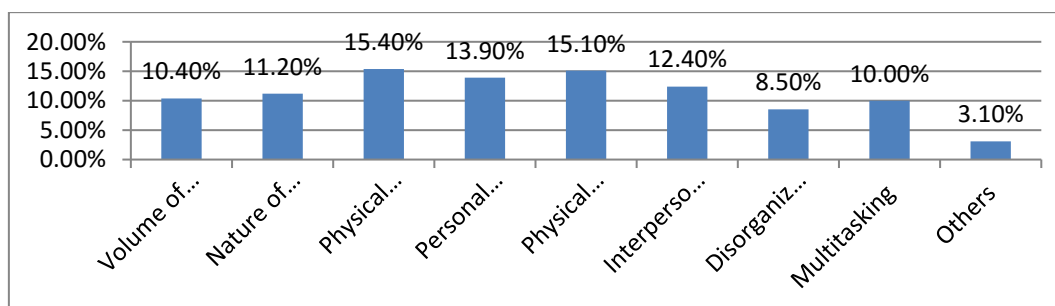
INFERENCE:

Majority of the respondents getting stress due to their co-workers 65.60%.

TABLE: 4.1.17 JOB STRESS DOESN'T INVOLVE ANOTHER PERSON

Particulars	No of Respondents	Percentage of Respondents
Volume of work	13	10.4
Nature of the job and its responsibilities	14	11.2
Physical work environment	19	15.4
Personal health issue	17	13.9
Physical Discomfort	19	15.1
Interpersonal Conflict	16	12.4
Disorganization	11	8.5
Multitasking	13	10.0
Others	4	3.1
Total	125	100

Source: Primary Data

CHART: 4.1.17 JOB STRESS DOESN'T INVOLVE ANOTHER PERSON

INTERPRETATION

From the above table it can be inferred that 15.4% of the respondents say they job stress doesn't involve another person because its caused by physical work environment, 15.1% of the respondents say they job stress doesn't involve another person because its caused by physical discomfort and 3.1% of the respondents say they job stress doesn't involve another person because its caused by others.

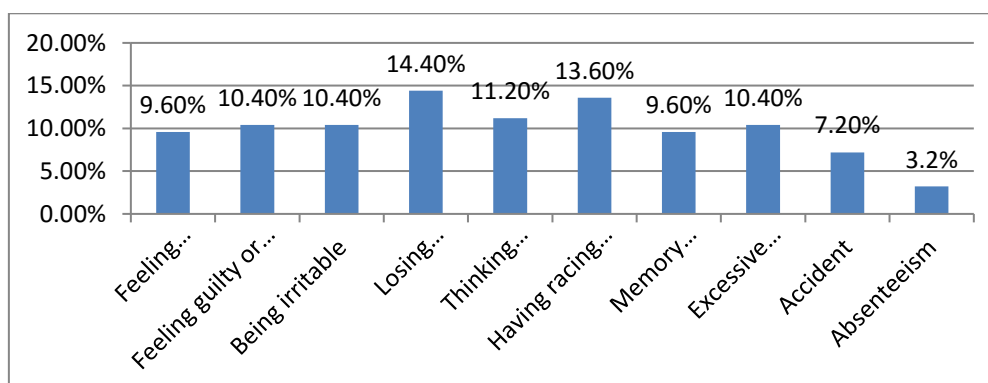
INFERENCE:

Majority of the respondents say they job stress doesn't involve another person because its caused by physical work environment 15.40%.

TABLE: 4.1.18 ORGANISATIONS FIND STRESS AMONG EMPLOYEES

Particulars	No of Respondents	Percentage of Respondents
Feeling overwhelmed or frustrated	12	9.6
Feeling guilty or unhappy	13	10.4
Being irritable	13	10.4
Losing confidence and being indecisive	18	14
Thinking negatively	14	11.2
Having racing thoughts	17	13.6
Memory problems	12	9.6
Excessive worrying	13	10.4
Accident	9	7.2
Absenteeism	4	3.2
Total	125	100

Source: Primary Data

CHART: 4.1.18 ORGANISATIONS FIND STRESS AMONG EMPLOYEES

INTERPRETATION

From the above table it can be inferred that 14.4% of the respondents say that the organization find stress among employees due to losing confidence and being indecisive, 13.6% of the respondents say that the organization find stress among employees due to having racing thought and 3.2% of the respondents say that the organization find stress among employees due to Absenteeism.

INFERENCE:

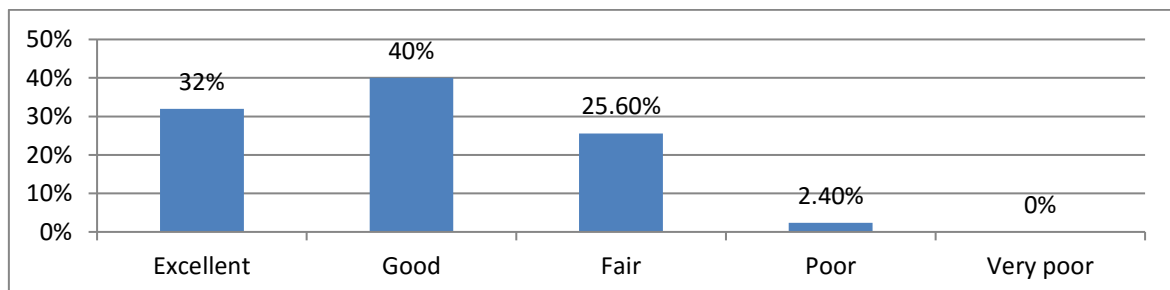
Majority of the respondents say that the organization find stress among employees due to losing confidence and being indecisive 14.4%.

TABLE: 4.1.19 RATING REGARDING THE TRAINING GIVEN BY THE ORGANIZATION

Particulars	No of Respondents	Percentage of Respondents
Excellent	40	32
Good	50	40
Fair	32	25.6
Poor	3	2.4
Very poor	0	0
Total	125	100

Source: Primary data

CHART: 4.1.19 RATING REGARDING THE TRAINING GIVEN BY THE ORGANIZATION



INTERPRETATION

From the above table it can be inferred that 40% of the respondents say good regarding the training given by the organization, 32% of the respondents say excellent regarding the training given by the organization and 2.4% of the respondents say poor regarding the training given by the organization.

INFERENCE:

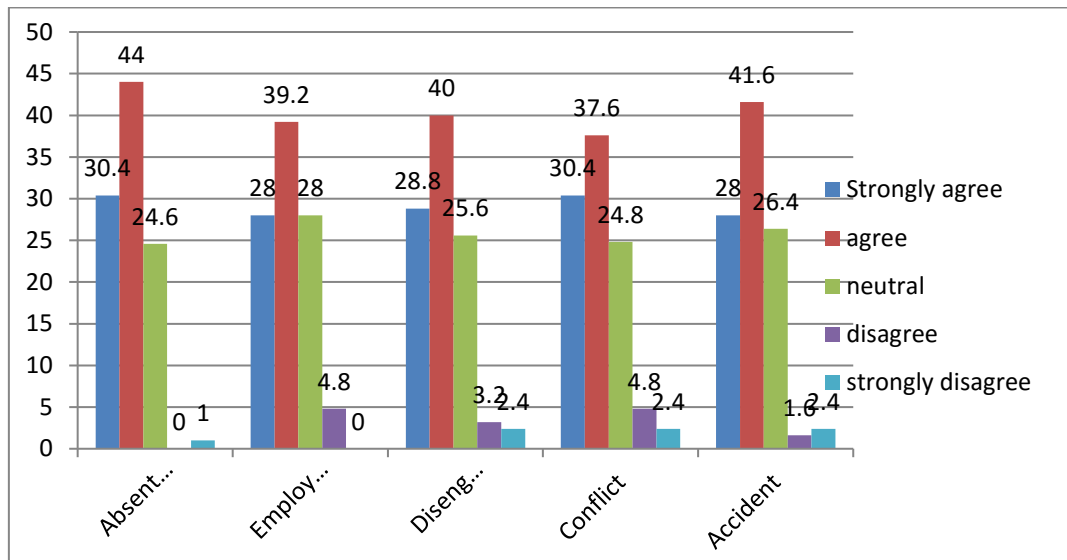
Majority of the respondents say good regarding the training given by the organization 40%.

**TABLE: 4.1.20 BASED ON OPINION THEY LEADS TO AGREE
DYSFUNCTIONAL STRESS**

Particulars	Stron gly agree	%	agr ee	%	neut ral	%	disag ree	%	strongly disagre e	%	Tot al
Absenteeism	38	30.4	55	44	31	24.6	0	0	1	1	125
Employee turnover	35	28	49	39.2	35	28	6	4.8	0	0	125
Disengagem ent	36	28.8	50	40	32	25.6	4	3.2	3	2.4	125
Conflict	38	30.4	47	37.6	31	24.8	6	4.8	3	2.4	125
Accident	35	28	52	41.6	33	26.4	2	1.6	3	2.4	125

Source: Primary Data

CHART: 4.1.20 BASED ON OPINION THEY LEADS TO AGREE DYSFUNCTIONAL STRESS



INTERPRETATION

From the above table it can be inferred that 44% of the respondents say absenteeism which is based on opinion they leads to agree dysfunctional stress, 41.6% of the respondents say accident which is based on opinion they leads to agree dysfunctional stress and 1% of the respondents say absenteeism which is based on opinion they leads to strongly disagree dysfunctional stress.

INFERENCE:

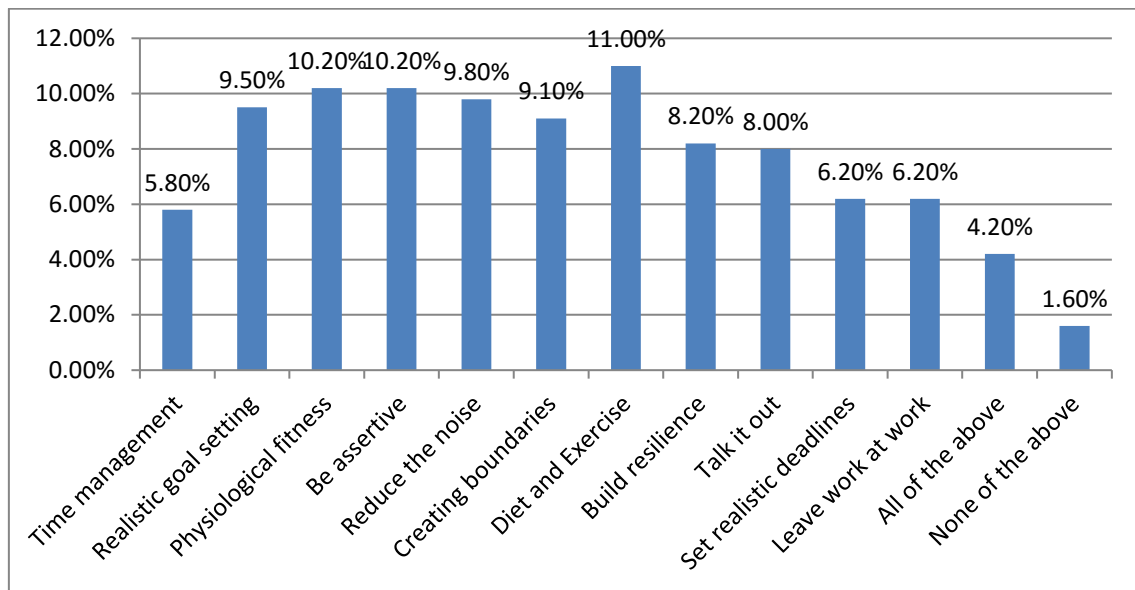
Majority of the respondents say absenteeism which is based on opinion they leads to agree dysfunctional stress 44%.

TABLE: 4.1.21 RECOMMENDING THE BEST STRESS PREVENTION METHOD

Particulars	No of Respondents	Percentage of Respondents
Time management	7	5.8
Realistic goal setting	12	9.5
Physiological fitness	13	10.2
Be assertive	13	10.2
Reduce the noise	12	9.8
Creating boundaries	11	9.1
Diet and Exercise	14	11.0
Build resilience	10	8.2
Talk it out	10	8.0
Set realistic deadlines	8	6.2
Leave work at work	8	6.2
All of the above	5	4.2
None of the above	2	1.6
Total	125	100

Source: Primary Data

CHART: 4.1.21 RECOMMENDING THE BEST STRESS PREVENTION METHOD



INTERPRETATION:

From the above table it can be inferred that 11% of the respondents recommend diet and exercise is the best stress prevention method, 10.2% of the respondents recommend physiological fitness and be assertive is the best stress prevention method and 1.6% of the respondents recommend none of the above.

INFERENCE

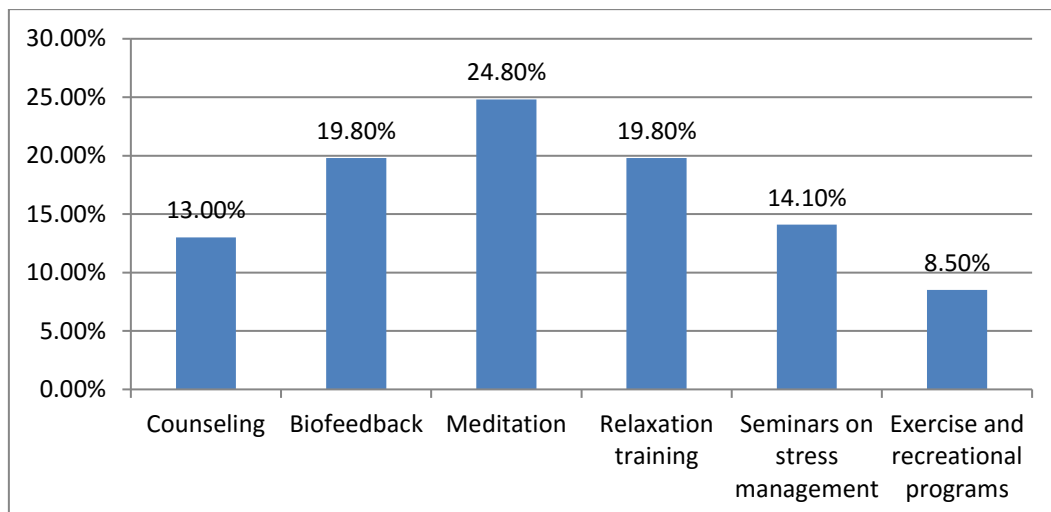
Majority of the respondents recommend diet and exercise is the best stress prevention method 11%.

TABLE: 4.1.22 THE VARIOUS PROGRAMS CONDUCTED BY THE ORGANIZATION TO REDUCE STRESS

Particulars	No of Respondents	Percentage of Respondents
Counselling	16	13.0
Biofeedback	25	19.8
Meditation	31	24.8
Relaxation training	25	19.8
Seminars on stress management	18	14.1
Exercise and recreational programs	11	8.5
Total	125	100

Source: Primary Data

CHART: 4.1.22 The Various Programs Conducted By The Organization To Reduce Stress



INTERPRETATION

From the above table it can be inferred that 24.8% of the respondents say that the organization conducted by the various programs to reduce stress is meditation, 19.8% of the respondents say that the organization conducted by the various

programs to reduce stress is biofeedback & relaxation training and 8.5% of the respondents say that the organization conducted by the various programs to reduce stress is Exercise and recreational programs.

INFERENCE:

Majority of the respondents say that the organization conducted by the various programs to reduce stress is meditation. 24.8%

STATISTICAL TOOLS AND ANALYSIS

4.2 ONE-WAY ANOVA CLASSIFICATION

Null hypothesis (Ho):

There is no significance difference between the Level of job stress and the satisfaction of the work assigned to the employees.

Alternate hypothesis (H1):

There is significance difference between the Level of job stress and the satisfaction of the work assigned to the employees.

Table 4.2.1: Table showing the difference between the Level of job stress and the satisfaction of the work assigned to the employees

ANOVA					
Rate your satisfaction based on the working hours allotted?					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	15.863	4	3.966	5.162	.001
Within Groups	92.185	120	.768		
Total	108.048	124			

Source: Primary data

INTERPRETATION:

The calculated value of P is lesser than 0.05. We accept the alternate hypothesis and conclude that there is significance difference between the satisfaction of the work hours allotted to the employees by age.

4.3 ANALYSIS USING KARL PEARSON'S CORRELATION

Correlation analysis is the 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.

Null hypothesis (H0):

There is positive relationship between satisfaction of the control of the work assigned to the level of job stress of the employees.

.Alternate hypothesis (H1):

There is negative relationship between satisfaction of the control of the work assigned to the level of job stress of the employees.

Table 4.3.1: Table showing the relationship between satisfaction of the control of the work assigned to the level of job stress of the employees

Correlations			
		Satisfaction on the control of the work assigned [Work assigned]	The level of your job stress
Satisfaction on the control of the work assigned? [Work assigned]	Pearson Correlation	1	.060
	Sig. (2-tailed)		.506
	N	125	125
Level of your job stress	Pearson Correlation	.060	1
	Sig. (2-tailed)	.506	
	N	125	125
*. Correlation is significant at the 0.05 level (2- tailed).			

Source: Primary data

INTERPRETATION INFERENCE:

Since P value is positive (0.060), there is positive relationship between satisfaction of the control of the work assigned to the level of job stress of the employees and hence we accept the null hypothesis.

CHAPTER 5

FINDINGS

5.1 FINDINGS

- ❖ Majority of the respondents are Male.
- ❖ Majority of the respondents are in the age group between 26-33yrs.
- ❖ Majority of the respondents are married.
- ❖ Majority of the respondents are bachelor's degree.
- ❖ Majority of the respondents say material processing is their current segment.
- ❖ Majority of the respondents are auto body repair technician.
- ❖ Majority of the respondents say that kind of symptoms they experience due to stress is depression.
- ❖ Majority of the respondents say once in a while feeling relaxed in hard time.
- ❖ Majority of the respondents say moderate that they express the level of their job stress.
- ❖ Majority of the respondents are good with the working hours allotted.
- ❖ Majority of the respondents are satisfied with the work load.
- ❖ Majority of the respondents are satisfied on the control of the work assigned.
- ❖ Majority of the respondents say they are satisfied with targets.
- ❖ Majority of the respondents say they usually miss their children's games and other activities are the best statements to describe their work-life balance.
- ❖ Majority of the respondents say two attempts have they made to relieve their job stress or solve the problem causing it.
- ❖ Majority of the respondents getting stress due to their co-workers.
- ❖ Majority of the respondents say they job stress doesn't involve another person because its caused by physical work environment.
- ❖ Majority of the respondents say that the organization find stress among employees due to losing confidence and being indecisive.
- ❖ Majority of the respondents say good regarding the training given by the organization.
- ❖ Majority of the respondents say absenteeism which is based on opinion they leads to agree dysfunctional stress.

- ❖ Majority of the respondents recommend diet and exercise is the best stress prevention method.
- ❖ Majority of the respondents say that the organization conducted by the various programs to reduce stress is meditation.

5.2 SUGGESTIONS

On the basis of the study conducted, the researcher gives the following suggestions:

- Stress Management has gained good recognition among the individuals, but still the awareness level among all the employees should be increased
- Stress Management must be promoted among the employees by regularly conducting Stress Management training programme.
- The employees of the organization must develop emotional stability to ensure the physical and mental health of the self and that of the serving organization.
- Stress can be negatively affects the performance of the employees in the organization, to avoid this, personally the employees should have the mental stability.

CONCLUSION

5.3 CONCLUSION

To the reference of this study it is found that work stress in Automobile industry is high Sales force working in Automobile industry are suffering from stress related health problem. Employees in Automobile industry are feeling that they are missing out quality time with family. WLB policies are not found in Automobile industry. From this study it is inferred that Stress can be negatively affects the performance of the employees in the organization, to avoid this, personally the employees should have the mental stability. Stress Management must be promoted among the employees by regularly conducting Stress Management training programme And this is obtained by the data collected by 125 responses. According to the responses collected and based on it the suggestions and findings are been interpreted. Thus it is observed that the organisation has to take measures to reduce the stress among the employees.

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APPENDIX-I
QUESTIONNAIRE

1. Gender:

- ☐ Male
- ☐ Female

2. Mention your age?

- ☐ 18– 25
- ☐ 26 – 33
- ☐ 34 – 41
- ☐ 42 – 49
- ☐ 50 above

3. Martial status:

- ☐ unmarried
- ☐ married

4. What is the highest level of education you have completed?

- ☐ diploma
- ☐ Bachelor's degree
- ☐ Master's degree
- ☐ Ph.D. or higher

5. what is the current segment you belong to?

Spare parts manufacturing

- ☐ Repairing and maintenance unit
- ☐ Worn spare parts disposal
- ☐ Raw material mining
- ☐ Material processing
- ☐ Body manufacturing unit
- ☐ Car assembly
- ☐ Fuel production
 - ☐ TTW unit
 - ☐ WTT unit
 - ☐ Coating process unit

6.What is your designation?

- ☐ Car detailer
- ☐ Car rental agent
- ☐ Tire technician
- ☐ Vehicle inspector
- ☐ Auto instructor
- ☐ Auto body repair technician
- ☐ Auto mechanic
- ☐ Auto electrician
- ☐ Tow truck driver
- ☐ Car salesperson
- ☐ Auto sales manager
- ☐ Auto engineer
- ☐ Process engineer
- ☐ Auto designer
- ☐ Quality testing engineer

7.what kind of symptoms you experience due to stress? (select whichever is applicable)

- ☐ Frequent headaches
- ☐ Depression
- ☐ Anxiety
- ☐ Attacks
- ☐ Insomnia
- ☐ Loss of appetite
- ☐ Prolonged fatigue
- ☐ Irritability
- ☐ Over-Sensitivity
- ☐ Other

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

- ☐ Never
- ☐ Once in a while

- About half the time
- Majority of the time
- Always

9.How would you express the level of your job stress?

- Mild
- Moderate
- Severe
- Extreme
- Unpredictable

10. Rate your satisfaction based on the working hours allotted?

- Excellent
- Good
- Fairb
- poor
- very poor

11.Give your opinion on the satisfaction of the work load given.

- Completely satisfied
- Satisfied
- Neutral
- Dissatisfied
- Completely dissatisfied

12.How far are you satisfied on the control of the work assigned?

- Completely satisfied
- Satisfied
- Neutral
- Dissatisfied
- Completely dissatisfied

13.Are you satisfied with targets given?

- ☐ Completely satisfied
- ☐ Satisfied
- ☐ Neutral
- ☐ Dissatisfied
- ☐ Completely dissatisfied

14.which of the following statements best describes your work-life balance?

- ☐ My inflexible work hours cause issues like childcare, domestic issues etc.
- ☐ I am expected to work long hours to achieve my targets
- ☐ I usually miss my children's games and other activities.
- ☐ I am too tired after work I never go out with my family or friends.
- ☐ Other (Please specify)

15.How many attempts have you made to relieve your job stress or solve the problem causing it?

- ☐ None
- ☐ One
- ☐ Two
- ☐ Three
- ☐ more

16. Do you get stressed due to your co-workers?

- ☐ Yes
- ☐ No

17. If your job stress doesn't involve another person, what is it caused by?

- ☐ Volume of work
- ☐ Nature of the job and its responsibilities
- ☐ Physical work environment
- ☐ Personal health issue
- ☐ Other

18. which is the best stress prevention method that you would recommend?

- ☐ Time management
- ☐ Realistic goal setting
- ☐ Physiological fitness
- ☐ All of the above
- ☐ None of the above

19. What are the various programs conducted by the organization to reduce stress?

- ☐ Counselling
- ☐ Biofeedback
- ☐ Meditation
- ☐ Relaxation training
- ☐ Seminars on stress management
- ☐ Exercise and recreational programs

20. How does an organisation find stress among employees?

- ☐ Feeling overwhelmed or frustrated
- ☐ Feeling guilty or unhappy
- ☐ Being irritable
- ☐ Losing confidence and being indecisive
- ☐ Thinking negatively
- ☐ Having racing thoughts
- ☐ Memory problems
- ☐ Excessive worrying.
- ☐ Accident
- ☐ Absenteeism

21. How far you agree that you are able to fulfil the tasks and responsibilities of your job?

strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4	5

22. Give your rating regarding the training given by the organization?

strongly Disagree	Disagree	Neutral	Agree e	Strongly Agree
1	2	3	4	5

Based on your opinion do you agree Dysfunctional stress leads to

- ☐ Absenteeism
- ☐ Employee turnover
- ☐ Disengagement
- ☐ Conflict
- ☐ Accident

strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
1	2	3	4	5

Give your rating based on the causes of stress that affects the performance of work assigned to you.

- ☐ To meet the demands of the job
- ☐ Superior subordinate relationship
- ☐ Relationship with co workers
- ☐ To meet out deadlines
- ☐ Threats, financial stress, social threats, etc,

Strongly Disagree	Disagree	Neutral	Agree e	Strongly Agree
1	2	3	4	5

APPENDIX-II

ARTICLE FULL PAPER

THE IMPACT'S OF STRESS TOWARDS EMPLOYEE'S PERFORMANCE IN AUTOMOBILE INDUSTRY

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ABSTRACT: Work pressure performs a key function in figuring out the extent of activity pride of personnel throughout the industries. Researches indicates that pressure is an final results of different factors like stress from seniors, gender and age differences, non-stop running with machines, running conditions, adverse environment, nature of labour and salary. In latest years, personnel in Majority of the industries enjoy notable pressure and do now no longer sense snug with their nature of activity. This paper outlines a large dating among the activity pressure and the activity overall performance of the personnel particularly running in vehicle enterprise as a consequence that is diagnosed with the aid of using accumulating responses from the personnel withinside the vehicle enterprise with the aid of using circulating a survey consisting of twenty-two questions and reviewed amongst five personnel. From the commentary it's miles being located that Stress Management ought to be promoted most of the personnel with the aid of using often undertaking Stress Management schooling application and ought to increase emotional balance to make sure the bodily and intellectual fitness of the self and that of the serving company. Since pressure may be negatively influences the overall performance of the personnel withinside the company, to keep away from this, it's miles referred to that in my view the personnel ought to have the intellectual balance.

Keywords: Stress, Employee performance, Mental stability, emotional balance

INTRODUCTION

The manufacturing and producing enterprise is taken into consideration together of the key signs for the development of a nation. Human assets are a widespread technique to a corporation overall performance and it is believed that the bulk essential property of the corporate are its humans. The personnel who're running in vehicle industries are incurred with greater mental pressure than the bodily pressure. The multitude of things features a tendency to be those related to mental and social problems which may be associated with each private and paintings lives. the aim of this have a glance at is to research the effect of pressure toward worker overall performance running withinside the vehicle industries. Job Stress or Occupational Stress is taken into consideration to be the day issue of in our day nowadays paintings withinside the firm. The activity pressure may be a place which has been considerably researched around the sector withinside the gift commercial era. Majority of the firms around the sector have began out giving significance to activity pressure proper from the operational stage of control till the top stage of control. Every researcher has treated the activity pressure to become conscious of the occupational dangers which may be triumphing withinside the paintings spot and therefore the approaches to mitigate them. one among the bulk essential elements of the personnel running in a company is that the pride stage of personnel toward the activity and additionally toward the corporate. And this activity pressure has winged out withinside the COVID -19 pandemic situation.

STATEMENT OF THE PROBLEM:

Most companies with the purpose of achieving greater overall performance quit up saddling personnel overload of work to meet the closing date and this may have psychological and bodily outcomes on the personnel which may additionally end result in somethings opposite to what these groups prefer to achieve. Although

corporations are paying extra interest than in the previous to the penalties of the trauma their personnel go via when they region exceptional needs on them, there is nevertheless extra room for improvement. There has been the need for a non-stop trade in administration strategies, administration and the demand of personnel to operate have been increasing. Majority of them belong to the decrease strata of socio-economic organizations and are noticeably stressed. Stress may additionally be non-public or organizational such as risky and or uncomfortable work environments, lack of hire participation in organizational policies. Workplace stress is very costly. It contributes to low productivity, occupational illness, injury, absenteeism, negative worker morale and high fitness care fees

OBJECTIVE OF THE STUDY

- To investigate the factors that causes work stress among employees in an automobile industry
- To identify the symptoms of stress in an employee
- To study on how an organisation find stress among employee
- To discuss on how stress can be prevented in an organization.

REVIEW OF LITERATURE

Jin, Cheng-Lin and Chen 2020. Assessing the Effect of Depression", Education Management Researchers and Social Researchers have over and over counseled that Fatigue in the Workplace and the Benefits of College Teachers Can Be Caused through Stress, which is a herbal function of unexpectedly changing environments and superior schooling technology. However, research on the consequence of Contingency Resain Limited. We Explain the Effect of the Role of Pressure and Technology By Integrating the Code of Ethics and Academic Order. In particular, this find out about seeks to inspect the balanced impact of instructor talent and the division of rotation of the leader's contributors in the battle in opposition to anger. Based on the Job Demands-Resources Model, we have cautioned that the bad consequences of stress rely on the degree of Agility and Leader-Member Change Quality (LMXD). 271 Sample Study Supports Suggestions. Specifically, the Negative Effect of Role of Stress on Workplace Height is Strengthened by means of Both High-Definition and LMXD. We

additionally describe the Theory Impact of Education Management, Social Psychology, and the Resource Demand Model.

M., Shaju & Durai, Subhashini. 2017 “Research on the Impact of Job Satisfaction on Work Performance for Automotive Workers”, This is a Case Study, which seeks to decide how intently job pride is associated to job performance. Information Taken From Automotive Workers, Over or Less Than 10 year’s of experience, To Ensure Accurate Answers To The Performance Measurement Scores Of Various Workers Groups In The Automotive Industry. The end result suggests the existence of a fine correlation between the stage of job pride and team of workers overall performance in each managers and the degree of personnel working in the car industry.

Murali, Sharmilee and Basit, Abdul and Hassan, Zubair 2017. " THE EFFECT OF WORK STRESS ON EMPLOYEE PERFORMANCE". The Purpose of This Study Is To Analyze The Impact Of Workplace Pressure on Employee Performance. Cause Research Design Approved to Perform Data Collection. For this reason Employees of more than a few fields have been selected. A 26-item questionnaire with a Likert scale (1: Strongly Disagree 5: Strongly Disagree) was once developed and evaluated for its reliability and effectiveness prior to the distribution of the Social Media Survey. 310 Respondents Selected From Various Fields in Malaysia Using the Simple Sample Method. Survey's questionnaire was posted by means of Inbox Facebook asking to be completed. The questionnaire consists of demographic facts and statements with impartial variables of time pressure, workload, lack of motivation, and the position of ambiguity in measuring stress level. The solely distinction is the Performance of the staff. Retrieved 136 Completed Questions (Useful Sample). Regression Analysis carried out to Assess the Impact of Stress on Employee Performance Using SPSS21. We have discovered that time pressures and function ambiguities have a large and bad have an impact on on workforce performance. Two Other Operating Loads and Lack of Motivation Have No Significant Influence on Personnel Performance.

Bulbul Kar, Drs. Biswadeep 2016 "Workplace Stress and Performance Studies" It is concluded that Increased Time Pressure and Non-Importance of Role Will Reduce Staff Performance in All Areas. It is therefore important for management to ensure that the ambiguity of the role is minimized and that clear roles are provided and transferred to staff if they want to improve staff performance. Managers and Directors Strictly

Recommend Negotiation of Assignment Dates and Completion Date and Work Time and Subordinates to Avoid Time Pressure. This can improve staff performance. Future Research You Should Consider A Large Sample from Leading Sectors Where the Work Environment Is Similar. The Analysis Must Be Very Difficult, Where Amos Can Be Used in The Building Scenario.

Dehghan, Habib and Mobinyzadeh, Vajiheh 2016. "Effects of Heat Pressure on Job Satisfaction, Work Performance and Work Pressure on Staffing. This learn about is supposed to find out about the relationship between signs of warmness stress and job satisfaction, job overall performance and Job stress in broadcasters. Patients and Methods: This Descriptive Study-Analysis of the Research Phase Conducted in Summer 2013 for Approximately One Hundred Workers Data have been accrued thru Workplace Stress Questionnaires, Job Satisfaction and Work Performance. Temperature Pressure Measured through Bulb Wet Wet (WBGT) Questionnaire and Heat Strain Score Score (HSSI). Data Updated Using Integrated Written SPSS16 Software. Results: Results confirmed that job delight had a bad affiliation with WBGT Index ($R = 00.42$, $P < 0.001$) and HSSI ($R = 00.49$, $P < 0.001$). Also, there was once no statistically substantial correlation between job stress and overall performance indices with warmness stress indices. Conclusions: The existing find out about confirmed that thermal strain had a poor have an impact on on job satisfaction; And there had been no huge outcomes on job stress and job performance.

METHODOLOGY: The study layout is seemed as a framework of statistics analysis. In this research descriptive study is used and designed to expose members in a correct way as it describes the range of human beings, situation, or item being studied. This study is made up of convenience sampling. And hence a questionnaire is been framed containing 22 questions and analysed among 125 respondents to sought and to discover the solutions of the personnel mainly to the important thing issues, primarily based totally on the studies conducted, and some questions had been protected to degree the extent of personnel evaluations and to benefit an information of what personnel assume from the study.

DISCUSSION: In completing the project study on the impacts of stress towards employee performance in the automobile industry a consolidation test was made on the relationship between job satisfaction management assigned to the level of

employee stress and in one way assessments made a distinction between job stress and job satisfaction.

1. Correlation:

Table showing the relationship between satisfaction of the control of the work assigned to the level of job stress of the employees

Correlations			
		Satisfaction on the control of the work assigned [Work assigned]	The level of your job stress
Satisfaction on the control of the work assigned? [Work assigned]	Pearson Correlation	1	.060
	Sig. (2-tailed)		.506
	N	125	125
Level of your job stress	Pearson Correlation	.060	1
	Sig. (2-tailed)	.506	
	N	125	125
*. Correlation is significant at the 0.05 level (2- tailed).			

Source: Primary data

INTERPRETATION: Since P value is positive (0.060), there is positive relationship between satisfaction of the control of the work assigned to the level of job stress of the employees and hence we accept the null hypothesis.

2. One-way ANNOVA

Table showing the difference between the Level of job stress and the satisfaction of the work assigned to the employees

ANOVA					
Rate your satisfaction based on the working hours allotted?					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	15.863	4	3.966	5.162	.001
Within Groups	92.185	120	.768		
Total	108.048	124			

Source: Primary data

INTERPRETATION: The calculated value of P is lesser than 0.05. We accept the alternate hypothesis and conclude that there is significance difference between the satisfaction of the work hours allotted to the employees by age.

SUGGESTIONS

Stress Management has gained good recognition among the individuals, but still the awareness level among all the employees should be increased

- Stress Management must be promoted among the employees by regularly conducting Stress Management training programme.
- The employees of the organization must develop emotional stability to ensure the physical and mental health of the self and that of the serving organization.
- Stress can be negatively affect's the performance of the employees in the organization, to avoid this, personally the employees should have the mental stability.

CONCLUSION

Stress plays a major role in determining the level of job satisfaction for employees in all industries. Researchers show that stress is a result of a variety of factors such as pressure from adults, gender and age differences, continuous operation of equipment, working conditions, unfavourable environment, type of work and salary. In recent years, Mainly workers in the industry have come under a great deal of pressure and feel uncomfortable with the nature of their work. This paper describes the broad relationship between job stress and employee performance especially in the automotive industry and is therefore reflected in the collection of responses from automotive industry staff by disseminating 22 questionnaires and reviews among 125 employees. According to this, Stress Management should be promoted among employees by conducting a Stress Management training program and should promote emotional stability to ensure physical and mental health and that of an active organization. Since stress can adversely affect the performance of employees in an organization, to avoid this, it is well known that employees themselves should be mentally stable.

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