

A STUDY ON STRESS AND ITS EFFECTS ON EMPLOYEES PRODUCTIVITY IN LEATHER INDUSTRY AT RANIPET

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 **HARITHA V, 39410064** who have done the Project work entitled “**A Study on Stress and Its Effects on Employees Productivity in Leather Industry at Ranipet**” under my supervision from December 2020 to April 2021.

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I **HARITHA V (39410064)** hereby declare that the Project Report entitled “**A Study on Stress and Its Effects on Employees Productivity in Leather Industry at Ranipet**” done by me under the guidance of **Dr. M. Lavanya** and **Ms. Kavitha Rajayogan**, is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

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ABSTRACT

Employee efficiency is a vital component of a company's performance in today's dynamic global setting. High levels of stress in the workplace can have a direct negative effect on employee productivity. Stress is a common component, and people from all walks of life are subjected to it. Employers are also investigating the stress management problems that lead to workers' poor job performance. The study's main purpose was to measure stress and its effect on employee productivity. The research was carried out in Ranipet's Leather Industry. The research design chosen was a descriptive survey. A sample size of 150 was selected using convenience sampling techniques. Questionnaires were used to gather information. The findings revealed that the respondents were subjected to a variety of stressors, and the investigation revealed that stress had an effect on productivity. The majority of respondents said they work under extreme stress and that they don't feel cared about by their employers. The fact that the majority of respondents considered quitting their jobs because they believed their employers didn't care about them reflected a high level of discontent, which inevitably lowered productivity.

Management should perform an overview of the organisational atmosphere and environment by evaluating why workers believe Leather Industries does not care for its employees and what they can do to improve this. It was also proposed that an Employee Assistance Program be implemented to allow for early detection and intervention of issues in order to maintain productivity levels.

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CHAPTER – 1

INTRODUCTION

1.1.1 BACKGROUND TO THE STUDY

Most of the previous studies have shown that worker stress had a great impact on the operations of an organization. Besides that, worker stress can also cause problems to the worker themselves and their families as well as the surrounding communities. The worker stress always given the attention due to the very powerful effect because it can affect the workers and work behavior, and the most dramatically is the employee's health. It can consider that more than one half of the physical illnesses are related to stress. Some common illnesses that related to stress are high blood pressure, heart disease, colitis, migraine and ulcers. Stress also can make common flu, infections and colds become bad and take longer time to recover.

As mentioned by Clark (2005); Hart and Cooper (2001) it estimated that these all illnesses are attributed in part on worker stress, it cost billions of dollars annually in health care cost and in the employee turnover and absenteeism. Relationship between occupational stressors, the performance of worker as well as can affect the workers psychologically (Beehr et al., 2000).

1.1.2 STRESS

Stress refers to the strain between our external environment and us, leading to emotional and physical pressure. In our fast-paced world, it is impossible to live without stress, whether you are a student or a working adult. There is both positive and negative stress, depending on each individual's unique perception of the tension between the two farces. Not all stress is bad. For example/ positive stress, also known as Eustress, can help an individual to function at optimal effectiveness and efficiency.

Hence, it is evident that some form of positive stress can add more color and vibrancy to our lives. The presence of a deadline, for example, can push us to make the most of our time and produce greater efficiency. It is important to keep this in mind, as stress management refers to using stress to our advantage, and not eradicating the presence of stress in our lives.

On the other hand, negative stress can result in mental and physical strain. The individual will experience symptoms such as tensions, headaches, irritability, and in extreme cases, heart palpitation. Hence, whilst some stress may be seen as a motivating force, it is important to manage stress levels so that it does not harm your health and relationships.

Part of managing your stress levels include learning about how stress can affect you emotionally and physically, as well as how to identify if you are performing at your optimal stress level (OSL) or if you are experiencing negative stress. This knowledge will help you to identify when you need to take a break, or perhaps seek professional help. It is also your first step towards developing techniques to managing your stress levels.

Modern day stresses can take the form of monetary needs, or emotional frictions. Competition at work and an increased workload can also cause greater levels of stress. How do you identify if you are suffering from excessive stress?

Psychological symptoms commonly experienced include insomnia, headache and an inability to focus. Physical symptoms take the form of heart palpitations, breathlessness, excessive sweating and stomach-aches.

1.1.3 DEFINITION

Hans selye was one of the founding fathers of stress research. His view in 1956 was that “stress is not necessarily something bad it all depends on how you take it. The stress of exhilarating, creative successful work is beneficial, while that of failure, humiliation or infection is detrimental”. It believed that the biochemical effects of stress would be experienced irrespective of whether the situation was positive or negative. Since then, a great deal of further research has been conducted, and ideas have moved on. Stress is now viewed as a bad thing, with arrange of harmful biochemical and long-term effects. These effects have rarely been observed in positive situations.

The most commonly accepted definition of stress mainly attributed to Richard S Lazarus is that stress is a condition or feeling experienced when a person perceives

that “demands exceed the personal and social resources the individual is able to mobilize.” In short, it’s what we feel when we’ve lost control of events.

This is the main definition used by this section of Mind Tools, although we also recognized that there is an intertwined instinctive stress response to unexpected events. The stress response inside us is therefore part to do with the way we think.

1.1.4 CAUSES OF STRESS

There are many different cause of stress, and the factors which causes stress is also known as a stressor. Common lifestyle stressors include performance, threat, and bereavement stressors, to name a few.

- Performance stressors are triggered when an individual is placed in a situation where he feels a need to excel. This could be during performance appraisal, lunch with the boss, or giving a speech.
- Threat stressors are usually when the current situation poses a dangerous threat, such as an economic downturn, or from an accident.
- Lastly, bereavement stressors occur when there is a sense of loss such as the death of a loved one, or a prized possession.

1.1.5 REMEDIES TO REDUCE STRESS

There are two major approaches to reduce stress. They are,

- Individual approaches
- Organizational approaches

1.1.5.1 Individual Approaches

An employee can take individual responsibility to reduce his/her stress level. Individual strategies that have proven effective include, implementing time management techniques, increasing physical exercise, relaxation training, and expanding the social support network.

1.1.5.2 ORGANIZATIONAL APPROACHES

Management has influence over a variety of factors that trigger stress, including mission and position demands, as well as organisational structure. As a consequence, they may be altered or updated. Some of the strategies that management want to consider include improved personal self-section and job placement, use of realistic goal setting, redesigning of jobs, improved organizational communication and establishment of corporate wellness programmers.

Certain jobs are more stressful than others. Individual with little experience or an external lower of control tend to be more proven to stress. Selection and placement decisions should take these facts into consideration. Goal setting helps to reduce stress. It also provides motivation. Designing jobs to give employees more responsibility, more meaningful work, more autonomy and increased feedback activities and lessen dependence on others.

By reducing position ambiguity and confrontation, more organized organisational contact with employees eliminates uncertainty. Employee counselling from the employee's overall physical and emotional state, for example, is part of a wellness programme. They are traditionally proud of their role in assisting people in quitting smoking, controlling alcohol consumption, eating healthy, and developing a daily workout schedule.

By reducing position ambiguity and confrontation, more organized organisational contact with employees eliminates uncertainty. Employee counselling from the employee's overall physical and emotional state, for example, is part of a wellness programme. They are traditionally proud of their role in assisting people in quitting smoking, controlling alcohol consumption, eating healthy, and developing a daily workout schedule. Maintaining a good night's sleep is an effective way to relieve stress. Experiments on laboratory specimens have yielded some unexpected results. Sleep starved rats have developed stress syndrome. Maintaining a good night's sleep is an effective way to relieve stress. Stress syndrome has developed in sleep-deprived rats. The amount of sleep required varies by person and is determined by one's lifestyle. According to the American National Sleep Foundation, getting at least eight hours of

sleep is important for good health. In general, studies show that young adults can function on 7-8 hours of sleep. Six hours of sleep is necessary after the age of 35, while people over 65 can only require three or four hours.

1.2 INDUSTRY PROFILE

1.2.1 INDIAN FINISHED LEATHER INDUSTRY

India has amongst the largest livestock population in the world, providing a strong raw material base in goat, buffalo, cow and sheep leather. In terms of raw material availability in pieces, India is endowed with 12.55% of Bovine hides & skins, 12.29% of goat and kid skins, and 3.48% of Sheep and Lamb skins in the world. The range of finished leathers include classic finishes (polish, glazed, aniline, patent), matt surfaces (suede's, nubuck), nappa, burnished & oily leathers, crackled & distressed finishes etc., Amongst the major producers of finished leather in the world, the Indian Leather Industry has a long tradition of supplying high quality leather for the global market. Indian tanning industry produces over 2 billion square feet of leather per annum. Major tanning clusters in the country are Chennai, Ambur, Ranipet, Kolkata, Kanpur, Jalandhar etc. There are approximately 2091 tanneries in the country – 45% in Tamil Nadu, 26% in West Bengal, 18% in Uttar Pradesh. The global import of finished leather increased from US\$ 19784.34 million in 2004 to US\$ 20631.73 million in 2008, growing at a CAGR of 1.05%. India's share has increased from 3.07% to 3.26% during the said period. Major markets for Indian Finished Leather are Germany, USA, Italy, France, Hong Kong, Spain, Russia, Netherlands, South Africa, Portugal, China, Indonesia and Korea Rep. These 13 countries account for a share of about 75% in India's total finished leather export of US\$ 625.54 million. Strong infrastructures are in place for the leather tanning in the country. Eco-sustainable tanning processes are being followed in the tanning industry. The tanning industry is well supported by the presence of chemicals and auxiliaries industry. In the MODEUROP Congress, colours presented by the India are selected continuously, which reinforces the quality of India's leather processing techniques. Indian finished leather finds the pride of place in the global fashion markets, and is a much sought after raw material for premium leather product brands.

1.2.2 INDIAN FOOTWEAR INDUSTRY

Footwear sector is a very significant segment of the leather industry in India; rather it is the engine of growth for the entire Indian leather industry. India is the second largest global producer of footwear after China, accounting for 13% of global footwear production of 16 billion pairs. India produces 2065 million pairs of different categories of footwear (leather footwear - 909 million pairs, leather shoe uppers - 100 million pairs and non-leather footwear - 1056 million pairs). India exports about 115 million pairs. Thus, nearly 95% of its production goes to meet its own domestic demand. The major production centers in India are Chennai, Ranipet, and Ambur in Tamil Nadu, Mumbai in Maharashtra, Kanpur in U.P., Jalandhar in Punjab, Agra, Delhi, Karnal, Ludhiana, Sonapat, Faridabad, Pune, Kolkata, Calicut and Ernakulam. About 1.10 million are engaged in the footwear manufacturing industry. Footwear exported from India are Dress Shoes, Casuals, Moccasins, Sport Shoes, Horrachies, Sandals, Ballerinas, Boots, Sandals and Chappals made of rubber, plastic, P.V.C. and other materials.

1.2.3 INDIA'S LEATHER GARMENTS INDUSTRY

Leather garments form a significant segment of the Leather Industry in India. Leather garments production capacity is estimated to be 16 million pieces annually. India produces different types of leather garments i.e., jackets, long coats, waist coats/shirts, pant/shorts, motorbike jackets, industrial leather garments, leather aprons etc. India is the second largest producer of leather garments, next only to China, which produces 70 million pieces of the total global trade volume of about 120 million pieces. It is a matter of great pride that Indian leather garments have been making giant strides in the world of fashion. National Institute of Fashion Technology and National Institute of Design lends design support to make continuous fashion statements.

These Institutes provides well trained personnel and imaginative designers. India's acknowledged strength is leather tanning and its ability to produce a wide variety of fashion leathers. India's export of Leather Garments increased from US\$ 333.30 in 2005-06 to US\$ 428.52 million in 2009-10, growing at a CAGR of 6.48%. India's export of leather garments accounts for a share of 12.60% in India's total leather trade of US\$

3400.97 million in 2009-10. India's position as the fourth largest global supplier of leather garments is only going to strengthen given the availability of quality raw material coupled with skilled craftsmanship. Major markets for Indian leather garments are the USA, Germany, France, Italy, Spain, UK, Japan, Netherlands, Hong Kong, Switzerland, Belgium, Canada, Austria, Denmark, Russia, Greece, Sweden and Portugal.

1.2.4 LEATHER GOODS & ACCESSORIES

Leather Goods form an important segment of the leather industry in India. Leather goods production capacity is estimated to be 63 million pieces annually. The different types of Leather Goods and accessories are manufactured in India i.e., Trunks, suit-cases, vanity-cases, executive-cases, brief-cases, school satchels, traveling bags / luggage, Portfolio and similar such items, Hand Bags, shopping bags and similar such items, Wallets, Purses, Pouches, Passport Holders, Credit Card Holders, Diary covers and similar such items, Leather Belts, Caps etc. India also produces Leather Upholstery – Sofa Seat Covers, Car Seat Covers etc. Most of the units manufacturing leather goods are located in Kolkata, Chennai, Mumbai, Kanpur, Bangalore and Pondicherry. Industry is situated in few other clusters also. India is the fifth largest exporter of leather goods and accessories (inclusive of Gloves) in the world. India's share in global leather Goods & Accessories segment is 4.84% in 2008. Leather Goods and accessories manufactured in India bear brand names like Coach, Pierre Cardin, Yves St Laurent, Etienne Aigner, Geoffery Beene, Harrods, Marks & Spencer, Liz Caliborne, Guess, Next, Tommy Hilfiger, Kieffer, Waldhausen, Biemen, Nederinum, Zaldi, Kallquists, Shires, GFS, Millers, Eisers, Weco, Ukal and Decalthon.

1.2.5 LEATHER GLOVES

Leather gloves of all categories like fancy/fashion gloves, sports gloves, industrial gloves and other leather gloves is a thrust product among the items of small leather goods being manufactured and exported from India. India is the fourth largest exporter of Leather Gloves to the world. India produces about 52 million pairs of industrial gloves annually. India offers the world the largest technically trained manpower in leather

craft at the most competitive costs. Its association with respected product testing institutions such as SATRA in the UK and PFI in Germany ensures the finest quality leather in the manufacturing of gloves. India's share in global leather gloves import during 2008 was 9.52%. India's export of leather gloves increased from US\$ 118.77 million in 2004 to US\$ 232.05 million in 2008, growing at a CAGR of 18.22%. Indian Leather Gloves are engineered to provide long lasting comfort and protection.

1.2.6 INDIAN SADDLERY & HARNESS INDUSTRY

Harness & Saddlery goods are being manufactured in Kanpur for more than last 100 years. The Saddlery manufacturing started in the 19th century at the British Indian Corporation in its Copper Alan branch in Kanpur and simultaneously the British Government started the Ordinance Equipment Factory at Kanpur to cater to the needs of the Army. Kanpur, a city in Northern India, is a short flight from the country's capital-New Delhi virtue of Kanpur's specialization in vegetable tanned buffalo hides, and due to the presence of trained manpower, this has become the most important center for manufacture of saddlery goods in India. In fact, Kanpur is the only center in India which produces the harness & saddlery goods. Almost all the units operating in Kanpur are 100% export-oriented. Indian Saddlery and Harness industry is now becoming globally competitive and brand dominated, awash with designs. India is positioned as the third largest exporter of Saddlery & Harness to the world, accounting for a share of 8.12% in the global saddlery import of US\$ 1135.00 million

1.3 STATEMENT OF THE PROBLEM

Most companies that seek to increase productivity end up overburdening workers with work in order to reach deadlines, which can have negative psychological and physical effects on employees and lead to outcomes that are counter to what these organisations want to accomplish. While companies are paying more attention than in the past to the repercussions of the trauma their workers experience when they make unusual demands, there is still room for progress. To generate enough revenue to be self-sustaining and to be able to finance the purchase of modern equipment, efficient service provision and resource allocation were needed once again.

1.4 NEED FOR THE STUDY

- Increase organisational commitment through employee-centred behaviors.
- This study was needed to know the factors causing stress to the employees at workplace and to know the result of stress of the employees at their work.
- Facilitate mastery of skills which contribute to attainment of organisational goals.

1.5 SCOPE OF THE STUDY

- The present world is fast changing and there are lots of pressures and demands at work.
- These pressure at work lead to physical disorders. Stress refers to individual's reaction to a disturbing factor in the environment.
- Hence this study would help the industries to know the factors of stress and to reduce the stress in employees.
- Since it is a well-known fact that healthy employee is a productive employee.

1.6 OBJECTIVES OF THE STUDY

PRIMARY:

- To find the stress and its effects on employees productivity.

SECONDARY:

- To find the stress level which leads to absenteeism.
- To analyse the conflicts between employer and employees which lead to stress.
- To identify the factors that are responsible for job stress.
- To examine the effects of job stress on employees performance.

1.7 LIMITATIONS OF THE STUDY

- The employees were reluctant to give correct information.
- The study intended to cover only new areas of stress relevant to the proposed study.
- Due to insufficient allotment of time period of project.
- Some information cannot be accessed due to its confidential nature. Due to constraints of time and many other resources this study is confined to managers and officers.
- The opinions, behaviour and attitudes of the respondents reflected in this study are restricted to the duration of the research and are subject to change with the passage of time.

CHAPTER – 2

REVIEW OF LITERATURE

2.1 INTRODUCTION

Researchers conducted analysis, which included secondary data research, in order to collect relevant data. Similar studies conducted previously by other researchers were analysed, which aided in the development of further ideas and knowledge for the thesis. In this chapter, a review of previous research on the current subject will be discussed in detail. This literature review seeks to communicate the current state of understanding and ideas about stress. In this chapter, the definitions and theories regarding to the independent variables (stress) as well as the dependent variables which is employees productivity will be discuss. There is different opinion and statement from different resources about effects of stress on the job performance.

1. Kavitha's study, "Role of stress among women employees forming majority workforce at IT sector in Chennai and Coimbatore" (2012), focuses on the organisational role stress for IT sector employees. In her study, she discovered that women in the workplace experience more stress than men, and that married women experience more stress than unmarried women.

2. In their paper "Stress Levels in Organizations and Their Effect on Employees' Conduct," P.S. Swaminathan and Rajkumar S. (2013). They conducted a study that looked at stress levels in different age groups, professions, different types of occupations, working hours, and the impact of the work atmosphere on employee stress levels. Individual tension in an employee's existence. This study found that there is an optimum level at which each person can perform to his full potential, and it identified three conditions that trigger work stress: 1) Task overload 2) Self-distance in the position 3) Stasis in roles.

3. In their study "Emotional Intelligence as a Predictor of Occupational Stress among Working Professionals," Satija S. and Khan W. found that "Emotional Intelligence as a Predictor of Occupational Stress among Working Professionals" (2013). According to them, Occupational Stress is the same as Job Stress, and both must be handled at

work in order to have a negative effect on employee attitudes and actions. The relationship between Emotional Intelligence and Occupational Stress is explored in this report. According to the results of this report, Emotional Intelligence is the most important predictor of Occupational Stress.

4. Amir Shani and Abraham Pizam (2009) published a report on work-related depression among hotel employees in Central Florida, titled "Work-Related Depression among Hotel Employees." They discovered that, by examining the relationship between occupational stress and job characteristics, there is a higher incidence of depression among employees in the hospitality industry.

5. The relationship between "occupational stress, ill health, and organisational engagement" has been studied by Viljoen and Rothmann (2009). Organizational stressors were found to play a significant role in poor health and a lack of organisational engagement, according to the researchers. The fear of losing one's work led to physical and mental illness. Five stressors, such as Work-life balance, Overload, Control, Job aspects, and Pay, all predicted low individual commitment to the organisation.

6. In their paper "Occupational stress among nursing staff in surgical settings," Schmidt, Denise Rodrigues Costa, and et al (2004). They wanted to see if there was any occupational stress among nurses who worked in surgical settings and if there were any links between occupational stress and job characteristics.

7. A study titled "Occupational stress and teaching approaches among Chinese academics" was conducted by Li-fang Zhang (2009). The Favourable conceptual changes in teaching approach and their task insufficiency predicated that the conceptual shift in teaching strategy is negative, according to the researcher, who regulated the participants' self-rating skill.

8. In their study "Sense of Coherence (SOC) May Reduce the Effects of Occupational Stress on Mental Health Status among Japanese Factory Workers" (2009), Kayoko Urakawa and Kazuhito Yokoyam discovered the following: adverse effects on mental health due to job demand and job stress were positively associated with SOC, the mental health status of males in managerial work was adversely negative, and the

mental health status of females in managerial work was adversely negative. Finally, they discovered that SOC is an important factor in deciding both genders' ability to cope with work stress.

9. J.E. Agolla's study "Police Officers: The Case of Botswana Police Service" was published in the journal "Police Officers: The Case of Botswana Police Service" (2009). He conducted a study among police officers in Botswana to determine their job stress symptoms and coping strategies. According to this report, police work stressors include being wounded while on duty and using force when the job requires it, among other things. Exercising, socialising, healthy eating or diets, job preparation, and employee training were described as coping mechanisms.

10. In their study "Occupational Stress & Psychological Well Being Following University Relocation," Connolly, John F, Willock, Joyce, Hipwell, Michele, and Chisholm, Vivienne explain and evaluate how management expectations for work-related stress (demand, support, power, role, relationships, and change) can be examined by looking at 1) overall levels of psychological pressure. 2) Job satisfaction; 3) Psychosocial Working Conditions

11. In their study "Effective approaches to handling stress of employees" (2011), Urska Treven, Sonja Treven, and Simona Sarotar Zizek discovered that workers who are depressed are more likely to be inefficient at work. The most important ways of preventing stress are various approaches to handling stress, good job organisation, and good management. They divided stress into three categories: i) transient stress, ii) post-traumatic stress disorder (PTSD), and iii) chronic stress.

12. Khalid A. discovered that there is a direct connection between stress and job performance in any organisation in his study titled "Role of Supportive Leadership as a Moderator between Job Stress and Job Performance" (2012). An employee's efficiency in a company can be improved if their representatives provide them with adequate support. As a result, even in difficult circumstances, a positive leader may help an employee boost their performance.

CHAPTER – 3

RESEARCH METHODOLOGY

3.1 INTRODUCTION

Research in common phrase refers to a search for knowledge. One can also define research as a scientific and systematic search for relevant information on a specific topic. It is a voyage of discovery. When the unknown confronts us, more and more our inquisitiveness makes us probe and attain understanding of the unknown. This inquisitiveness is the mother of all knowledge and the methods, which one employs for obtaining the knowledge of whatever the unknown, can be termed as research.

3.2 RESEARCH METHODOLOGY:

Research methodology is a way to systematically solve the research problems. In other word research methodology is simply the plan of action for research, which explains in detail how data is to be collected, analysed and interpreted. It may be understood as a science of studying how research is done scientifically.

3.3 RESEARCH DESIGN:

Research design is the arrangement of condition for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. It is simply the framework or plan for a study that is used as a guide in collecting and analysing the data.

According to Green and Tull, “A research design is the specification of methods and procedures for acquiring the information needed. It is the operational pattern or framework of the project that stipulates what information is to be collected from which sources by what procedures”.

DATA SOURCE	: Primary Data and Secondary Data
RESEARCH TYPE	: Descriptive Research
RESEARCH APPROACH	: Survey
RESEARCH INSTRUMENT	: Questionnaire
SAMPLING METHOD	: Convenience Sampling
STATISTICAL TOOLS	: Chi-square Test, One-way Anova and Correlation.

3.4 SOURCES OF DATA COLLECTION

Data are facts and other relevant materials, past and present, serving as bases for study and analyses. The task of data collection begins after a research problem has been defined and research design/plan chalked out. While deciding about the method of data collection to be used for the study, the researcher should keep in mind two types,

3.4.1 Primary Data

The primary data are those which are collected afresh and for the first time, and thus happen to be original in character. The data is a well-designed questionnaire.

3.4.2 Secondary Data

The secondary data are those which have been already collected and analysed by some earlier agency for its own use and later the same data is used by a different agency. Secondary data are extracted from text book, journals and websites for the study.

3.5 RESEARCH TYPE

3.5.1 Descriptive Research

Descriptive research includes surveys and fact-finding enquiries of different kinds. The major purpose of descriptive research is description of the state of affairs as it exists at present. The main characteristics of this method are that the researcher has no control over the variables.

Descriptive research design was used for this study as the study aimed to narrate facts. The methods of research utilized in descriptive research are survey methods of all kind, including comparative and correlation methods.

3.6 RESEARCH APPROACH

3.6.1 Survey

Survey means a planned effort to collect the desire information from a representative sample of the relevant population generally known as respondents. It can also be defined as systematic gathering of data from respondents through questionnaire.

3.7 RESEARCH INSTRUMENT

3.7.1 Questionnaire

Questionnaire is a list of questions to be asked from the respondents. It consists of number of questions printed or typed in definite order on a form or set of forms. The aim of designing questionnaire was,

- To draw accurate information from the respondents.
- To provide proper structure to the interview so that it flows smoothly and orderly.
- To provide standard format on which facts, comments and attitude can be recorded.

3.7.2 Type Of Questions Used

CLOSED-ENDED QUESTIONS

Questions which restrict the interviewee's answer to per-defined response options are called closed-ended questions. Closed-ended questions give respondents a finite set of specified responses to choose from.

TYPE OF CLOSED-ENDED QUESTIONS USED

- **Multiple-Choice Questions**

These questions cover all significant degrees of response. The respondent has to select an option that best describes their feelings.

3.8 SAMPLING

Sampling is a process of obtaining the information about an entire population by examining only a part of it.

3.8.1 Sampling Design

A Sampling design is a definite plan for obtaining a sample from the sampling frame. It refers to the technique or the procedure the researcher would adopt in selecting units from which interpretation about the population is drawn.

SAMPLE SIZE : Sample size is 150

Formula for sample size = $\frac{SZ}{T}$

SAMPLING TECHNIQUE : Convenience sampling.

3.8.2 Convenience Sampling

Convenience sampling is a type of non-probability sampling that involves the sample being drawn from that part of the population that is close to hand.

3.9 STATISTICAL TOOLS USED

- Chi-square Test,
- One-way Anova,
- Regression.

3.9.1 Percentage Analysis:

Percentage refers to a special kind of ratio. Percentage are used in making comparison between two or more series of data. Percentage is used to describe relative terms the distribution of two or more series of data.

3.9.2 Chi-Square Test:

The Chi-Square test is one of the simplest and most widely used non parametric tests in statistical work. The symbol χ^2 is the Greek letter Chi. Karl Pearson first used the chi-square test in the year 1980. The quantity chi-square describes the magnitude of the discrepancy between theory and observation.

3.9.3 One-Way Anova:

The One Way ANOVA compares the means of two or more independent group in order to determine whether there is statistical evidence that the associated population means are significantly different. One Way ANOVA is a parametric test.

3.9.4 Correlation:

Correlation coefficient is a measure of how well the relationship between two variables is related to each other.

CHAPTER – 4

DATA ANALYSIS & INTERPRETATION

4.1 PERCENTAGE ANALYSIS

Table 4.1.1 Table indicating the total number of male and female respondents.

RESPONSES	FREQUENCY	PERCENTAGE (%)
Male	54	36
Female	96	64
Total	150	100

Inference:

In the total of 150 respondents, 54 (36%) of the respondents are male and 96 (64%) of the respondents are female have participated in the survey and have given their point of view for the study by answering the questionnaire.

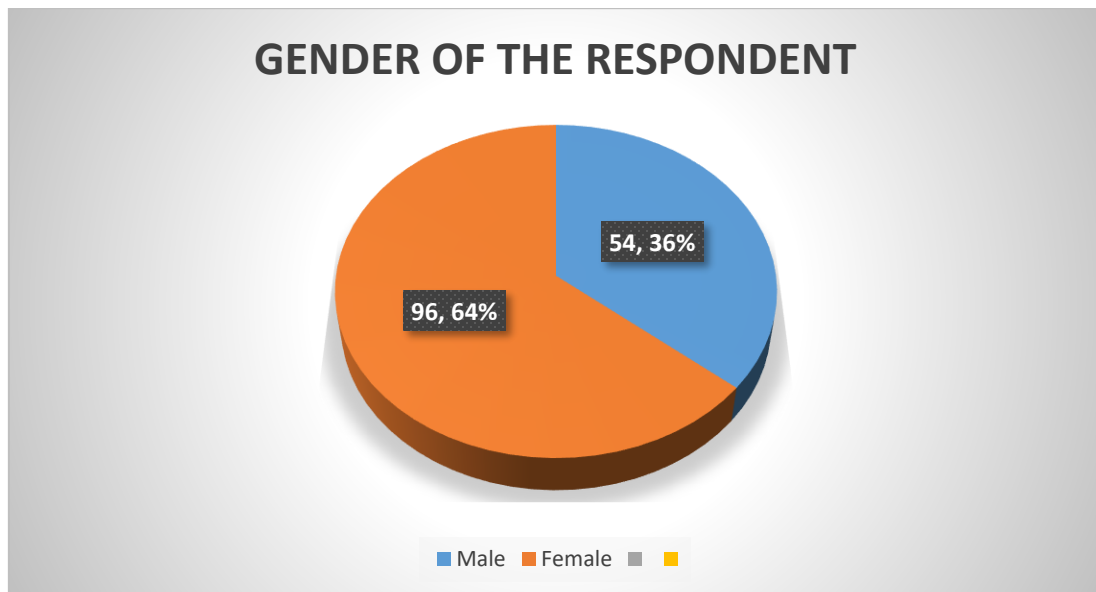


Chart 4.1.1 Chart representing the total number of male and female respondents.

Table 4.1.2 Table indicating the age group of the respondents.

AGE	FREQUENCY	PERCENTAGE (%)
18-30 Years	55	36.67
31-40Years	48	32.00
41-50Years	33	22.00
51Years and Above	14	9.33
Total	150	100.00

Inference:

In the total of 150 respondents, 55 (36.67%) of the respondents are below 18-30 years of age, 48 (32%) of the respondents are in between the age group of 31-40 years. Further, 33 (22%) of the respondents are 41-50 years of age and 14 (9.33%) of the respondents are above 51 years of age. This indicates that majority of the respondents belong to the age group of 20-31 years.

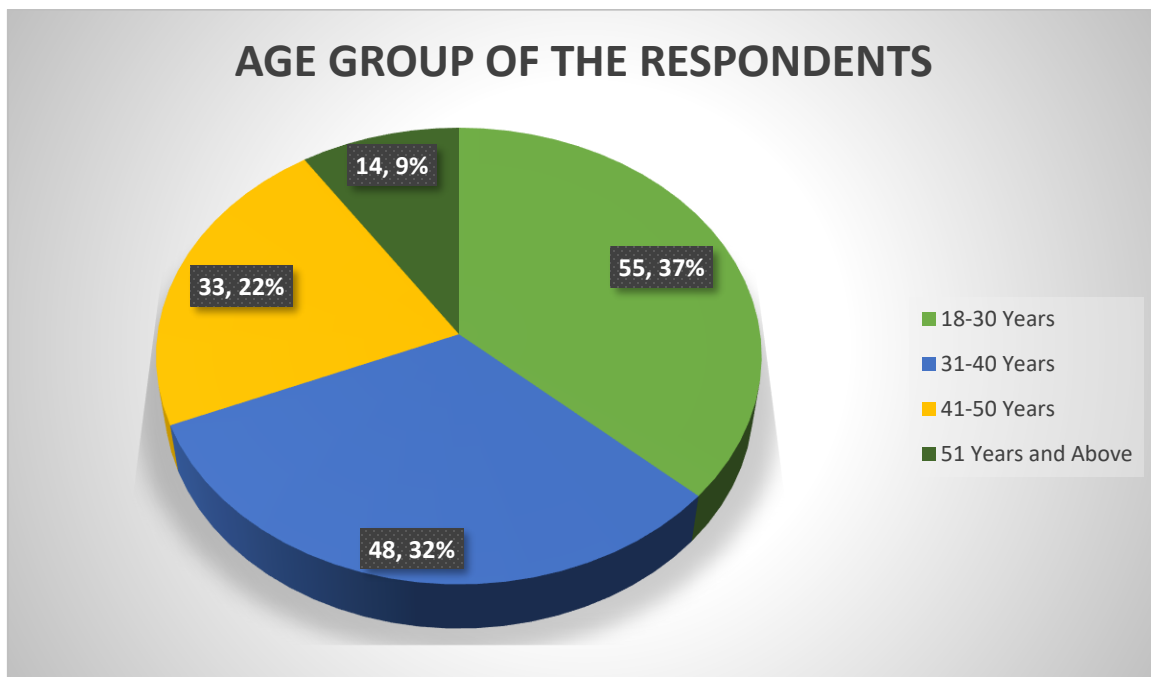


Chart 4.1.2 Chart representing the age group of the respondents.

Table 4.1.3 Table indicating the marital status of the respondents.

MARITAL STATUS	FREQUENCY	PERCENTAGE
Married	96	64.00
Single	49	32.67
Widowed	2	1.33
Others	3	2.00
Total	150	100.00

Inference:

In the total of 150 respondents, 96 (64%) of the respondents are married, 49 (32.67%) of the respondents are in single. Further, 2 (1.33%) of the respondents are widowed and 3 (2%) of the respondents are others. This indicates that majority of the respondents belong to the marriage.

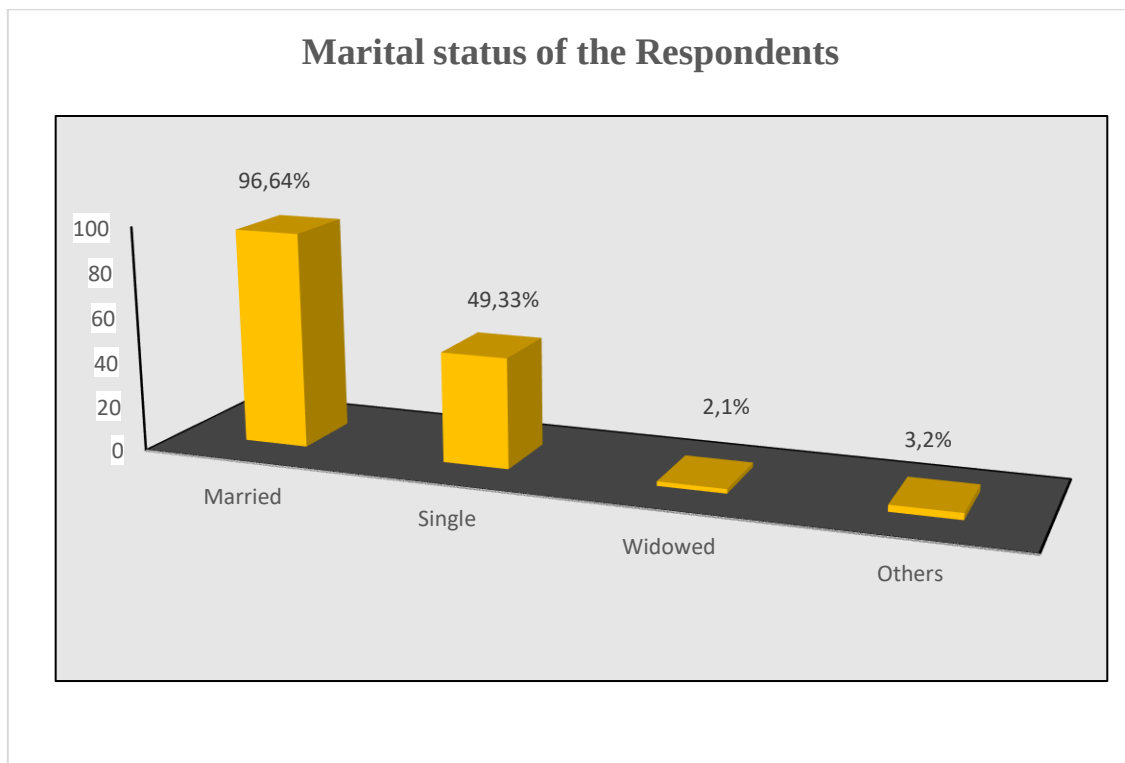


Chart 4.1.3 Chart representing the marital status of the respondents.

Table 4.1.4 Table indicating the Educational qualification of the respondents.

EDUCATIONAL STATUS	FREQUENCY	PERCENTAGE
SSLC	60	40
DIPLOMA	41	27
UG	35	23
PG	14	10
Total	150	100

Inference:

In the total of 150 respondents, 60 (40%) of the respondents are SSLC, 41 (27%) of the respondents are Diploma. Further, 14 (23.3%) of the respondents are UG and 11 (9.2%) of the respondents are PG. This indicates that majority of the respondents belong to the SSLC.

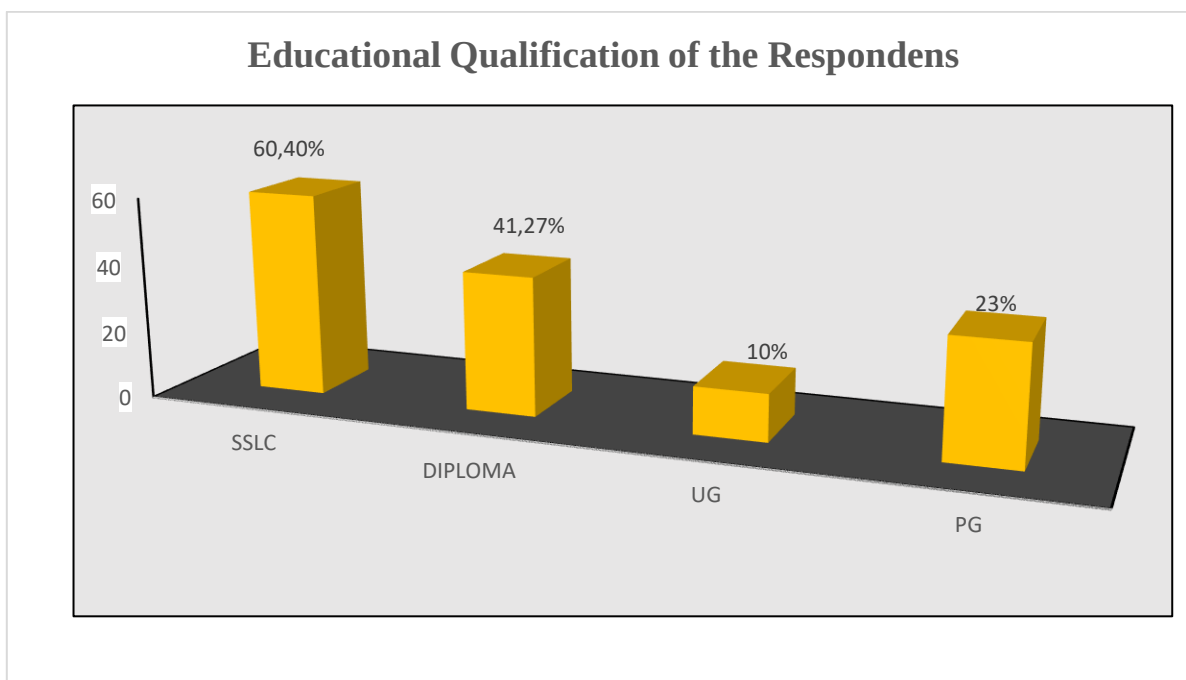


Chart 4.1.4 Chart representing the Educational qualification of the respondents.

Table 4.1.5 Table indicating the working experience of the respondents.

WORKING EXPERIENCE	FREQUENCY	PERCENTAGE
0-1 Years	21	14
2-3 Years	30	20
3-4 Years	46	31
5 Years and Above	53	35
Total	150	100

Inference:

In the total of 150 respondents, 21 (14%) of the respondents are below 0-1 years of experience, 30 (20%) of the respondents are 2- 3 years of experience. Further, 46 (31%) of the respondents are 3-4 years of experience and 53 (35%) of the respondents are 5 years and above of experience. This indicates that majority of the respondents belong to the 5 Years and Above.

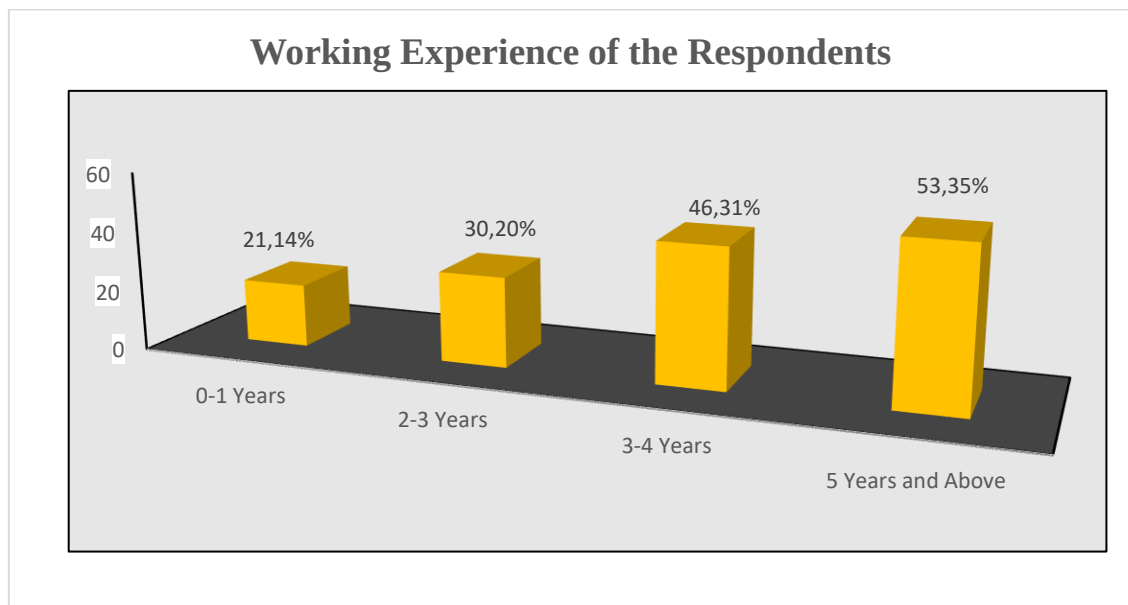


Chart 4.1.5 Chart representing the working experience of the respondents.

Table 4.1.6 Table indicating the Family size of the respondents.

FAMILY SIZE	FREQUENCY	PERCENTAGE
2-4 members	46	31
5-6 members	75	50
7-8 members	25	17
8 and Above	4	3
Total	150	100

Inference:

In the total of 150 respondents, 46 (31%) of the respondents are below 2-4 members in family, 75 (50%) of the respondents are 5-6 members in family. Further, 25 (17%) of the respondents are 7-8 members in family and 4 (3%) of the respondents are belongs to 8 and above of family members. This indicates that majority of the respondents belong to the 5-6 members in a family.

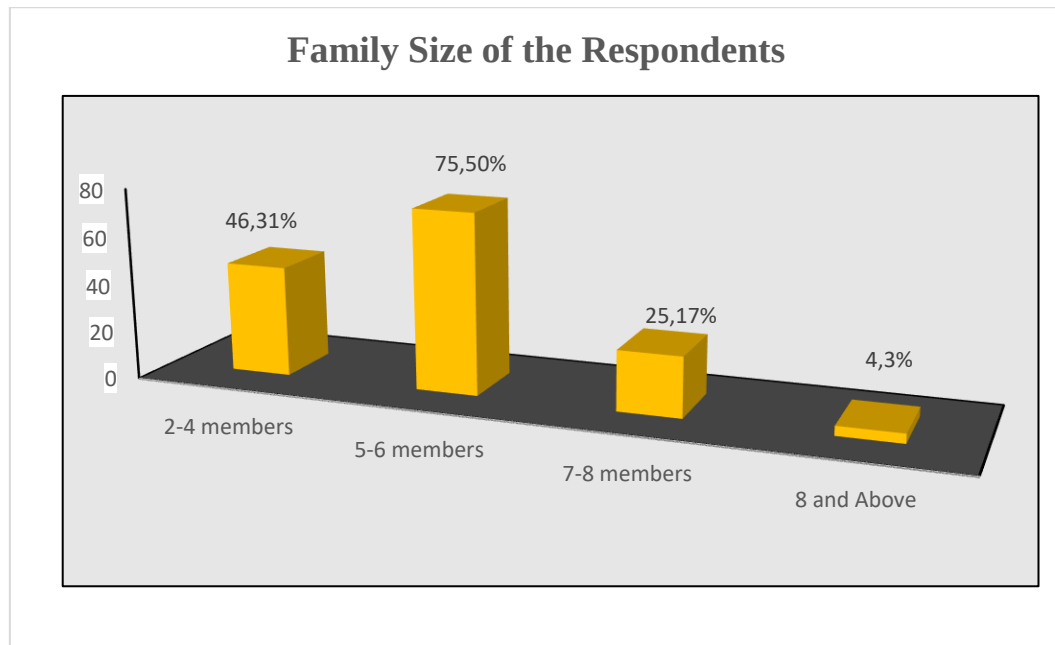


Chart 4.1.6 Chart representing the the Family size of the respondents.

Table 4.1.7 Table indicating the Residence of the respondents.

PLACE	FREQUENCY	PERCENTAGE
Vellore	14	9
Ranipet	55	37
Walajapet	42	28
Others	39	26
Total	150	100

Inference:

In the total of 150 respondents, 14 (9%) of the respondents from Vellore, 55 (37%) of the respondents from Ranipet. Further, 42 (28%) of the respondents from Walajapet and 39 (26%) of the respondents from other places. This indicates that majority of the respondents belong to Ranipet.

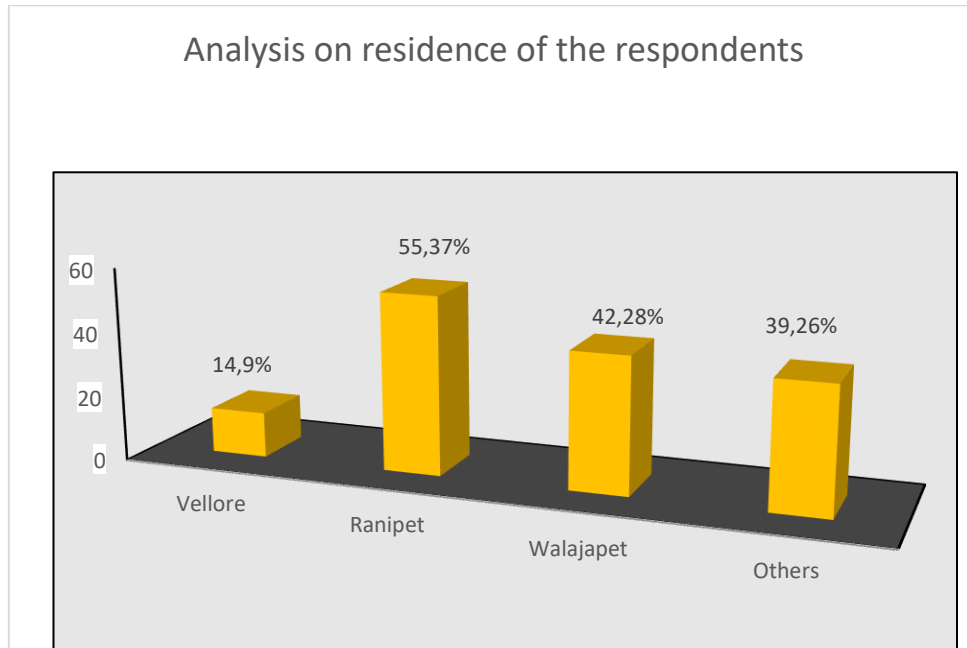


Chart 4.1.7 Chart representing the Residence of the respondents.

Table 4.1.8 Table indicating the Monthly income of the respondents.

INCOME	FREQUENCY	PERCENTAGE
Less than 8000	4	3
8001-10000	21	14
10001-15000	45	30
More than 15000	80	53
Total	150	100

Inference:

In the total of 150 respondents, 4 (3%) of the respondents are Less than 8000, 21 (14%) of the respondents are 8001-10000. Further, 45 (30%) of the respondents are 10001-15000 and 80 (53%) of the respondents are More than 15000. This indicates that majority of the respondents getting salary More than 15000.

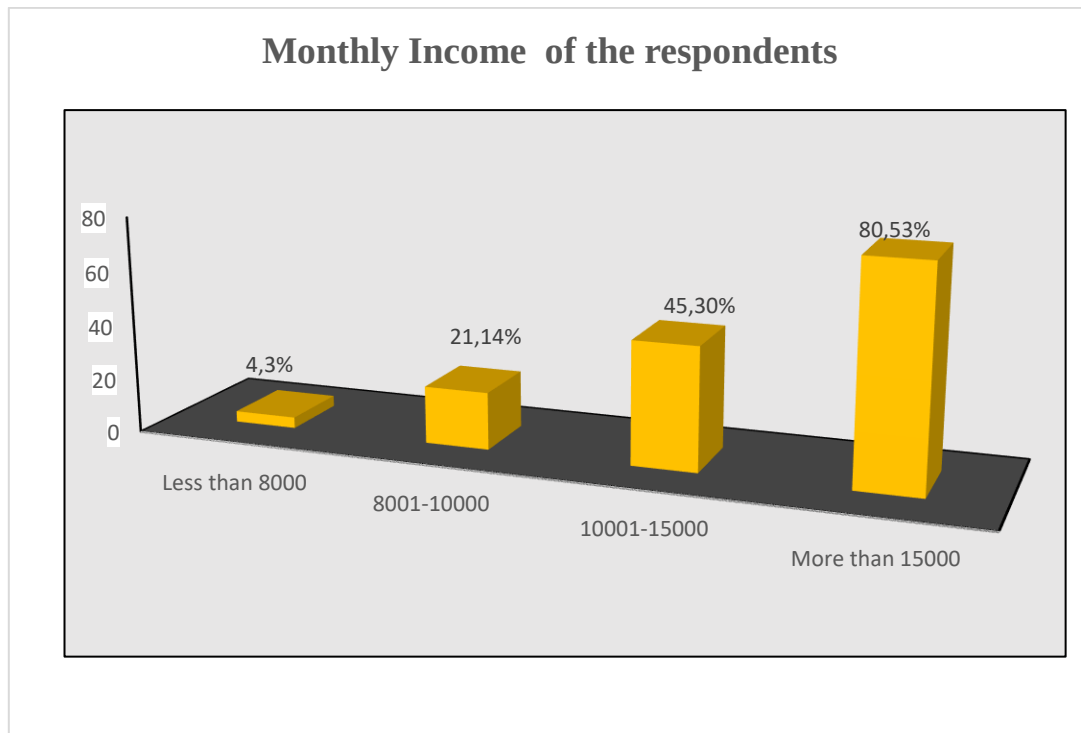


Chart 4.1.8 Chart representing the Monthly income of the respondents.

Table 4.1.9 Table indicating the Stress feel of the respondents.

STRESS FEEL	FREQUENCY	PERCENTAGE
Never	18	12
Rarely	23	15
Sometimes	90	60
Frequently	16	11
Always	3	2
Total	150	100

Inference:

In the total of 150 respondents, 18 (12%) of the respondents are never feels stress, 23 (15%) of the respondents are rarely feels stress, 90 (60%) of the respondents are sometime feels stress.

Further, 16 (11%) of the respondents are frequently feels stress and 3 (2%) of the respondents are always feels stress. This indicates that majority of the respondents are sometimes feels stress.

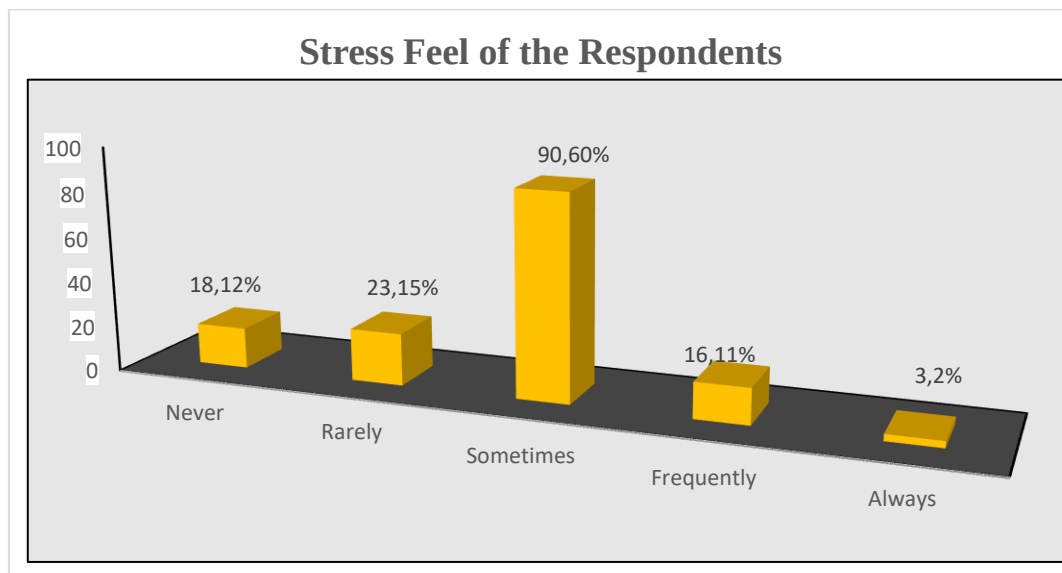


Chart 4.1.9 Chart representing the the Stress feel of the respondents.

Table 4.1.10 Table indicating the Stress of the respondents.

STRESS KIND	FREQUENCY	PERCENTAGE
Physical	83	55
Mental	40	27
Both	27	18
Total	150	100

Inference:

In the total of 150 respondents, 83 (55%) of the respondents are suffered with Physical stress. Further, 40 (27%) of the respondents are suffered with mental stress and 27 (18%) of the respondents are suffered with both. This indicates that majority of the respondents are suffered with Physical stress.

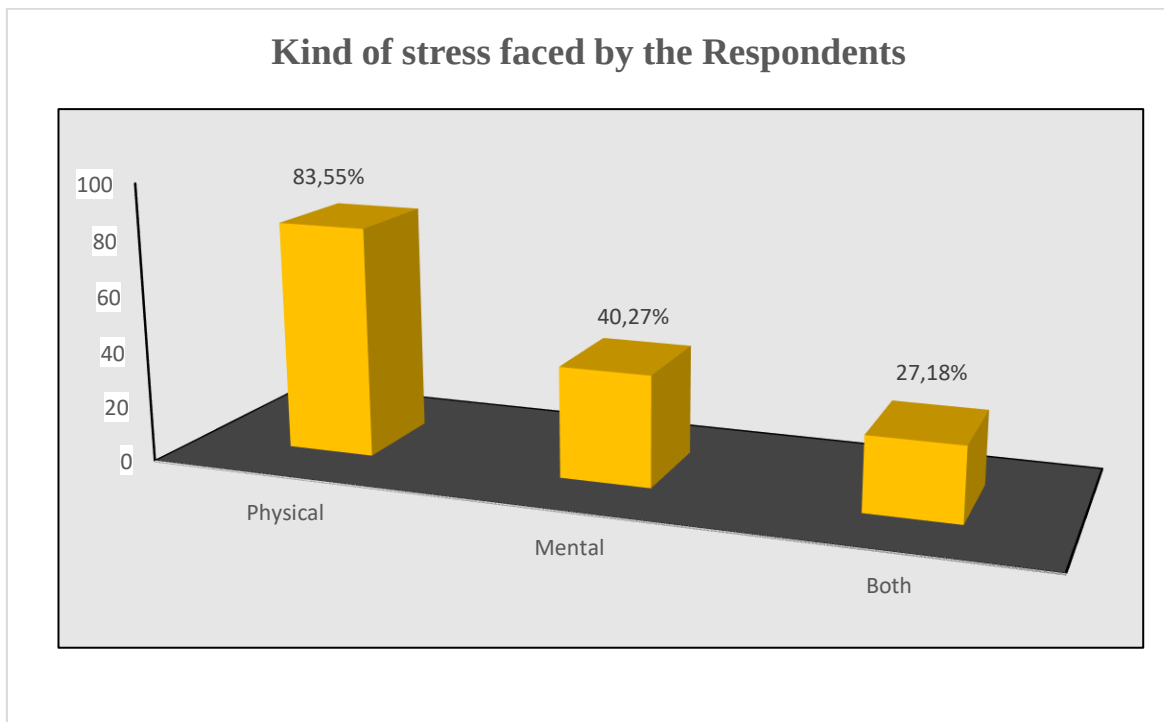


Chart 4.1.10 Chart representing the the Stress of the respondents.

Table 4.1.11 Table indicating the Level of Stress faced by the respondents.

STRESS LEVEL	FREQUENCY	PERCENTAGE
Very Low	14	9
Low	35	23
Moderate	75	50
High	20	13
Very High	6	4
Total	150	100

Inference:

In the total of 150 respondents, 14 (9%) of the respondents are very low, 35 (23%) of the respondents are said the level of stress is low, 75 (50%) of the respondents are said the level of stress is Moderate. . Further, 20 (13%) of the respondents are said the level of stress is High and 6 (4%) of the respondents are said the level of stress is Very high. This indicates that majority of the respondents are said the level of stress is Moderate.

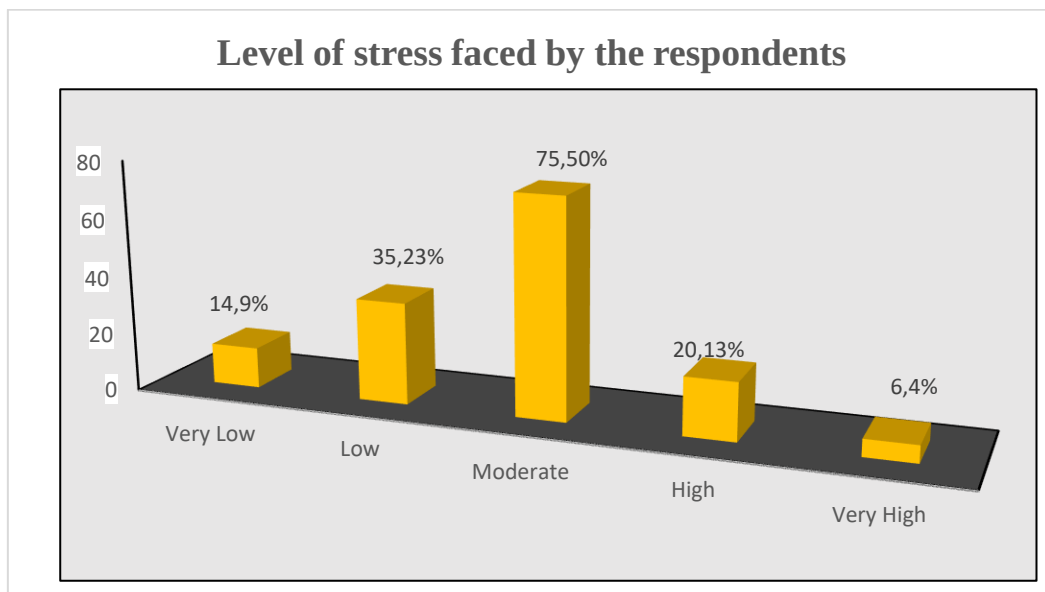


Chart 4.1.11 Chart representing the Level of Stress faced by the respondents.

Table 4.1.12 Table indicating the supervisor behavior by the respondents.

SUPERVISOR BEHAVIOUR	FREQUENCY	PERCENTAGE
If boss felt more stress because of work	20	13
If you take more leaves	13	9
When the target is not achieved	76	51
When work level is high	41	27
Total	150	100

Inference:

In the total of 150 respondents, 20 (13%) of the respondents are said if boss felt more stress because of work, 13 (9%) of the respondents are said if you take more leaves. Further, 76 (51%) of the respondents are said when the target is not achieved and 41 (27%) of the respondents are said when work level is high. This indicates that majority of the respondents are said that their supervisor is rude when the target is not achieved.

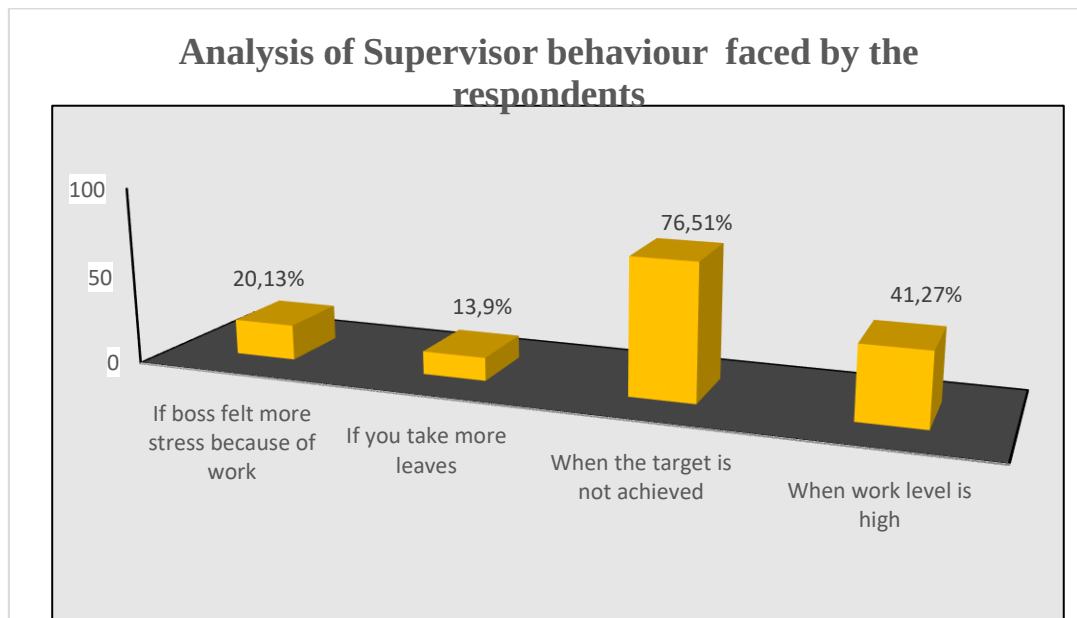


Chart 4.1.12 Chart representing the supervisor behavior by the respondents.

Table 4.1.13 Table indicating the problems faced by the respondents.

PROBLEMS FACED	FREQUENCY	PERCENTAGE
Consult your supervisor	75	50
Discuss it informally with a colleague	54	36
Seek professional help	4	3
Stay away from work	4	3
All of the above	8	5
None of the above	5	3
Total	150	100

Inference:

In the total of 150 respondents, when the respondents have problems 75 (50%) of the respondents consult their supervisor, 54 (36%) of the respondents discuss it informally with a colleague, 4 (3%) of the respondents seek professional help. Further, 4 (3%) of the respondents stay away from work, 8 (5%) of the respondents chooses all of the above and 5 (3%) of the respondents chooses none of the above. This indicates that majority of the respondents are said that when the respondents have problems at work they discuss it informally with their colleague.

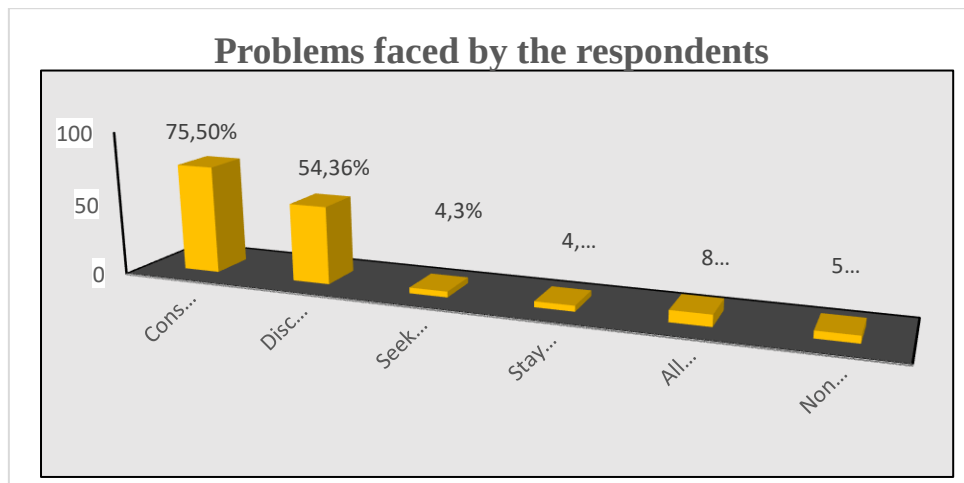


Chart 4.1.13 Chart representing the Problems faced by the respondents.

Table 4.1.14 Table indicating the Relationship Status of the respondents.

RELATIONSHIP STATUS	FREQUENCY	PERCENTAGE
Very poor	7	5
Poor	10	7
Fair	48	32
Good	57	38
Excellent	28	19
Total	150	100

Inference:

In the total of 150 respondents, 7 (5%) of the respondents maintain very poor relationship, 10 (7%) of the respondents maintain poor relationship, 48 (32%) of the respondents maintain fair relationship. Further, 57 (38%) of the respondents maintain good relationship and 28 (19%) of the respondents maintain excellent relationship. This indicates that majority of the respondents are maintaining gppd relationship with their colleagues.

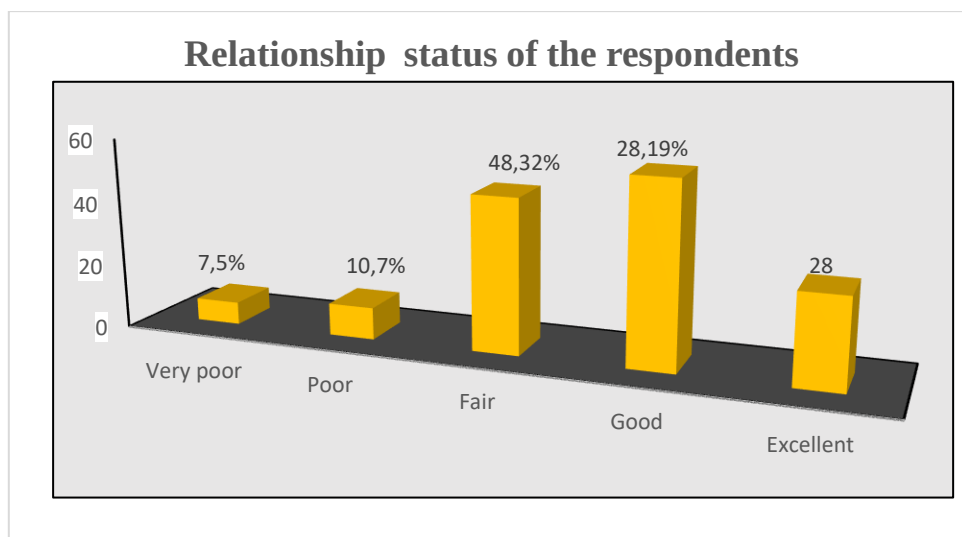


Chart 4.1.14 Chart representing the Relationship Status of the respondents.

Table 4.1.15 Table indicating the Working Punctuality of the respondents.

WORKING PUNCTUALITY(Late at work)	FREQUENCY	PERCENTAGE
Never	55	37
Rarely	41	27
Sometimes	33	22
Frequently	15	10
Always	6	4
Total	150	100

Inference:

In the total of 150 respondents, 55 (37%) of the respondents are does not came late to the office, 41 (27%) of the respondents are rarely came late to the office, 33 (22%) of the respondents are sometimes came late to the office. Further, 33 (22%) of the respondents are frequently came late to the late office and 6 (4%) of the respondents are always came late to the office. This indicates that majority of the respondents are rarely came late to the office.

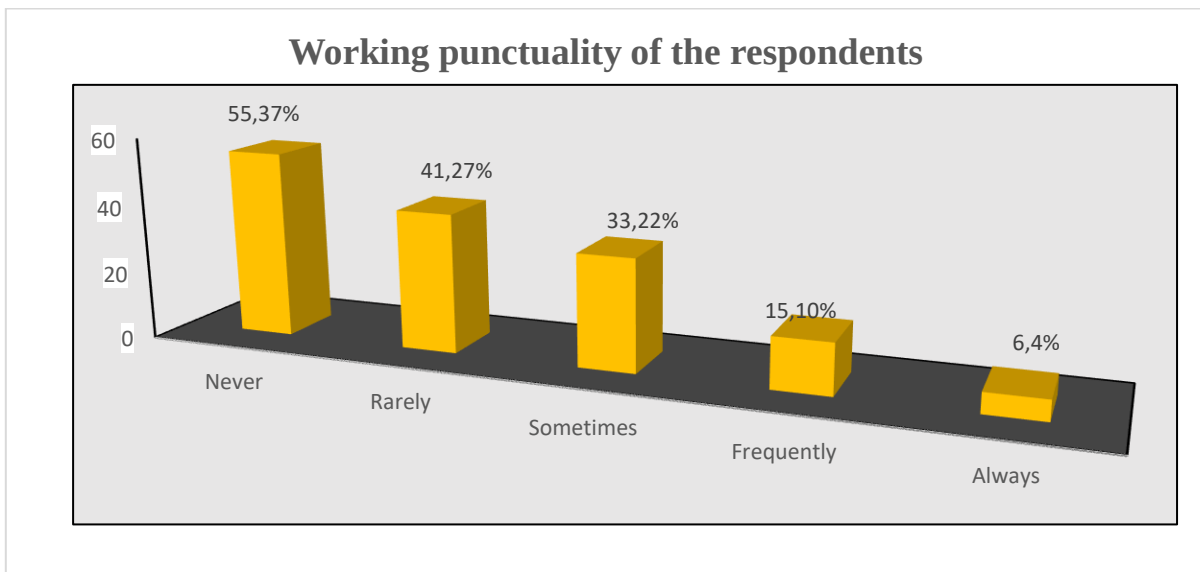


Chart 4.1.15 Chart representing the Working Punctuality of the respondents.

Table 4.1.16 Table indicating the Work from home of the respondents.

WORK FROM HOME	FREQUENCY	PERCENTAGE
Never	43	29
Rarely	54	36
Sometimes	33	22
Frequently	18	12
Always	2	1
Total	150	100

Inference:

In the total of 150 respondents, 43 (29%) of the respondents are never do their office work at home, 54 (36%) of the respondents are rarely do their office work at home, 33 (22%) of the respondents are sometimes do their office work at home. Further, 18 (12%) of the respondents are frequently do their office work at home and 2 (1%) of the respondents are always do their office work at home. This indicates that majority of the respondents are rarely never do their office work at home.

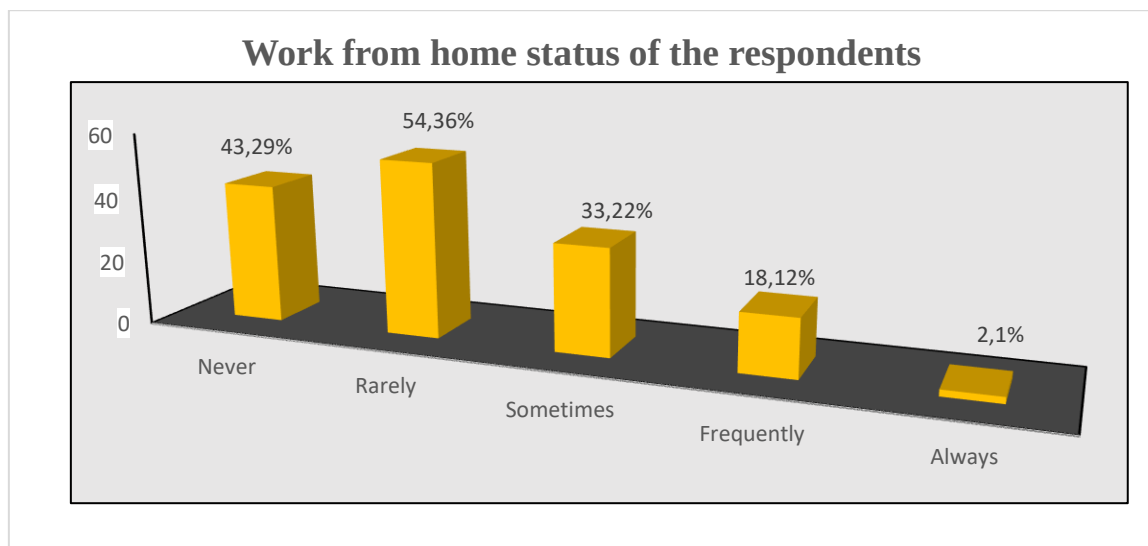


Chart 4.1.16 Chart representing the Work from home of the respondents.

Table 4.1.17 Table indicating the Salary Satisfaction of the respondents.

SALARY	FREQUENCY	PERCENTAGE
Dissatisfied	41	27
Highly dissatisfied	7	5
Moderate	78	52
Satisfied	16	11
Highly satisfied	8	5
Total	150	100

Inference:

In the total of 150 respondents, 41 (27%) of the respondents are highly Satisfied, 7 (5%) of the respondents are Satisfied, 78 (52%) of the respondents are Moderate. Further, 16 (11%) of the respondents are dissatisfied and 8 (5%) of the respondents are highly dissatisfied. This indicates that majority of the respondents are belongs to Moderate through the salary structure.

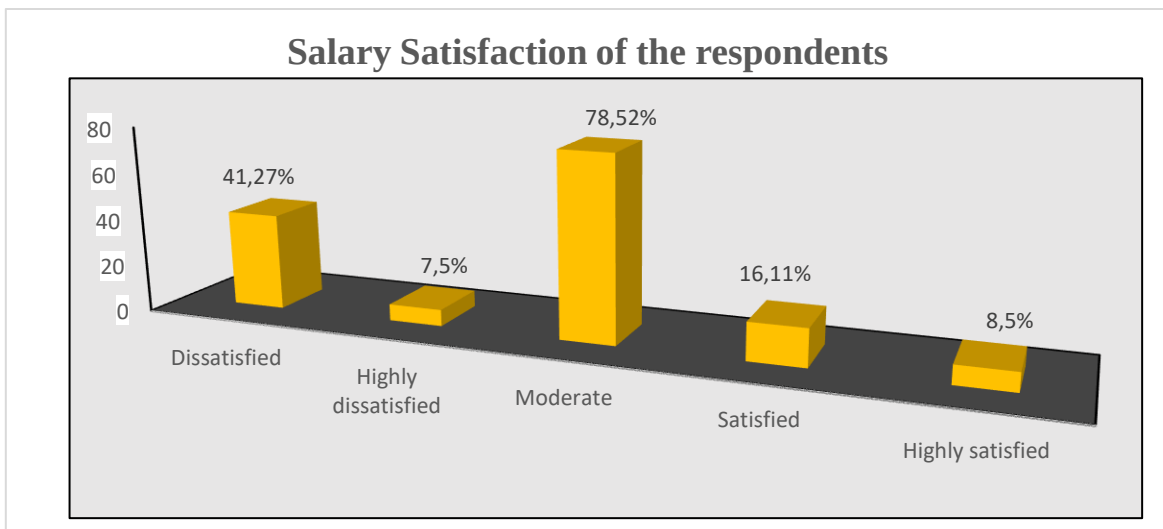


Chart 4.1.17 Chart representing the Salary Satisfaction of the respondents.

Table 4.1.18 Table indicating the Leisure time of the respondents.

LEISURE TIME	FREQUENCY	PERCENTAGE
Dissatisfied	14	9
Highly dissatisfied	47	31
Neutral	78	52
Satisfied	10	7
Highly satisfied	1	1
Total	150	100

Inference:

In the total of 150 respondents, 14 (9%) of the respondents are dissatisfied, 47 (31%) of the respondents are highly dissatisfied, 78 (52%) of the respondents are neutral. Further, 10 (7%) of the respondents are Satisfied and 1 (1 %) of the respondents are Highly Satisfied. This indicates that majority of the respondents are belongs to neutral in the break timing.

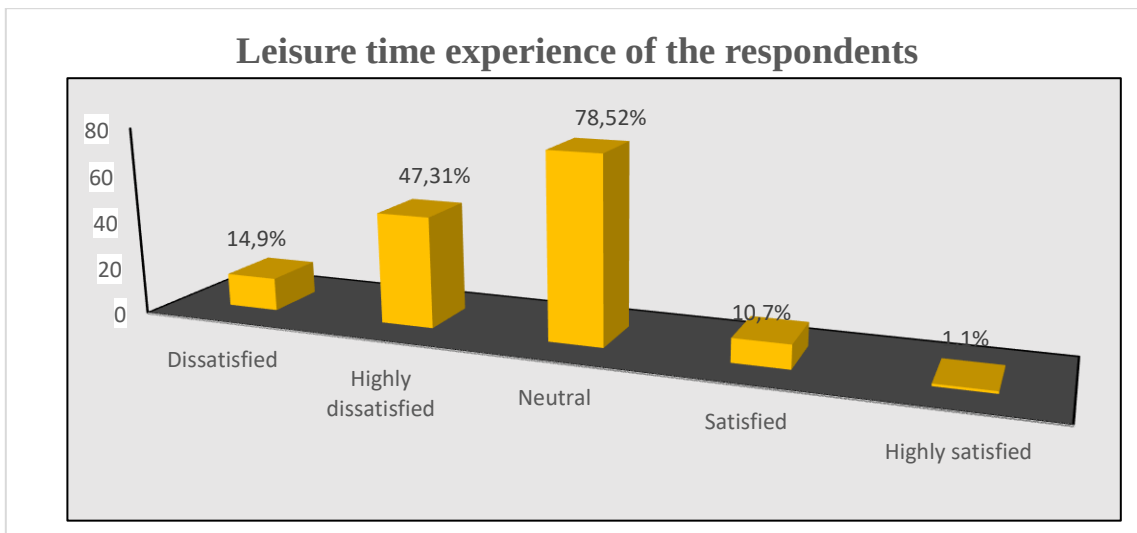


Chart 4.1.18 Chart representing the Leisure time of the respondents.

Table 4.1.19 Table indicating the respondent's satisfaction of the job.

RESPONDENT SATISFACTION	FREQUENCY	PERCENTAGE
Boring	23	15
Challenging	23	15
Interesting	74	49
Monotonous	11	7
Routine	19	13
Total	150	100

Inference:

In the total of 150 respondents, 23 (15%) of the respondents are feel that the job is Boring, 23 (15%) of the respondents are feel that the job is Challenging, 74 (49%) of the respondents are feel that the job is Interesting. Further, 11 (7%) of the respondents are feel that the job is Monotonous and 19 (13%) of the respondents are feel that the job is Routine. This table indicates that majority of the respondents are feel the job is Interesting.

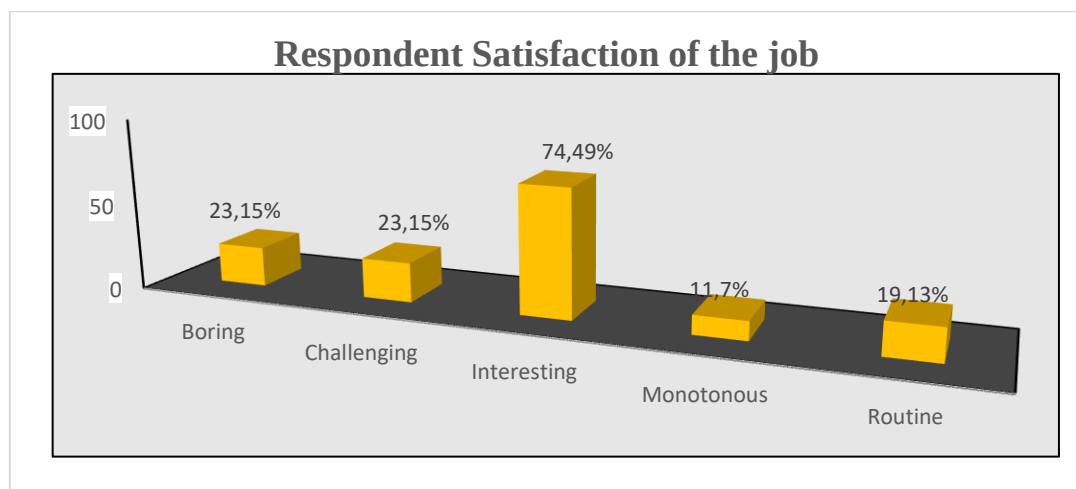


Chart 4.1.19 Chart representing the respondent's satisfaction of the job.

Table 4.1.20 Table indicating the Physical inconvenience faced by the respondents.

PHYSICAL INCONVENIENCE	FREQUENCY	PERCENTAGE
Yes	90	60
No	60	40
Total	150	100

Inference:

In the total of 150 respondents, 90 (60%) of the respondents are said Yes, they are suffering with physical inconvenience and 60 (40%) of the respondents are said No, they are not suffering with physical inconvenience. This indicates that majority of the respondents are said Yes, they are suffering with physical inconvenience.

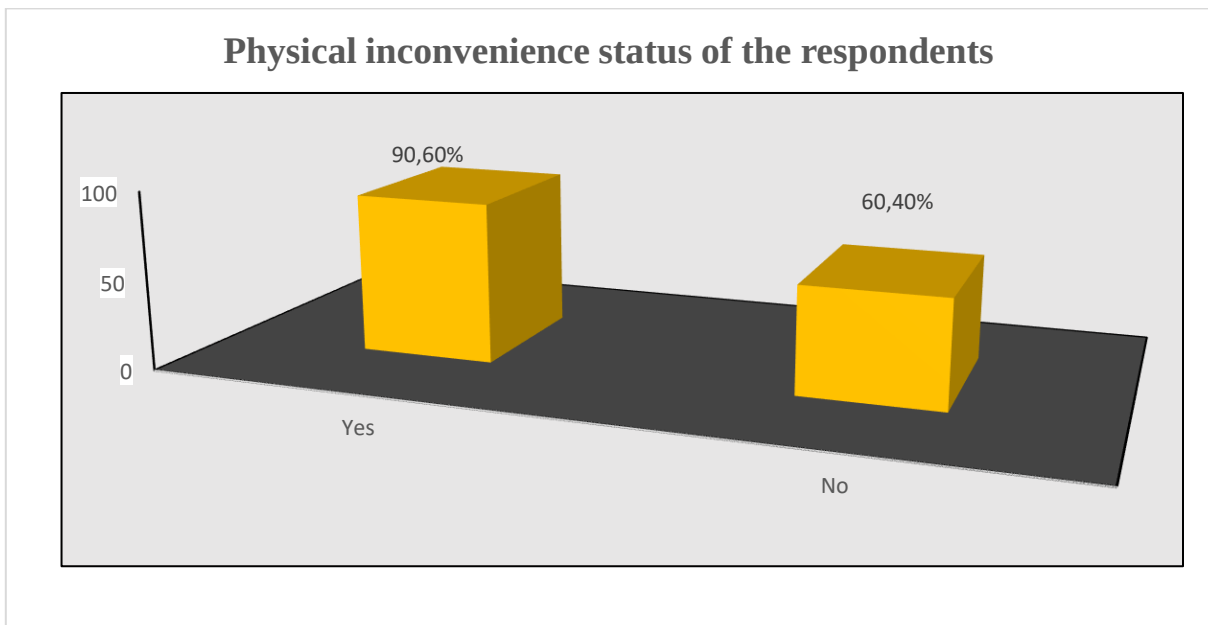


Chart 4.2.20 Chart representing the Physical inconvenience faced by the respondents.

Table 4.1.21 Table indicating the Types of Physical inconvenience faced by the respondents

TYPES OF PHYSICAL INCONVENIENCE	FREQUENCY	PERCENTAGE
Digestive problem	4	3
Headache	63	42
High blood pressure	5	3
Hypertension	15	10
Nervousness	3	2
No response	60	40
Total	150	100

Inference:

In the total of 150 respondents, 4 (3%) of the respondents are suffered with Digestive problem, 63 (42%) of the respondents are suffered with Headache, 5 (3%) of the respondents are suffered with High blood pressure. Further, 15 (10%) of the respondents are suffered with Hypertension and 3 (2%) of the respondents are suffered with Nervousness ans Since, the missing value is 60 (40%). This table indicates that majority of the respondents are are suffered with Headache.

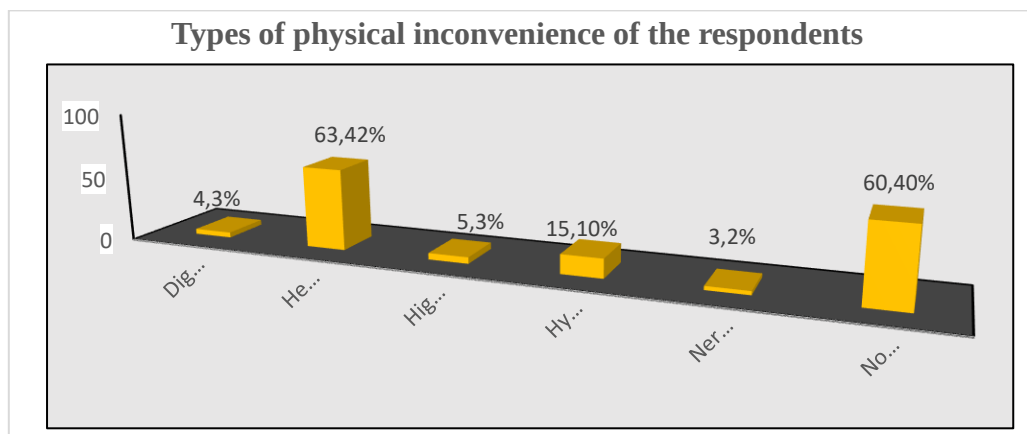


Chart 4.1.21 Chart representing the Types of Physical inconvenience faced by the respondents

Table 4.1.22 Table indicating the Concentration problems faced by the respondents

CONCENTRATION PROBLEMS	FREQUENCY	PERCENTAGE
Never	52	35
Rarely	44	29
Sometimes	32	21
Frequently	19	13
Always	3	2
Total	150	100

Inference:

In the total of 150 respondents, 52 (35%) of the respondents never faced concentration problems, 44 (29%) of the respondents rarely faced concentration problems, 32 (21%) of the respondents sometimes faced concentration problems. Further, 19 (13%) of the respondents frequently faced concentration problems and 3 (2%) of the respondents always came faced concentration problems. This indicates that majority of the respondents rarely faced concentration problems.

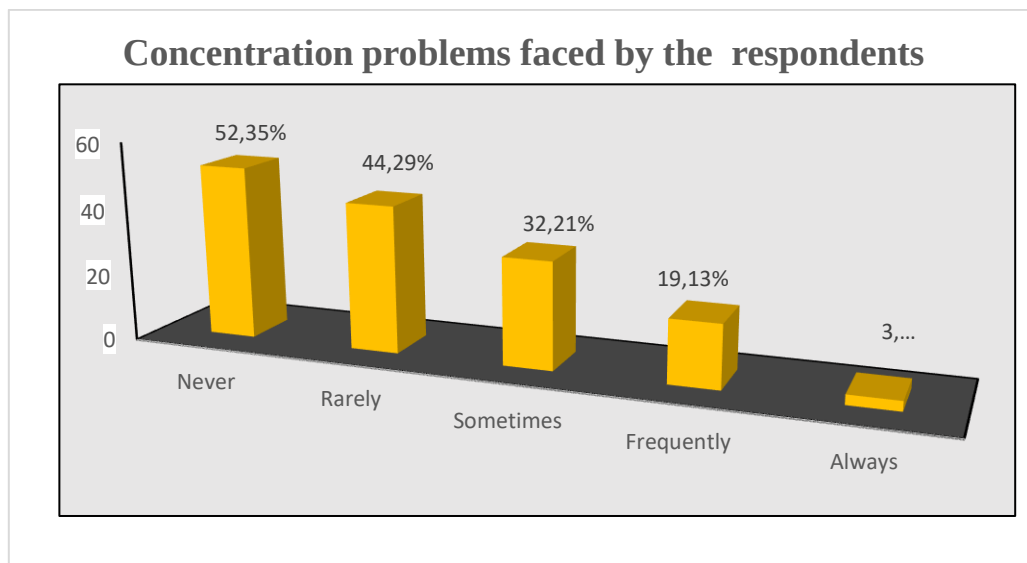


Chart 4.1.22 Chart representing the Concentration problems faced by the respondents

Table 4.1.23 Table indicating the Stress results in thought of leaving the job by the respondents

QUITTING THE JOB	FREQUENCY	PERCENTAGE
Yes	96	64
No	54	36
Total	150	100

Inference:

In the total of 150 respondents, 96 (64%) of the respondents are said Yes, they are ready to give up their job and 54 (36%) of the respondents are said No, they are not giving up the job. This indicates that majority of the respondents are said Yes, they are ready to give up their job due to stress.

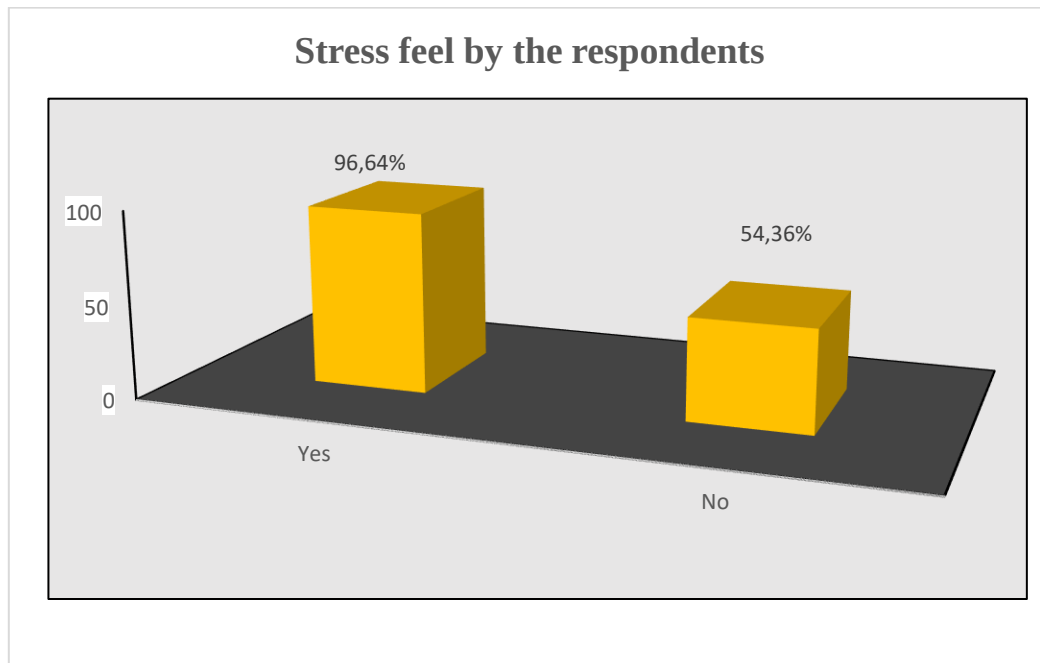


Chart 4.1.23 Chart representing the Stress results in thought of leaving the job by the respondents

Table 4.1.24 Table indicating the Performance feedback from the respondents

PERFORMANCE FEEDBACK	FREQUENCY	PERCENTAGE
Very poor	4	3
Poor	68	45
Fair	39	26
Good	15	10
Excellent	24	16
Total	150	100

Inference:

In the total of 150 respondents, 4 (3%) of the respondents performance feedback is very poor, 68 (45%) of the respondents performance feedback is poor, 39 (26%) of the respondents performance feedback is fair. Further, 15 (10%) of the respondents performance feedback is good and 24 (16%) of the respondents performance feedback is excellent. This indicates that majority of the respondents performance feedback is poor due to stress.

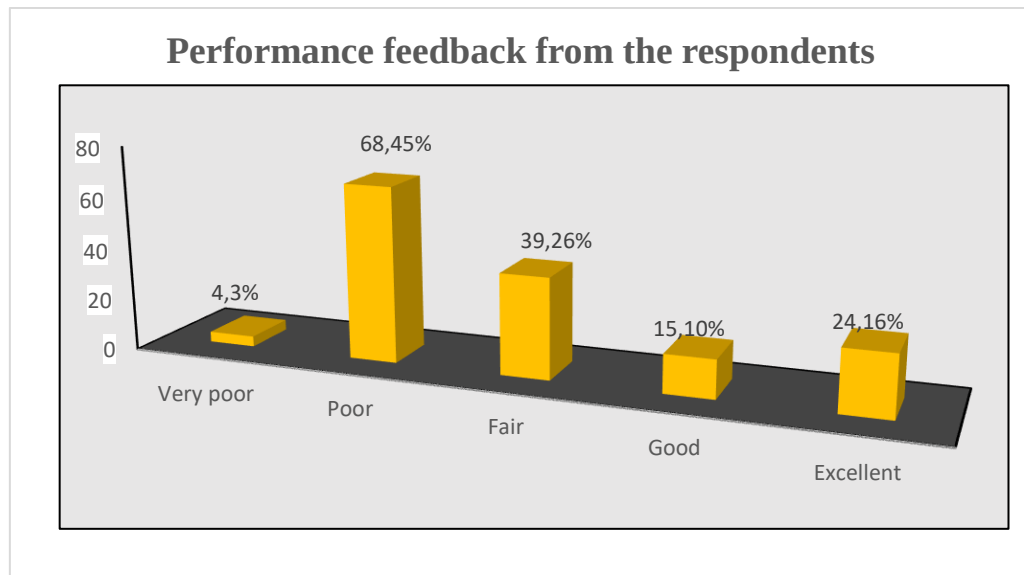


Chart 4.1.24 Chart representing the Performance feedback from the respondents

Table 4.1.25 Table indicating the Impact of stress in productivity from the respondents

IMPACT OF STRESS IN PRODUCTIVITY	FREQUENCY	PERCENTAGE
Agree	48	32
Disagree	39	26
Neutral	53	35
Strongly agree	6	4
Strongly disagree	4	3
Total	150	100

Inference:

In the total of 150 respondents, 48 (32%) of the respondents are agreed, 39 (26%) of the respondents are disagreed, 53 (35%) of the respondents are neutral. Further, 6 (4%) of the respondents are strongly agreed and 4 (3%) of the respondents are strongly disagreed. This indicates that majority of the respondents are said neutral to the impact of job stress on the productivity.

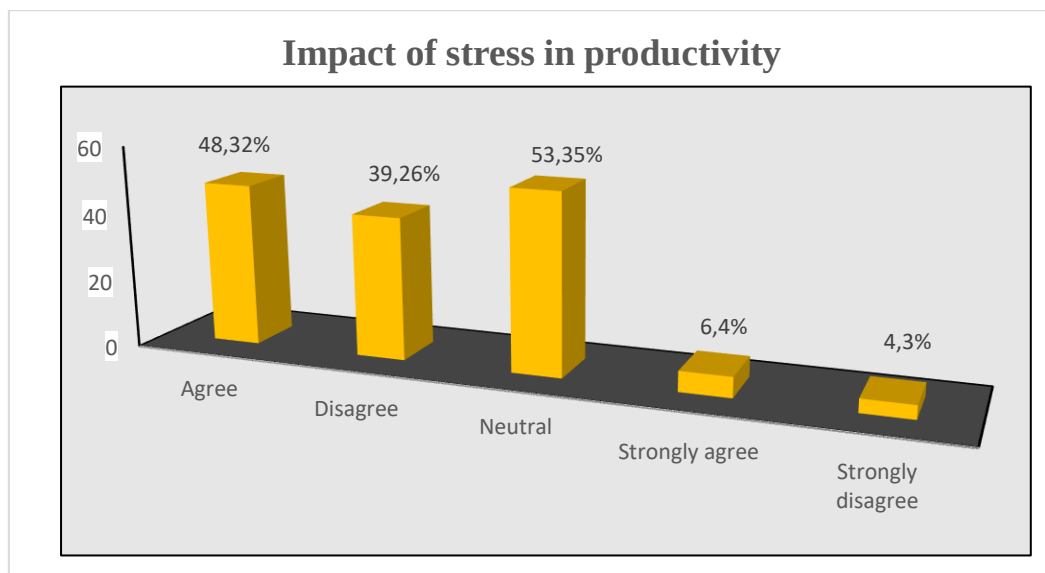


Chart 4.1.25 Chart representing the Impact of stress in productivity from the respondents

4.2 STATISTICAL ANALYSIS

4.2.1 CHI – SQUARE TEST

Null Hypothesis (H_0): There is no significant difference between the gender and the level of stress.

Alternative Hypothesis (H_1): There is significant difference between the gender and the level of stress.

Table 4.2.1.1 Table indicating the gender and level of stress of the respondents

Gender * Level of Stress							
Gender		Level of stress					Total
		High	Low	Moderate	Very high	Very low	
Female	Count	13	21	50	2	10	96
	Expected Count	12.8	22.4	48.0	3.8	9.0	96.0
Male	Count	7	14	25	4	4	54
	Expected Count	7.2	12.6	27.0	2.2	5.0	54.0
Total	Count	20	35	75	6	14	150
	Expected Count	20.0	35.0	75.0	6.0	14.0	150.0

Table 4.2.1.2 Table indicating the Chi-Square test:

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	3.268 ^a	4	0.514
Likelihood Ratio	3.150	4	0.533
N of Valid Cases	150		

Interpretation:

From the TABLE 4.2.1.2, we can infer that the Pearson Chi-square value is 3.268 and the p-value (.514) is greater than 0.05, so the **Null Hypothesis (H_0) is rejected** at 5% level of significance (0.05). Hence it is concluded that there is a significant difference between the gender and the level of stress.

4.2.2 ONE-WAY ANOVA

Null Hypothesis (H_0):

There is no significant difference between the age group and the impact in employees productivity due to stress.

Alternative Hypothesis (H_1):

There is significant difference between the age group and the impact in employees productivity due to stress.

Table 4.2.2.1 Table indicating the age group and impact in employees productivity due to stress.

ANOVA					
Impact due to stress					
	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	112.956	3	37.652	425.552	<0.001
Within Groups	12.918	146	0.088		
Total	125.873	149			

Interpretation:

From the TABLE 4.2.2.1, we can infer that the p-value (0.001) is less than 0.05, then the Null Hypothesis is rejected at 5% level of significance. Hence it is concluded that there is significance difference between the age group and the impact in employees productivity due to stress.

4.2.3 CORRELATION ANALYSIS

Null Hypothesis (H0):

There is no significance relationship between size of the family and salary satisfaction of the respondents.

Alternative Hypothesis (H1):

There is significance relationship between size of the family and salary satisfaction of the respondents.

Table 4.2.3.1 Table indicating the size of the family and salary satisfaction of the respondents.

Correlations			
		Salary satisfaction	Size of the family
Salary satisfaction	Pearson Correlation	1	.780**
	Sig. (2-tailed)		0.000
	N	150	150
Size of the family	Pearson Correlation	.780**	1
	Sig. (2-tailed)	0.000	
	N	150	150

Interpretation:

From the TABLE 4.2.3.1, we can find that the correlation between size of the family and salary satisfaction of the respondents is 0.780. Based on the correlation coefficient, we can infer that the relationship between the two variables is a **moderate positive correlation**. Hence it is concluded that there is a significance relationship between size of the family and salary satisfaction of the respondents.

CHAPTER – 5

FINDINGS AND SUGGESTIONS

5.1 FINDINGS

5.1.1 FINDINGS FROM PERCENTAGE ANALYSIS

- The majority of the respondents are feeling stressed “sometimes” during their work.
- The majority of the respondents are suffered with Physical stress.
- The majority of the respondents are facing “moderate” level of stress in their work environment.
- The fact that the majority of the respondents indicates that their supervisor is rude “when the target is not achieved”.
- The majority of the respondents “consult their supervisor” when they problem in work.
- Most of the respondents have “good” relationship with their colleagues.
- It has been found that majority of the respondents are “rarely” doing office work at home.
- Most of the respondents are “moderately” satisfied towards their salary structure.
- The majority of the respondents are indicated to “neutral” for the satisfaction of their leisure hours.
- Majority of the respondents are “Interested” in doing their job in the organization.
- It has been found that majority of the respondents are said “Yes” for physical inconvenience.
- It has been found that major respondents are suffered with the headache.
- Most of the respondents indicates to “never” for the concentration problem. It shows that majority of the employees are not facing any concentration problem when they perform their task.
- The majority of the respondents indicate to “Yes”, it shows that they are ready to give up their job due to stress.

- The fact that the majority of the respondents' performance feedback for last four months is "poor" due to the stress they are facing in their job.
- Majority of the respondents are said "yes" it clearly shows that there is an impact of job stress on the productivity.
- As per the statistical test of **CHI-SQUARE TEST** has applied there is a significant difference between gender and level of stress.
- As per the statistical test the **ONE WAY ANOVA** has applied that there is a significance difference between age group and impact in employees productivity due to stress.
- As per the statistical test the **CORRELATION** has applied that there is a significance relationship between size of the family and salary satisfaction of the respondents.

5.2 SUGGESTIONS

- Time management training should be given to employees on a continuous basis.
- The supervisors and managers need to explore the causes of the dissatisfaction of employees within the working environment.
- Supervisors must assess the level of their subordinates knowledge and skills and whether they will be able to meet their deadlines. They must agree on a performance contract, so that they can give employees with job maturity and control over their jobs.
- The supervisor can control certain stress factors which affect the employees performance their jobs to avoid physical stress.
- The organization should concentrate more stress relief session to employees to overcome their stress such as exercises, zumba, yoga and meditations.
- Management should also focus on stress managing programs for betterment of the work from the employees.

5.3 CONCLUSION

The study's aim was to see how stress affected employee productivity in the leather industry at Ranipet. The findings of this study indicated that the negative factors that afflicted workers had a negative impact on their productivity. The gender of the respondents was cross tabulated with the level of stress, determining the stress levels of the respondents, and the effect of stress on productivity were among the causes identified and analysed.

The large number of variables found, published, and quantified, as well as the literature review, suggest that the study's objective was met. This also demonstrated that stress had a negative impact on productivity at Ranipet's Leather Industry.

There were several stressors that workers in the leather industry had to deal with, and the investigation revealed that stress had a detrimental impact on productivity. The fact that the majority of workers considered quitting their jobs at Leather Industry because they felt the company didn't care about them reflected a high level of discontent, which inevitably lowered productivity.

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APPENDIX - I

QUESTIONNAIRE

A Study Of Stress And Its Effects On Employees Productivity In Leather Industry

SECTION-A

1) Gender a) Male b) Female

2) Age

a) 18-30 Years b) 31-40 Years c) 41-50 Years d) 51 Years and Above

3) Marital status

a) Married b) Single c) Widowed d) Others

4) Education qualification

a) SSLC b) DIPLOMA c) UG d) PG

5) How many years you are working in Leather industry?

a) 0-1 Years b) 2-3 Years c) 3-4 Years d) 5 Years and Above

6) How many members are there in your family?

a) 2-4 members b) 5-6 members c) 7-8 members d) 8 and Above

7) What is your place of residence?

a) Vellore b) Walajapet c) Ranipet d) Others

8) What is your monthly income?

a) Less than 8000 b) 8001-10000 c) 10001-15000 d) More than 15000

SECTION - B

9) How often do you feel stressed?

- a) Always b) Frequently c) Sometimes d) Rarely e) Never

10) What kind of stress do you suffer in your job?

- a) Physical b) Mental c) Both

11) How much level of stress you are facing in your job?

- a) Very high b) High c) Moderate d) Low e) Very low

12) When do you feel that your supervisor is rude with you?

- a) When work level is high b) When the target is not achieved
c) If you take more leaves d) If boss felt more stress because of work

13) When you have a problem at work, do you:

- A) Consult your supervisor b) Seek professional help
c) Stay away from work d) Discuss it informally with a colleague
e) All of the above f) None of the above

14) How is your relationship with your colleagues?

- a) Excellent b) Good c) Fair d) Poor e) Very Poor

15) Do you come late for work?

- a) Always b) Frequently c) Sometimes d) Rarely e) Never

16) Will you do your office work at home?

- a) Always b) Frequently c) Sometimes d) Rarely e) Never

17) Are you satisfied with your salary structure?

- a) Highly satisfied b) Satisfied c) Moderate d) Dissatisfied e) Highly dissatisfied

18) How satisfied are you with the break timing given in the company?

- a) Highly satisfied b) Satisfied c) Neutral d) Dissatisfied e) Highly dissatisfied

19) How do you feel about your job?

- a) Challenging b) Interesting c) Routine d) Monotonous e) Boring

20) Do you suffer any physical inconvenience due to stress?

- a) Yes b) No

21) If yes, what kind of inconvenience?

- a) Headache b) High blood pressure c) Digestive problem d) Hypertension
e) Nervousness

22) Do you have concentration problems when performing your duties?

- a) Always b) Frequently c) Sometimes d) Rarely e) Never

23) Have you ever thought of leaving this job due to stress?

- a) Yes b) No

24) How was your performance feedback for the past four months?

- a) Excellent b) Good c) Fair d) Poor e) Very Poor

25) Is there any impact of job stress on the productivity of employees?

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

APPENDIX – II

JOURNAL

A STUDY ON STRESS AND ITS EFFECTS ON EMPLOYEES PRODUCTIVITY IN LEATHER INDUSTRY AT RANIPET

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ABSTRACT

Employee efficiency is a vital component of a company's performance in today's dynamic global setting. High levels of stress in the workplace can have a direct negative effect on employee productivity. Stress is a common component, and people from all walks of life are subjected to it. Employers are also investigating the stress management problems that lead to workers' poor job performance. The study's main purpose was to measure stress and its effect on employee productivity. The research was carried out in Ranipet's Leather Industry. The research design chosen was a descriptive survey. A sample size of 150 was selected using convenience sampling techniques. Questionnaires were used to gather information. The findings revealed that the respondents were subjected to a variety of stressors, and the investigation revealed that stress had an effect on productivity. The majority of respondents said they work under extreme stress and that they don't feel cared about by their employers. The fact that the majority of respondents considered quitting their jobs because they believed their employers didn't care about them reflected a high level of discontent, which inevitably lowered productivity.

Management should perform an overview of the organisational atmosphere and environment by evaluating why workers believe Leather Industries does not care for its employees and what they can do to improve this. It was also proposed that an

Employee Assistance Program be implemented to allow for early detection and intervention of issues in order to maintain productivity levels.

KEY WORDS: *Stress, Stressors, Types, Effect of Stress, stress coping Mechanism.*

1.INTRODUCTION

We always talk about stress and how we feel overwhelmed when we have too much to do and too much on our minds, or when other people make unfair demands on us, or when we are dealing with circumstances over which we have no influence. Stressors are the conditions that cause us to become anxious. Changes in people's behaviour can be seen as signs of stress. Acute stress reactions may manifest as emotions (anxiety, depression, irritability, fatigue), behaviour (withdrawal, aggression, tears, unmotivation), thought (concentration and problem solving difficulties), or physical symptoms (palpitations, nausea, headaches). Changes in neuroendocrine, cardiovascular, autonomic, and immunological functioning occur as a result of chronic stress, leading to mental and physical illness (anxiety, depression, heart disease) Situations that are unpredictable or uncontrollable, uncertain, unclear, or unfamiliar, or that include conflict, failure, or performance expectations, trigger stress.

1.1 STRESS

Stress refers to the strain between our external environment and us, leading to emotional and physical pressure. In our fast-paced world, it is impossible to live without stress, whether you are a student or a working adult. There is both positive and negative stress, depending on each individual's unique perception of the tension between the two farces. Not all stress is bad. Positive stress, also known as Eustress, may, for example, aid an individual's ability to perform at their best.

As a consequence, it is clear that any sort of positive stress will enrich and enrich our lives. A deadline, for example, will inspire us to make the most of our time and improve our productivity. It's crucial to remember this when it comes to stress management.

Negative stress, on the other hand, may cause mental and physical strain. The individual will experience symptoms such as tensions, headaches, irritability, and in extreme cases, heart palpitation. Hence, whilst some stress may be seen as a

motivating force, it is important to manage stress levels so that it does not harm your health and relationships.

1.2 CAUSES OF STRESS

There are many other causes of stress, and the factors that trigger stress are referred to as stressors. Performance, threat, and bereavement stressors are the most common lifestyle stressors.

- Performance stressors are triggered when an individual is placed in a situation where he feels a need to excel. This could be during performance appraisal, lunch with the boss, or giving a speech.
- Threat stressors are usually when the current situation poses a dangerous threat, such as an economic downturn, or from an accident.
- Lastly, bereavement stressors occur when there is a sense of loss such as the death of a loved one, or a prized possession.

As a result, there are a wide range of stressors, as well as a wide range of strategies and approaches for coping with stress and using it to our advantage. To do so, we must learn to recognise when our stress levels have shifted from positive to negative.

1.3 REMEDIES TO REDUCE STRESS

There are two major approaches to reduce stress. They are,

- ✓ **Individual approaches**
- ✓ **Organizational approaches**

1.3.1 INDIVIDUAL APPROACHES

Employees should take personal responsibility for lowering their stress levels. Implementing time management methods, increasing physical activity, relaxation training, and expanding one's social support network are only a few of the individual strategies that have proven to be successful.

1.3.2 ORGANIZATIONAL APPROACHES

Management has influence over a variety of factors that trigger stress, including mission and position demands, as well as organisational structure. As a consequence, they may be altered or updated. Some of the strategies that management want to consider include improved personal self-section and job placement, use of realistic goal setting, redesigning of jobs, improved organizational communication and establishment of corporate wellness programmers.

Certain jobs are more stressful than others. Individual with little experience or an external lower of control tend to be more proven to stress. Selection and placement decisions should take these facts into consideration. Goal setting helps to reduce stress. It also provides motivation. Designing jobs to give employees more responsibility, more meaningful work, more autonomy and increased feedback activities and lessen dependence on others.

By reducing position ambiguity and confrontation, more organised organisational contact with employees eliminates uncertainty. Employee counselling from the employee's overall physical and emotional state, for example, is part of a wellness programme. They are traditionally proud of their role in assisting people in quitting smoking, controlling alcohol consumption, eating healthy, and developing a daily workout schedule.

By reducing position ambiguity and confrontation, more organised organisational contact with employees eliminates uncertainty. Employee counselling from the employee's overall physical and emotional state, for example, is part of a wellness programme. They are traditionally proud of their role in assisting people in quitting smoking, controlling alcohol consumption, eating healthy, and developing a daily workout schedule.

Maintaining a good night's sleep is an effective way to relieve stress. Experiments on laboratory specimens have yielded some unexpected results. Sleep starved rats have developed stress syndrome. Maintaining a good night's sleep is an effective way to relieve stress. Experiments on laboratory specimens have yielded some unexpected

results. Stress syndrome has developed in sleep-deprived rats. The amount of sleep required varies by person and is determined by one's lifestyle. According to the American National Sleep Foundation, getting at least eight hours of sleep is important for good health.

2. REVIEW OF LITERATURE

2.1 INTRODUCTION

Researchers conducted analysis, which included secondary data research, in order to collect relevant data. Similar studies conducted previously by other researchers were analysed, which aided in the development of further ideas and knowledge for the thesis. In this chapter, a review of previous research on the current subject will be discussed in detail. This literature review seeks to communicate the current state of understanding and ideas about stress. In this chapter, the definitions and theories regarding to the independent variables (stress) as well as the dependent variables which is employees productivity will be discuss. There is different opinion and statement from different resources about effects of stress on the job performance.

1. Kavitha's study, "Role of stress among women employees forming majority workforce at IT sector in Chennai and Coimbatore" (2012), focuses on the organisational role stress for IT sector employees. In her study, she discovered that women in the workplace experience more stress than men, and that married women experience more stress than unmarried women.

2. In their paper "Stress Levels in Organizations and Their Effect on Employees' Conduct," P.S. Swaminathan and Rajkumar S. (2013). They conducted a study that looked at stress levels in different age groups, professions, different types of occupations, working hours, and the impact of the work atmosphere on employee stress levels. Individual tension in an employee's existence. This study found that there is an optimum level at which each person can perform to his full potential, and it identified three conditions that trigger work stress: 1) Task overload 2) Self-distance in the position 3) Stasis in roles.

3. In their study "Emotional Intelligence as a Predictor of Occupational Stress among Working Professionals," Satija S. and Khan W. found that "Emotional Intelligence as a Predictor of Occupational Stress among Working Professionals" (2013). According to them, Occupational Stress is the same as Job Stress, and both must be handled at work in order to have a negative effect on employee attitudes and actions. The relationship between Emotional Intelligence and Occupational Stress is explored in this report. According to the results of this report, Emotional Intelligence is the most important predictor of Occupational Stress.

4. Amir Shani and Abraham Pizam (2009) published a report on work-related depression among hotel employees in Central Florida, titled "Work-Related Depression among Hotel Employees." They discovered that, by examining the relationship between occupational stress and job characteristics, there is a higher incidence of depression among employees in the hospitality industry.

5. The relationship between "occupational stress, ill health, and organisational engagement" has been studied by Viljoen and Rothmann (2009). Organizational stressors were found to play a significant role in poor health and a lack of organisational engagement, according to the researchers. The fear of losing one's work led to physical and mental illness. Five stressors, such as Work-life balance, Overload, Control, Job aspects, and Pay, all predicted low individual commitment to the organisation.

6. In their paper "Occupational stress among nursing staff in surgical settings," Schmidt, Denise Rodrigues Costa, and et al (2004). They wanted to see if there was any occupational stress among nurses who worked in surgical settings and if there were any links between occupational stress and job characteristics.

7. A study titled "Occupational stress and teaching approaches among Chinese academics" was conducted by Li-fang Zhang (2009). The Favourable conceptual changes in teaching approach and their task insufficiency predicated that the conceptual shift in teaching strategy is negative, according to the researcher, who regulated the participants' self-rating skill.

8. In their study "Sense of Coherence (SOC) May Reduce the Effects of Occupational Stress on Mental Health Status among Japanese Factory Workers" (2009), Kayoko Urakawa and Kazuhito Yokoyam discovered the following: adverse effects on mental health due to job demand and job stress were positively associated with SOC, the mental health status of males in managerial work was adversely negative, and the mental health status of females in managerial work was adversely negative. Finally, they discovered that SOC is an important factor in deciding both genders' ability to cope with work stress.

9. J.E. Agolla's study "Police Officers: The Case of Botswana Police Service" was published in the journal "Police Officers: The Case of Botswana Police Service" (2009). He conducted a study among police officers in Botswana to determine their job stress symptoms and coping strategies. According to this report, police work stressors include being wounded while on duty and using force when the job requires it, among other things. Exercising, socialising, healthy eating or diets, job preparation, and employee training were described as coping mechanisms.

10. In their study "Occupational Stress & Psychological Well Being Following University Relocation," Connolly, John F, Willock, Joyce, Hipwell, Michele, and Chisholm, Vivienne explain and evaluate how management expectations for work-related stress (demand, support, power, role, relationships, and change) can be examined by looking at 1) overall levels of psychological pressure. 2) Job satisfaction; 3) Psychosocial Working Conditions

11. In their study "Effective approaches to handling stress of employees" (2011), Urska Treven, Sonja Treven, and Simona Sarotar Zizek discovered that workers who are depressed are more likely to be inefficient at work. The most important ways of preventing stress are various approaches to handling stress, good job organisation, and good management. They divided stress into three categories: I transient stress, ii) post-traumatic stress disorder (PTSD), and ii) chronic stress.

12. Khalid A. discovered that there is a direct connection between stress and job performance in any organisation in his study titled "Role of Supportive Leadership as a Moderator between Job Stress and Job Performance" (2012). An employee's efficiency

in a company can be improved if their representatives provide them with adequate support. As a result, even in difficult circumstances, a positive leader may help an employee boost their performance.

3. RESEARCH METHODOLOGY

3.1 Population & Sample size:

The population is infinite. A total of 150 people took part in the survey. The method of Convenience sampling was used. The respondents are from a wide range of ages.

3.2 Data:

The research uses both Primary data & Secondary Data. Primary data was collected by survey through questionnaire and Secondary data from various literature review.

3.3 Theoretical Framework:

Humans' physical and mental reactions to transitions, activities, and circumstances in their lives are referred to as stress. People are stressed in a variety of ways and for a variety of reasons. Your answer is focused on how you perceive an event or circumstance. When you have a negative outlook on a situation, you are likely to feel distressed— overwhelmed, oppressed, or out of control. The more common type of stress is distress. The other kind, eustress, is characterised by a positive outlook on an event or circumstance, which is why it is also known as "good stress." Your body's reaction to change is stress. It causes the body to release adrenaline (a hormone), which causes your breathing and heart rate to quicken, as well as your blood pressure to increase.

4. DATA ANALYSIS

4.1 Demographic Profile

Table 4.1 Frequency analysis of Demographic Factors

Factors	Frequency	Percentile
Gender		
Male	54	36

Female	96	64
Age		
18-30	55	36.67
31-40	48	32
40-50	33	22
51 & above	14	9.33
Size of the family		
2 - 4	46	31
5 - 6	75	50
7 - 8	25	17
8 & above	4	3

Inference:

64% of the respondents are women. 36.67% of the Respondents fall under the age of 18-30. 50% of the respondents size of the family is 5 – 6 members.

4.2 Analysis of gender and level of stress of the respondents

H₀: There is no significant difference between the gender and the level of stress.

H₁: There is significant difference between the gender and the level of stress.

Table 4.2.1 Analysis of gender and level of stress of the respondents

Chi-Square Tests				
Value		df	Asymptotic Significance (2-sided)	
Pearson Chi-Square	3.268 ^a	4	0.514	
Likelihood Ratio	3.150	4	0.533	
N of Valid Cases	150			

Interpretation:

From the TABLE 4.2.1, we can infer that the Pearson Chi-square value is 3.268 and the p-value (.514) is greater than 0.05, so the **Null Hypothesis (H₀) is rejected** at 5% level of significance (0.05). Hence it is concluded that there is a significant difference between the gender and the level of stress.

4.3 Analysis of age group and impact in employees productivity due to stress.

H₀: There is no significant difference between the age group and the impact in employees productivity due to stress.

H₁: There is significant difference between the age group and the impact in employees productivity due to stress.

Table 4.3.1 Analysis of age group and impact in employees productivity due to stress.

ANOVA					
Impact due to stress					
	Sum of Squares	Df	Mean Square	F	Sig.
Between Groups	112.956	3	37.652	425.552	<0.001
Within Groups	12.918	146	0.088		
Total	125.873	149			

Interpretation:

From the TABLE 4.3.1, we can infer that the p-value (0.001) is less than 0.05, then the Null Hypothesis is rejected at 5% level of significance. Hence it is concluded that there is significance difference between the age group and the impact in employees productivity due to stress.

4.4 Analysis of size of the family and salary satisfaction of the respondents.

H₀: There is no significance relationship between size of the family and salary satisfaction of the respondents.

H₁: There is significance relationship between size of the family and salary satisfaction of the respondents.

Table 4.4.1 Analysis of size of the family and salary satisfaction of the respondents.

Correlations			
		Salary satisfaction	Size of the family
Salary satisfaction	Pearson Correlation	1	.780**
	Sig. (2-tailed)		0.000
	N	150	150
Size of the family	Pearson Correlation	.780**	1
	Sig. (2-tailed)	0.000	
	N	150	150

Interpretation:

From the TABLE 4.4.1, we can find that the correlation between size of the family and salary satisfaction of the respondents is 0.780. Based on the correlation coefficient, we can infer that the relationship between the two variables is a **moderate positive correlation**. Hence it is concluded that there is a significance relationship between size of the family and salary satisfaction of the respondents.

5. CONCLUSION

The study's aim was to see how stress affected employee productivity in the leather industry at Ranipet. The findings of this study indicated that the negative factors that afflicted workers had a negative impact on their productivity. The gender of the respondents was cross tabulated with the level of stress, determining the stress levels of the respondents, and the effect of stress on productivity were among the causes identified and analysed.

The large number of variables found, published, and quantified, as well as the literature review, suggest that the study's objective was met. This also demonstrated that stress had a negative impact on productivity at Ranipet's Leather Industry.

There were several stressors that workers in the leather industry had to deal with, and the investigation revealed that stress had a detrimental impact on productivity. The fact that the majority of workers considered quitting their jobs at Leather Industry because they felt the company didn't care about them reflected a high level of discontent, which inevitably lowered productivity.

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