

A STUDY ON STRESS MANAGEMENT AMONG PRIVATE EMPLOYEES

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ABSTRACT: *Stress in a workplace has touched almost all professions, starting from executive levels to co-workers who are directly engaged in the production. The result of the Job stress ultimately affects the physical as well as mental health. Stress has been defined in different ways over the years. It is a condition in which any human is confronted with an opportunity or demand related to what they desire and for which the outcome is perceived to be both uncertain and important. Purposive sampling technique is used to collect the data from 200 respondents using questionnaire. The statistical tools such as Simple percentage analysis, ANOVA, t-test, and Chi-square test have been used for analysis of this study. Stress in the private sector is caused not only by salary but also by the workload and time pressure. The study suggested that the employees should follow Proper health care tips which will reduce the health problems faced by them, time management programs will reduce the time pressure and deadlines faced in the work environment.*

Key Words: *Stress Management, private employee, behaviour changes, coping strategies*

INTRODUCTION

Stress is defined in terms of physical and physiological effects on a person and can be psychological as well as emotional too. It can be any situation or factor that can cause stress. Many factors are affecting the stress from that personality is the one of the major factor. It depends upon an individual how much stress he/she can sustain. It is also related to individual capacity of adjustment also. The same situation can be differently tackled in different way by the same person. Stress management refers to a wide spectrum of techniques and psychotherapies aimed at controlling a person's levels of stress, especially chronic stress, usually for the purpose of improving everyday functioning. The most direct way to cope with stress in the workplace is to change a source of problems, the key to success is to think positively; take control of your stress and anxiety by learning effective techniques to combat it. Relaxing bodily tension in order to reduce the physical sensations of stress is a good place to start.

STATEMENT OF THE PROBLEM

Stress has become an integral part of jobs in private sector. Competition is growing day by day thus increasing the levels of stress among employees. The stress that an employee faces in the workplace badly affects the health of individuals. This study is to find the factors that cause the private employees in work place and to analyze how stress affects their health and impact of stress in behavioral changes. The reasons for stress differ from person to person. Every employee needs to have an understanding of his/her own stress inducing thoughts, feelings and behaviors. Coping techniques are the psychological and social means by which people deal with stress. The study is an analysis of experience and attitude of the respondents towards the impact of stress and their strategies to cope up with the stress.

SCOPE OF THE STUDY

The study about Work stress Management is restricted within the organization. The study is conducted on the employees of the organization. It identifies the factor which are contributing for stress. It also provides coping strategies for managing the work stress of the private employees. The study is very important as today people are stressed from overwork, job security, information overload and the increasing pace of life. This study captures the relationship between workplace stress and life satisfaction levels among employees who are involved in work environment.

OBJECTIVE OF THE STUDY

- To examine the reasons behind stress among private employees.
- To study the coping strategies adopted by the employees

RESEARCH METHODOLOGY

The intent of the study is to explore the stress factors and coping strategies among the Private employees. A pretested questionnaire has been administered to collect the opinion of the respondents. The period of study is from September 2017 to March 2018. The research aims at studying the private employees in Coimbatore using purposive sampling procedure is adopted to obtain the responses. The size of the sample for this study is 200 respondents. The data has been directly collected from the respondent through questionnaire framed in a simple and understand way. Primary data are fresh data which are collected through the survey from the 'private employees' who are facing Stress in the workplace through structured questionnaire. The data collected for the study was analyzed manually with suitable statistical tools. The statistical tools such as Simple percentage analysis, ANOVA, t-test, and Chi-square test have been used for analysis of this study.

LIMITATION OF THE STUDY

- In the present study only private sector employees have been included. Hence this finding might not be applicable to other professionals or public sectors.
- The respondents are restricted to Coimbatore. Due to time constraints the sample size was limited to 200 respondents
- Since the survey has been done only in Coimbatore the result obtained may not be taken as universal suggestion.

REVIEW OF LITERATURE

Singh et al.,(2009) The study says that an attempt has been made to compare job satisfaction among Physical Education teachers working in different types of schools such as government, private and public schools in the state of Haryana. Data has been collected from 300 physical education teachers working. Out of these, the teachers working in government schools numbered 116 whereas from private and public school category, 92 teachers were taken for the purpose of the study. Results of the study shows that significant differences in job satisfaction existed among the three categories of the teachers. The study found that government school physical education teachers differed significantly from their counterparts in public schools. The study concludes that Physical education teachers working in government schools have the highest job satisfaction followed by private and public school physical education teachers.

Nadeem Malik (2011) he examined "A study on occupational stress experienced by private and public banks employees" The study describes the occupational stress faced by the employees in public and private banks. Stress can have negative impacts on both the employee and the organization. Data has been collected from 200 employees randomly from private and public banks. The study finds that occupational stress is higher among private bank employees compared to public bank employees. Among different occupational stress variables role over load, role authority, role conflict and lack of senior level support contribute more to the occupational stress. The study concludes that although certain limitations were met with the study, every effort has been made to make it much comprehensive. and expects to draw attention from policy makers and men of eminence in the related fields to resume further research.

Uma Devi (2011) he examined "Study on Stress Management and Coping Strategies with Reference to IT Companies". The purpose of the study have to find the level of stress among IT employee. Stress has become significant due to dynamic social factor and changing needs of life styles. The work stress is found in all professions. IT professionals are very stressed because they are highly target driven and highly pressured on results. Stress can make a person productive and constructive, when it is identified and well managed. The main aim of the study is to study the stress level among IT employees and to suggest the coping strategies. Data has been collected from 200 IT employees in the IT companies. The study suggests some of the stress coping strategies includes stress management programs, physical activities planned in job design, life style modification programs, finding triggers and stressors, supportive organization culture, stress counseling programs, and spiritual programs.

Geeta Kumari et al., (2011) in his case study "Stress Management of Avatar steel industries" studied about the work and the analysis has been done on stress management of Avtar steel industries. A sample size of 100 is taken for the purpose of analysis made from primary and secondary data. Out of the total sample most of the respondents are male and many are between 50 and above. Most of the respondents are under graduate and have professional qualification. Most of the respondents have 10-15 years of long association with the organization. Almost all the respondents are satisfied with the physical and psychological working

condition of the organization, and only fewer respondents are dissatisfied with the psychological working condition of the organization. The study concludes that the training programs conducted by the organization is almost better, according to majority of the respondents.

Table: 1 Demographic profile of the respondents

Demographic factors	Particulars	No. of Respondents	Percentage
Age	20-30	80	40
	31-40	68	34
	41-50	35	17.5
	Above 50	17	8.5
Gender	Male	115	57.5
	Female	85	42.5
Educational Qualification	Under graduate	101	50.5
	post graduate	64	32.0
	Profession	35	17.5
Nature of Occupation	Teachers/lecturers	41	20.5
	Bank employees	42	21.0
	IT	45	22.5
	BPO	47	23.5
	Others	25	12.5

Source: Primary data

The above table depicts that, 40 per cent of the respondents are in the age group of 20 to 30 years, 57.5 per cent of the respondents are Male, 50.5 per cent of the respondents are under graduate and 23.5 per cent of the respondents are BPO employees.

Table : 2 Stress factors of the employees - Descriptive Statistics

Statements	No.	Minimum	Maximum	Mean	Std. Deviation
Work load	200	1	3	2.28	.609
Low salary	200	1	3	2.01	.719
Time pressure	200	1	3	2.27	.728
Repetitive boring work	200	1	3	2.19	.744
poor and unplanned work	200	1	3	1.99	.702
lack of career development	200	1	3	1.93	.744
lack of job security	200	1	3	2.09	.754
Frequent travel	200	1	3	1.96	.792
work environment	200	1	3	1.88	.724
Rewards and recognition	200	1	3	1.72	.732
Total	200	10	30	20.32	7.248

Source: Primary data

The highest mean score (2.28) has been found for 'work load' with a standard deviation of 0.609 and the lowest mean score (1.72) has been found for 'rewards and recognition' with a standard deviation of 0.732. Hence it is found that maximum number of the employees face high level of stress in private sector due to work load.

Level of stress factors - ANOVA

The following table depicts the level of stress faced by the employees with the personal factors like age, gender, occupation, family monthly income. A paired t-test has been applied to test the difference if any in respect of gender, marital status.

H₀: "The average score of the level of stress factors does not differ significantly for the demographic factors."

Table : 3 Demographic factors Vs. Level of stress factors – ANOVA

Personal Factors		Mean	S.D	No	t-value	F-value	Sig.	S/NS
Age	20-30yrs	2.0462	0.37143	80	1.979	1.180	.319	NS
	31-40yrs	2.0721	0.30363	68				
	41-50yrs	1.9514	0.35261	35				
	Above 50 yrs	1.9706	0.33310	17				
Gender	Male	2.0730	0.35844	115	.007	1.181	.155	NS
	Female	1.9765	0.31609	85				
Marital status	Married	2.0321	0.33320	137	.007	.994	NS	S
	Unmarried	2.0317	0.36800	63				
Educational qualification	Under graduate	2.0644	0.36813	101	1.970	.720	.541	NS
	post graduate	2.0344	0.31734	64				
	Profession	2.0320	0.30481	35				
Occupation	Teachers/lecturers	1.9122	0.31953	41	.478	.698	NS	NS
	Bank employees	2.0190	0.31331	42				
	IT	2.1022	0.35322	45				
	BPO	2.0766	0.35029	47				
	Others	2.0400	0.37305	25				
Area of resident	Rural	2.0156	0.31429	32	.791	.455	NS	NS
	Urban	2.0629	0.36410	97				
	Semi-urban	1.9972	0.32775	71				
Monthly family income	Below 15000	2.0667	0.45461	6	.478	.698	NS	NS
	15001-30000	2.0143	0.33976	63				
	30001-50000	2.0209	0.33016	110				
	Above 50000	2.1333	0.39791	21				
No. of earning members	1	2.0189	0.38430	37	.478	.698	NS	NS
	2	2.0262	0.32697	130				
	3	2.0548	0.37134	31				
	Above3	2.3000	0.28284	2				
TOTAL		55.1452	9.33021	200				

Source: primary data

The average mean score of the respondents who belong to the age group of 31 - 40 years are found to have the highest mean score of 2.0721. Under graduate respondents are found to have the highest mean score of 2.0644. The mean score of IT employees is found to be 2.1022. The Respondents whose area of resident is semi urban has the highest mean score of 2.0629. The respondents whose family monthly income is above Rs.50000 are found to have a highest mean score of 2.1333. The highest mean score of 2.3000 is found for the respondents who have above 3 earning members in their family.

ANOVA result indicates there is no significant differences in mean score of employees stress level in respect of age, educational qualification, occupation, area of resident, monthly family income and no. of earning members in the family. Hence the null hypothesis is accepted.

The paired t-test shows that there is significant differences in respect of gender. Hence the null hypothesis is rejected. However in the case of marital status and there is no significant differences in mean score. Hence the null hypothesis is accepted.

Hence, it is concluded that the gender plays a predominant role towards stress factors. Male respondents have high stress level at work environment.

Level of stress factors - Chi square analysis

H₀: "There is no significant relationship between the levels of stress factors faced by the employees with the demographic factors.

Table 4 Demographic factors vs level of stress factors

Demographic	Groups	High		Low		Total		Chi square	sig	S/NS
		No	%	No	%	No	%			
Age(years)	20-30	47	58.75	33	41.25	80	100	3.814	.282	NS
	31-40	39	57.35	29	42.64	68	100			
	41-50	26	74.28	9	25.71	35	100			
	Above 50	12	70.58	5	29.41	17	100			

Gender	Male	66	57.39	49	42.60	115	100	2.439	.118	NS
	Female	58	68.23	27	31.76	85	100			
Marital status	Married	85	62.04	52	37.95	137	100	.000	.985	NS
	Unmarried	39	61.90	24	38.09	63	100			
Occupation	Teachers/lecturers	32	78.04	9	21.95	41	100	10.571	.032	NS
	Bank employees	27	64.28	15	35.71	42	100			
	IT	20	44.44	25	55.55	45	100			
	BPO	30	63.82	17	36.17	47	100			
Type of family	Joint family	20	62.5	12	37.5	32	100	.624	.732	NS
	Nuclear family	104	61.90	64	38.09	168	100			
Total		124	62	76	38	200	100			

Source: primary data S-significance at 5% level NS- not significant.

Chi- square analysis of the respondents indicates that, the males respondents who are in the age group of 20 to 30 years are having high level of stress in their field. Marital status reveals that 137 respondents are married and 47 respondents are working in IT they are stressed more due to target and highly pressure on results. It indicates that the relationship between age, gender, marital status, occupation, type of family and stress level is not significant.

Coping strategies of the employees - Descriptive Statistics

Statements	No	Minimum	Maximum	Mean	Std. Deviation
Yoga/meditation	200	1	5	3.74	.836
Physical exercise	200	1	5	3.62	.841
Entertainment	200	1	5	3.84	.880
Away from stress environment	200	1	5	3.49	.962
Deep sleep	200	1	5	3.75	1.015
Speaking with like minded persons	200	1	4	3.70	.868
Playing with pet animals	200	1	5	3.66	.970
Listening song	200	1	5	3.97	.850
Prayer	200	1	5	3.78	.952
Positive thinking	200	1	5	3.76	.972
Time management	200	1	5	3.76	1.015
Tour	200	1	5	3.62	.959
Spending time with family	200	1	4	3.96	.657
Long drive	200	1	5	3.53	1.037
Total	200	14	68	52.18	1 2.814

Source: Primary data

The total mean rating of coping strategies of the employee is 52.18. The highest mean score (3.97) has been found for 'listening to songs' with a standard deviation of 0.850 and the lowest mean score (3.49) has been for 'Away from stress environment' with a standard deviation of 0.962. Hence it is observed that most of the employees feel that listening to songs as a major technique for stress management coping strategies.

Coping strategies adopted by employees - ANOVA

H₀: "The average score of the coping strategies adopted by the employees does not differ significantly for the demographic factors."

Demographic factors vs. Coping strategies - ANOVA

Personal Factors		Mean	S.D	No	t-value	F-value	Sig.	S/NS
Age	20-30yrs	3.8295	.37582	80		2.775		
	31-40yrs	3.6849	.50285	68				

	41-50yrs	3.6673	.49273	35			.043	S
	Above 50 yrs	3.5420	.42488	17				
Gender	Male	3.6944	.46325	115	1.202		.231	NS
	Female	3.7723	.43845	85				
Marital status	Married	3.6627	.45751	137	3.043			S
	Unmarried	3.8685	.41376	63				
Educational qualification	Under graduate	3.7383	.42502	101		1.734	.179	NS
	post graduate	3.7779	.48414	64				
	Profession	3.7275	.46561	35				
Occupation	Teachers/lecturers	3.7213	.45170	41		2.968	.021	NS
	Bank employees	3.5476	.47214	42				
	IT	3.8730	.42637	45				
	BPO	3.7356	.40568	47				
	Others	3.7629	.48696	25				
Area of resident	Rural	3.8170	.50701	32		1.200	.303	NS
	Urban	3.6819	.41471	97				
	Semi-urban	3.7495	.47716	71				
Monthly family income	Below 15000	3.8952	.47898	6		2.056	.107	NS
	15001-30000	3.8333	.51540	63				
	30001-50000	3.6792	.41263	110				
	Above 50000	3.6293	.41749	21				
No. of earning members	1	3.7124	.50268	37		.277	.842	NS
	2	3.7445	.44752	130				
	3	3.6682	.43743	31				
	Above3	3.8214	.25254	2				
TOTAL		100.837	12.0504	200				

Source: primary data

The average mean score of the respondents whose age is between 20 – 30 years are found to have the highest mean score of 3.8295. Post graduate respondents are found to have the highest mean score of 3.7779. The mean score of IT employees have the high mean of 3.8730. Rural respondents are found to have the highest mean score of 3.8170. The respondents whose family monthly income is below Rs.15000 are found to have a highest mean score of 3.8952. The highest mean score of 3.814 is found for the respondents who have three earning members in their family.

ANOVA result indicates there is significant different in mean score of age. Hence null hypothesis is rejected. However, in the case of educational qualification, occupation, area of resident, monthly income and number of earning members there is no significant difference. Hence the null hypothesis is accepted.

The paired t-test shows that there is no significant difference in respect of gender. Hence, the null hypothesis is accepted. There is significant difference in respect of marital status. Hence the null hypothesis is rejected.

It is inferred that age of the respondents have high influence towards coping strategies.

SUGGESTIONS

- Employees should do meditation and yoga regularly to reduce the stress.
- Stress Management Programs should be organized in the workplace.
- Proper health care tips should be followed by the employees which will reduce the health problems faced by them.
- Time management programs will reduce the time pressure and deadlines faced in the work environment.
- Rewards and recognition should be implemented and encourage open channel of communication to deal work related stress.

CONCLUSION

Stress has become an integral part of jobs in private sector. Competition is growing day by day thus increasing the levels of stress among employees. The stress that an employee faces in the workplace badly affects the health of individuals. This study is to find the factors that cause the private employees in work place and to analyse how stress affects their health and impact of stress in behavioural changes. The study depicts that workload are the main cause of stress also gives negative impact on employee's health. Stress in the private sector is caused not only by salary but also by the workload and time pressure. Since stress free

life is not possible in any organization, it cannot be completely eliminated. However the management can take steps to minimize it. More than half of the respondents have physical inconvenience due to stress and most of the respondents suffer from headache, high blood pressure and back pain almost all the respondents prefer coping strategies like listening to songs, deep sleep to manage stress. Hence the organization should support and encourage taking up roles that help them to balance work and family.

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