
WORK PLACE STRESS: CAUSES, EFFECT AND COPING STRATEGIES

Article Particulars

Received: 24.7.2017

Accepted: 26.7.2017

Published: 28.7.2017

Dr.M.MUTHUCHITRA

*Asst. Prof, Dept. of Management Studies,
Jeppiaar Engineering College,
Chennai, Tamil Nadu, India*

Introduction

Work is a place where deadlines, time management, and multitasking thrive. Tech companies are notorious for being fast-paced work spaces that produce stress-induced workers. And no other industry feels that intense pressure more than tech. Continuous change in technology, growing pressure to increase shareholder value, extraordinary task demands and role demands causes stress to the workforce. Stress is a state of tension experienced by an individual due to the extraordinary demands and constraints and opportunities at organizational workplace. Stress is caused by various factors like working environment, workload, role ambiguity, interpersonal problems, economic difficulties, family events, individual needs and capability. The effect of stress creates physiological, psychological and behavioral changes among individuals which may lead to low productivity, absenteeism and less commitment towards the organization.

Objectives

- To identify the various factors causing stress among the system engineers
- To study the influence of various factors like career development, employee role in organization, workload, job related factor, relationship with superiors and team members, organizational factor, working environment, balance between personal and work life on stress.
- To find out the consequences of stress.

Scope of the Study

The research has been conducted with respect to stress management in a software company in Chennai. The study offers a valuable opportunity to know about the sources of stress and consequences of stress among the employees and to efficiently cope up with stress. Thus performance, productivity and profitability of the whole organization are improved. These findings of the present study can be used for further research works

Research Methodology

In this study the researcher has followed descriptive research design. The sample includes the employees with designation “Assistant System Engineer” of the company. Primary and secondary data were used for this study. The researcher covered all the 96 employees by adopting census method for the study. The tool used for data collection was Questionnaire method. The questionnaire was a highly structured one with multiple choices. In order to access the reliability and validity of questionnaire the researcher conducted pilot survey among the respondents, based on their feedback few questions were modified. Statistical tools like Percentage analysis, Chi-square test, Kruskal Wallis test, Mann Whitney U test were used to analyse the collected data.

Limitations of the Study

This measures only the feedback given by employees through questionnaire which measures only their knowledge and opinion. Some of the employees were reluctant to reveal information. The observations are only on the basis of present scenario, as it could change in future.

Analysis

Chi Square

Relationship between Gender and Presence of Job Pressure and Anxiety

H0: There is no significant relationship between gender of employees and presence of job pressure and anxiety in their life.

H1: There is a significant relationship between gender of employees and presence of job pressure and anxiety in their life.

Presence of job pressure and anxiety	Number of respondents		Total
	Yes	No	
Gender			
Male	48	20	68
Female	6	22	28
Total	54	42	96

Calculated value=19.46

Tabulated value = 3.25

Since Calculated value > Tabulated value

Therefore, we accept the Alternate hypothesis H1. There is a significant relationship between gender of

employees and presence of job pressure and anxiety in their life.

Mann-Whitney U Test

H0: $\mu_1 = \mu_2$:

There is no significant difference between reasonable and achievable deadlines fixed by the company and the ability of employees to complete work during heavy workload.

H1: $\mu_1 \neq \mu_2$:

There is a significant difference between reasonable and achievable deadlines fixed by the company and ability of employees to complete work during heavy workload.

Particulars	Reasonable and achievable deadlines	Ability of employees to complete work during heavy workload
Strongly agree	18	6
Agree	26	24
Neutral	23	41
Disagree	24	22
Strongly disagree	29	7

Since the calculated value = $[0.4177] \leq$ table value = $[1.96]$

Therefore H_0 is accepted. Hence, there is no significant difference between reasonable and achievable deadlines fixed by the company and the ability of employees to complete work

during heavy workload.

Kruskal Wallis Test

H₀: All the coping strategies are equally effective.

H₁: All the coping strategies are not equally effective.

Tabulated **value** = 9.49

Yoga and Meditation	Listening to music	Physical Exercise	Laughter Therapy	Proper schedule of food diet and sleep
22	25	15	16	19
33	35	25	27	29
18	15	27	24	21
12	11	14	15	14
11	10	15	14	13

Since Calculated value $<$ Tabulated value Therefore, we accept the null hypothesis H_0 . All the coping strategies are equally effective

Findings

- Both male and female employees are under the impact of job pressure and anxiety in personal life.
- The work of both male and female employees is not considered valuable by the company.
- job description and duties are unclear for both male and female employees of the organization.
- Both male and female employees are provided with promotion opportunities in the company.
- It is identified that experienced employees undergo stress when they are not involved in decision making.
- Employees are satisfied with their present position in the company despite their qualification ranging from diploma to post graduate.
- Male and female employees do not hesitate to work on special occasions.
- It is inferred that the aged employees are undergo job pressure and anxiety in personal life.

- Employees feel that stress relieving techniques like yoga and meditation, physical exercise, listening to music, laughter therapy; proper food diet and sleep when followed personally would be effective and reduce stress among them.

Suggestions

- The employees should be given chance to undertake challenging tasks according to their strength and area of interest so that it will help them to gain a greater sense of achievement, eliminate monotony and to increase the efficiency.
- The superiors should ensure that they appreciate their subordinates when they accomplish and over-exceed the targets.
- The organization should encourage experienced employees' participation in decision-making [feasibility of the innovative technologies].
- The company can give training to expertise the employees and reassure the employees that they are valuable assets of the company and the company never wants to lose them. This would increase possibility of job security for the employees.
- The company can offer periodical medical check up to the employees to identify stress symptoms like high blood pressure, nervousness and tension, backache
- The organization must introduce Employee Assistance Programmes (EAPs) and stress control workshops to the employees. EAP is employee benefit program which help employees to deal with their personal problems that might adversely impact their work performance, health, and well-being.
- The company should encourage employees to follow relaxation techniques such as yoga meditation, physical exercise.

Conclusion

The present study has examined the stress management of assistant system engineers on various factors such as career development, employee role in organization, workload, job related factor, relationship with superiors and team members, organizational factor, working environment, balance between personal and work life. The study found that there exists stress among employees of the organization. Organization must take necessary steps against this and enhance the well being of the employees so that the stress among the employees is reduced and thus create happiness in the minds of the employees.

References

1. Cheng D. & Sin, L. (1995). Occupational Stress and Health among Business Executives:An Exploratory in an Oriental Culture . International Journal of Management12, (1) 14 - 25
2. Jazany, N., M.Habibi, & S.Nasr. (2010). An Analysis of Effective Factors on Job Stress and Its Management Strategies. Journal of Management and Human Resources in Oil Industry, 4 (11), 127 - 150.
3. Jex, S. (1998). Stress and Job Performance: Theory, research and Implications for Managerial Practice. London: Thousand Oaks CA: Sage.
4. Kazemi, H. (2007). A Study of Unhealthy Behaviors and Stress Management. Journal of Psychology and Information (Special Issue), 40-44.
5. Mohsenzade, A. (2007). Stress Management. Journal of Management Advice (Industrial Development and Renovation Organization of Iran), 31- 44.
6. Rasca, L., & Deaconou, A. (2008). Stress - a Risk for Organizational Performance. Management and Marketing-Bucharest, 33-42.