

# ORGANIZATIONAL ROLE STRESS AMONG EMPLOYEES IN SAKTHI AUTO MOTORS, MADURAI

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## **I. INTRODUCTION**

*Stress is a normal phenomenon in the contemporary life. Not that stress is a recent concept, but still the consequences and antecedents are vastly different in the modern world vis-à-vis what they were for our ancestors. As the study of this phenomenon advanced, researchers investigated the various facets of stress to have clarity on differences and components of this stress. Stress is the “wear and tear” our bodies experience as we adjust to our dynamic environment; it has physical, psychological and emotional effects on us and can create positive or negative emotions. As a positive influence, stress can drive a person towards action; it can result in a new awareness and an exciting new perspective and such stress is called eustress. As a negative influence, it can result in feelings of distrust, rejection, anger, and depression, which in turn can lead to health problems such as headaches, upset stomach, rashes, insomnia, ulcers, high blood pressure, heart disease, and stroke and such stress is called distress. And role is the position one occupies in a social system, and is defined by the functions one performs in response to the expectations of the significant members of a social system, and one’s own expectation from that position of office (Pareek, 2002).*

## **II. SAKTHI AUTO COMPONENT LIMITED**

Sakthi Finance provides vehicle financing to meet customer needs and we have wide range options and products to suit your requirements. We can design and offer financial solutions to customers based on their individual needs with speed and flexibility.

## **III. COMMERCIAL VEHICLE FINANCING**

For commercial vehicle financing that's right for you, visits our Customer Service Points (CSP) or branches and experience the difference.

### **A. Features**

- Refinance for vehicles up to 15 years old
- Flexible Options
- Easy Documentation at your place
- Third Party settlement
- Tyre Loans to Existing customers
- Top-up Loans to Existing customers

- Quick Processing
- Customer rated for Pre-approved exposure

## **B. Eligibility**

- Funding shall be made to Individuals, Proprietary Concerns, Partnership Firms and Private/Public Limited Companies.
- Age must be not less than 21 years and not more than 60 years.
- Based on the customer's business activities, they are classified into normal, low & negative categories. Funding decision will be based on the activity profile.

## **C. Assets Covered**

- Funding shall be applicable from Small commercial vehicle to Multivalve vehicle.
- Sakthi Finance categorises the assets into normal, low & negative based on market Receptivity & resale value prospects for the subject clause of the vehicle.

## **D. Schemes**

1. Normal Scheme
2. Third party settlement-Endorsed vehicle finance, free vehicle finance & takeover of advance
3. Tyre loan / Top-up advance

## **IV. REVIEW OF LITERATURE**

Viljoen, J.P and Rothmann "occupational stress, ill health and organizational commitment" (2009). The results were that organizational stressors contributed significantly to ill health and low organizational commitment. Stress about job security contributed to both physical and psychological ill health. Low individual commitment to the organization was predicted by five stressors, namely work-life balance, overload, control, job aspects and pay.

Nagesh, P. and Murthy, M. S. Narasimha "Stress Management at IT Call Centres" (2008) has identified that the six factors contribute to workplace stress: demands of the job, control over work, support from colleagues and management, working, clarity of role, and organizational change. This paper also suggested measures in the form of training to enable organizations and individuals to manage stress at workplaces in general and IT call centres in particular. The paper is based on a study carried out in respect of a few selected IT call centres.

Katherine Pollak. Eisen. George J. Allen. Mary Bollash and Linda S. Pescatello "Stress management in the workplace" (2009) it suggested that work stress significantly contribute to corporate health costs. Comparison through randomised controlled design of stress management and intervention provided by an instructor-led group and computer presented format, has resulted in significantly higher attrition in computer based presentation format.

Gbolahan and Gbadamosi "Stress at Work: Any Potential Redirection from an African Sample" (2008) They conducted a study which explored the relationship among perceived stress, perception of sources of stress, satisfaction, core self-evaluation, perceived health and well being. Data were collected from 355 employees. Result indicated that significant links existed between perceived stress, Satisfaction, Core self-evaluation and Well being.

D.R. Rutter and M.J. Lovegrove “Occupational stress and its predictors in radiographers”, (2009). They conducted a study to establish the level of occupational stress in UK NHS radiographers, and to examine its causes. The result was significantly lower in the mammography group than in the others. However, the junior staff reported low level stress due to role ambiguity, role conflict and work problems and the superintendents reported a high level stress; but the effects were sometimes buffered by social support from colleagues.

Christopoulos, M. and Hicks, R.E. “Perfectionism, occupational stress and depression among Australian university students” (2008). They carried out a study and investigated the relationship of perfectionism between occupational stress and depression in the context of an Australian university student population. The study revealed that as expected maladaptive perfectionism significantly correlated with occupational stress and depression; however, unexpectedly adaptive perfectionism did not correlate significantly with occupational stress and depression.

## V. OBJECTIVE OF STUDY

- To understand the Inter role Distance & Role Stagnation among employees in sakthi auto motors.
- To identify the Role Expectation Conflict & Role Erosion
- To find out the Role Overload & Role Isolation
- To identify the Personal Inadequate, Self Role Distance, Role Ambiguity & Role Inadequacy

## VI. SCOPE OF THE STUDY

- The research is done on Role of stress among employees on Sakthi Auto Motors, Madurai.
- The present world is fast changing and there are lots of pressures and demands at work.

## VII. RESEARCH METHODOLOGY

Research as “ the manipulation of things, concepts of symbols for the purpose of generalizing to extend, correct or verify knowledge, whether that knowledge aids in construction of theory or in the practice of an art”.  
reaction to a disturbing factor in the environment.

## VIII. RESEARCH DESIGN

In this article descriptive research design will be adopted. Descriptive research, also known as statistical research, describes data and characteristics about the population or phenomenon being studied

## IX. DATA COLLECTION

Collection of data is first step in statistics. The data collection process follows the formulation for research design including the sample plan. The data can secondary or primary.

## X. SAMPLING UNIT

The sample unit has collected from the employees of Sakthi Auto Motors Pvt Ltd.

### XI. SAMPLING SIZE

The sample size taken to conduct the research 120 respondents.

### XII. SAMPLING METHOD

Simple random sampling technique is used.

### XIII. TOOLS USED FOR THIS ANALYSIS

#### a) weighted average:

Where the relative importance of the difference item is not the same, weighted arithmetic mean is computed.

The term “weight” stands for the relative importance of the different items. The formula for calculation is,

$$WX = \frac{\sum WX}{\sum W}$$

Where,

WX = the weighted arithmetic mean.

X = the variable values.

W = the weights.

### XIV. DATA ANALAYIS AND INTREPRETATION

The data has been analyzed with the help of SPSS software package and all analysis tables have framed with the help of primary data collected from the respondents.

### XV. WEIGHTED AVERAGE METHOD

| SCORE | S.NO<br>Rank              | VARIABLES | WEIGHTED |
|-------|---------------------------|-----------|----------|
| 1     | Inter Role Distance       | 2.2028    | 9        |
| 2     | Role Stagnation           | 2.6142    | 2        |
| 3     | Role expectation conflict | 2.0354    | 10       |
| 4     | Role Erosion              | 2.4898    | 7        |
| 5     | Role Overload             | 2.642     | 1        |
| 6     | Role Isolation            | 2.6034    | 3        |

|    |                     |        |   |
|----|---------------------|--------|---|
| 7  | Personal Inadequate | 2.554  | 5 |
| 8  | Self Role Distance  | 2.5934 | 4 |
| 9  | Role Ambiguity      | 2.5142 | 6 |
| 10 | Role Inadequacy     | 2.4048 | 8 |

## XVI. INFERENCE

Its seen from the above table regarding the Organizational role stress among respondents “Role Overload” has secure stood at first and “Role Stagnation” has secure stood at second ,the “Role Isolation” has secure stood at third “Self Role Distance” has secure stood at fourth, “Personal Inadequate” has secure stood at fifth, “Role Ambiguity” has secure stood at sixth , “Role Inadequacy” has secure stood at eighth , “Inter Role Distance” has secure stood at ninth and finally “Role expectation conflict” has secure stood at tenth

## XVII. FINDINGS

**Inter Role Distance** observed that the role of stress on employee with the following factor role tend to interfere with his family 1.95 of the respondents prefers disagree

**Role Erosion** observed that the role of stress on employee with the following factors, There is not enough interaction between my role and other role 2.46 respondents to prefer neutral

**Personal Inadequate** observed that the role of stress on employee with the following factors, my organizational responsibilities interfere with my extra-organizational roles 2.43 of respondents to prefer neutral, there is very little scope for personal growth is my role 2.68 of respondents to prefer neutral,

## XVIII. SUGGESTIONS

- Healthy working environment should be created
- Cooperative environment should be created between employee and reporting manager
- In this private limited most of the employee should feel neutral.
- To decrease the stress and neutral into strongly agree to the feel of employee.
- Its help to increase the profit of Sakthi auto motors.
- In organization flexible timing should be there.
- Proper feedback of company should be there
- Incentive and perks should be given the employee

## XIX. CONCLUSION

From the above research we conclude that Sakthi Auto Motors are increasing rapidly. The employees are also increasing. While working in Sakthi Employees are facing stress problems.

We often work well under certain stress leading to increased productivity. Many times we do not know in advance and the stress periods may be sudden. The situation may not be under your control. Too much stress is harmful. We should know our level of stress that allows us to perform optimally in our life.