ORGANIZATIONAL ROLE STRESS AMONG EMPLOYEES IN SAKTHI AUTO MOTORS, MADURAI

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I. INTRODUCTION

Promoted by N.Mahalingam in 1955 as The Pollachi Credit Society Pvt Ltd, the name was changed to Sakthi Finance(SFL) in 1967.N.Mahalingam is the chairman of mobilising deposits ,hire-purchase financing and leasing of vehicles, machinery, mortgage financing ,renting out of safe deposit lockers ,etc.

In Apr.1993, it came out with a rights issue of 32.1 lack equity shares (premium: Rs 20),aggregating Rs 9.63cr .The issue was to partly meet the Rs 66 cr required for deployment in hire-purchase and leasing.SFL has drawn out plants to increase deployment further.Hire purchase is the company's principal line of business .The total deposits with the company as on 31.03.2001 stood at Rs.115.38 cr as against Rs.126.34 cr. in the previous year.

Sakthi Finance Ltd. Was incorporated in the year 1955 as a Non-banking finance company initially catering hire purchase financial requirements of the group's TELCO dealership units. This captive hire purchase business eventually transformed the company into a major player in this sector.

The able leadership of a Group's visionary Chairman, Dr. N. Mahalingam together with the combined strength of the group in multifarious fields has helped Sakthi Finance Ltd. to become an edifice of mutual trust and faith among the public.

Today, Sakthi Finance is one of the leading Non-banking finance companies with over 27 branches in Tamil Nadu, Kerala, Karnataka & Andhra Pradesh. Sakthi Finance has positioned itself as a niche player by introducing refinancing for commercial vehicle and construction equipments.The company offers various financing schemes to cater the funding requirements of commercial vehicle operators.

II. 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

III. 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.

- These pressures at work lead to physical disorder. Stress refers to Individual reaction to a disturbing factor in the environment.

- Hence this study would give suggestion to the organisation to reduce the stress of employee.

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.

- Buddeberg-Fischer, B; Klaghofer, R; Stamm, M; Siegrist, J;Buddeberg. *"Work stress and reduced health in young physicians: prospective evidence from Swiss residents"* (2008) They investigated the perceived job stress, its association with the amount of working hours, and its impact on young physicians' self-reported health and their satisfaction with life during residency.

V. RESEARCH DESIGN

Research design is adopted for this research is "Descriptive research". The major purpose of descriptive research is descriptions of the state of affairs as it exist at present

VI. SAMPLING METHOD

Simple random sampling technique is used.

VII. SIMPLE RANDOM SAMPLING

A probability sampling technique in which each element in the population has a known and equal probability of selection. Every element is selected independently of every other element and the sample is drawn by a random procedure from a sampling frame

VIII. SOURCES OF DATA

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.

IX. DATA COLLECTION

Data collection done through interactions with HR managers, Supervisors, staff, office workers and employees.

X. COLLECTION OF PRIMARY DATA

The questionnaire can be collected with the help of 2 variables,

1. Demographic variable

2. The following variables are second variable,

Inter Role Distance, Role Stagnation, Role expectation conflict, Role Erosion, Role Overload, Role Isolation, Personal Inadequate, Self Role Distance, Role Ambiguity, and Role Inadequacy

IX. COLLECTION OF SECONDARY DATA

It means data that is already available i.e., they refer to data, which has already been collected and analyzed by someone else. This includes information from various books, internet, websites etc.

Sampling unit:

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

Sampling size:

The sample size taken to conduct the research 120 respondents.

Tools used for this analysis:

The SPSS package is used and the other statistical tools like Percentage analysis, Weighted Average, Anova.Regression will be used for analyzing the primary data.

XII. DEMOGRAPHIC PROFILE OF THE RESPONDENTS

Inference:

Experience: Table (4.1) infers that out of 120 respondents, 37 respondents have below 5 years, 50 respondents have 5 to 10 years, 28 respondents have 10-15 years, 3 respondents have 15-20 years and 2 respondents have above 20 years experience.

Education: Table (4.1) infers that out of 120 respondents, 3 respondents are Higher Secondary level qualification, 32 respondents have Diploma level qualification, 74 respondents have Under Graduate level qualification and 11 respondents have Post Graduate level qualification.

Monthly salary: Table(4.1) infers that out of 120 respondents 19 respondents are getting up to Rs.10000, 50 respondents are getting Rs.11,000-20000 , 33 respondents are getting Rs.21,000-30,000, 10 respondents are getting Rs.31,000-40,000 and 8 respondents are getting above Rs.40,000.

Weighted average:

4.2.1. Inter Role Distance

Inter Role Distance	Weighted Score	

S. No	Demographic	Criteria	Frequency	Percent
1.	Work Experience	<5	37	31
		5-10	50	42
		10-15	28	23
		15-20	3	3
		>20	2	2
2.	Education	+2	3	3
		Diploma	33	28
		Under Graduate	84	70
		Post Graduate	0	
3.	Monthly Salary	<10000	19	16
		11000-20000	64	53
		21000-30000	33	28
		31000-40000	4	
		>40000	0	0

My role tends to interfere with my family life	1.95	Disagree
I am afraid that I am not learning enough in my present role for taking up taking up higher responsibility.	2.03	Neutral
I am not able to satisfy the conflicting demands of various people above me	2.03	Neutral
My role has recently been reduced in importance	2.23	Neutral
My workload is too heavy.	2.78	Neutral
Total	2.20	

Inference

Table (4.2.1) it is 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, the not learning enough in my present role 2.03 respondents prefers to Neutral, the satisfy the conflicting demand 2.03 respondents prefers neutral, role has not been recently reduced 2.23   respondents infers to neutral, and finally the workload is too heavy in the organisation 2.78 respondent infers to neutral.

Role Stagnation

Role Stagnation	Weighted Score	
Other role occupants do not give enough attention and time to my role.	2.58	Neutral
I do not get the information needed to carry out responsibilities assigned to me	2.59	Neutral
I do not have adequate knowledge to handle the responsibilities in my role	2.73	Neutral
I have to do things, in my role, that are against my better judgment.	2.60	Neutral
I am not clear on the scope and responsibilities of my role (job).	2.59	Neutral
Total	2.61	

Inference:

it is observed that the role of stress on employee with the following factors, Other, role occupants do not give enough attention and time to my role 2.58 of the respondents prefers neutral, adequate knowledge to handle the responsibilities 2.73 respondents infers to neutral, against his better judgement 2.60 respondents infers to neutral, and finally not clear on his job 2.5 respondent infers to neutral.

Regression:

S.No	R	R Square	Adjusted R Square	Coefficient			
				B	Std. Error	Beta	T
1	.624[a]	.389	.384	1.909 .331	.125 .038	.624	15.256 8.629
2	.614[a]	.377	.372	1.869 .383	.133 .045	.6114	14.076 8.422
3	.705[a]	.496	.492	1.758 .385	.115 .036	.705	15.310 10.738
4	.680[a]	.463	.458	1.699 .443	.128 .044	.680	13.225 10.034
5	.431[a]	.185	.178	2.150 .289	.161 .056	.431	13.367 5.161
6	.655[a]	.429	.424	1.780 .415	.129 .044	.655	13.792 9.368
7	.622[a]	.387	.382	1.805 .404	.137 .047	.622	13.140 8.600
8	.678[a]	.459	.455	1.843 .376	.115 0.38	.678	15.999 9.968
9	.557[a]	.311	.305	1.986 .332	.138 .046	.557	14.427 7.262
10	.461[a]	.212	.205	2.051 .296	.166 .053	.461	12.374 5.613

Inference:

The strength of relationship between the dependent variable (overall stress) and individual behavioural dimensions as independent variables of Sakthi Auto Motors .The determinacy of role of stress, method was used. The ten predicators are Inter Role Distance($X1$), Role Stagnation($X2$), Role expectation conflict($X3$), Role Erosion($X4$), Role Overload($X5$), Role Isolation($X6$), Personal Inadequate($X7$), Self Role Distance($X8$), Role Ambiguity($X9$), Role Inadequacy($X10$),and the dependent variable of overall stress (Y).

The Estimate model is as,

  $Y(ROS)=0.331(X1)+0.383(X2)+0.385(X3)+0.443(X4)+0.289(X5)+0.415(X6)+0.404(X7)+$

  $0.376(X8) +0.332(X9)+0.296(X10).$

    The R-squared of .389 implies that the ten variables explain about 3.89% of the variance in the Role of Stress.

XIII. FINDING AND SUGGESTIONS

5.1   Findings:

Demographic profile:

Experience: It conclude be interpreted that the majority of 120 respondents, 37 respondents have below 5 years, 50 respondents have 5 to 10 years, 28 respondents have 10-15 years, 3 respondents have 15-20 years and 2 respondents have above 20 years experience.

Education: It conclude be interpreted that the majority of 120 respondents, 3 respondents are Higher Secondary level qualification, 32 respondents have Diploma level qualification, 74 respondents have Under Graduate level qualification and 11 respondents have Post Graduate level qualification.

Monthly salary: It conclude be interpreted that the majority of 120 respondents 19 respondents are getting up to Rs.10000, 50 respondents are getting Rs.11,000-20000 , 33 respondents are getting Rs.21,000-30,000,10 respondents are getting Rs.31,000-40,000 and 8 respondents are getting above Rs.40,000.

XIV. WEIGHTED AVERAGE

Inter Role Distance: It is 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, the not learning enough in my present role 2.03 respondents prefers to Neutral, the satisfy the conflicting demand 2.03 respondents prefers neutral, role has not been recently reduced 2.23 respondents infers to neutral, and finally the workload is too heavy in the organisation 2.78 respondent infers to neutral.

Role Stagnation: It is observed that the role of stress on employee with the following factors, Other role occupants do not give enough attention and time to my role 2.58 of the respondents prefers neutral, adequate knowledge to handle the responsibilities 2.73 respondents infers to neutral, against his better judgement 2.60 respondents infers to neutral, and finally not clear on his job 2.5 respondent infers to neutral.

XV. REGRESSION

The strength of relationship between the dependent variable (overall stress) and individual behavioural dimensions as independent variables of Sakthi Auto Motors .The determinacy of role of stress, method was used. The ten predicators are Inter Role Distance(X1), Role Stagnation(X2), Role expectation conflict(X3), Role Erosion(X4), Role Overload(X5), Role Isolation(X6), Personal Inadequate(X7), Self Role Distance(X8), Role Ambiguity(X9), Role Inadequacy(X10),and the dependent variable of overall stress (Y). The value of adjusted R-square is 0.3655. The Estimate model is as,

Y(ROS)=0.331(X1)+0.383(X2)+0.385(X3)+0.443(X4)+0.289(X5)+0.415(X6)+0.404(X7)+

   0.376(X8) +0.332(X9)+0.296(X10).

The R-squared of .389 implies that the ten variables explain about 3.89% of the variance in the Role of Stress.

XVI. 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

XV.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.

Appendix:

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