

“A STUDY ON STRESS MANAGEMENT IN BAJAJ AUTOMOBILES” HYDERABAD

Ms. Y. Deepika¹, Ms. Buela prasanna kumari²

¹*Student of MBA, Department of MBA, MREC (Autonomous) Maisammaguda,
Dhulapally, Secunderabad, Pin Code: 500*

²*Associate Professor of MBA, Department Of MBA, MREC (Autonomous),
Maisammaguda, Dhulapally, Secunderabad, Pin Code: 500101*

ABSTRACT

Some stress is necessary in that it assists in achieving both work and personal goals. However, too much stress can make the goals harder to achieve. People respond differently to stress. Some people function well under significant stress while others do not. A worker's ability to cope with increasing workplace stress is also affected by the amount of stress they are subjected to from stressors outside of the workplace. Trouble at may reduce their ability to cope with pressure at work. It's there, everywhere. At home, at school, at the work place-everywhere. Everyone is under stress. It's nothing bad, neither does it always hamper you performance. Look at the people who drive the heavy locomotives, dive deep in the sea, the coal miners, the mountaineers, who live with stress all the time.

Keywords: *Stress, Job satisfaction, healthy and safety hazards.*

I. INTRODUCTION

Stress is a way of life and it is a common place for many people. It is a state of mind. It is a mind body reaction to fight or fight against a situation. It is a feeling that is created when we react to a particular event. It's the body's way of rising to a challenge and preparing to meet a tough situation with focus, strength, stamina, and heightened alertness.

Workplace stress is a serious health and safety hazard that can have devastating effects. Stress can lead to psychosocial illnesses, such as anxiety and depression. Stress can also contribute directly to physical illness; for example, tense muscles can worsen ergonomic injuries. Stress makes workers more susceptible to hazards, injury and disease. While it is true that there are sources of stress other than the workplace, this does not mean that workplace stress is not a hazard or that it is the product of a worker's imagination.

We know when we feel stress or stressed. It might seem the concept doesn't need to be defined. It is also true that stress can affect people differently. But part of the hurdle of addressing stress as a health and safety issue is to define the hazard: Stress is a combination of physical and psychological reactions to events that challenge or threaten us. In normal circumstances, the stress

Response is a powerful protective mechanism that allows us to deal with sudden changes, dangers or immediate demands. In abnormal (i.e., highly stressful and/or prolonged stress) circumstances, stress overwhelms our protective mechanisms, leading to serious negative health outcomes. This definition makes a key point that stress is often a result of combined factors – both physical and psychological. Similarly, the European

Commission's official definition of work-related stress is: A pattern of emotional, cognitive, behavioral and physiological reactions to adverse and noxious aspects of work content, work organization and work environment. Stress is caused by a poor match between us and our work, by conflicts between our roles at work and outside it and by not having a reasonable degree of control over our own work. According to this definition, stress occurs when there is a poor match between workplace demands and a worker's degree of control. We feel stress as a result of demands that are placed upon the mind and the body. Our reaction is called the Generalized Stress Response. Factors that cause this response and make us experience stress are called stressors.

II. LITERATURE REVIEW

Many Indian and Foreign researcher had done study on this guideline – written by CUPE's National Health and Safety Branch – is part of our union's broader efforts to eliminate workplace stress. It is largely based on ideas developed by members who attended CUPE's 8th National Health and Safety Conference, and participated in the workshop Enough Workplace Stress:

Organizing for Change. The guideline is designed for use by CUPE members across Canada to help address and solve workplace stress problems as health and safety hazards.

Mr. P.S. Rao has done study on workplace stress and management support to employees.

This paper deals with the meaning of stress, causes of stress, physical and psychological effects. It's importance on the organization and the measures to overcome the stress.

"A Study on Stress Management of IT Company" – Uma Devi.T, Associate Professor, Aurora PG College, Hyderabad.-Stress has become significant due to dynamic social factor and changing needs of the styles. Stress is a mans adaptive reaction to an outward situation which would lead to physical, mental and behavioural changes.-"Study on Job Stress – Conflict at Work, Workload, Physical Environment, Employee Job Satisfaction" – Muhammad Mansur, Mohammad Ali.- The term stress is basically from physical science where it means the force placed upon an object to cause damage, bending or breaking

III. OBJECTIVE S OF STUDY:

1. To study the major causes of stress relating to the workplace.
2. To understand the effects of stress on health.
3. To know the points which is responsible for stress out

IV. RESEARCH METHODOLOGY

Coverage of The Study

This research covers the Government servant, Private office staff, Bank staff, Education field employees, etc. Stress at different workplace.

Sources of Data

Data and information were gathered from primary source by means of field survey using structured questionnaires covering Government servant, Private office staff, Bank staff, Education field employees, etc. Secondary sources included books, journals, newspapers, websites, and research studies.

V. COLLECTION OF DATA

Primary data

Primary data are those which is collected for the first time, and thus happen to be original in character. Here in this research primary data is collected through questionnaire method.

Secondary data

Secondary data was collected from various published books, companies, websites and company old records which as been collected for another purpose.

VI. RESEARCH DESIGN

A research design is the arrangement of conditions for collections and analysis of data a manner that aims to combine relevance to the research purpose with economy in procedure. The research designs undertaken for the study is in descriptive one. The methodology involved in this design is mostly qualitative in nature.

Sampling Method

The research was made in accordance with the convenience of the employees ,so the sample type is convenient sampling.

Sampling Unit

The sample area is BAJAJ AUTOMOBILES HYDERABAD.

Sampling Element

Manager, Asst. Manager , Accountant, Cashier, Clerk in selected branches.

Sample Size

The sample size is 50 employees in BAJAJ AUTOMOBILES.

Tools used

Primary data was collected through the questionnaire, and facts are presented in the form of Trend percentage, Graphs Tables and Charts, CHI-SQUARE TEST.

VIII. PERIOD STUDY

The present study as been undertaken for period of 45days, in which it had divide into 2 stages such as

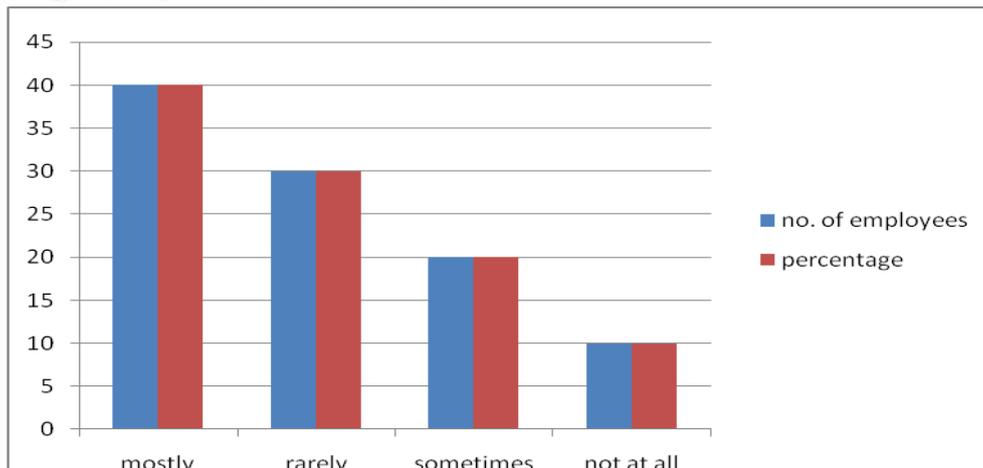
Stage 1 is of research problem and collecting the literature of the topic chosen

Stage 2 is of analysis and interpretation by using different statistical tools, finding and recommendations

IX. DATA ANALYSIS

Q1. IS work culture supportive in your organization?

options	no. of employees	percentage
mostly	40	40
rarely	30	30
sometimes	20	20
not at all	10	10
	100	100



INTREPRETATION:

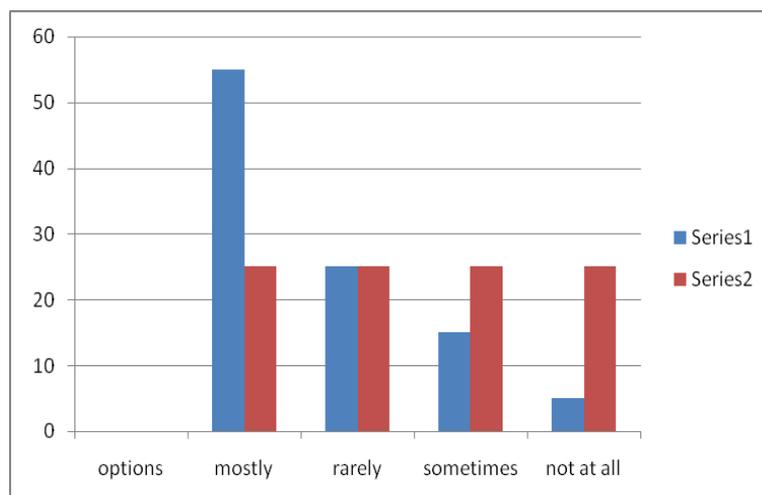
From the above analysis it is observed that 40% of the employees are work supportive in organisation and 30% are rarely work supportive, 20% are sometimes work supportive and 10% are not at all work supportive.

INTREPRETATION:

From the above analysis it is observed that 40% of the employees are work supportive in organisation and 30% are rarely work supportive, 20% are sometimes work supportive and 10% are not at all work supportive

2Q. Do employees face stress situation?

options	no of employees	
mostly	55	25
rarely	25	25
sometimes	15	25
not at all	5	25
total	100	100

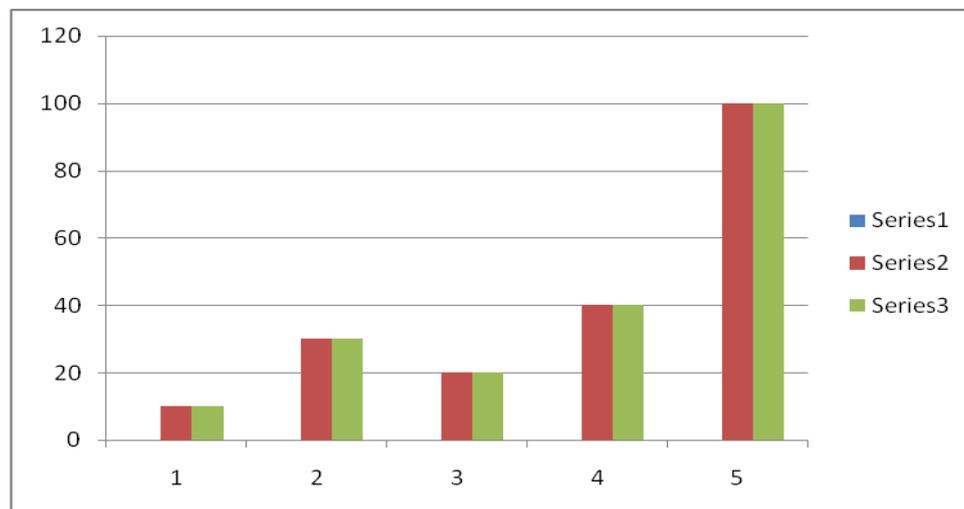


INTREPRETATION:

From the above graph it is shown that 55% of the employees are rarely who face stress situation in the organisation, 25% employees not at all face work stress, 15% of employees some time face stress and 5% of employees mostly face stress.

Q3. Most of your stress are related to:

options	no. of employees	percentage
work environment	10	10
supervision	30	30
workgroup	20	20
social injustice	40	40
	100	100

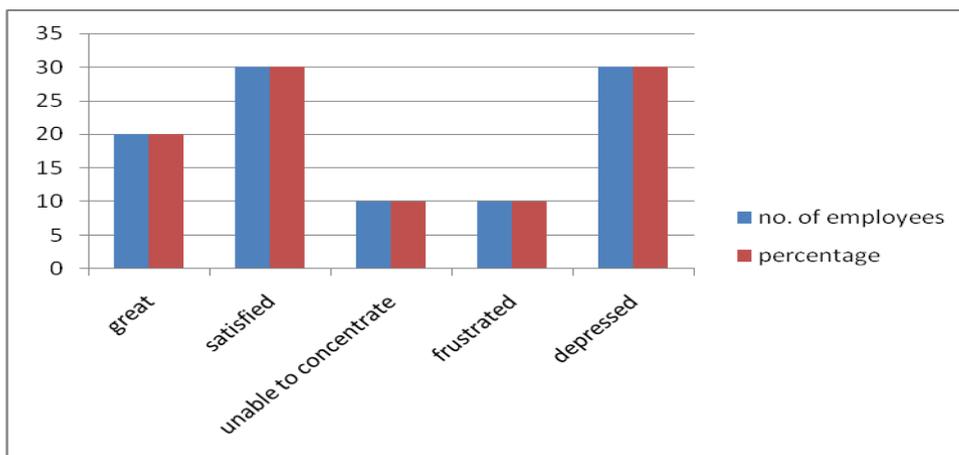


INTREPRETATION:

From the above graph we see that most of the stress is related to social injustice which is 40%,supervision which is 30%,work group 20% and work environment 10%.

Q4. How do you feel while working in the organization?

options	no. of employees	percentage
great	20	20
satisfied	30	30
unable to concentrate	10	10
frustrated	10	10
depressed	30	30
	100	100

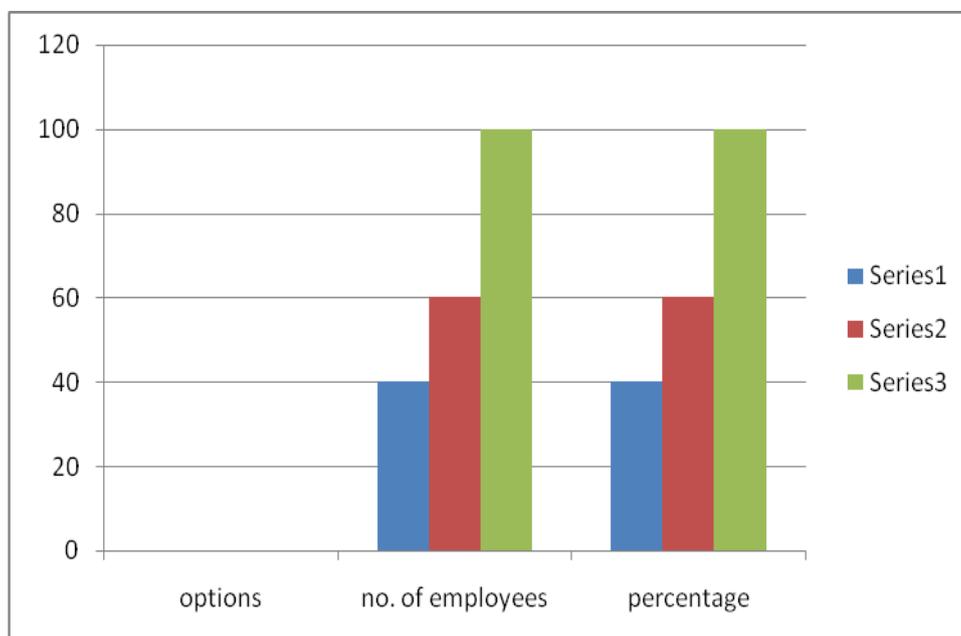


INTREPRETATION:

From the above graph we see that 30% of the employees are satisfied while working in an organisation, 30% are depressed while working, 20% are great, 10% are unable to concentrate and 10% are frustrated.

Q5. Have you taken leave in the past 12 months due to work related stress?

options	no. of employees	percentage
yes	40	40
no	60	60
	100	100

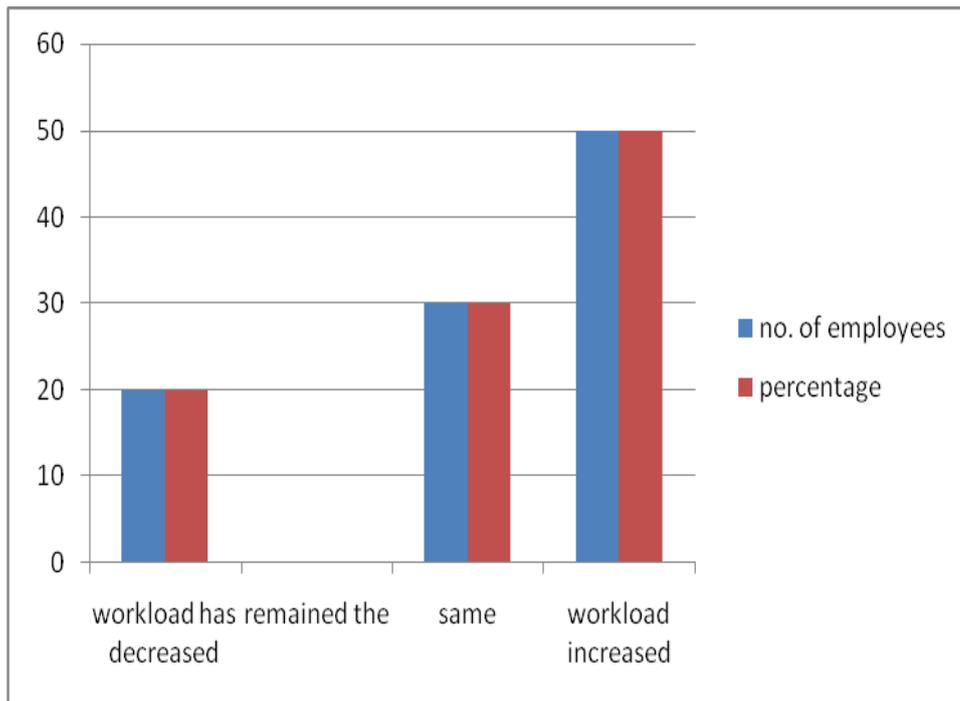


INTREPRETATION:

From the above graph we see that 60% of employees has not taken any leave due to work related stress and 40% of employees has taken leave due to work related stress in an organisation.

Q6. Please indicate total workload has changed during last three years?

options	no. of employees	percentage
workload has decreased	20	20
remained the	0	0
same	30	30
workload increased	50	50
	100	100

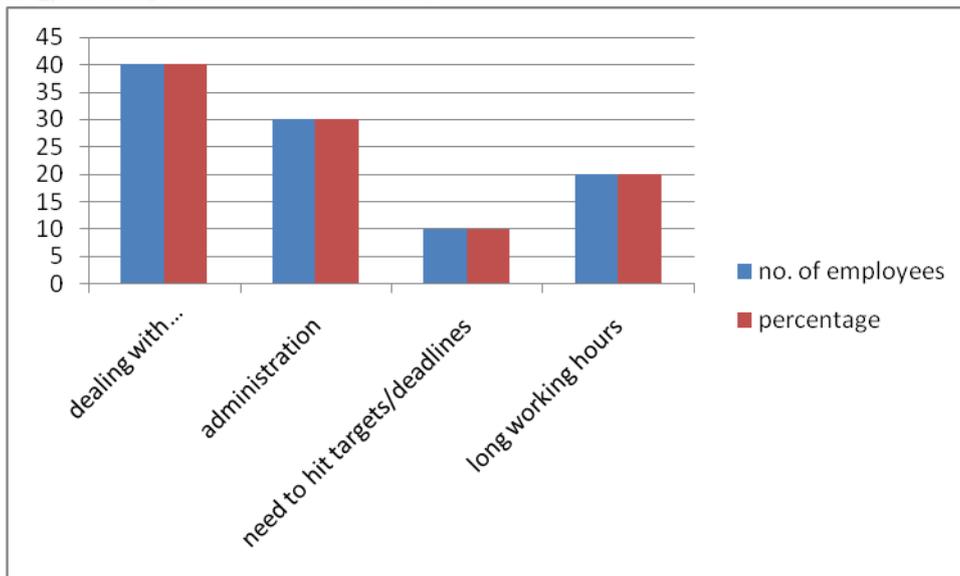


INTREPRETATION:

From the above graph we see that 50% of employees workload has been increased, 30% of the employees it is same and 20% of employees workload has remained the decreased.

Q7. Stress is related to demand?

options	no. of employees	percentage
dealing with customers/colleagues	40	40
administration	30	30
need to hit targets/deadlines	10	10
long working hours	20	20
	100	100

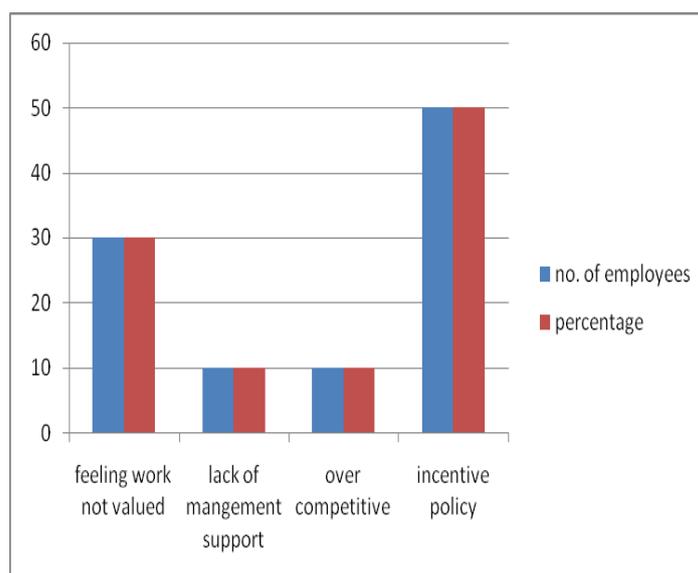


INTREPRETATION:

From the above graph we see that 40% of employees are dealing with customers and colleagues, 30% of employees deal with administration, 20% of employees have long working hours demand and 10% of employees need to hit targets.

Q8. Stress related to support?

options	no. of employees	percentage
feeling work not valued	30	30
lack of management support	10	10
over competitive	10	10
incentive policy	50	50
	100	100

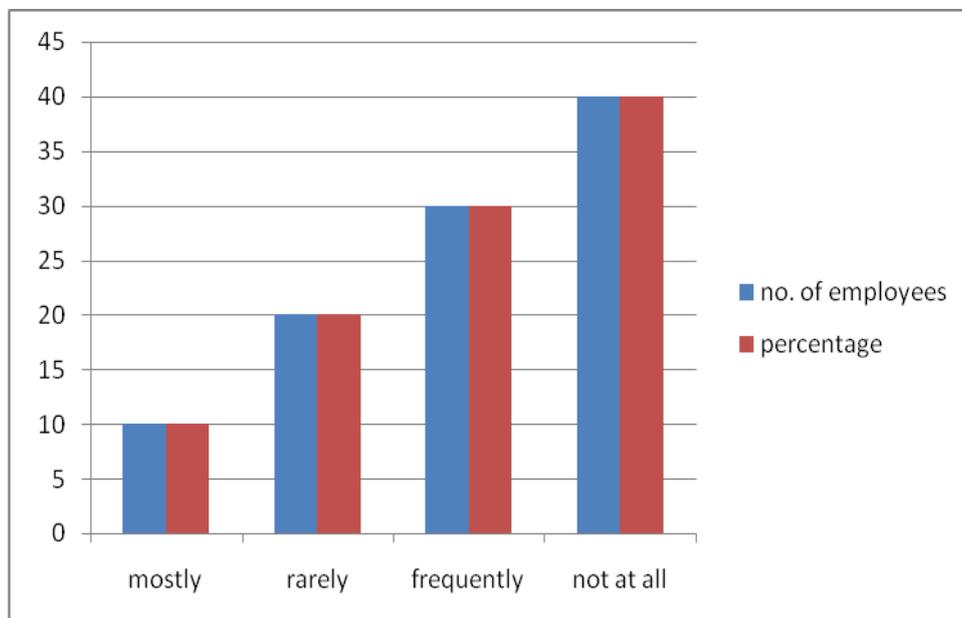


INTREPRETATION:

From the above graph we see that 50% of employees deal on incentive policy, 30% of employees feeling work not valued, 10% of employees deal with lack of management support and 10% employees deal with over competitive.

Q9. How often you face stress situation being taken care off?

options	no. of employees	percentage
mostly	10	10
rarely	20	20
frequently	30	30
not at all	40	40
	100	100

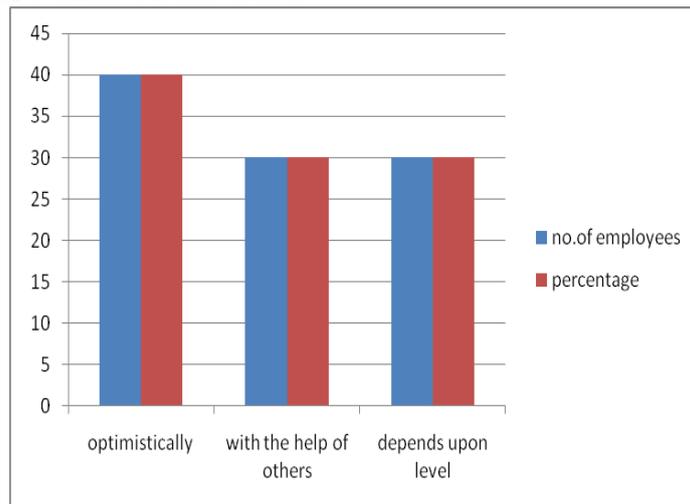


INTREPRETATION:

From the above graph we see that 40% of employees stress is not at all being taken care of, 30% employees stress is frequently being taken care of, 20% of employees stress is rarely taken care of and 10% of employees stress is mostly taken care of.

Q10. How do you handle stress situations?

options	no. of employees	percentage
optimistically	40	40
with the help of others	30	30
depends upon level	30	30
	100	100

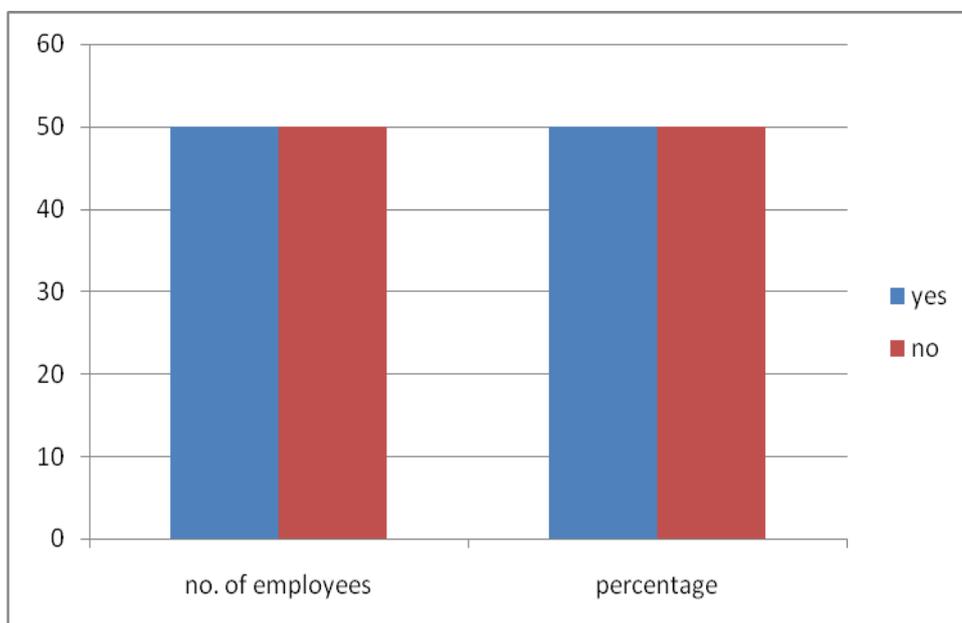


INTREPRETATION:

From the above graph we see that 40% of employees optimistically handle stress situation, 30% of employees handle stress with help of others and 30% of employees depends upon level .

Q11. Does the upper management pressure main reason for stress?

options	no. of employees	percentage
yes	50	50
no	50	50
	100	100

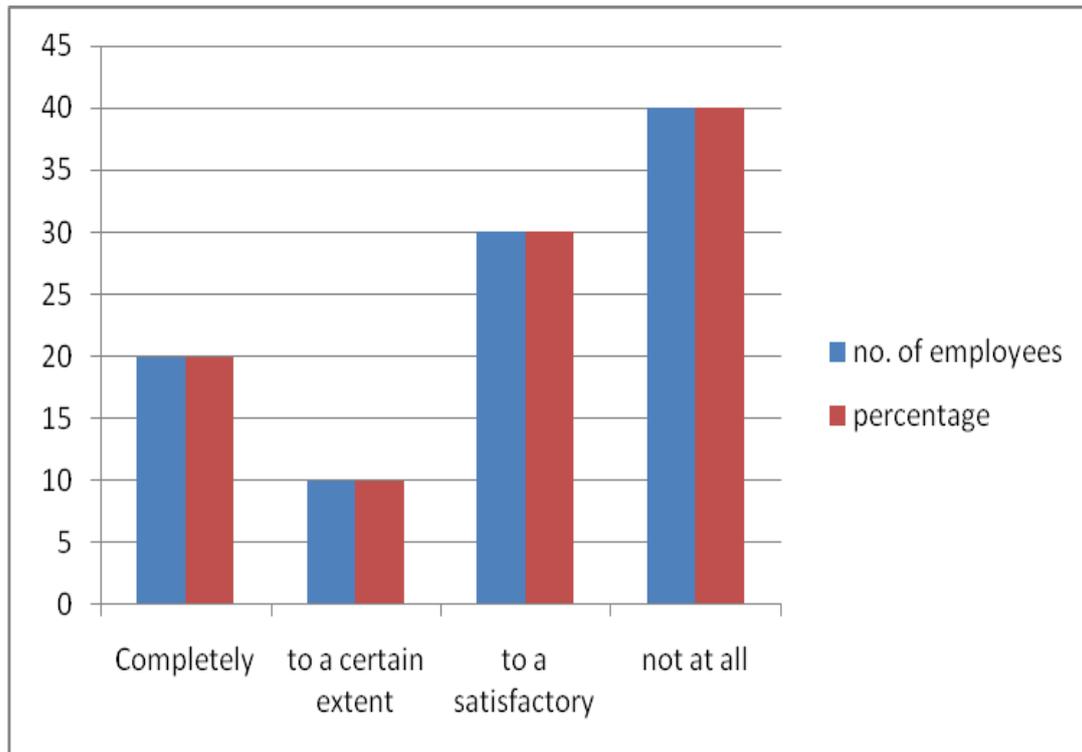


INTREPRETATION:

From the above graph we see that 50% of employees have upper management pressure which is main source of stress and 50% of employees doesn't depend on upper management pressure which is main source of stress.

Q12. To what level the management is effective in handling your stress situation?

Options	no. of employees	percentage
Completely	20	20
to a certain extent	10	10
to a satisfactory	30	30
not at all	40	40
	100	100

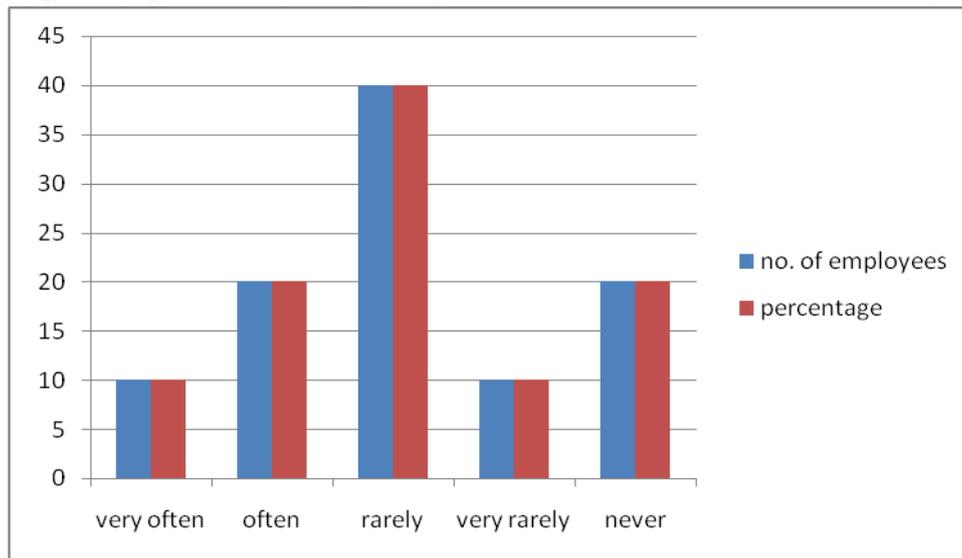


INTREPRETATION:

From the above graph we see that 40% of employees says that management is not at all helpful to them in case of handling stress , 30% of employees to a satisfactory, 20% of employees completely and 10% of employees to a certain extent.

Q13. Do you feel lack of co-operation in office?

options	no. of employees	percentage
very often	10	10
often	20	20
rarely	40	40
very rarely	10	10
never	20	20
	100	100

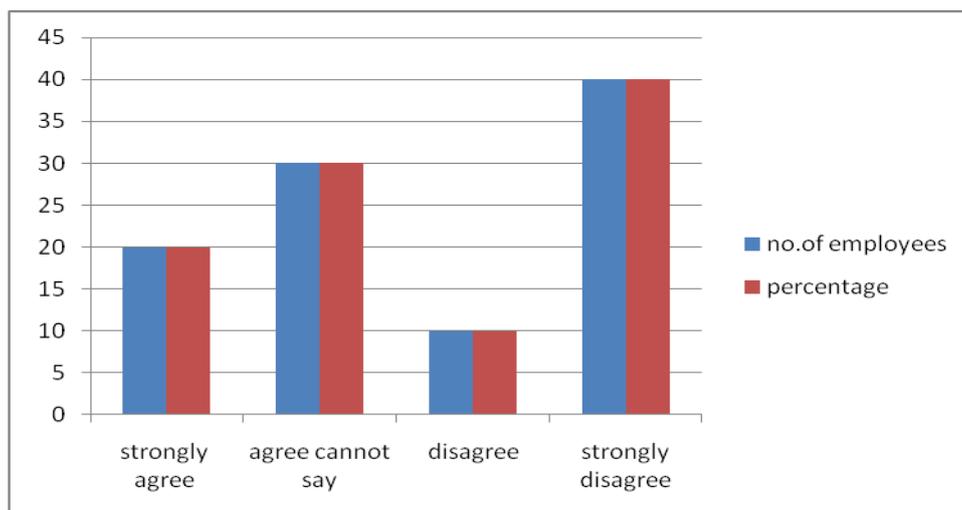


INTREPRETATION:

From the above graph we see that 40% of employees rarely feel lack of co-operation in office, 20% employees often feel lack of co-operation, 20% employees never feel lack of co-operation, 10% of employees very often feel lack of co-operation and 10% employees very rarely feel lack of co-operation in the office.

Q14. You feel time pressure to complete work?

Options	no.of employees	percentage
strongly agree	20	20
agree cannot say	30	30
Disagree	10	10
strongly disagree	40	40
	100	100

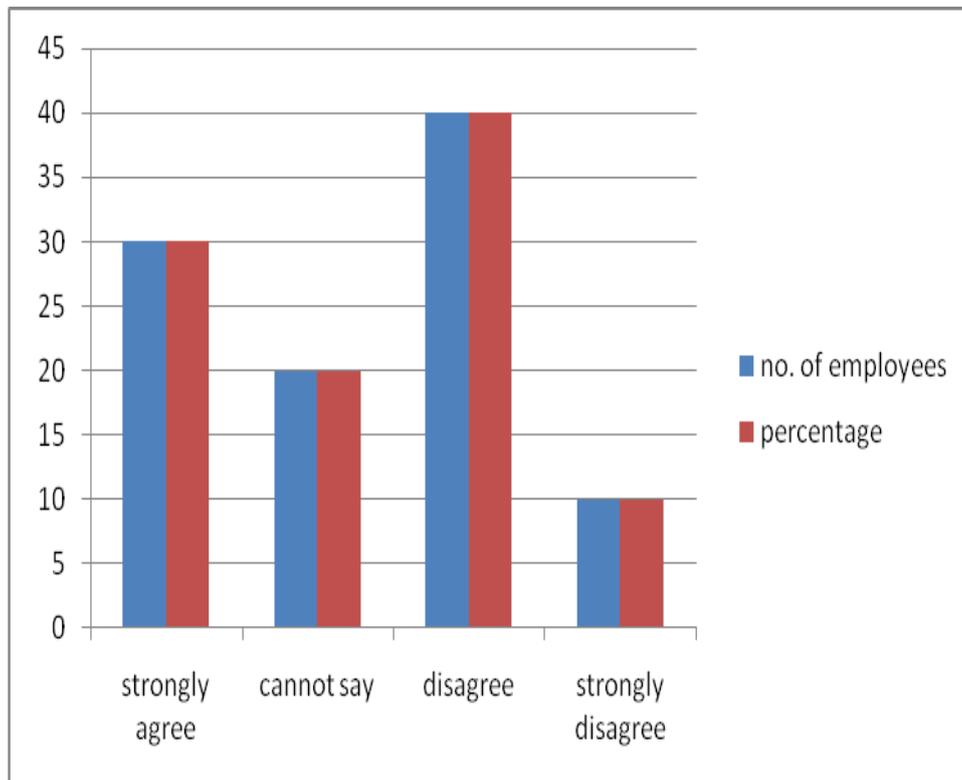


INTREPRETATION:

From the above graph we see that 40% of employees strongly disagree that there is some work pressure to complete work, 30% of employees are agreed but cannot say that there is some work pressure to complete work, 20% of employees strongly agree that there is work pressure and 10% of employees disagree that there some pressure to complete work.

Q15. Lack of communication causes stress?

options	no. of employees	percentage
strongly agree	30	30
cannot say	20	20
disagree	40	40
strongly disagree	10	10
	100	100



INTREPRETATION:

From the above graph we see that 40% of employees disagree that there is lack of communication stress, 30% of employees strongly agree that there is lack of communication stress, 20% employees cannot say and 10% employees strongly disagree.

CHI- SQUARE AND PERCENTAGE;

Q2.How often you face stress situation in your organization?

options	no of employees	
mostly	55	25
rarely	25	25
sometimes	15	25
not at all	5	25
total	100	100

=4.20094E-12

NOTE: hence alternative hypothesis were proved

=4.20094E-12

X. FINDING

Stress is a known cause of many psychological diseases and disorders, as well as many social and behavioural changes, such as:

- Depression, feelings of apathy and low self-worth, crying spells.
- Anxiety, increased tension, fearfulness.
- Changes in eating habits.
- Sleep disorders, insomnia, fatigue and exhaustion. Stress can also make workers vulnerable to other diseases, including:
 - High blood pressure.
 - Headaches and migraines.
 - Impaired digestion – due to a decrease in intestinal movement.
 - Menstrual disorders – there is some evidence of an association with stress.
 - Ulcers – from lowered blood flow.
 - Irritable bowel syndrome – there is some evidence of a link with stress

XI. SUGGESTIONS

- The stress can be different among different workers, there by the management has to identify their problems and it will help to reduce stress.
- The employees are to be given enough time to complete their work which would reduce work overload.
- The employees are to be given more emphasis on working condition so, that they do their work with interest.. Workers can practice yoga meditation etc helps to reduce stress and strain.

XII. CONCLUSION

Stress is a condition or feeling expressed when a person perceives that demand exceeds the personal and social resources of the individual. Stress management helps employees to reduce pain and become healthier. The superior should be careful to bring the workers take necessary steps to remove stress. Stress of the worker can be reduced by cultivating a social climate, proper communication between the worker and superior. Stress is adaptive response to a situation that is perceived as challenging or threatening to a person's well-being. The stress will be different among different workers, there by the management has to identify their problems and it

will help to manage the stress. The process of stress management is named as one of the key for happy and successful employees.

XIII. QUESTIONNAIRE OF STRESS MANAGEMENT

1. Is work culture supportive in your organisation?
2. Do employees face stress situation?
3. Most of you stress are related to?
4. How do you feel while working in the organisation?
5. Have you taken leave in the past 12 months due to work related stress?
6. Please indicate total workload has changed during last three years?
7. Stress is related to demand?
8. Stress related to support?
9. How often you face stress situation being take occur off?
10. How do you handle stress situation?
11. Does the upper management pressure main reason for stress?
12. To what level the management is effective in handling your stress situation?
13. Do you feel lack of co-operation in office?
14. You feel time pressure to comparative work?
15. Lack of communication cause stress?

REFERENCE

- [1.] Arndt Sorge, (1992) "Human Resource Management in The Netherlands", Employee Relations, Vol. 14 Issue: 4, pp.71 – 84 2.
- [2.] 2 .Ammannaya K.K (1982) „Man Management in Banks“ , financial express, April edition, page 11-12.
- [3.] "Stress Management Tips and Techniques from Mind Tools." Mind Tools - Management Training, Leadership Training and Career Training - Right Here, Right Now. 2010. Web. 28 Apr. 2010. <http://www.mindtools.com/smpage.html>
- [4.] 4. "Stress Management." University Health Center at the University of Georgia. 11 July 2005. Web. 21 Apr. 2010. <http://www.uhs.uga.edu/stress/> 5. Malgaj, Luka. "Top 7 Stress Management Tips For Students." Ezine Articles Submission - Submit Your Best Quality Original Articles For Massive Exposure, Ezine Publishers Get 25 Free Article Reprints. Web. 21 Apr. 2010. <http://ezinearticles.com/?Top-7-Stress-Management-Tips-For-Students&id=2832207>
- [5.] 6. Bond M. (1988) Stress and Self Awareness: a Guide for Nurses, Heinemann
- [6.] 7. Hambly K., Muir A. (1997) Stress Management in Primary Care, Butterworth Heineman
- [7.] 8. Handling Stress (1992) The Open University, The Open University Press.
- [8.] 9. Charles Despres, Jean-Marie Hiltrop, (1995) "Human resource management in the knowledge age: current practice and perspectives on the future", Employee Relations, Vol. 17 Issue: 1, pp.9 – 23
- [9.] 10. Beck T., Demirguc-Kunt A (2006) Bank Concentration Competition and Crisis: First Results, Journal of Banking and Finance, 20:1581-1603.