

# A Study On Stress Management Initiatives In Electro Magnetic Flux Industries Private Limited, Chennai.

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## ABSTRACT:

**Background:** Stress Management is one of the most important and happening concept in the organization which focuses on controlling a person's level of stress for the purpose of improving everyday functioning. The stress management techniques are used by health practitioners, which may help to reduce stress and promote general well-being.

**Aims:** Objectives of the study focused on analyzing the level of stress of the employees and as to how the management given suggestions in order to minimize stress. It also aims to find out how the employees reduce their stress in work place, in addition to identify the coping methods practiced by the employees.

**Research Methods:** This research focuses on descriptive research methodology, making the stress management practices in the organization clear. The universe in the present study is restricted to the total 250 employees in Chennai branch of Electro Magnetic flux industries. Stratified Random sampling technique has been used for collecting the primary data from 75 employees.

**Results:** Through this project, one can have a reasonable understanding of the term stress Management, understand what is being done for the employees by the management to reduce stress, and analyze the internal conflicts from a wide range of external situations of employees, determine how importance it is for the employees to implement an effective stress management system in the organization and promote well-being.

**Conclusion:** Information was obtained on the response received from the employees of Electro Magnetic flux industries, Chennai through questionnaire. It was observed that employees are feeling stressful due to the heavy work pressure given in the organization. The result showed that employees differ in their stress levels based on their departments, age and gender. Hence, the management must take several initiatives in helping their employees to overcome its disastrous effect. This can be done by giving counseling & incorporating the suggestions given here in at individual and organization level.

**Key Words:** Stress management: stress reduction: relaxation techniques: physiological problems and depressions.

## 1. INTRODUCTION

Stress is a fact of everyday life (Dylan Moran, 2016). When people reach out for help, they are often dealing with circumstances, situations, and stressors in their lives that leave them feeling emotionally and physically overwhelmed. Many people feel that they have very little resources or skills to deal with the high levels of stress they are experiencing. *Stress in the work place is a growing concern in the current state of the economy (Duncan Barry, 2012), where employees increasingly face*

*conditions of overwork, job insecurity, low levels of job satisfaction, and lack of autonomy. Workplace stress has been shown to have a detrimental effect on the health and wellbeing of employees, as well as a negative impact on workplace productivity and profits (Rajgopal, T. 2010). There are measures that individuals and organizations can take to alleviate the negative impact of stress.*

Many businesses today have begun to use stress management programs for employees who are having trouble adapting to stress at the workplace or at home. Many people have spill over stress from home into their working environment (Lazarus, R.S., & Folk man, S. (1984). There are a couple of ways businesses today try to alleviate stress on their employees. One way is individual intervention. This starts off by monitoring the stressors in the individual. After monitoring what causes the stress, next is attacking that stressor and trying to figure out ways to alleviate them in any way. Developing social support is vital in individual intervention, being with others to help you cope has proven to be a very effective way to avoid stress. Avoiding the stressors all together is the best possible way to get rid of stress but that is very difficult to do in the workplace. Changing behavioral patterns, may in turn, help reduce some of the stress that is put on at work as well.

### **1.1. REVIEW OF THE STUDY:**

Defining stress is a very complex matter, which is the subject of different analyses and continuous debate among experts. Beyond the details of this debate, a general consensus can be reached about a definition of stress, which is centered on the idea of a perceived imbalance in the interface between an individual, the environment and other individuals. When people are faced with demands from others or demands from the physical or psycho-social environment to which they feel unable to adequately respond, a reaction of the organism is activated to cope with the situation. The nature of this response depends upon a combination of different elements, including the extent of the demand, the personal characteristics and coping resources of the person, the constraints on the person in trying to cope and the support received from others.

Walter Cannon and Hans Selye used animal studies to establish the earliest scientific basis for the study of stress. They measured the physiological responses of animals to external pressures, such as heat and cold, prolonged restraint, and surgical procedures, then extrapolated from these studies to human beings.

Subsequent studies of stress in humans by Richard Rahe and others established the view that stress is caused by distinct, measureable life stressors, and further, that these life stressors can be ranked by the median degree of stress they produce (leading to the Holmes and Rahe Stress Scale). Thus, stress was traditionally conceptualized to be a result of external insults beyond the control of those experiencing the stress. More recently, however, it has been argued that external circumstances do not have any intrinsic capacity to produce stress, but instead their effect is mediated by the individual's perceptions, capacities, and understanding.

Levels of stress can be measured. One way is through the use of psychological testing: the Holmes and Rahe Stress Scale is used to rate stressful life events, while the DASS contains a scale for stress based on self-report items. Changes in blood pressure and galvanic skin response can also be measured to test stress levels, and changes in stress levels. A digital thermometer can be used to evaluate changes in skin temperature, which can indicate activation of the fight-or-flight response drawing blood away from the extremities. Cortisol is the main hormone released during a stress response and measuring cortisol from hair will give a 60-90 day baseline stress level of an individual. This method of measuring stress is currently the most popular method in the clinic.

Marshall & Cooper (1981) argue that „stress is a different phenomenon form pressure“. Stress is something more than mere pressure. It carries strong overtones of the breakdown of normal human performance. In an earlier work Cooper & Marshall (1978), the same two authors concluded that stress is essentially individually defined and must be understood with reference to characteristics of both the individual and his environment, as it is the outcome of the two“.

Steinberg and Ritzmann, (1990): Stress can be defined as “an under load or overload of matter, energy or information input to, or output from, a living system.”

Levine and Ursin, (1991): “Stress is a part of an adaptive biological system, where a state is created when a central processor registers an informational discrepancy.”

Humphrey, (1992): In essence, stress can be considered as “any factor, acting internally or externally, that makes it difficult to adapt and that induces increased effort on the part of the person to maintain a state of equilibrium both internally and with the external environment.”

Levi, (1996): “Stress is cost by a multitude of demands (Stressors) such an inadequate fit between what we need and what we capable of, and what our environment offers and what it demands of us.”

Bernik, (1997): “Stress designates the aggression itself leading to discomfort, or the consequences of it. It is our organism“s response to a challenge, be it right or wrong.”

Bowman, (1998): “Stress is the body“s automatic response to any physical or mental demand placed upon it. When pressures are threatening, the body rushes to supply protection by turning on „the juices“ and preparing to defend itself. It“s the „flight or fight“ response in action.”

## **1.2 PROBLEM OF THE STUDY**

The stress management needs to analyse the stress levels of the employees in the company and suggest measures to control the stress and help the employees to give a high performance by maintaining a balance between work and family. The organization should take necessary steps for employees in reducing stress at work place.

Stress becomes a problem when there is an excessive work load as it puts a person under tremendous pressure. This may consider into two forms that is qualitative work overload which implies performing a job that is complicated or beyond the employee's capacity and the quantitative work overload arises when numbers of activities to be performed in the prescribed time are many.

Employees may be subject to poor working conditions. It would include poor lighting and ventilations, unhygienic sanitation facilities, excessive noise and dust, presence of toxic gases and fumes, inadequate safety measures, etc. All these unpleasant conditions create physiological and psychological imbalance in humans thereby causing stress.

Interpersonal and intergroup conflict also can takes place due to differences in perceptions, attitudes, values and beliefs between two or more individuals and groups. Such conflicts can be a source of stress to group members (Henry O. 2009).

When there is any lack of social support will create the problem of being in stress (Rabbani, M., Mansor, M. B., Yaacob, S. N., & Talib, M. A., 2014) that is when individuals believe that they have the friendship and support of others at work, their ability to cope with the effects of stress increases. If this kind of social support is not available then an employee experiences more stress.

An optimum amount of stress can always act as an energizer or motivator and propel people to apply the efforts and complete the work. But a high level of stress can be serious threat to the personality trails of the individual and can cause physiological and social problems.

### **1.3 OBJECTIVE OF THE STUDY**

1. To study the level of physical, psychological and behavioral consequences.
2. To study the stress coping methods practiced by the employees.
3. To identify how employees reduce their stress in workplace
4. To give constructive suggestions to the management as how to minimize stress.

### **1.4 SCOPE AND NEED OF THE STUDY:**

This particular study about Work Stress Management is restricted within the organization. The study is conducted on the employees of the organization. This is not because of non-availability of resources but the nature of the study itself restricts it. It studies the existence or non – existence of stress among the employees in the organization and identifies the factors which are contributing for stress (If any). It also provides the various steps adopted by the organization for managing the work stress of the employees, which can be used as future reference for decision-making and policy making with regard to the employees. This study reveals the morale of the employees. Stress is one thing that many people cannot live without. In fact, there are those people who use stress to fuel their drive to do something or accomplish tasks in time. Although stress can be beneficial to some people, this is not always the case for everyone because too much unmanaged stress can be detrimental to physical and psychological wellbeing. Providing information to employee to reduce the stress in work place is the need for this study, also ensuring the employees that the organization also take part in reducing the stress and providing information on how to cope up with stress will be more effective for the employees. Finally, analyzing the level of stress faced by employees in the organization and need to suggest some measures to control the stress and help them to give high performance by maintaining a balance between work and family.

## **2. RESEARCH METHODS AND MATERIALS:**

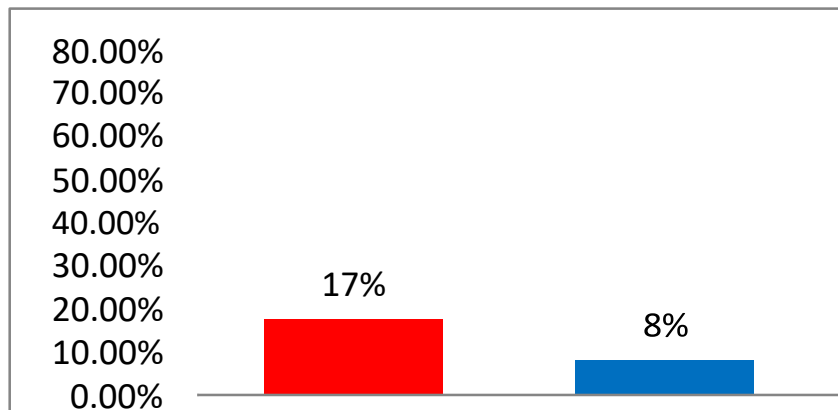
**2.1 Sampling and Research Design:** It was a quantitative study and descriptive research design was adopted to describe the Stress Management initiatives at **Electro Magnetic Flux Industries**. Primary data was collected from the respondents by applying the structured questionnaire. Random sampling was done within the organization. The study obtained the primary data from 75 respondents of the company.

**2.2 Data collection:** Primary data of the study were collected from the respondents by applying the structured questionnaire method. The secondary source of information was obtained from journals, text books and company websites, and different websites

**2.3 Research approach:** Questionnaire method was used to collect the needed information. It was based on multiple choice questions, which fulfilled the main components specified in the objectives such as the level of psychological and behavioral consequences and reducing the stress in workplace initiated by the employees, stress coping methods adopted to minimize stress.

**2.4 Sampling:** The research was conducted in **Electro Magnetic Flux Industries**, Chennai among two categories of respondents namely Managers and Employees of different departments such as manufacturing department, sales department, purchase department, finance department, human resources department and Administration department. In each department around ten to fifteen employees were conveniently included in the study. Therefore the sampling size for the research is

75. Stratified random sampling was applied for the purpose of the study. The Research was conducted from the month of January 2014 to April 2014.



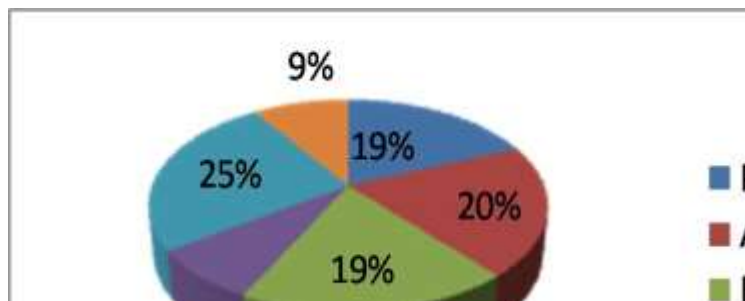
**Chart No: 1 Showing Anger for Unplanned Work**

**Interpretation:**

It was observed that 17 per cent of the respondents used to respond angrily when they were requested to do unplanned work and where as 8 per cent of the respondents do not respond angrily when they are requested to do unplanned work. Almost three quarter (75%) of the respondents said that it depends on the situation.

**Analysis:**

It was clear that three quarter of the respondents (75%) were ready to do the unplanned work given to them based on the situation, so these respondents may or may not be feeling much stressful as it based on the urgency of the work given to them



**Chart No: 2 Stress in Work Place**

**Interpretation:**

It was inferred that 19 per cent of the respondents were suffering from pain, 20 per cent of the respondents becomes anger, 19 per cent were feeling embarrassed, 8 per cent gets exhausted, quarter of the respondents (25%) reacts by getting headaches and the rest 9 per cent of the respondents are tensed when they were in stress.

**Analysis:**

It was clear that among total number of employees nearly 25 per cent of them said that when they are in stress they suffer from severe headache because of work pressure in the organization.

**Table No: 1 Steps taken to Relieve on stressful situation**

Particulars	Frequency	Per Cent
Spending time with family/friends	32	43
Doing meditation/yoga's for relaxation	19	25
Listening music	24	32
<b>TOTAL</b>	<b>75</b>	<b>100</b>

**Source: Primary Data**

**Interpretation:**

It was observed that majority 43 per cent of the respondents were spending time with family/friends to relieve themselves from stressful situations, whereas (19%) of the respondents were doing meditation/yoga's for relaxation and the rest 32 per cent of the respondents were relieving themselves from stressful situations by listening music.

**Analysis:**

It was analyzed that mostly (43%) of the respondents makes themselves to relieve on stressful situations by spending time with their family or with their friends as they can feel better in reducing the stress.

**Table No: 2 Options worked positively and alleviated stress**

Particulars	Frequency	Per Cent
Spending time with family/friends	30	40
Playing puzzle games or reading newspaper etc	22	29
Empowerment activities at work place	23	31
<b>TOTAL</b>	<b>75</b>	<b>100</b>

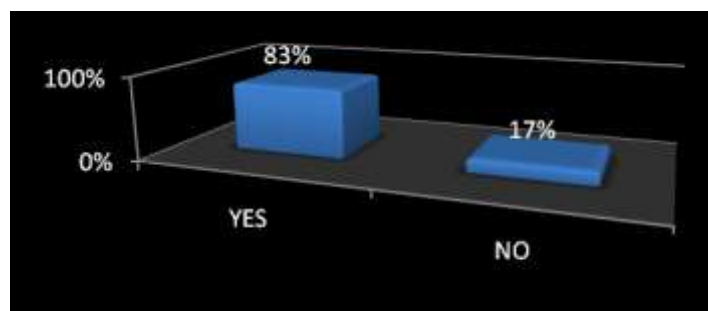
**Source: Primary Data**

**Interpretation:**

It was inferred that spending time with family/friends were positively worked and alleviated the stress according to 40 per cent of the respondents. More than a quarter of the respondents (29%) said playing puzzle games or reading newspapers were positively worked, rest (31%) of the respondents said empowerment activities at work place were positively worked and alleviated their stress.

**Analysis:**

It was clear that most of the employees were alleviated their stress through spending time with their family and friends from which it has worked positively to these employees.



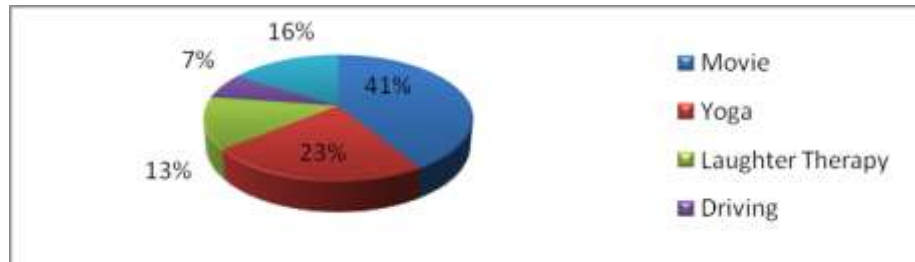
**Chart No:3 Get the Support to Reduce the Stress**

**Interpretation:**

It was observed that majority (83%) of respondents were getting support from their families, friends and colleagues when they are suffered from stress. On the other hand 17 per cent of the respondents were not getting support from their families and friends when they are suffered from stress.

**Analysis:**

It was understood that majority (83%) of the employees says that they get the support from the family and friends when they are suffering in stress.



**Chart No: 4 Reduction of Stress**

**Interpretation:**

From the above table it was clear that majority (41%) of the employees were reducing their stress by watching movie, 23 per cent of the employees were doing yoga for reducing their stress, 13 per cent of the employees do laughter therapy, 7 per cent of the employees go out for a ride and at last (16%) of the employees were doing breathing exercise to reduce their stress.

**Analysis:**

It was understood that majority 41 per cent of employees watch movie in order to get diverted from stress they watch movie to reduce their stress.

**Table No: 3 Overtime Work**

Particulars	Frequency	Per Cent
I start working on the things that need to be done.	16	21
I think first and then take my time doing what I need to do.	47	63
Get annoyed and bored with work.	12	16
<b>Total</b>	<b>75</b>	<b>100</b>

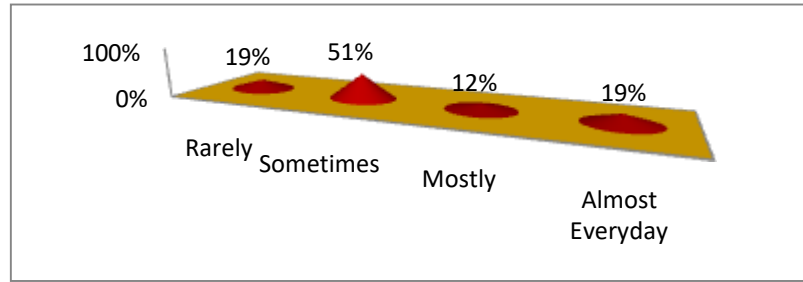
**Source: Primary Data**

**Interpretation:**

It was identified from the data above that according to 21 per cent of the employees start working on the things that need to be done on overtime, whereas majority (63%) of the employees think first and then take time what they need to do and remaining 16 per cent of the employees get annoyed and bored when they work overtime.

**Analysis:**

It was clearly understood that if the employees are asked to do overtime work majority of the respondents (63%) were saying that they think first and then take their own time on what they need to do.



**Chart No: 5 Peaceful Sleep**

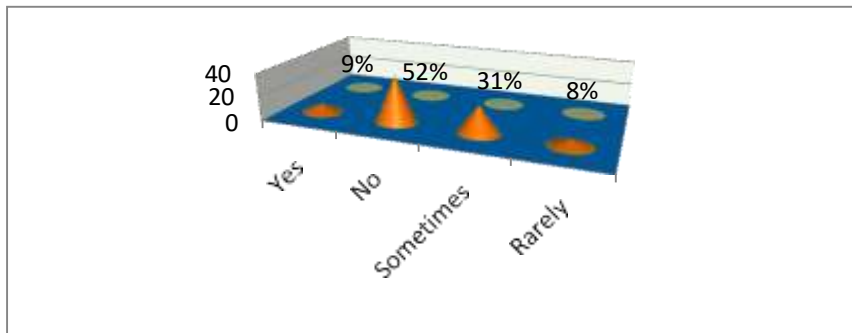
It was identified that only 19 per cent of the respondents were taking rest rarely, more than half (51%) of the respondents were taking rest for sometimes, whereas 12 per cent of the respondents were at rest mostly and rest 19 per cent of the respondents were almost taking rest every day. It was observed that nearly half (51%) of the employees says that they used to sleep peacefully sometimes only because of heavy stress.

**Table No: 4 Enjoy Time at Work and at Home**

Particulars	Frequency	Per Cent
Mostly yes	30	40
Rarely yes	37	49
Never	8	11
<b>Total</b>	<b>75</b>	<b>100</b>

**Source: Primary Data**

It was clearly understood that among 75 respondents, 40 per cent of them were mostly enjoying their time both at work and home, nearing to half (49%) of them rarely enjoying their time at work and at home, and whereas 11 per cent of them never enjoyed their time at work and at home. It was understood that nearly half (49%) of the respondents replied they rarely enjoy the time at work and at home as they feel stressful they are not enjoying with their work and family.



**Chart No: 6 Getting Substances like Alcohol Drugs or Smoking for Mitigating Stress**

**Interpretation:**

It was inferred that among 75 respondents, only 9 per cent were addicted to substances like alcohol, drugs or smoking, more than half (52%) of the respondents were not addicted to such substances, whereas 31 per cent of the respondents were using such substances for sometimes and rest 8 per cent of the respondents were using it rarely in order to mitigate stress.

**Analysis:**



It was understood that very few employees were addicted to substance like alcohol, drugs and smoking when they are in heavy stress and majority (52%) of them says sometimes they use such substances.

### **3. SUGGESTIONS**

1. It is recommended that the Management can encourage the employees through regression workshops to practice yoga in order to minimize stress.
2. Employees are the most important contributing force for any organization to function. The employees must be given effective counseling, so that their stress level can be reduced.
3. The work may be distributed equally between genders.
4. Decision-Making skills have to be imparted through proper training.
5. Rewards may be provided in an impartial manner to the employees, who perform outstandingly.
6. The management must ensure that the employees are clear about their roles and responsibilities in the organization in order to avoid stress due to role-conflicts.
7. It is suggested that the company may arrange for regular family tours for the employees to spend time with family, so that they can feel better and work without having any stress.
8. Female employees should not be over-loaded with work that strains their personal and professional life.

### **4. CONCLUSION**

The study revealed that employees differ in their stress levels based on their departments, age and gender. Many experienced employees feel that management should consult them on matters affecting their jobs. In reality, the superiors hardly consult the concerned employees before taking a decision. This develops a feeling of being neglected, which may lead to stress. At the end of the study, researcher concluded that though there are signs of stress due to over work load among the female employees and such stress is affecting their personal and work life, it can be controlled and reduced effectively. When organizational changes occur, people have to adapt to those changes and this may cause stress. Stress is higher when changes are major or unusual like transfer or adaptation of new technology. But the organization should conduct some empowerment events in order to reduce their stress. Hence, the management must take several initiatives in helping their employees to overcome its disastrous effect. This can be done by giving counseling & incorporating the suggestions given here in at individual and organization level.

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