

## **A STUDY ON STRESS MANAGEMENT OF EMPLOYEES IN TAMIL NADU STATE TRANSPORT CORPORATION (SALEM) LIMITED, SALEM**

**G.Nalini<sup>1</sup>, G.Udhayadeepa<sup>2</sup>, K. Thenmozhi<sup>3</sup>**

<sup>1</sup>Assistant Professor, Department of Commerce, Shri Sakthikailash Women's College, Salem

<sup>2</sup>Guest Lecturer PG & Research Department of Commerce, Government Arts College, (Autonomous), Salem

<sup>3</sup>Assistant Professor, Department of Commerce, Shri Sakthikailash Women's College, Salem

Email: <sup>1</sup>gvnalini20@gmail.com, <sup>2</sup>gudhayadeepa@gmail.com, <sup>3</sup>mozhinila16@gmail.com

---

**Abstract**—Stress is the general term applied to the pressures people feel in life. The presence of stress at work is almost inevitable in many jobs. Almost any job condition can cause stress, depending upon an employee's reaction to it. When the job gives more stress to employee, the productivity declines. The employees, who work to earn more profit by extracting more work from the employer within the admitted time, must be very careful in the case of stress. If the job conditions bring stress to the employees, the employer has to harvest the negative result. Due to the impact of these problems, it makes interesting to study the various impact of stress on its productivity and profitability. This study focuses on the various stress factors faced by employee in their day to day life and suggest the various remedies to be followed by the organization to overcome employee stress.

**Keywords**—Emotion, Morale, Stress Management, Teamwork, Working Condition.

---

### **INTRODUCTION**

Stress is the general term applied to the pressures people feel in life. The presence of stress at work is almost inevitable in many jobs. For example, a survey by the National Association of Working Women reported that one-third of the respondents perceived their jobs as very stressful, and another 62 percent saw their work as somewhat stressful. When pressure begins to build up, it can cause adverse strain on one's emotions, thought processes, and physical condition. When stress becomes excessive, employees develop various symptoms of stress that can harm their job performance and health, and even threaten their ability to cope with the environment. People who are stressed may become nervous and develop chronic worry. They are easily provoked to anger and are unable to relax. They may be uncooperative or use alcohol or drugs excessively. Although these conditions also occur from other causes, they are common symptoms of Stress,

Stress also leads to physical disorders, because the internal body system changes to try to cope with stress. Some physical disorders are short range, such as an upset stomach. Others are longer- range, such as a stomach ulcer. Stress over a prolonged time also leads to- degenerative disease of the heart, kidneys, both on and off the job, is kept at a level low enough for most people to tolerate without disorders.

Beehr and Newman define job stress as "a condition arising from the interaction of people and their jobs and characterized by changes within people that force them to deviate from their normal functioning. Taking these two definitions and simplifying them for the purposes of this chapter, "stress" is defined as an adaptive response to an external situation that results in physical, psychological; and or behavioural deviations for Organizational participants.

### **STATEMENT OF THE PROBLEM**

Stress has become a major buzzword and legitimate concern of the times. Health care professionals are reporting that up to 90 percent of patients, complain of stress - related symptoms and disorders. Stress directly affects the physical and psychological well-being of individual employees.

There is emerging evidence that in some situations an Organization can be held legally liable for the emotional and physical impact of job stress on employees. Poor working conditions, sustained conflicts with supervisors, traumatic events, or intentional harassment of employees sometimes results in anguish, neuroses, or even suicide. If liability is established, employees could claim benefits under works' compensation laws, as well as sue for financial damages.

### **SCOPE OF THE STUDY**

This study covers the opinion of the employees of the Tamil Nadu State Transport corporation, Salem Ltd., The stress Management based on any technical aspect in not within the purview of the study. Of Course, it is not within the scope of the study to look at the technical aspects of anything connected with stress management.

### **OBJECTIVES OF THE STUDY**

- To study the Meaning of stress.
- To explore the various factors which influence the work stress.
- To analyse the effects of stress in Tamil Nadu Staff Transport Corporation Ltd., Salem.
- To bring out the findings and suggest measures to overcome the problem of stress.

### **HYPOTHESES**

The following hypotheses have been framed and tested to strengthen the study.

- There is no significant relationship between organization, and the major source of high stress
- There is no significant relationship between Groups and the major source of high stress.
- There is no significant relationship between Individual and the major source of high stress.
- There is no significant relationship between all the factors Collectivity and the major source of high stress.

### **REVIEW OF LITERATURE**

Shamithe Haridas - on her study "Role of interpersonal relationship in service industries found that about 56% of the respondents are not satisfied with the salary scale. The Study also reveals that about 72.5% of respondents are happy with the system of communication in the Organization, but at the same- time (65%) of them are not happy with the appraisal procedure.

R.K. Jayasri on her study A study on employee's morale of steel industries of Kerala Ltd- found that about 60% of the respondents are satisfied with working condition.

Vimal Anand on his study "Employees satisfaction at Ponni Sugars" found that were rules and regulations of the company agreed by 96% of the employees. This study also reveals that the teamwork succeeds, 86% of the respondents say that they receive good co-ordination from their Co- workers.

### **METHODOLOGY**

#### **Data Source**

Both primary and secondary data were collected for the study. Primary data were collected through interview method using a structured questionnaire. Secondary data were collected from sources like The Tamil Nadu Staff Transport Corporation Ltd., Salem.

#### **Sampling Size**

For the purpose of pilot study, 25 samples were employed. Based on the results, the questionnaire was restructured. Finally, 250 samples were taken for the research study.

#### **Sampling Technique**

Convenience sampling techniques was employed in selecting the sample.

### **LIMITATIONS**

- This study mainly focuses on the stress Management of Tamil Nadu Staff Transport Corporation Ltd., Salem.
- Due to lack of time and response the sample size has been reduced to 250 response.

- It is a Tamil Nadu Government undertaking and hence the findings may or may not be applicable to other types of Organization.

**STATISTICAL ANALYSIS**

**1. Major sources of stress:**

The following table shows the classification of respondent on the basis of Major sources of High Stress.

**Table 1: Major Sources of High Stress**

	<i>Frequency</i>	<i>Percentage</i>	<i>Valid percentage</i>	<i>Cumulative percentage</i>
Organization	34	34.0	34.0	34.0
Group	9	9.0	9.0	43.0
Individual	20	20.0	20.0	63.0
All	37	37.0	37.0	100.0
Total	100	100.0	100.0	

**Inference:**

The above table shows that 37% of the respondents are all and major sources of high stress and only 9% of the respondents are group

**Null Hypothesis:**

All the four factors have no influence over the Major sources of High Stress.

**Table 2: Major Sources of High Stress**

	<i>Observed N</i>	<i>Expected N</i>	<i>Residual</i>
Organization	34	25.0	9.0
Group	9	25.0	-16.0
Individual	20	25.0	-5.0
All	37	25.0	12.0
Total	100		

**Table 3: Test Statistics**

	<i>Major sources of high stress</i>
Chi-square. df	20.240
Asymp.sig	3.000

**Inference:**

Since the p value is less than 0.05 we reject the null hypothesis. That is there is a relationship between high stress and all the four factors.

**METHOD OF WEIGHTED SCORES**

Method of weighted scores is used to determine the aspects /opinion/activities/factors which affect most significantly and least significantly the variable under study.

The method involves the following steps.

Step 1:

Assign scores to the opinion of the respondents.

Step 2:

Calculate the weighted score using the formula

$$x_w = \frac{\sum w_i x_i}{\sum w_i}$$

Where  $w_i$  – number of respondents favoring  $i^{\text{th}}$  opinion.

$x_i$  – value of the score assigned to  $i^{\text{th}}$  opinion.

Step 3:

Rank the weighted score of the factors.

Step 4:

The factor with least rank is most significant and the factor with highest rank is least significant with regard to the variable under study.

### 1. ORGANIZATIONAL STRESS

The following table shows the respondents’ assigned ranks over organizational l stress factors.

	<i>Ranks Assigned</i>						<i>Total</i>
	<i>One</i>	<i>Two</i>	<i>Three</i>	<i>Four</i>	<i>Five</i>	<i>Six</i>	
1.Task Demand	13	8	23	17	10	-	71
2.Role Demand	10	16	20	19	5	1	71
3.Interpersonal Demand	20	4	10	24	12	1	71
4.Structure	32	21	6	2	8	2	71
5.Leadership	11	18	5	4	27	6	71
6.Others	6	1	4	-	5	55	71

To identify the most significant and least significant factor, we use the method of weighted scores.

The following table presents the factors and their respective scores along with ranks.

<i>Factor</i>	<i>Weighted score</i>	<i>Rank</i>
1.Task Demand	3.957	3
2.Role Demand	4.056	2
3.Interpersonal Demand	3.901	4
4.Structure	4.860	1
5.Leadership	3.490	5
6.Others	1.718	6

From the above table, we see that the organizational structure factor with rank 1, is the most significant factor and the other organizational factors is the least significant.

## 2. GROUP STRESS

The following table shows the respondents' assigned ranks over group stress factors.

<i>Factors</i>	<i>Ranks Assigned</i>				<i>Total</i>
	<i>One</i>	<i>Two</i>	<i>Three</i>	<i>Four</i>	
1.Lack of Group Cohesiveness	10	22	11	3	46
2.Lack of social Support	28	16	2	-	46
3.Sexual Harassment	3	3	26	14	46
4.Others	9	5	5	27	46

To identify the most significant and least significant factor, we use the method of weighted scores.

The following table presents the factors and their respective Scores along with ranks.

<i>Factor</i>	<i>Weighted Score</i>	<i>Rank</i>
1.Lack of Group Cohesiveness	1.845	3
2.Lack of social Support	2.310	2
3.Sexual Harassment	1.225	4
4.Others	2.239	1

From the above table, we see that the other Group factors with rank 1, is the most significant factor and the sexual harassment is the least significant.

## 3. INDIVIDUAL STRESS

The following table shows the respondents' assigned ranks over individual stress factors.

<i>Factors</i>	<i>Ranks Assigned</i>				<i>Total</i>
	<i>One</i>	<i>Two</i>	<i>Three</i>	<i>Four</i>	
1.Personality	28	12	16	1	57
2.Life and Carrier Changes	31	8	16	2	57
3.Life Trauma	4	34	18	1	57
4.Others	4	1	5	47	57

To identify the most significant and least significant factor, we use the method of weighted scores.

The following table presents the factors and their respective scores along with ranks.

<i>Factor</i>	<i>Weighted score</i>	<i>Rank</i>
1.Personality	2.549	2
2.Life and Carrier Changes	2.563	1
3.Life Trauma	2.183	3
4.Others	2.070	4

From the above table, we see that the Life and carrier changes factor with rank 1, is the most significant factor and the other individual factor is the least significant.

## FINDINGS

The following are the finding of the candidate as a result of collection of primary data.

- 80 % of the respondents are in the age group of above 40 years
- 72% of the respondents are male members
- 89 % of the respondents are married
- 90 % of the respondents have the experience of above 8 years
- 50% and 24 % of the respondents are Graduate and Post Graduate respectively
- 93 % of the respondents are working in the capacity of staff
- 62% of the respondents have 1-3 dependents
- 97% of the respondents are permanent employees

- 96 % of the respondents are satisfied with their job
- Regarding salary 86% of the respondents satisfied with it
- 95% of the respondents agreed that there was co-operation between employee and management
- 96% of the respondents agreed that there was co-operation between supervisor and workers.
- 95% of the respondents agreed that there were co-operation and mutual understanding among workers
- 86% of the respondents agreed that there was Good Relationship between union and management
- 93 % of the respondents satisfied about the present communication system
- 86% of the respondents satisfied with the existing job condition
- 85 % of the respondents satisfied with the management’s attitude towards human needs
- 83 % of the respondents satisfied with the present incentives
- 86 % of the respondents agreed that the present bonus scheme was encouraging
- 72 % of the respondents satisfied with allowances paid
- 85 % of the respondents satisfied with the present leave system
- 80 % of the respondents satisfied with the present transfer system
- 60 % of the respondents agreed that the management consults with the workers
- 74 % of the respondents agreed that the workers participation in the organization was encouraging
- 73 % of the respondents are satisfied with the present statutory welfare measures offered by the organization
- 81 % of the respondents agreed that the organization was promptly handling the employee’s grievances
- 78 % of the respondents satisfied with the employee’s grievances redressal machinery
- 56 % of the respondents agreed that the union was settling the grievances
- 67 % of the respondents agreed that there was high order of team spirit in the organization.

#### **SUGGESTIONS**

- The management may take necessary steps to help the employees for their relaxation through yoga, meditation etc. for their purpose, qualified masters may be appointed in part-time basis.
- Proper steps to be taken either by the management or by the union to reduce future worries of the employees by providing incentives, bonus and other allowances.
- Improved medical facilities should be given to the employees.
- The employees must be properly tuned with the power of positive attitude
- Proper advice should be given to the employees to take healthy food. It helps to overcome employee stress during the working hours.

#### **CONCLUSION**

The complex and dynamic environment in which organizations have to exist, adopt themselves and grow, adds to further stress at work. These environmental forces provide rapid technological advancement, their adoption in organizations and consequent changes in the nature of jobs and the demands made on employee skill, bring stress to the employees. As business environments and obligations grow more competitive and complex, stress at work is also bound to increase. However, to improve the productivity of the organization, the management ought to take effective steps to minimize stress at work.

#### **REFERENCES**

- [1] Shamitha Haridas October 2000 “Role of interpersonal relationship in service industries”.
- [2] R.K. Jayasri November 2000 “A study on employee morale at steel industries and Kerala Ltd.,
- [3] Vimal Anand November 2001 “Employee satisfaction at Ponni Sugars”.

\*\*\*\*\*