

**A STUDY ON WORK STRESS OF EMPLOYEES WITH SPECIAL REFERENCE TO
UAE EXCHANGE FINANCIAL & SERVICE PVT LTD., NAMAKKAL BRANCH**

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ABSTRACT

Stress in the workplace is an increasingly hot topic, as employers are placed with the greater responsibility of handling stressed staff. Employees are subjected to a greater degree of stress while they try to enhance their human competencies in order to have an edge in the highly competing global scenario. Organisations concentrate on increasing productivity. Technology allows us to do things faster and on a much larger scale, but it also raises expectations of a rapid response and the availability of individuals to interact to meet business needs. Good stress management relies on everyone feeling able to cope with the demands placed on them - this means making sure the right personalities are involved, not just those who have the functional roles that should provide the required knowledge. Human Resource staff are often in the front line in dealing with cases of work-related stress - especially in liaison with line managers and occupational health - and dealing with associated attendance management issues. HR staff are also responsible for the generation and maintenance of many of the relevant policies and procedures that apply to this issue. It is a common argument that "a fit worker is productive worker". It is becoming a universal realization that demands modern organizational practice has increased chances of stress breakthrough among employees and it's becoming crucial for managers to identify sources and formulate strategies to reduce it. It is argued that stress can be good as well as bad however bad stress is what causes adverse effects in employee's productivity. A successful approach requires that managers be willing looking at organizational stressors as well as employee-directed strategies and programmes to combat stress and enhance competencies since it is believed that Organizational effectiveness begins with personal effectiveness.

Key Words: Policies, Responsibility, Risk, Stress, Workplace.

INTRODUCTION

Work stress is recognized world-wide as a major challenge to worker's health and the healthiness of their organizations (see for example, ILO 1986; 1992). Workers who are stressed are also more likely to be unhealthy, poorly motivated, less productive and less safe at work.

Their organizations are less likely to be successful in a competitive market. Stress can be brought about by pressures at home and at work. Employers cannot usually protect workers from stress arising Outside of work, but they can protect them from stress that arises through work. Stress at work can be a real problem to the organization as well as for its workers. Good management and good work organization are the best forms of stress prevention. If employees are already stressed, their managers should be aware of it and know how to help.

- What work stress is (and is not)
- The risk management approach to work stress
- How to assess work for stress-related risks to health
- How to prevent or reduce work stress
- How to provide support for those people who are suffering from stress

The goals of best practice objectives with regard to stress management are to prevent stress happening or, where employees are already experiencing stress, to prevent it from causing serious damage to their health or to the healthiness of their organization.

In many countries, legislation obliges employers to take care of the health and safety of their workers. This duty is normally interpreted to include the management of stress-related hazards, work stress and mental as well as physical health outcomes. Employers would be well advised to familiarize themselves with the relevant law in their country.

REVIEW OF LITERATURE

According to Richard S Lazarus "Stress is a condition or feeling experienced when a person perceives that demands exceed the personal and social resources the individual is able to mobilize."

According to Bernik, Brazilian psychiatrist 1997"Stressdesignates 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."

According to Sauter and Murphy, 1999 Occupational stress can be defined as the "harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources or need of the worker".

According to T. Cox (1998) and Basingstoke Macmillan, Stress, it is argued, can only be sensibly defined as a perceptual phenomenon arising from a comparison between the demand on the person and his or her ability to cope. An imbalance in this mechanism, when coping is important, gives rise to the experience of stress, and to the stress response.

According to S. Palmer (1989), Stress is the psychological, physiological and behavioral response by an individual when they perceive a lack of equilibrium between the demands placed upon them and their ability to meet those demands, which, over a period of time, leads to ill-health.

According to Macmillan Education, Stress is defined as an organism's total response to environmental demands or pressures. When stress was first studied in the 1950s, the term was used to denote both the causes and the experienced effects of these pressures. One recurrent disagreement among researchers concerns the definition of stress in humans.

According to Psychology, Stress can be defined as a cause: mental, physical, or social, force or pressure that puts real or perceived demands on the body, emotions, mind, or spirit, and which, when it exceeds the stress-handling capacity of the individual lead to a breakdown. As an effect: physiological effect produced in an organism in its attempts to cope called adaptive response with the demands created by a stressor.

According to Engineering, Load (force) per unit area that tends to deform the body on which it acts. Compressive stress tends to squeeze a body, tensile stress to stretch (extend) it, and shear stress to cut it.

STATEMENT OF THE PROBLEM

The Stress is an attempt to understand and predict human working of the company workers. These actions can play a great role in future of the company. The employees stress in UAE EXCHANGE FINANCIAL & SERVICE PVT LTD.

Studies on employee's stress in UAE Exchange will definitely help in its future growth and development in the right direction. In this project entitled "The employees stress in UAE EXCHANGE FINANCIAL & SERVICE PVT LTD", an attempt is made to study the employees stress in UAE exchange, among workers.

OBJECTIVES OF THE STUDY

- To find out the level of stress among the employees.
- To identify the factors increasing stress among employees.
- To know the satisfaction level of employees regarding the policies of the company.
- To discuss about the stress relief measures at work place.

SCOPE OF THE STUDY

- The scope of the study is to analyze the stress among the employees
- The study was conducted for a period of three months, covering various departments in UAE EXCHANGE.
- The primary data was collected through questionnaire and secondary data from company records and magazines.
- This research study was mainly concentrated only on employees stress.
- The data was collected only from the employees on UAE EXCHANGE.

LIMITATIONS OF THE STUDY

- The sample size is limited to only 50.
- The data collection period was restricted to 8 weeks.
- The study was restricted to deal only with stress of employees.

RESEARCH METHODOLOGY

MEANING OF RESEARCH METHODOLOGY

Research methodology is a way to systematically solve the research problem. It deals with the objective of a research study, the method of defining the research problem, the type of hypothesis formulated, the type of data collected, method used for data collecting and analyzing the data etc. The methodology includes collection of primary and secondary data.

TYPE OF RESEARCH

DESCRIPTIVE RESEARCH

The study follows descriptive research method. Descriptive studies aim at portraying accurately the characteristics of a particular group or situation. Descriptive research is concerned with describing the characteristics of a particular individual or a group. Here the researcher attempts to present the existing facts by collecting data.

RESEARCH DESIGN

A research design is a basis of framework, which provides guidelines for the rest of research process. It is the map of blue print according to which, the research is to be conducted. The research design specifies the method of study. Research design is prepared after formulating the research problem

SAMPLING DESIGN

The way of selecting the sample is popularly known as the sample design. Sample can be either probability (or) non –probability.

In my study, I have collected data from 50 respondents of employees., selected randomly. I have chosen 50 respondents from various people through questionnaire sample is the one in which each unit of the population has a chance of being included on it.

SAMPLING TECHNIQUE

Sampling technique in study is '**Random Sampling**' the selected sample size is 50.

SAMPLE UNITS

The sample units taken for this study is 50

SAMPLE SIZE

The sample size from the population has been fixed as 50.

DATA COLLECTION

The research instrument is the means and methods through which data are collected for the purpose of this study, structured questionnaire was used it consists of 24 questions under various dimensions. The questionnaire was constructed using a four-point rating scale, multiple choice questions for determining the quality of service provided by the company.

Primary data

Primary and secondary data has been used for the purpose of the study. The primary data was collected by means of questionnaire and discussions with the respondents.

Secondary Data

The secondary data was collected from office Records, Magazines, Journals and Websites for the analysis.

STATISTICAL TOOLS USED

Tools means how the researcher analysis the gathered information.

- Simple percentage analysis
- Correlation

PERCENTAGE METHOD

Percentage analysis refers to a ratio. percentage should be computed and shown if appropriate. Frequently figures in table become more meaningful if they are expressed as percentages. In constructing a table, it is important to decide whether or not it can be improved, additional columns should be inserted in the table and the percentages computed and entered. such percentage is sometime called derived statistics.

$$\text{Percentage} = \frac{\text{No of respondents}}{\text{Total number of respondents}} \times 100$$

CORRELATION

There are several different correlation techniques. The survey systems optional statistics module includes the most common type, called the person or product moment correlation. The latter is useful when you want to look at the relationship between two variables while removing the effect of none or two other variables. Like all statistical techniques, correlation is only appropriate for certain kinds of data. Correlation works for quantifiable data which numbers are meaningful, usually quantities of some sort. It cannot be used for purely categorical data, such as gender, brands purchased, or favorite color.

$$r = \frac{\sum XY}{\sqrt{(\sum X^2) (\sum Y^2)}}$$

DATA ANALYSIS AND INTERPRETATION

TABLE NO. - 2.1

AGE OF THE RESPONDENTS

AGE	NO. OF RESPONDENTS	PERCENTAGE (%)
Below 20	21	42%
21-30	10	20%
31-40	13	26%
Above 40	6	12%
Total	50	100%

The above table shows that 42% of the respondents are in below 20 years, 20% of the respondents belong to the age group between 21 to 30 years, and 26% of the respondents are in

the age group of 31to 40 year, and 12% of the respondents are above 40. Majority 42% of the respondents are in the age group of below 20 years.

TABLE NO. -2.2
GENDER OF THE RESPONDENTS

GENDER	NO. OF RESPONDENTS	PERCENTAGE (%)
Male	20	40%
Female	30	60%
Total	50	100%

Source: Primary Data

The above table shows that 40% of the respondents are male,60% of the respondent's female. Majority 60% of the respondents are female.

TABLE NO - 2.3
MARITAL STATUS OF THE RESPONDENTS

MARTITAL STATUS	NO. OF RESPONDENTS	PERCENTAGE (%)
Married	36	72%
Single	14	28%
Total	50	100%

Source: Primary Data

The above table shows that 72% of the respondents are married and 28% of the respondents are single. Majority 72% of the respondents are in the group of married.

TABLE NO -2.4
OCCUPATION OF THE RESPONDENTS

OCCUPATION	NO. OF RESPONDENTS	PERCENTAGE (%)
Branch Head	10	20%
Assistant Branch Head	12	24%
Senior Officer	11	22%
Junior Officer	14	28%
Recovery Officer	3	6%
Total	50	100%

The above table shows that 20% of the respondent is Branch Head, 24% of the respondent is Assistant Branch Head, 22% of the respondents are Senior Officer, 28% of the respondents are Junior Officer, and 6% of the respondents are Recovery Officer. Majority 28% of the respondents are junior officer.

TABLE NO - 2.5
EXEPRIENCE THE RESPONDENTS

EXEPRIENCE	NO. OF RESPONDENTS	PERCENTAGE (%)
Below 2 years	23	46%
3-5 years	10	20%
5-7 years	12	24%
8 and above years	5	10%
Total	50	100%

Source: Primary Data

The above table shows that 46% of the respondents 3-5 years, 20% of the respondents below 2 years, 24% of the respondents 5-7 years, and 5% of the respondents 8 and above years. Majority 46% of the respondents below 2 years.

TABLE NO - 2.6
INCOME LEVEL OF THE RESPONDENTS

INCOME	NO. OF RESPONDENTS	PERCENTAGE (%)
Below RS 5000	15	30%
Rs 5001-10000	17	34%
Rs 10001-15000	10	20%
Above RS 20000	8	16%
Total	50	100%

Source: Primary Data

The above table shows that 30% of the respondent's income below Rs 5000 thousand, 34% of the respondent's income Rs 5001 -10000 thousand, 20% of the respondent's income Rs 10001-15000, and 16% of the respondent's income above Rs 20000 thousand. Majority 30% of the respondents are in the income below Rs 5000.

TABLE NO - 2.7

EDUCATIONAL QUALIFICATION

EDUCATIONAL QUALIFICATION	NO. OF RESPONDENTS	PERCENTAGE (%)
Uneducated	15	30%
UG	17	34%
PG	10	20%
Any other specify	8	16%
Total	50	100%

Source: Primary Data

The above table shows that 30% of the respondents Uneducated, 34% of the respondents UG, 20% of the respondent's PG, and 16% of the respondents Any other specify. Majority 30% of the respondents are in the Uneducated.

TABLE NO - 2.8

TABLE SHOWING FINISHED YOUR TARGET IN TIME

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE (%)
Always	25	50%
Sometimes	13	26%
Rarely	10	20%
Never	2	4%
Total	50	100%

Source: Primary Data

The above table shows that 50% of the respondents are said always finished, 26% of the respondents are said sometimes finish, 20% of the respondents are said rarely finish and remaining 4% of the respondents are said never finish. Majority 50% of the respondents are said sometimes finish.

TABLE NO – 2.9

COMMUNICATION WITH YOUR SUPERIOR

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE (%)
Always	24	49%
Sometimes	13	39%
Rarely	17	6%
Never	6	6%
Total	50	100%

Source: Primary Data

The above table shows that communication with superior 49% of the respondents are said always, 39% of the respondents are said sometimes, 6% of the respondents are said rarely and remaining 6% of the respondents are said never. Majority 49% of the respondents are said always communication with superior.

TABLE NO – 2.10

PROPER CO ORDINATION WITH YOUR COLLEAGUES

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE (%)
Always	22	44%
Sometimes	11	22%
Rarely	10	20%
Never	7	14%
Total	50	100%

Source: Primary Data

The above table shows that proper coordination with your colleagues 44% of the respondents are said always, 22% of the respondents are sometimes, 20% of the respondents are rarely and remaining 14% of the respondents are never. Majority 44% of the respondents are said always coordination with your colleagues.

TABLE NO - 2.11

PROPER GUIDELINES FROM YOUR SUPERIOR

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE (%)
Yes	39	78%
No	11	12%
Total	50	100%

Source: Primary Data

The above table shows that 90% of the respondents are said proper guidelines from superior and 10% of the respondents are said not proper guidelines from superior. Thus the majority 90% of the respondents are said proper guidelines from superior.

TABLE NO - 2.12

SATISFIED WITH WORK ALLOCATION

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE (%)
Satisfied	26	52%
Highly satisfied	13	26%
Dissatisfied	10	20%
Highly dissatisfied	1	2%
Total	50	100%

The above table shows that 52% of the respondents are said satisfied work allocation, 26% of the respondents are said highly satisfied work allocation, 20% of the respondents are said dissatisfied work allocation, 2% of the respondents are said highly satisfied work allocation.

Majority 52% of the respondents are said satisfied work allocation.

TABLE NO - 2.13

AGREE INTERPERSONAL CONFLICT LEADS TO STRESS

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE (%)
Yes	39	78%
No	11	22%
Total	50	100%

Source: Primary Data

The above table shows that 78% of the respondents said that interpersonal conflict leads to stress and 22% of the respondents said that interpersonal conflict does not lead to stress. Thus the majority 78% of the respondents said that interpersonal conflict leads to stress.

TABLE NO - 2.14

COUNSELING OF TRAINING TO OVERCOME STRESS

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE (%)
Sometimes	19	38%
Always	15	30%
Rarely	12	24%
Never	4	8%
Total	50	100%

Source: Primary Data

The above table shows that training to overcome stress 38% of the respondents are said sometimes, 30% of the respondents are said always, 24% of the respondents are said rarely and remaining 8% of the respondents are said never. Majority 38% of the respondents are said always training to overcome stress.

TABLE NO - 2.15

FEEL ABOUT WORKING HOURS

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE (%)
Satisfied	25	50%
Highly satisfied	16	32%
Dissatisfied	7	14%
Highly dissatisfied	2	4%
Total	50	100%

The above table shows that 50% of the respondents are said satisfied feel about working hours, 32% of the respondents are said highly satisfied feel about working hours, 14% of the respondents are said dissatisfied feel about working hours, 4% of the respondents are said highly dissatisfied feel about working hours. Majority 50% of the respondents are said satisfied feel about working hours.

TABLE NO – 2.16
IMPROVE EMPLOYEE MORALE

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE (%)
Never	27	54%
Sometimes	14	28%
Often	8	16%
Always	1	2%
Total	50	100%

Source: Primary Data

The above table shows that improve employee morale, 54% of the respondents are said never, 28% of the respondents are said sometimes, 16% of the respondents are said often and remaining 2% of the respondents are said always. Majority 54% of the respondents are said never improve employee morale.

TABLE NO - 2.17
EXPECT YOUR COLLEAGUES SUPPORT YOU ARE IN DEPRESSED CONDITION

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE (%)
Never	28	56%
Sometimes	15	30%
Often	4	8%
Always	3	6%
Total	50	100%

Source: Primary Data

The above table shows that colleagues support in depress condition 56% of the respondents are said never, 30% of the respondents are said sometimes, 8% of the respondents are said often and remaining 6% of the respondents are said always. Majority 56% of the respondents are said always colleagues support in depress condition.

TABLE NO - 2.18

OPINION FEEL ABOUT GRIVANCE HANDLING SYSTEM

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE (%)
Excellent	19	38%
Very Good	13	26%
Good	10	20%
Average	6	12%
Poor	2	4%
Total	50	100%

Source: Primary Data

The above table shows that 38% of the respondents feel as excellent, 26% of the respondents feel as very good, 20% of the respondents feel as good, 12% of the respondents feel as average and 4% of the respondents feel as poor about grievance handling system. Thus the majority 38% of the respondents feel as excellent about grievance handling system

TABLE NO – 2.19

OPINION ABOUT PERFORMANCE WELL IN YOUR WORK

PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE (%)
Routine work	23	46%
Result oriented	10	20%
Growth oriented	9	18%
Risk oriented	8	16%
Total	50	100%

Source: Primary Data

The above table shows that 46% of the respondents are said routine work, 20% of the respondents are said result oriented, 18% of the respondents are said growth oriented and 16% of the respondents are said risk oriented. Majority 46% of the respondents are said routine work performance well in your work.

CORRELATION

The table shows that the relationship between experience and income level of the respondents.

X	Y	X²	Y²	XY
23	15	529	225	345
10	17	100	289	170
12	10	144	100	120
5	8	25	64	40
$\sum X = 50$	$\sum Y = 50$	$\sum X^2 = 798$	$\sum Y^2 = 678$	$\sum XY = 675$

$$r = \frac{\sum XY}{\sqrt{(\sum X^2) (\sum Y^2)}}$$

$$r = \frac{675}{\sqrt{(798) (678)}}$$

$$r = \frac{675}{735.55}$$

$$r = 0.91$$

Result

This is a positive correlation. There are relationships between the experience and income level of the respondents.

CORRELATION

The table shows that the relationship between proper coordination and working hours.

X	Y	X ²	Y ²	XY
22	25	484	625	550
11	16	121	256	176
10	7	100	49	70
7	2	49	4	14
$\sum X = 50$	$\sum Y = 50$	$\sum X^2 = 754$	$\sum Y^2 = 934$	$\sum XY = 810$

$$r = \frac{\sum XY}{\sqrt{(\sum X^2) (\sum Y^2)}}$$

$$r = \frac{810}{\sqrt{(754) (934)}}$$

$$r = \frac{810}{839}$$

$$r = 0.97$$

Result

This is a positive correlation. There are relationships between proper coordination and working hours.

FINDINGS

- Majority 42% of the respondents are in the age group of below 20 years.
- Majority 60% of the respondents are female.
- Majority 72% of the respondents are in the group of married
- Majority 28% of the respondents are junior officer.
- Majority 46% of the respondents below 2 years.
- Majority 30% of the respondents are in the income below Rs 5000.
- Majority 30% of the respondents are in the Uneducated.
- Majority 50% of the respondents are said sometimes finish.
- Majority 49% of the respondents are said always communication with superior.
- Majority 44% of the respondents are said always coordination with your colleagues.
- Thus the majority 90% of the respondents are said proper guidelines from superior.
- Majority 52% of the respondents are said satisfied work allocation.
- Thus the majority 78% of the respondents said that interpersonal conflict leads to stress.
- Majority 38% of the respondents are said always training to overcome stress
- Majority 50% of the respondents are said satisfied feel about working hours.
- Majority 54% of the respondents are said never improve employee morale.
- Majority 56% of the respondents are said always colleagues support in depress condition.
- Thus the majority 38% of the respondents feel as excellent about grievance handling system.
- Majority 46% of the respondents are said routine work performance well in your work.

SUGGESTIONS

- If the management creating positive images and counseling, it reduces the stress and also increase confidence in working environment.
- Set realistic academic and personal priorities. Periodically don't overload the employees with unimportant tasks.

- People should not be forced to finish the target, should be given extra time to the slow – performing workers.
- The company can focus on employee's personal problems also.
- They may organize meditation and yoga programmes to avoid mental stress of the employees.
- Most of the respondents felt that there does not exist mutual understanding within the employee's groups. In this regard management shall take necessary steps for building a team spirit among their employee's groups.
- The organization may arrange for cultural and festival celebration for the employees which relieves the employees stress and provide a free hand working environment within the industrial region.
- Salary has to be increased the safety measure should be implemented on time required.
- Temporary employees should be assigned in the place of the employees who are absent.
- Top management can have regular or periodical communication with the workers. So that it would be easy for the employees to tell their grievances.
- The employers should be provided rest room facility.

CONCLUSION

The employer should focus on the suggestion given by the researcher in order to avoid the employees' physical and mental stress. The employees are facing acute and chronic types of stresses. The employer or top level authorities should focus on their stresses and take necessary steps to overcome that problem in order to bring more profitability and goodwill to the UAE Exchange, Namakkal. Counselling can be given to all employee at whatever level they are in the company.

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