

## **A STUDY ON WORKERS STRESS MANAGEMENT TO IMPROVE THE QUALITY OF WORK PERFORMANCE IN SOFTLOGIC INFOTECH PRIVATE LIMITED**

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### **INTRODUCTION**

The modern world, which is said to be a world of achievement, is also a world of stress. One finds stress everywhere, whether it be a family, a military station, a government set-up or any other social or economic organisation. Stress is an inevitable consequence of socio-economic complexity and, to some extent it's stimulant as well. People experience stress as they can no longer have complete control over what happens to their lives. The delay or denial of expected promotion and posting, job pressure, behaviour of section commanders/peers, sickness, marital disharmony, poor performance of children at school etc could be the causes of stress. Even trifles such as telephone going out of order, power shut down and irregular water supply can give rise to stress. But then stress is necessary for human progress. It is like the strings of a musical instrument where an optimum amount of stress is necessary to produce good music. Loose wires (less stress) would not produce the notes and too much of tension (excessive stress) would lead to screening.

### **FACTORS INFLUENCING STRESS:**

- **Environmental Factors :** Environ- mental factors i.e. posting to a place under field conditions, tough climatic conditions etc can be stress- inducing. Technological uncertainty like induction of new aircraft, radar, machinery and inventions in medical science can also cause stress because new machinery, equipment and inventions can make employees' skill and experience obsolete in a very short period of time. Computers, office automation and similar technological innovations could be a source of stress to many.
- **Organisational Factors :** Pressure to avoid error, completion of task in limited time, work overload, demanding and insensitive section commander and unplanned workers are a few examples of organisational factors. Poor inter-personnel relationship and lack of support from colleagues can cause considerable stress especially among persons with high social need.

- **Individual Factors :** In the IAF, an individual generally works for about 40-42 hours a week. The problems that people encounter in other 108 non-working hours each week can spill over to the job. Individual factors generally encompass factors in the employee's personal life. These could be marital difficulties, family issues, economic problems, inherent personality characteristics, medical problems of relatives etc that create stress for employees when they arrive at work.
- Stress has an addictive phenomenon. It builds up. Each new and persistent stressor adds to an individual's stress level. A single stressor may seem relatively unimportant in itself, but if it is added to an already high level of stress, it can be disastrous.
- The consequences of stress on individuals are not same. The same set of conditions that create stress for one person may have little or no effect on another person. The effect of stress is visible in a number of ways. For example, an individual who is experiencing a high level of stress may develop high blood pressure, gastric ulcers, difficulty in making decisions, loss of appetite, accident proneness etc. Stress could create change in metabolism, increase in heart and breathing rate and blood pressure, headache and may induce heart attack. Stress can also cause job dissatisfaction and may create tension, anxiety, irritation and procrastination. It can cause changes in food habit, increased smoking, high consumption of alcohol and sleep disorders and can lead even to suicide.

The relationship between stress and job performance can be expressed as inverted-U relationship. Low to moderate levels of stress stimulate the body and increases its ability to react. Under such circumstances individuals perform their task better with greater precision and rapidity. Excessive stress places unattainable demand or constraints on a person which results in lowering the level of performance. A moderate level of stress can also have a negative effect on performance over a long term as continued intensity of stress wears down the individual and saps his energy resources. For example, performance of an individual put on guard duty continuously for long period of time may deteriorate after 2-3 days. This is the main reason for rotating guards at regular intervals.

The present-day researcher visualises the phenomenon of stress in a new perception. Each individual needs a moderate amount of stress to be alert and capable of functioning effectively in an organisation. Stress is inherent in the concept of creativity and entrepreneurship. Stress is like electricity. It can make a bulb glow and provide brilliant illumination. However, if voltage is higher than the bulb can take and the coping mechanism for higher voltage are ineffective, it results in loss of effectiveness or burnout. A burnout can

be defined as the end result of stress experienced, not properly coped with, resulting in exhaustion, irritation, ineffectiveness, problems of health etc. The opposite phenomenon of glow up occurs when stress is properly channelised resulting in a feeling of challenge, job satisfaction, creativity, effectiveness and better adjustment to work and life.

When individuals express stress, they try to adopt ways of dealing or coping with it as they cannot remain in a constant state of tension. They think over the stressful event and devise ways and means to adjust to such stressful events. Transformational coping involves altering the events so that they are less stressful. One has to interact with the events so that they are steered towards a less stressful direction. Regressive coping, on the other hand, includes a strategy wherein one thinks about the events pessimistically and acts evasively to avoid contact with them.

An individual himself may reduce his stress level by following time management techniques, increasing physical exercise, relaxation training and expanding social support network. A well-organised individual can accomplish twice as much as compared to a poorly organised individual. Utilisation of basic time management principles can help individuals better cope with tension created by job demands. Few of the well known time-management principles are : prioritising activities in terms of importance and urgency, making daily list of activities and completing most demanding parts of job during alert and productive period.

Physical exercise like walking, jogging, swimming and riding a bi-cycle have been recommended by doctors as a way to deal with excessive stress level. These physical exercises increase cardiac capacity, lower heart rate at rest, provide a mental diversion from work pressure and offer a means to "let off steam". Individuals can also teach themselves to reduce tension through meditation or Yoga. Talking to friends, family members or colleagues provide an outlet when stress level becomes excessive. Expanding the social network could be a means for reducing tension.

While the importance of technology and physical factors in an organisation cannot be over-emphasised, it is the "human side of the organisation" that matters most. Studies on "stress" reveals that the root cause of this problem is the neglect of human resources. While commanding an air base a Commanding Officer may not understand how an aircraft engine works or a radar functions, but he must try to understand the more complicated piece of machine called "The Man". He must recognise that human element and its problems must take precedence over all the considerations. If a station cannot achieve its task due to technical inadequacies, it can be back on rail within a short period of time. But if some

damage is caused to the human resource, it may prove fatal to the organisation and will be very difficult for it to recover from the shock. The suggested measures are :

- \* time management in working of squadron/unit so as to allow spare time to every individual.
- \* regular off to personnel employed on shift duties.
- \* improvement in working/living conditions in messes.
- \* proper interaction within the organisation and two-way communication system.
- \* more emphasis on organised games for all personnel and conduct of annual sports/athletic meets.
- \* encouragement for unit/squadron anniversary and variety entertainment programmes.
- \* regular conduct of welfare meetings and realistic implementation of decisions.

It is the role of higher formations to ensure that entitled leave is sanctioned to individuals posted to stress-prone appointments. Periodical breaks, like a two-week holiday that takes the individual away from work place and provides a homely atmosphere, can have an immense therapeutic effect. Posting profile should be planned in such a manner that an individual is not posted to such appointments regularly. The suggested measures are :

- \* realistic goal setting for stations unit.
- \* system of award/honours is to be so designed that real achievers are recognised.
- \* all functional areas of a station should be given due importance.

Right from the time of birth till the last day of life, an individual is invariably exposed to various stressful situations. The stress can be either a positive or negative influence on an individual's performance. For many people, low to moderate amount of stress enables them to perform their jobs better by increasing their work intensity, alertness and ability to react. However, a high level of stress or even a moderate amount sustained over a long period of time, eventually takes its toll and level of performance declines. Even though low to moderate levels of stress may improve the job performance individual finds stress dissatisfying. Effective management of stress involves channelling stress towards productive purposes.

## **COMPANY PROFILE**

Softlogic Infotech Private Limited, is a leading product development company at Chennai, the company provides total software solutions to help organizations enhance business productivity and knowledge sharing.

Softlogic Infotech Private Limited combines innovative technology and outstanding customer service to provide the broadest range of solutions for document creation, capture, management and distribution. A vast array of products from network side. Complementing its

leading-edge software solutions and a range of professional services. The Company involved in advanced software solutions provide the means for seamless integration of documents in virtually any format and from anywhere across the enterprise.

## **NEED FOR THE STUDY**

### **Challenging Job**

Job must have scope for application of skill, knowledge and initiative. Above all it must be meaningful. This will improve for the placement of employees based on the “best-job-fit”.

### **Equitable Rewards**

More than the reward equity and fairness of reward is equally important. It will improve the innovation and productivity and reduces absenteeism and turnover.

### **Supportive Working Conditions**

Supportive working conditions are equally important as the conditions of work helps to improve job satisfaction and reduce work stress. Persons are interested to accept even a lower pay if they are satisfied in their job due to varied reasons depending upon each one's mentality. For example, if the work place is near to their residence especially women.

### **Supportive Colleagues and Supervisor**

This is yet another aspect which satisfies supervisor and employee. The role of good supervisory power enables them to achieve the goals.

## **Objectives of the study**

1. To identify the level of stress among the employees.
2. To identify the level of job satisfaction among the employees.
3. To identify the major factors affects the morale.
4. To know about the employee's participation in-group performance.
5. To find out the role of wages on employee.
6. To identify the attitude of employees towards the work and organisation
7. To identify the level of job involvement of employees
8. To identify the employees level of discipline in the organisation.

## **PROCEDURE - METHODOLOGY**

The entire research study is structured and technical methods are to be adopted at every stage. The survey method was used to achieve the objectives of the study. Survey research is the systematic gathering of data from respondents through questionnaire.

The various steps to be adopted to conduct this research are as follows.

1. Nature of Research Design
2. Sampling Design
3. Questionnaire Design.
4. Presetting the schedule.
5. Period of study

### **RESEARCH DESIGN:**

Descriptive research design to be used for the present study .The major emphasis of descriptive to find out the solutions of the formulating problem.

- Formulating the problem for precise investigation or for developing hypothesis.
- Increasing the analysis formalities with the problem.

### **RESEARCH INSTRUMENT:**

The required data is to be collected through the questionnaire method in the sample and an extensive survey to be conducted. A Questionnaire is a formal list of questions to be answered in the survey. A structured questionnaire as the research instrument

### **QUESTIONNAIRE DESIGN**

The question pattern to be used in this study is

- Closed ended question
- Open ended question

### **CLOSED ENDED QUESTION**

They are those in which both the questions and answers are arranged in a structured pattern, there are three types of closed-ended questions. They are

- Dichotomous Questions.
- Multiple choice Questions.

#### **a) Dichotomous Questions:**

Dichotomous questions allows for only two possible answers “Yes”, “No”

#### **b) Multiple choice questions:**

These type of questions list a number of answers and permit the subjects to select the answers that best approximate the own.

### **PILOT STUDY**

Pilot study is a requisite in any survey. It helps to remove unnecessary questions helps to add questions, which were left out, and to modify the questions, which were not suitable with respondent. So the formulation schedules to be pretested and modified accordingly.

### **POPULATION AND SAMPLE SIZE:**

#### **SAMPLING SIZE:**

By conducting the practical difficulties of the study a sample size is to be only 100

#### **SAMPLING:**

Convenient sampling has to be adopted for the worker's survey.

#### **DATA COLLECTION TOOLS:**

The study is based on both primary and secondary data. The primary data refers to fresh data collected for the study by the researcher with his own personal effort through questionnaire. Secondary data collected from the companies published reports and journals and other manuals.

#### **STATISTICAL TOOLS AND TECHNIQUES:**

It is difficult to collect information about each of the size, the population is one infers complete census method owing to this difficulty with census method. We resort to the sampling. To draw the inferences and conclusions from collected observations appropriate statistical and mathematical tools are to be applied.

Import statistical techniques to be adopted in the present study are:

➤ **Percentage Analysis**

➤ **Chi Square Analysis**

Chi – Square is a test to determine if there is any association between two opinions. It is a non - parametric test used to test hypothesis. If the calculated value is greater than the tabulated value then alternative hypothesis is accepted and vice versa.

Formula for calculating Chi – Square is:

$$\chi^2 = \frac{\sum E (O-E)^2}{E}$$

### **SCOPE OF THE STUDY**

This study aims of providing detailed information about the stress of the employees of one company.

This study about the employee stress and also recommends further improvements in the job satisfaction of the employees.

This analysis is done, to analyze the employee's attitude towards the job.

This present analysis is undertaken with the help of questionnaire. The scope of the study is limited to 100 employees only.

### **LIMITATIONS OF THE STUDY**

Difficulty to be faced by the study is

- It is slow and time consuming process
- Some of the questions regarding the supervisor are not answered by the employees
- Limited number of sample is allowed.

Findings of the study:

Besides several other factors the economic development of a country depends upon the effective functioning of employees. In order to achieve this the superiors and the state should take necessary steps for the satisfaction of employees in their respective jobs.

- a. Almost all the employees are satisfied with the wages paid to them.
- b. 70% of the employees feel that there should be an incentive wages scheme for efficient work in the organization.
- c. Employees are satisfied with the present working conditions and feel secure about their job.
- d. 70% of the employees feel that the management is sympathetic to some extent in their problems faced at workstation,
- e. Management shares a very good relation with the workers.
- f. Employees are satisfied with the facilities provided to them and are free to express their views freely to the management.
- g. Supervisors are ready to clear the doubts and help in improving their performance.
- h. 70% of the employees feel that the company policies really protect their interests.
- i. 50% of the employees are satisfied with the present management setup.
- j. 60% of the employees feel that the company policies should be changed.

- k. Employees are satisfied with the training provided to them in improving their performance.
- l. Medical, educational and housing loans are the financial benefits provided to the employees by the organization.
- m. Expenses for the injured workers are borne by the organization.
- n. Medical compensation is also provided to the injured workers.

The mental health of the employees also seems to be in excellent condition. Some of the key observations are:

- Most of the employees feel stressed, but only around 40% of the employees feel overburdened with the work pressure. The employees who tend to overthink are the ones who are also stressed. On an average 50% of the employees strive for perfection in any tasks that have been assigned to them.
- The sleep patterns of most of the employees doesn't have a major impact and 80% of them get good sleep.
- 15% of the employees are suffering with mental disorders which could be either depression, anxiety, (egs. bipolar psychosis, schizophrenia, drug / alcohol dependency, eating disorder) whereas 85% of the employees are considering themselves to be mentally fit.
- None of the employees who are suffering from mental health conditions interacted with their managers on their mental health condition except for one case.
- Most of the cases with a mental disorder didn't interact with their manager, the top most reason for NOT interacting is the employees felt ashamed to discuss their mental health. The second reason for not letting the manager know is the lack of trust. Other reasons were fear of losing job and the feeling that it could go against the employee.

#### **SUGGESTIONS:**

- 50% of the employees feel that the present management should be changed.
- 40% of the employees feel that the company policies should be changed.
- 30% of the employees feel that the company policies are not able to protect their interests and hence they should be changed.
- Majority of the employees feel that there should be an incentive wage scheme for efficient work in the organization.
- The management should be more helpful and sympathetic towards the problems faced

by the workers at the workstation.

- The management should make employees more aware on mental health
- The management should remove the fear that the employees have, if they discuss mental health they might lose their job.

### **Conclusion:**

In an organisational behaviour, stress and job satisfaction is the most important and frequently studied attitude. Stress is negative attitude and Job satisfaction is a positive attitude towards one's job. It is important to mention that an individual may hold different attitudes towards various aspects of the job. Characteristics of individuals also influence job satisfaction. Individuals with high positive effectivity are more likely to be satisfied with their jobs. It is an end feeling of a person after performing a task. To the extent that a person's job fulfills his dominant needs and is consistent with his expectations and values, the job will be satisfying. Thus the objective of the study was known which in turn will help the management to fulfill the employees needs and satisfy them in order to provide job satisfaction and reduce stress.

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