

**TO COMPARE THE WORKPLACE STRESS AND
THE RELIEVING TECHNIQUE IN DIFFERENT
DEPARTMENTS IN ABC CERAMIC
COMPANY OF GUJARAT STATE**

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ABSTRACT

Stress in the workplace reduces productivity, increases management pressures, and makes people ill in many ways, evidences of which are still increasing. So, it is very important for organizations to understand; manage and reduce stress at work.

The present study is significant as it targets the causes, the effects on the employees working in Production, finance & Account and HR department relating to certain demographic feature like age, position etc that might play a significant role in the levels of stress being caused in individuals. Data were collected with the help of questionnaire distributed amongst the 116 respondents which include 61 productions, 35 Finance &Accounts and 20 from HR department employees who were facing stress at their work place. The study will reduce the gap between what are the effective methods for stress management and other methods that would be used which is feasible for both the organizations to implement and the employees to adapt to. The descriptive & inferential statistical analysis revealed the significant differences in terms of sources, effects and relieving techniques used as coping instruments for stress. This research work concentrates on each facet of stress thereby trying to find out the perception view and functioning of individuals department and how they are affected through the questionnaire which studies the views of a generic group of the organization.

Keywords: Stress, Stressors, Stress Management.

INTRODUCTION:

Right from the time of birth till the last day of life as individual is invariably exposed various stressful situations for one reason or another in all economics of the world, it has been found that people especially business executives; die of disorders created by stress. As far as the supervisors and the loss to organization is often great stress we are told, gives us headaches, ulcers, high blood pressure and lead in the long run to a life threatening stroke or a heart attack, it makes us so irritable that we snap at our loved ones, it can destroy our most cherished personal relationship, plunge us in to severe depression or bring about a nervous breakdown.

Stress is the threat to the quality of life and to the physical and psychological well being of an individual. The stress experienced in the past and a member of a developed industrial society is difficult from the member of a developing rural society. In the past, men were mainly concerned for their physical survival. They worried about the source of their next meal, shelter and about not being killed today, but the modern man worries about the problems of a more psychological nature.

Many people who are excellent managers of other people (executives) are poor managers of themselves, regarding the inner physiology of the body. It is important to note that we are not victims. Stress is a response. It is a response that we can learn to change and to regulate. Unstressed people are more effective, healthier and happier. The purpose of the stress reaction is survival. The responses provide the extra strength needed to fight off danger or to flee from it. This is a fundamental and powerful response. Three different parts of the brain are involved in this adaptive response: the brain stem, the mid brain, and the cortex.

The source of stress is called a stressor. The survival wiring in the body responds quickly. Once a threat or stressor is perceived, it is as though a danger button has been pushed. The survival wiring in the body takes over. It is a swift cause and effect linking of effects.

Employers should provide a stress-free work environment, recognize where stress is becoming a problem for staff, and take action to reduce stress. Workplace stress affects the performance of the brain, including functions of work performance; memory, concentration, and learning. The goal is to reduce or eliminate employee's harmful reactions to the stressful situations in their life and increase the productivity of the company.

Thus this study is significant as it targets the causes, the effects on male and female, further it tends to relate to certain demographic feature like age, position etc that might play a significant role in the levels of stress being caused in individuals. Another factor seen here is that all aspects of stress are covered and the research has to conciliate and reduce the gap between what are the effective methods the organization is following and what are the other methods that would be feasible for both the organizations to implement and the employees to adapt to. The mentality and attitude of the people towards this paradigm shift and this is again in a transition phase. Still many personnel are struggling to cope up with the ideology of change. They are still not ready to visualize or understand the new dimension that have been added and the strategies developed and here comes in the importance of the role of the organizations at large towards facilitating not only the change incorporated but also helping individuals cope in accordance. This research work concentrates on each facet of stress thereby trying to find out the perception view and functioning of individuals and how they are affected through the questionnaire which studies the views of a generic group of the organization.

LITERATURE REVIEW:

Selye (1936) defines stress as "a dynamic activity wherein an individual is confronted with an opportunity, constraint or demand". Organisational stress arises due to lack of person- environment fit. When organizational stress is mismanaged, it affects the human potential in the organization. It further leads to reduced quality, productivity, health as well as wellbeing and morale. His view in 1956 was that "stress is not necessarily something bad – it all depends on how you take it. The stress of exhilarating, creative successful work is beneficial, while that of failure, humiliation or infection is detrimental." Selye believed that the biochemical effects of stress would be experienced irrespective of whether the situation was positive or negative.

Fienmann views stress as a psychological response state of negative effect characterized by a persistent and a high level of experienced anxiety or tension.

Cooper and Marshall (1976) visualize stress as characteristics of both the focal individual and his environment. They designate the internal and external consultive forces as 'pressures' or 'stressors' and the resulting stalk of the organism on stress. Ivancevich and Matteson (1950) indicate, "Lack of group cohesiveness may explain various physiological and behavioural outcomes in an employ desiring such sticks together." Workplace interpersonal conflicts and negative interpersonal relations are prevalent sources of stress and are existed with negative mood depression, and symptoms of ill health.

According to French and Caplan (1975), "Pressure of both qualitative and quantitative overload can result in the need to work excessive hours, which is an additional source of stress." Having to work under time pressure in

order to meet deadlines is an independent source of stress. Studies show that stress levels increase as difficult deadlines draw near.

Miles and Perreault (1976) identify four different types of role conflict: 1. Intra-sender role conflict 2. Inter sender role conflict. 3. Person- role conflict; 4. Role overload. The use of role concepts suggests that job related stress is associated with individual, interpersonal, and structural variables (Katz and Kahn, 1978). The presence of supportive peer groups and supportive relationships with super visors are negatively correlated with R.C. (Caplan et al., 1964).

AIM AND OBJECTIVES:

The main aim of the study is to identify the causes, effect, impact and the symptoms of stress at workplace and the relieving technique used by ABC Ceramic Company in Gujarat state.

HYPOTHESIS TESTED:

- The stress level of the employees varies from department-wise.
- The greater the no of coping resources one has developed, the better he or she is able to manage life stress and, thereby increase life satisfaction.

MAJOR FINDINGS:

- a. From the analysis and the study we found that the stress factors of the company is found more in HR department and the least in Production department.
- b. We found that the employees become weak, start criticizing and lack of creativity is there when they are in stress.
- c. We found that the 71.5% employees find more help from family to relieve from stress while only 6.8% from spouse. So we can say there is no role of company in it.
- d. We found that the most causes of stress in a company is dissatisfaction of a job and not getting the promotion. These both are coming neutral from the survey.
- e. We found that the impact of stress on 15000-20000 ranged employees. Employee think they have more work, which is more in Production department and have negative thinking, which is more in Finance department from the survey.
- f. We found that the most occurring symptoms that the employees are facing, that are headache and sleeplessness, both are coming neutral from the survey.
- g. We found that the 20% employees are trying to cope up by enjoyment,40% employees are trying to cope up by doing exercise,54% employees by doing addiction and 66% employees by taking help in a company.
- h. We found that the 60% employees prefer wellness preventive programme in the wellness programmes to relieve from stress while 1.72% employees prefer exercise to relieve from stress in wellness programme from the survey of a company.
- i. We found that the 55% employees prefer lower medical cost in EAP to relieve stress and 1.72% employees prefer support to troubled work teams in the survey.

RESEARCH METHODOLOGY:

Cross sectional study was conducted to examine the relationships of independent and dependent variable by applying the self administered survey questionnaire. And with the help of literature review the various hypotheses to examine the relation between dependent and independent variable are also used. In the following Research the procedure which is adopted is quantitative approach.

Sample Size:

Respondents were 116 private sector employees of ceramic industry in Gujarat. In private sector there is a combination of people working in specifically three departments Human Resource department, Accounts Department, and production department. The total sample contained 61 production employees, 35 Accounts and 20 Human resource department employees by convenience sampling method.

Procedure:

The survey instruments were administered to the participants by personal visit

Demographics:

Demographics include gender, present employment status, years on their present job and years with present employer.

Tools used for statistical Analysis: Excel and SPSS

DATA ANALYSIS AND INTERPRETATION:

Q1. I experience stress because of the following factors:

Table No: - 1

Factors of Stress	Production	Finance	HR	Total
Economic Uncertainty	1.49	1.66	1.35	1.66
Political	1.54	1.46	1.6	1.65
Technology	1.57	1.43	1.7	1.53
Task	1.74	1.69	1.7	1.76
Role	1.66	1.94	1.95	1.76
Org structure	1.75	1.8	1.7	1.79
Org lead	1.69	1.91	1.7	1.72
Family	1.52	1.46	1.65	1.55
Personality	1.48	1.8	1.9	1.53
Economic Problems	1.56	1.69	1.95	1.52
Total	16	16.84	17.2	

INTERPRETATION:

From the Table it can interpret that in production department the main factors of stress are organization leadership, organization structure and task demand. The least factors are economic uncertainty, personality and family problem whereas in finance department the factors which affect most are personality, organization leadership, organization structure and role demand. And In hr department the most occurred factors are personality, economic uncertainty and role demand. The least factor is economic uncertainty.

Q2. When I am under stress I face different problems.

Table No: - 2

Problems	N	Mean	Std. Deviation
Aggressive	116	1.66	1.063
Panic	116	1.76	0.914
Blame myself	116	1.73	0.784
Guilty	116	1.86	0.922
Out of control	116	1.68	0.753
Cooperative	116	1.95	1.986
Social life	116	1.54	0.715
Plan work	116	1.9	1.058
Be sympathetic	116	1.53	0.739
Valid N	116		

INTERPRETATION:

The values of the problems i.e. Social life and the sympathetic nature are near about 1 means not at all whereas all other options are near about 2 means rarely in company. So it can be said that all option lie between option 1 and 2 that is, not at all and rarely. Social life and the sympathetic nature is near about 1 means not at all whereas all other options are near about 2 means

Q3. From whom do you get more help to relieve yourself from stress?

Table No: 3

Options	Frequency	Percentage
Spouse	8	6.89%
Superior	33	28.44%

Subordinate	19	16.38%
Friends	34	29.31%
Family	83	71.55%
Total	116	100%

INTERPRETATION:

It can be interpret that employee get help in relieving himself from stress from his family the most, which are 71% and the least from spouse that is only 4%. And it is also found that employee get help in relieving himself from stress from his family the most, which are 71% and the least from spouse that is only 4%.

Q4. I experience stress because:

Table No: - 4

Reasons	N	Mean	Std. Deviation
Dissatisfied	116	3.33	0.949
Promotion delay	116	3.55	1.098
Not enough opportunity	116	3.84	1.186
Unable to progress	116	3.91	1.131
Organization structure	116	3.82	1.199
Job responsibility	116	3.89	1.2
Rate of change	116	4.03	0.927
Designation	116	3.84	1.012
Ill equipped	116	4.01	1
Authorities	116	3.92	0.997
Power struggle	116	3.96	0.973
Commuting distance	116	4.07	1.053
Valid N	116		

INTERPRETATION:

It can be interpret from the table that the causes like dissatisfaction from job and promotion are near about 3 means are neutral. Some who feel ill equipped and distance problem are disagreeing and rest all other causes are between neutral and disagree.

Q5. When I am in tress: (INCOME WISE ANALYSIS)

Table No: 5

Income	Sick day	More work	Time to recover	Negative thinking
5000-10000	1.29	1.71	1.46	1.51
10000-15000	1.21	1.86	1.32	1.54
15000-20000	1.24	1.82	1.94	2.59
20000-25000	1.93	1.79	1.79	1.93
25000-30000	1.6	1.8	1.8	2.2
30000 and above	1.1	2	2	2.3

INTERPRETATION:

From the data we interpret that the most effect of stress occurs in the range of 15000-20000. We find that the most effect of stress is negative thinking and then secondly is time to recover

Q6. When I am in Stress :(Department wise)

Table No: 6

Department	Sick day	More work	Time to recover	Negative thinking
Production	1.3	1.9	1.56	1.74
Finance	1.49	1.8	1.66	1.94
HR	1.2	1.45	1.6	1.85

INTERPRETATION:

It can be interpret that negative thinking is more in finance department and then in hr department. Secondly it is found that there is more work in production department and then secondly in finance department. And found that in all departments the least effect is of sick day leave.

Q7. These are the things I face when I am stressed at work place:

Table No: 7

Symptoms	N	Mean	Std. Deviation
Headache	116	3.23	1.341
Sleeplessness	116	3.43	1.273
Weak	116	3.91	1.184
Unable to concentrate	116	3.65	1.314
Reckless drive	116	4.1	0.945
Unable to express	116	3.99	1.226
Unvalued	116	3.86	1.071
Lack of creativity	116	3.91	1.068
Criticize	116	3.97	0.995
Interrupt	116	3.81	1.149
Fatigue	116	3.89	1.117
Valid N	116		

INTERPRETATION:

It can be interpret from the table that the employee’s response for the symptoms like headache and sleeplessness is neutral and reckless drive is disagreeing. Others symptoms occur between neutral and disagree. Means 8% employee suffer from headache and sleeplessness, 10% employees are disagreeing that they are unable to express, drive recklessly and criticize.

Q8. When I am under stress I try to cope with the situation using the following relieving techniques:

Table No: 8

Coping Technique used	Component				
	1	2	3	4	
Shopping	0.816				
Movies	0.75	Enjoyment			
Coffee	0.677				
Share task	0.643				
Meditation		0.849			
Yoga		0.765	Exercise		
Exercise		0.734			
Drinking			0.839		
Smoke			0.727	Addiction	
Salt sugar			0.603		
Discuss problem				0.767	Help
Change priorities				0.547	

INTERPRETATION:

It can be interpret from the table that employees are using the relieving techniques like enjoyment, then exercise, addiction and lastly help from others, the most. In enjoyment they do shopping, watch movies, drink coffee. In exercise they do meditation, yoga, in addiction like smoking, drinking, more sugar or salt and lastly they take help from others like discuss their problem, change the priorities.

Q9. (a) Which initiative taken by organization do you prefer to relieve from stress from the following

Table No: 9

Wellness Programme	Frequency	Percentage
Health coach	16	13.79%
Personal trainer	10	8.62%
Wellness mentor	13	11.20%
Blood pressure sweep	3	2.58%
Personal wellness report	5	4.31%
Release time for exercise	2	1.72%
Preventive Medical Benefit coverage	3	2.58%
Flex Time for Exercise	2	1.72%
Wellness policy	13	11.20%
Wellness incentive	22	18.96%
Wellness preventive hr policy	17	60.34%
Total	116	100%

INTERPRETATION:

In wellness program, 60% employees like wellness preventive policy the most, 18% employees like the wellness incentives and the employees like wellness report, exercise and medical benefits the least.

Q9 (b) Which initiative taken by organization do you prefer to relieve from stress from the following

Table No: 10

Employee Assistance Programme	Frequency	Percentage
Lower Medical Cost	64	55.17%
Supervisory Consultation	6	5.17%
Support to troubled Work Teams	2	1.72%
Training & Education Programmes	53	45.68%
Family Physicians	16	13.79%
Total	116	100%

INTERPRETATION:

In EAP, 55% employees like lower medical cost the most and then the training and education programmes by 45% employees. The least they like is support to troubled work teams that is only by 5% employees.

DEMOGRAPHIC DETAILS:

DEPARTMENTS:

Table No: 11

Department	No.	Percentage
Production	61	52.59%
Finance & Accounts	35	30.17%
Human Resource	20	17.24%
Total	116	100%

INTERPRETATION:

From the study we found that 52.59% of the manpower surveyed was from Production Department, while 30.17% and 17.24% employees belong to Account and Human Resource Department respectively.

Table No: 12 Income

Income	No.	Percentage
5000-10000	42	36.21%
10000-15000	28	24.14%
15000-20000	17	14.66%
20000-25000	14	12.06%
25000-30000	5	4.31%
30000 and above	10	8.62%
Total	116	100%

INTERPRETATION:

It is found that 36% of the employees are of 5000-10000 range and the 4% employees are of 25000-30000 range, which have stress in their life.

CONCLUSIONS:

Going with the primary objective of the study we can conclude that the employees are facing some of the stress at the company. But it is still required to create more relieving techniques for the employees regarding various stressors. We can conclude from the study that some of the techniques are very well implemented in the company and the employees are fully aware about the benefits they receive out of it.

The preferences of the employees lie in getting more benefits at the working place and the company should focus on this. Going with the secondary objective of our study we conclude that the causes like dissatisfaction of the job and promotion should be taken into consideration once again. Lastly it can be concluded that overall Stress Techniques at ABA are satisfactory but if it works more on revising these current stress problems, the techniques can aid much to the performance and turnover of the company.

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