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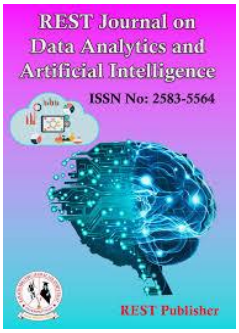

A Study on Level of Stress Among Employees with Reference to Reliance

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Abstract: *In the era of globalization, the nature of the workplace and the way of working is getting more complex day by day which are in turn adding to the stress levels of employees in every organization. Excessive stress may cause unproductive behaviors in the organization hence it's very important to study the stress levels of employees in an organization. Knowing the reasons of stress will help an organization to focus more towards creating employee satisfaction and providing them good amenities to deal with stress. Stress management will also help in differentiating between the organizational factors and personal factors which cause stress.*

Keywords*: Stress Management, personal factors, Level of Employees*

1. INTRODUCTION

In the days when prehistoric man had not yet attained self-consciousness, he reacted to any signs of danger in two ways: he fought, or he fled. This is the 'fight-or-flight' response - a term coined by W.B. Cannon in 1914. During this, the body reacts with alarm to the threat: there is a rapid increase in metabolism, with hormonal, physiological and biochemical changes taking place instantly.

2. REVIEW OF LITERATURE

Title: Effects of occupational stress management intervention programs: A meta-analysis.
Author name: Richardson, Katherine M. Rothstein, Hannah R.
Journal name: Occupational Health Psychology.
Journal number: 13(1), 69-93.
A meta-analysis was conducted to determine the effectiveness of stress management interventions in occupational settings. Thirty-six experimental studies were included, representing 55 interventions. Total sample size was 2,847. Of the participants, 59% were female, mean age was 35.4, and average length of intervention was 7.4 weeks. The overall weighted effect size (Cohen's d) for all studies was 0.526 (95% confidence interval = 0.364, 0.687), a significant medium to large effect. Interventions were coded as cognitive-behavioral, relaxation, organizational, multimodal, or alternative. Analyses based on these subgroups suggested that intervention type played a moderating role. Cognitive-behavioral programs consistently produced larger effects than other types of interventions, but if additional treatment components were added the effect was reduced. Within the sample of studies, relaxation interventions were most frequently used, and organizational interventions continued to be scarce. Effects were based mainly on psychological outcome variables, as opposed to physiological or organizational measures. The examination of additional moderators such as treatment length, outcome variable, and occupation did not reveal significant variations in effect size by intervention type. (PsycINFO Database Record (c) 2016 APA, all rights reserved).

Scope of the Study:

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The present study is to acquire an intensive opinion about the level of stress among the employees. The study of Stress Management will facilitate us to know several aspects like the causes of stress, the working conditions, the time flexibility, treatment to the employees, grievances in the RELIANCE COMMUNICATION LTD, Hyderabad. Knowing the above facts provides a unique platform to generalize certain factors causing stress which is occurring more frequent in RELIANCE COMMUNICATION LTD.

Objectives of the Study:

- To study the level of stress among employees at RELIANCE COMMUNICATION LTD.Madhapur, Hyderabad.
- To know the factors which cause stress towards the employees.
- To study the remedial actions to reduce the stress levels of employees.
- To find out the probable causes of stress for the employees at RELIANCE COMMUNICATION LTD.
- To verify whether they are satisfied with various policies and procedures of RELIANCE COMMUNICATION LTD.
- To understand the impact of stress on employee performance.

3. RESEARCH METHODOLOGY

Research Design:
In this study" A case study on stress management" the design chosen for the study is descriptive and causal in nature. The reason for using this design were to acquire knowledge in a detailed manner. This study basically aims at portraying the characteristics of the individuals and firms in a detailed manner. To find out the root cause of stress and methods to manage stress.

Sources of data collection:
In dealing with any problem, it is often found that data at hand is inadequate, and therefore it becomes necessary to collect data that is appropriate. There are several ways of collecting the appropriate data, which differ considerably in context of time and other resources. Here for the purpose of study two kinds of data have been used.

Primary Data:
To present the study, the primary data was collected from respondents by contacting them personally through administering to the employees of RELIANCE COMMUNICATION PVT LTD. Primary data were collected through a well-designed and approved Questionnaire.

Secondary data:
The secondary data are those that are already available, i.e., they refer to the data, which have already been collected and analyzed by someone else. Secondary data is gathered from the organization catalogues, journals and books.

Data collection tool:
The tool used for the data collection was a questionnaire. The questionnaire contains 20 questions. Very little time is required for answering the questions and type of the questionnaire is closed ended. The respondents will feel easy to answer the closed ended questions rather than asking them to write on their own.

Closed ended questions:
Multiple choice questions

Period of study:
The time duration of study is 45 days.

Sample design:
Sampling is a process of obtaining information about an entire population by examining only a part of it. The usual approaches are to make generalizations or draw inferences based on samples about the parameters of population from which the samples are taken. This sampling design is determined before any data is collected. A simple random sampling technique was used for this study at RELIANCE COMMUNICATION PVT LTD. Simple random sampling refers to that sampling in which every unit of the population has an equal opportunity

of being selected in the sample. The study has randomly selected 30 employees from RELIANCE COMMUNICATION PVT LTD.

Sample Size:
Population: 350
Sample size: 100 (25 Executives and 75 Non-Executives)
Analysis: Through Percentage Method

Statistical Tool:
The percentage method is used in making comparison between two or more series of data. This is used to describe relationship.

$$\text{Percentage of respondents} = \frac{\text{Number of respondents} \times 100}{30}$$

Limitations of the Study:

- The respondents were not available readily and the data was collected as per the convenience of the respondents.
- The sample of respondents was very less given by the organization hence appropriate sample technique was not applied for selecting the respondents.
- Time is also one of the constraints. Duration of 45 days is not sufficient to cover all the aspects of the study.
- The data collected from respondents may be biased due to lack of time to be spent on filling the questionnaire.
- The study is limited to a few employees. We could not cover all the top-level executives of the organization. So, the views were not given in consensus.

4. DATA ANALYSIS AND INTERPRETATION

TABLE 1. From how long you have been working with this organization?

Name of attribute	No. of Respondents	Percentage
< 1year	3	36%
>1year	90	36%
2-5 years	3	27%
>5years	4	1%
Total	100	100%

Interpretation: -

- 36% of employees worked for this organization for more than 1 year.
- 36% of employees worked for this organization for less than 1 year.
- 27% of employees worked for this organization for 2-3years.
- 1% of employees worked for this organization for less than 5years.

TABLE 2. Do you feel secure in your present job?

Name of attribute	No. of respondents	Percentage
Yes	66	66%
No	34	34%
Total	100	100%

Interpretation:

- 66% of employees feel secure in their present job.
- 34% of employees do not feel secure in their present job.

TABLE 3. Do you feel the work that you are doing presently is creative?

Name of attribute	No. of respondents	Percentage
Yes	81	81%
No	19	19%
Total	100	100%

Interpretation:

- 81% of personnel feel that their work is creative.

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- 19% of personnel do not feel that their work is creative.

Conclusion: -Most of the employees that their work is creative

TABLE 4. How do you act at your workplace?

Name of the attribute	No. of respondents	Percentage
Serious to some extent	25	25%
Neutral	35	35%
Jovial	10	10%
Aggressive	30	30%
Total	100	100%

Interpretation:

- 25% of employees are serious to some extent at their workplace.
- 35%of employees are Neutral.
- 10 % are jovial.
- 30% of employees are aggressive at their workplace.

Conclusion: - Most of the employees are very serious at their workplace

TABLE 5. How do your superiors treat you at the workplace?

Name of the attribute	No. of respondents	Percentage
excellent	30	30%
Good	36	36%
Moderately Good	27	27%
Not bad	7	7%
Bad	0	0%
Total	100	

Interpretation

- 36% of the employees feel that their superiors treat good at the workplace.
- 27% of the employees feel that their superiors treat moderately good at the workplace.
- 7% of the employees feel that their superiors treat them badly at the workplace.
- 0% of the employees feel that their superiors treat badly at the workplace.

Conclusion: -Most of the employees feel that their superiors treat good at the workplace.

TABLE 6. Do your family members provide enough support to you at work?

Name of the attribute	No. of respondents	Percentage
Yes	82	82%
No	18	18%
Total	100	100%

Interpretation:

- 82% of personnel have support from their family members.
- 18% of personnel do not have any support.

Conclusion: -Most of the employees have support from their family members.

TABLE 7. How do you feel about working conditions of an organization?

Name of the attribute	No. of responses	Percentage
Good	52	52%
Moderately good	19	19%
Excellent	14	14%
Bad	15	15%
Total	100	100%

Interpretation:

52% of respondents feel good about working conditions of organizations.19% of respondents feel moderately good about working conditions of organization. Respondents feel excellent about working conditions of organizations.15% of respondents feel bad about working conditions of organizations.14% of respondents feel can't say about working conditions of organizations.

Conclusion: -Most of the employees feel good about the working conditions of the organization.

TABLE 8. Do you feel stress in organization because of personal reasons?

Name of the attribute	No. of respondents	Percentage
Yes	34	34%
No	66	66%
Total	100	100%

Interpretation:

- 34% of personnel feel they are stressed because of personal reasons.
- 66% of personnel feel they are not stressed because of personal reasons.

Conclusion: - Most of the employees don't feel stressed because of personal reasons.

TABLE 9. Do you have specific relaxation timings in your organization?

Name of the attribute	No. of responses	Percentage
Yes	49	49%
No	51	51%
Total	100	100%

Interpretation:

- 49% of Employees have time to relax in organization.
- 51% of Employees do not have time to relax in the organization.

Conclusion: -Most of the employees don't have time to relax on the organization**.**

TABLE 10. Under what conditions you do your stress in organization?

Name of the attribute	No. of respondents	Percentage
a) When more work/responsibility is added	37	37%
b) When someone keep on monitors your work	18	18%
c)when new technologies introduced	13	13%
d)above all	28	28%
e) none of above	4	4%
Total	100	100%

Interpretation:

- 37% of personnel feel stress when more work is added in organization.
- 18% of personnel feel stress when someone monitors their work.
- 13% of personnel feel stress when new technologies introduced into organization.

Conclusion: -Most of the employees feel stress when more work is added in the organization

TABLE 11. Do you feel time management is important to avoid stress?

Name of the attribute	No. of respondents	Percentage
Yes	82	82%
No	18	18%
Total	100	100%

Interpretation:

- 82% of respondents feel time management is important to avoid stress.
- 18% of respondents do not feel important.

Conclusion: -Most of the employees feel time management is important to avoid stress.

TABLE 12. Do you feel enough time for food and sleep?

Name of the attribute	No. of respondents	Percentage
Yes	47	47%
No	53	53%
Total	100	100%

Interpretation:

- 47% of employees find enough time for food and sleep.
- 53% of employees do find enough time.

Conclusion: - Most of the employees do find enough time

TABLE 13. Do you feel stress in organization because of personal reasons?

Name of the attribute	No. of respondents	Percentage
Yes	29	29%

No	71	71%
Total	100	100%

Interpretation:

- 29% of employees feel stress due to personal reasons.
- 71% of employees do not feel stress due to personal reasons.

Conclusion: -Most of the employees don't feel stress due to personal reasons.

TABLE 14. Do you have the habit of taking sleeping tablet every day?

Name of the attribute	No. of respondents	Percentage
Yes	8	8%
No	92	92%
Total	100	100%

Interpretation:

- 8% of personnel have the habit of taking sleeping tablet every day.
- 92% of personnel do not have the habit of taking sleeping tablet.

Conclusion: - Most of the employees don't have the habit of taking sleeping tablets.

TABLE 15. Do you feel stress when you go out to deal with clients?

Name of attribute	No. of responses	Percentage
Yes	37	37%
No	63	63%
Total	100	100%

Interpretation:

- 37% of employees feel stress while dealing with clients.
- 63% of employees do not feel stress while dealing with clients.

Conclusion: - Most of the employees don't feel stress while dealing with clients.

TABLE 16. Do you run after work every time?

Name of the attribute	No. of respondents	Percentage
Yes	68	68%
No	32	32%
Total	100	100%

Interpretation:

- 68% of employees run after their work every time.
- 32% of employees do not after their work.

Conclusion: - Most of the employees run after their work time is over

TABLE 17. When you achieve something how are you being treated?

Name of attribute	No. of respondents	Percentage
Recognized	61	61%
Not Recognized	39	39%
Total	100	100%

Interpretation:

- 61% of the employees feel that they are recognized for their work.
- 39% of the employees feel that they are not recognized for their work.

Conclusion: -Most of the employees feel that they are recognized for their work.

TABLE 18. Once you fail to meet a target how you are being treated?

Name of attribute	No. of respondents	Percentage
Ill-treated	34	34%
Well-treated	66	66%
Total	100	100%

Interpretation:

- 34% of the employees feel that they are ill-treated when they do not meet their target.
- 66% of the employees feel that they are well treated even if they do not meet their targets.

Conclusion: -Most of the employees feel that they are well treated even if they do not meet their targets.

TABLE 19. What type of interpersonal relationship do you have with your peer group?

Name of attribute	No. of respondents	Percentage
Cooperative	75	75%
Not Cooperative	25	25%
Total	100	100%

Interpretation:

- 75% of the employees are cooperative with their peer group.
- 25% of the employees are not cooperative with their peer group.

Conclusion: - Most of the employees are cooperative with their peer group.

TABLE 20. How serious your boss is about the targets?

Name of attribute	No. of Respondents	Percentage
Very Serious	81	81%
Little Serious	19	19%
Total	100	100%

Interpretation:

- 81% of personnel feel that their boss is very serious about the targets.
- 19% of personnel feel that their boss little serious about the targets.

Conclusion: - Most of the employees feel that their boss is very serious about the targets

Findings:

- 36% of the employees out of all worked for the organization for more than 1 year whereas 64% of the employees out of all worked for the organization for less than 1 year.
- Maximum number of employees (i.e.) 60% of them feel secure in their present job.
- 81% of the total personnel feel that their work is creative whereas 19% of personnel's do not feel that their work is creative.
- Out of 100% of total employees,
  25% of employees are very serious at their workplace.
  35% of employees are neutral at their workplace.
  10% are jovial.
  30% of employees are aggressive at their workplace.
- 36% of the total employees feel that superiors treat good at the workplace.
- 82% of total personnel's have support from their family members whereas 18% of personnel's do not have any support.
- 52% of the maximum employees feel good about the working conditions of the organization.
- 49% of Employees have time to relax in an organization whereas 51% of Employees do not have time to relax in organization.
- 34% of the total personnel feel they are stressed because of personal reasons whereas 66% of personnel's feel they are not stressed because of personal reasons.
- 37% of personnel feel stress when more work is added in organization.
- 82% of the maximum respondents feel time management is important to avoid stress whereas 18% of respondents do not feel important.
- 53% of the total employees do not find enough time for food and sleep.
- 71% of the total employees do not feel stress due to personal reasons.
- 8% of the total personnel have the habit of taking sleeping tablet every day whereas 92% of personnel's do not have the habit of taking sleeping tablet.
- 37% of the maximum employees feel stress while dealing with clients whereas 63% of employees do not feel stress while dealing with clients.
- 68% of maximum employees run after their work every time.
- 61% of the total employees feel that they are recognized for their work whereas 39% of the employees feels that they are not recognized for their work.
- 66% of the most employees feel that they are well treated even if they do not meet their targets.
- 75% of the total employees are cooperative with their peer group.
- 81% of the total personnel feel that their boss is very serious about the targets whereas 19% of personnel's feel that their boss little serious about the targets.

Suggestions:

From the data analysis and interpretations, the following suggestions can be given.

- Management should design for recreational activities to design a policy for handling stress among employees.
- Management should also take steps to revise overtime benefits to employees.
- Interaction of HR at least in three months at every branch should be conducted.
- Strict provision of stress management sessions should be made at regular intervals.
- Communication gaps should be removed by facilitating them to interact.

5. CONCLUSION

Lack of interaction of HR department with employees. None of them know their HR, many of them meet the HR while they are resigning or withdrawing their money. Transparency towards employees is lacking. The employees feel that the company is squeezing them to work, and company is earning profits by exploiting them. Recruiting of inappropriate candidates causing communication gap in peer groups. Lack of support from organization in providing stress management programs. Lack of positive attitude in many employees: When the employees are not positive towards the organization, they expose the same behavior to clients It may spoil the company's image. Communication gaps between team leaders and members. Lot of stress on team leaders. Because of inappropriate candidate recruitment the burden of making them work lies more on team leaders.

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