

**A STUDY ON STRESS MANAGEMENT IN INFORMATION  
TECHNOLOGY (IT) INDUSTRY**

**Submitted in Partial fulfillment of the requirements for the award  
of**

**MASTER OF BUSINESS ADMINISTRATION**

**by**

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**Register No: 40410128**



**SCHOOL OF MANAGEMENT STUDIES**

**SATHYABAMA INSTITUTE OF SCIENCE AND TECHNOLOGY  
(DEEMED TO BE UNIVERSITY)**

**Accredited with Grade "A" by NAAC | 12B Status by UGC |**

**Approved by AICTE**

**JEPPIAAR NAGAR, RAJIV GANDHI SALAI, CHENNAI-600 119**

**MAY 2022**



# SATHYABAMA

INSTITUTE OF SCIENCE AND TECHNOLOGY  
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SCHOOL OF MANAGEMENT STUDIES

## BONAFIDE CERTIFICATE

This is to certify that this Project Report is the Bonafide work of S.PRIYADHARSHINI 40410128 who carried out the project entitled "**A STUDY ON STRESS MANAGEMENT IN INFORMATION TECHNOLOGY (IT) INDUSTRY**" under my supervision from January 2022 to May 2022

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## **DECLARATION**

I **S.PRIYADHARSHINI (40410128)** hereby declare that the Project report entitled in **“A STUDY ON STRESS MANAGEMENT IN INFORMATION TECHNOLOGY (IT) INDUSTRY”** done by me under the guidance of DR.Thamilselvan.R,M.com.,M.B.A.,M.Phil.,B.Ed,Ph.D., Associate Professor, Department of Management studies at SATHYABAMA INSTITUTE OF SCIENCE AND TECHNOLOGY, CHENNAI is submitted in partial fulfillment of the requirements for the award of Master of Business Administration degree.

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# CHAPTER - 1

## 1.1 ABSTRACT:

Stress at work is more destructive . Researchers have not only built up evidence showing links between industrial stresses in general and ill health but have even accumulated evidence showing that it is possible to link specific occupations with specific types of stress induced disease. Although there is absolutely no doubt that stress is killing many people, disabling many more , there is one important question that has to be asked ‘Why are we so susceptible to stress these days?’ This study attempts to analyse the level of stress, the causes of stress, the consequences of stress and the initiatives taken by organizations in trying to help their employees in managing stress. This study is limited to IT professionals and is descriptive in nature. The study has been undertaken with the help of a questionnaire and has brought out meaningful insights.

## 1.2 INTRODUCTION:

Stress is the inevitable part of life. Most of the IT employees are prone to stress due to working conditions and the working environment. There are different types of stress like occupational stress, organizational stress, Behavioral stress, Physical stress, Psychological stress etc. IT industry is the growing industry which is the base for many employees from different countries. The employees are working in different countries under various shifts day and night. They also face lot of stress both physically and mentally. They are prone to diseases which are inevitable and not recoverable. These stress also lead to suicide attempts and many have lost their life due to stress. They face lot of pressure which affect their brain. But most of the companies don't take it seriously as their goal is to achieve their target and to enhance their profit and to achieve their organizational goal. They should also take effort for the employees by giving them proper training and counselling . They should respect and encourage their work. My study concentrates on all these statements and also how stress can be managed and what are the need of the employees and how they are affected.

## **DEFINITION OF STRESS:**

Stress is an adaptive response, mediated by individual differences and/or psychological processes that is a consequence of any external action, situation, or event that places excessive psychological and/or physical, and/or demands upon a person. Stress is an interaction between individuals and any source of demand (stressors) within their environment. A stressor is the object or event that the individual perceives to be disruptive. Stress results from the perception that the demands exceed one's capacity to cope. The interpretation or appraisal of stress is considered an intermediate step in the relationship between a given stressor and the individual's response to it. Appraisals are determined by the values, goals, individual commitment, as personal resources (e.g., income, family, self-esteem), and coping strategies that employees bring to the situation.

Stress means constraining force or influence as:

- a. A force exerted when one body or body part presses on, pulls on, pushes against or tends to compresses or twist another body or body part,
- b. The deformation caused in a body by such a force,
- c. A physical, chemical or emotional factor that causes bodily or mental tension and may be a factor of disease causation, and
- d. A state resulting from a stress, especially from factors that tend to alter an existing equilibrium.

## **CONCEPT OF STRESS:**

Stress is a person's adaptive response to a stimulus that places excessive psychological or physical demands on that person. Stress produces various physiological and psychological dysfunctions like severe tension, undue fatigue, high blood pressure, excessive worry and sometimes it may also lead to heart attack. If a person is experiencing stress and has the stress tolerance capacity, then he may be able to manage it temporarily but those who do not have that capacity might get excessively upset and angry unreasonably

1. Alarm Reaction: The first stage includes an 'Initial-Shock Phase' in which resistance is lowered, a 'Counter Shock Phase' in which defensive mechanism

becomes active. Alarm reaction is characterized by increased respiration, rise in the blood pressure, dilated pupils and tensed muscles. Depending on the nature and intensity of the threat and the condition of the organism, the periods of resistance vary and severity of symptoms may differ from 'mild invigoration' to 'disease adaptation'.

2. Stage of resistance: Maximum adaptation occurs during this stage. The bodily signs characteristic of alarm reaction disappear. Resistance increases to levels above normal. If the stressors persists, or the defensive reaction proves ineffective, the organism deteriorates to the next stage. A sign of being in the resistance stage includes fatigue, anxiety and tension.

3. Stage of exhaustion: When the adaptation energy is exhausted, signs of alarm reaction reappear and resistance level begins to decline irreversibly. The organism then collapses. Consequences of stress can be subjective- like anxiety, apathy; behavioral like alcoholism, drug abuse, accident proneness; cognitive- like poor concentration, mental blocks; physiological- like increased blood pressure, increased heart rate and organizational- like absenteeism,

### **1.3 INDUSTRY PROFILE:**

IT INDUSTRY:

Chennai which is commonly known as the "Gateway of South India" is one of the biggest metropolitan cities in India. After Bangalore, Chennai is considered as the next IT hub in India for aspiring IT professionals.

Few List of IT companies

TCS

Tech Mahindra

HCL

ORACLE

COGNIZANT

CAPGEMINI

INFOSYS

WIPRO

ACCENTURE

## ZOHO CORPORATION

### 1.4 SERVICE PROFILE:

#### TCS

TATA Consultancy Services Limited (TCS) is a subsidiary of the TATA Group, an Indian information technology consulting and business solutions company which operates in 46 countries worldwide. TCS Limited was founded in 1968 by a division of TATA Sons Limited. Its early contracts included punched card services to TISCO, working on an Inter-Branch Reconciliation System for the Central Bank of India. In 1975 TCS made an electronic depository and trading system called SEMCOM for Swiss company. TCS also established India's first software research and development center called TATA Research Development and Design Centre in Pune, Maharashtra. On 25 August 2004, TCS became a Publicly Listed Company. TCS provides a wide range of information technology-related products and services including application development, business process outsourcing, capacity planning, consulting, enterprise software, hardware sizing, payment processing, software management, and technology education services.

#### Infosys:

**Infosys Limited** is an Indian multinational information technology company that provides business consulting, information technology and outsourcing services. The company was founded in Pune and is headquartered in Bangalore. Infosys is the second-largest Indian IT company after Tata Consultancy Services by 2020 revenue figures and the 602nd largest public company in the world according to Forbes Global 2000 ranking. **Infosys Limited** is an Indian multinational information technology company that provides business consulting, information technology and outsourcing services. The company was founded in Pune and is headquartered in Bangalore. Infosys is the second-largest Indian IT company after Tata Consultancy Services by 2020 revenue figures and the 602nd largest public company in the world according to Forbes Global 2000 ranking.

## **Cognizant:**

Cognizant Technology Solutions Corp (CTS) is a provider of information technology (IT), consulting and business process outsourcing (BPO) services. The company offerings include Artificial Intelligence, digital engineering, digital experience, digital strategy, Internet of Things, enterprise services, industry and platform solutions, intelligent process automation, application services, , infrastructure services, security services, core modernization, enterprise application services, and quality engineering and assurance. CTS serves banking and financial services, communications, consumer goods, education, energy and utilities, and healthcare. It also serves the information services, insurance, life sciences, manufacturing, media and entertainment, retail, technology, transportation and logistics, and travel and hospitality industries. The company's operations are spread across the North America, Latin America, Europe, the Middle East, and the Asia-Pacific. CTS is headquartered in Teaneck, New Jersey, the US.

### **1.5 NEED FOR THE STUDY:**

The need for the study is to identify the type of stress, sources of stress and the employees need to overcome the stress. All the IT companies should take effort to support their employees during their stressful situation. Its not only by paying high salary or giving promotion. Its also about taking effort even during their training, giving proper weekly counselling and organizing team based tasks to uplift their organizational goal. The organization is build by the effort of the employees so its very necessary to take mere effort for their upliftment. The study is one of the base to support the IT employees and what are the possible ways to overcome stress and how could be the future of stress free IT industry.

### **1.6 STATEMENT OF THE PROBLEM:**

Stress exists in every aspect of life. The IT environment poses stressful working conditions. The demands of meeting the required project deadlines added to this factor, things such as job repetition, potential job dissatisfaction, poor ergonomics or low pay results in higher level of stress. If stress in the workplace is not on the agenda, the results of stress are revealed through higher absenteeism

than other parts of the company, higher Worker's Compensation claims and ultimately in reduced customer satisfaction. This operations topic focuses on various approaches to managing stress. Raising the pay isn't necessarily the solution. There are many other creative means of managing stress. This study focuses on the level of stress due to the working conditions, sources of stress, its consequences and the steps taken to manage stress in the work place. The present study is to make an attempt to mainly identify the level of stress, various sources of stress, its consequences and the stress management techniques adopted by organizations.

## **1.7 OBJECTIVES OF THE STUDY:**

### **PRIMARY OBJECTIVE:**

To study the stress management in Information technology industry.

### **SECONDARY OBJECTIVE:**

1. To find out whether the employees feel stressed during their work.
2. To identify the factors that lead to stress among the employees of IT industry.
3. To understand the impact of stress on employees performance.
4. To find out the various coping strategies available or followed by the employees.

## **1.8 SCOPE OF THE STUDY**

The scope of this research is to focus on the employees stress and its effect on their job efficiency. The study will focus on work stress among employees and their coping strategies. IT sector is one of the important sectors in India. The employee stress may have a great impact on the job efficiency as it indirectly affects productivity of the company. Stress will badly affect the employees both at work place and in personal life. So stress management is more important both in workplace and in personal life. Various coping strategies also followed by the employees so this study concentrates more on the various types of stress in IT industry and various strategies to overcome this stress.

## **1.9 LIMITATIONS OF THE STUDY:**

Few employees feel that they need more identification for their work also job should go hand in hand with relaxation activities. Some employees could not follow a proper coping strategy as they could not take a proper decision. Also few employees feel that their target period is also sometimes very short so they feel it should be extended for certain span of time to complete it properly without any stress and chaos between teams.

## **1.10 CHAPTER FRAMEWORK**

### **CHAPTER 1: INTRODUCTION:**

The chapter consists of effectiveness of training and development in IT sectors, introduction, service profile, industry profile, need of the study, statement of the problem, objectives of the study, scope of the study, Limitations of the study.

### **CHAPTER 2: REVIEW OF LITERATURE**

This chapter consists of research paper of authors who had been conducted the research study on effectiveness of training and development in IT sectors.

### **CHAPTER 3: RESEARCH METHODOLOGY**

This chapter consists of research design , sampling technique, structure of questionnaires, sample size, Period of the study , Statistical tools and hypothesis of study.

### **CHAPTER 4: DATA ANALYSIS**

This chapter consists of analysis which is collected through questionnaire

### **CHAPTER 5: FINDINGS, SUGGESTIONS AND CONCLUSION**

This chapter consists of findings, suggestions and conclusion of the study.

## **CHAPTER - 2**

### **REVIEW OF LITERATURE**

Afnan khan, Alamgir Khan, Salahuddin Khan, Samiullah Khan and Muhammad Khushdil Khan (2018) The researcher found that the Lack of good working atmosphere, Undue restriction on part of boss, Lacking of provision of leisure time for employees, Unavailability of basic facilities of recreational activities, Improper arrangement for recreational activities for employees are the basics causes of stress among the employees. The study also found that Positive attitude of boss, Friendly attitude of boss, sufficient work load on the basis employ abilities and capabilities, sufficient salary, Co-operation on part of boss are those strategies through which we can easily reduce the stress among the employees, Co-operation on part of colleague, Job satisfaction, Motivation, Appreciation, Incentives or awards on the basis of performance are those strategies through which we can easily reduce the stress among the employees. The researcher suggests through the study that Good working atmosphere, Favor of employees on part of boss, Provision of leisure time for recreational activities, Provision of basics facilities for leisure time recreational activities Proper arrangement for recreational activities for employees are those strategies through which we can easily reduce the stress among the employees.

ANILA.K.P, DR. V. KRISHNAVENI (2017) There are various factors which are responsible for job stress they can be broadly classified into external factors relating to organization and work-family conflicts, and internal factors. Certain occupations are more stressful, especially those in which there is high emotional involvement. Job stress has become a real challenge for a worker and their employing organization. An organization and working environment transform than employee faces many stress problems. Hence, it is important that the work place is continuously being monitored for stress problem. Further not it is only important to identify stress problems and to deal with them but to promote healthy work and reduce harmful aspects of work.



RENA REPETTI AND SHOO-WEN WANG (2017) This research paper evaluated on how work stressors affect family relationships paints a nuanced picture that may include coping processes and positive outcomes for families. Although we do see echoes of job-related negative mood finding direct expression at home, they also observed other behaviors, like social withdrawal, that may serve to protect the family from the direct display of stress. This study also explains why, in addition to negative mood, the mediators of spillover include cognitive variables, like a desire to avoid social interaction.

BHARATHI T, DR. KS GUPTA (2017) Researchers have made their comments on variables that affects job stress and productivity. The variables for this study on job stress are workload, role ambiguity, gender discrimination, interpersonal relationship. The variables for efficiency are timings/work schedule, competence of supervisor, compensation, systems and procedures, group dynamics, absenteeism and presenteeism. This research links job stress and productivity. Hence research framework is proposed to link those two constructs to know the extent to which job stress influences the employee's productivity. Also this study is carried out based on the data collected from the women employees. The model developed would be of a good decision tool for HR policy makers to focus on the key areas that improves productivity without highly increasing job stress.

BASAVAKUMAR S. ANANDI, DINESH RAJARAM, ARAVIND B.A, GAUTHAM M. SUKUMAR, RADHIKA K (2017) it is evaluated that, the prevalence of stress was high among managers when compared to supervisors. Further, the prevalence of moderate stress was high among managers when compared to supervisors. Thus, the attitudes, feelings and emotions of employees towards organization play a vital role in determining their performance and behavior. Therefore, the organizations need to pay increasing attention on understanding Organizational Climate, enhancing the Job Satisfaction of their employees and thus reducing the Stress at workplace. Thus, when there is no balance between the effort undertaken and the reward received, negative feelings may be triggered as a response to stress.

VEMURI SWATHI, M. SUDHIR REDDY (2016) Study evaluated that the Stress is a growing problem in the workplaces and a particular magnitude for working

women. The problems due to high levels of stress can be exhibited physically, psychologically and behaviorally by an individual. The most serious effects of stress relate to performance. Women employees report more non fatal but long term and disabling health problems. The researcher describes that working women generally involved simultaneously in many tasks, juggling between family and work responsibilities, which leads towards stress among them.

MS.KINYITA PAULINE NYANGAHU, DR.HANNAH ORWA BULA (2015) This study highlighted three aspects as a source that play an important role in determining stress among employees they are: work stress among employees, the effects of work stress on employee performance, and stress management techniques being employed. The determinants which were considered as an source of stress are long working hours, low salaries and wages, lack of growth, lack of enough tools, poor relations with superiors and lack of recognition. Most employees rated these stressors as being low level stressors while a few others felt the highest level source of stress was lack of recognition followed by lack of enough tools.

## **CHAPTER - 3**

### **RESEARCH METHODOLOGY**

#### **3.1 RESEARCH DESIGN**

In this research study, a Descriptive Research design has been adopted.

#### **3.2 SOURCES OF THE DATA:**

##### 3.2.1 Primary data

Primary data has been collected.

##### 3.2.2 Secondary data

Secondary data has been collected from Websites and online journals, Published reports, articles and magazines.

#### **3.3 SAMPLING TECHNIQUE:**

The sampling technique used here is convenient sampling where the survey is entirely based on the willingness of the participants who participated in the survey. The survey consists of a predetermined questionnaire where the participants give their opinion with willingness and they were given proper options to be selected.

#### **3.4 STRUCTURE OF QUESTIONNAIRE:**

Questionnaire was divided into two sections. First part was designed to know general information about respondents and the second part contained the respondents' opinion about financial planning and knowledge.

Basic introduction

Personal details

Research related question

Perception questions

Likert scaling Questions

### 3.5 SAMPLE SIZE

The sample size for the project is 100-150. The fixed of the sampling size has been achieved as the total number of the respondents for the survey questionnaire was 150.

### 3.6 PERIOD OF STUDY:

This period of study for the project was about 20 days . The entire project is based on the response collected from the 150 participants in 20 day time.

### 3.7 HYPOTHESIS/ANALYTICAL TOOLS:

The following are a set of imaginary questions framed in order to conduct hypothesis tested using chi-square test and Correlation. These questions are framed in form of quantitative data as the survey was a qualitative data.

### 3.8 Statistical tools used:

#### 3.8.1 Chi square

Null hypothesis(H0): There is no significant relationship between Gender of respondents and Stress in the organization.

Alternate hypothesis (H1): There is significant relationship between gender of respondents and Stress in the organization.

Results						
	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	Row Totals
Male	10 (14.40) [1.34]	20 (16.20) [0.89]	10 (10.80) [0.06]	8 (7.20) [0.09]	6 (5.40) [0.07]	54
Female	30 (25.60) [0.76]	25 (28.80) [0.50]	20 (19.20) [0.03]	12 (12.80) [0.05]	9 (9.60) [0.04]	96
<b>Column Totals</b>	40	45	30	20	15	<b>150 (Grand Total)</b>

The chi-square statistic is 3.8291. The *p*-value is .42963. The result is *not* significant  $p < .05$ .

Since the *ph* value is greater than 0.05 so alternative hypothesis is rejected and

null hypothesis is accepted so there is no relationship between the gender of respondents and stress they face in the organization.

### 3.8.2 Anova

Null hypothesis (H0): There is no significant relationship between the factors of stress and coping strategies adopted.

Alternate hypothesis (H02): There is significant relationship between the factors of stress and coping strategies adopted.

### Analysis of Variance Results

F-statistic value = 1.47728

P-value = 0.3348

Data Summary				
Groups	N	Mean	Std. Dev.	Std. Error
Group 1	2	20	14.1421	10
Group 2	2	22.5	3.5355	2.5
Group 3	2	15	7.0711	5
Group 4	2	10	2.8284	2
Group 5	2	7.5	2.1213	1.5

ANOVA Summary					
Source	Degrees of Freedom	Sum of Squares	Mean Square	F-Stat	P-Value
	DF	SS	MS		
<b>Between Groups</b>	4	325	81.25	1.4773	0.3348
<b>Within Groups</b>	5	274.999	54.9998		
<b>Total:</b>	9	599.999			

Since ph value is greater than 0.05 so alternative hypothesis is rejected and null hypothesis is accepted so there is no relationship between training program and development of skills.

## CHAPTER - 4

### DATA ANALYSIS AND INTERPRETATION

**Table no-4.1:** Age wise classification of respondents

Age	No of respondents	Percentage of Respondents
20-30	138	92
30-40	10	6.7
Above	2	1.3
Total	150	100

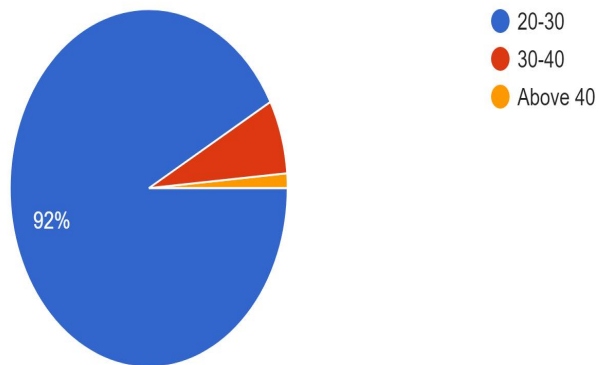
**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 92% of the respondents are between the age 20-30, 6.7% of respondents are between the age group 30-40 and remaining 1.3% of respondents are above 40. Majority of the respondents (92%) are between the age group 20-30.

## AGE

150 responses



### Chart no -4.1

Classification based on age of the respondents

**Table no-4.2** Gender wise classification of respondents

Gender	No of respondents	Percentage of respondents
Female	101	67.3
Male	49	32.7
Total	150	100

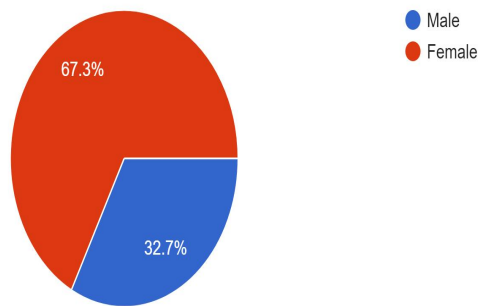
**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 67.3% of respondents are female and 32.7% of respondents are male. Majority of the respondents (67.3%) are female.



Gender  
150 responses



**Chart - 4.2**

Classification based on gender of the respondents

**Table no -4. 3 EDUCATION**

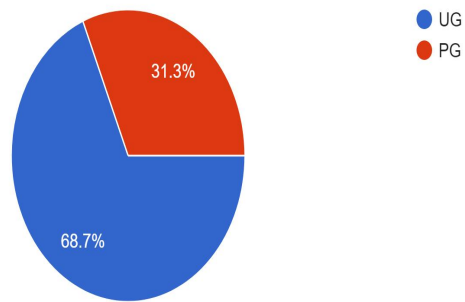
Degree	No of respondents	Percentage of respondents
UG	103	68.7
PG	47	31.3
Total	150	100

**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 68.7% of respondents have completed under graduation and remaining 31.3% of respondents have completed post graduation. Majority (68.7%) of respondents have completed under graduation.

Education  
150 responses



**Chart No - 4.3**

Education wise classification

**Table no -4.4** Experience wise classification of the respondents

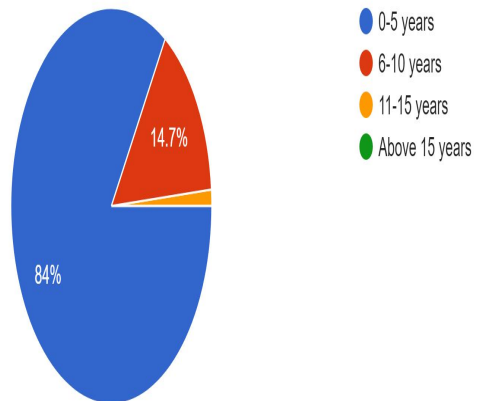
Experience	No of respondents	Percentage of respondents
0-5 years	126	84
6-10 years	22	14.7
11-15 years	2	1.3
Total	150	100

**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 84% of respondents have 0-5 Years of experience, 14.7% of respondents have 6-10 years of experience and remaining 1.3% of respondents have 11-15 years of experience. Majority (84%) of respondents have 0-5 Years of experience.

Experience  
150 responses



**Chart No - 4.4**

Experience wise classification

**Table no -4.5** Classification of respondents according to Working hours

Hours	No of respondents	Percentage of respondents
7-8 hours	71	47.3
9-10 hours	67	44.7
More than 10 hours	12	8
Total	150	100

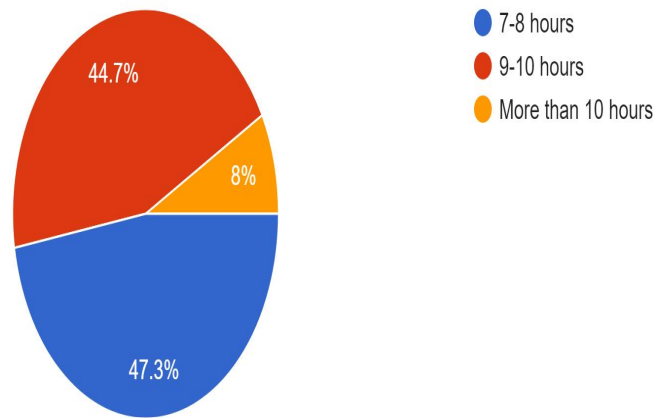
**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 47.3% of respondents work for 7-8 hours, 44.7% of respondents work for 9-10 hours and remaining 8% of respondents work for more than 10 hours. Majority of respondents (47.3%) work for 7-8 hours daily.

## Working hours

150 responses



### Chart No- 4.5

Classification based on the working hours

**Table no -4.6** Classification of respondents according to Working shifts

Shifts	No of respondents	Percentage of respondents
Day	99	66
Night	23	15.3
Alternatives	28	18.7
Total	150	100

**SOURCES OF DATA:** PRIMARY DATA

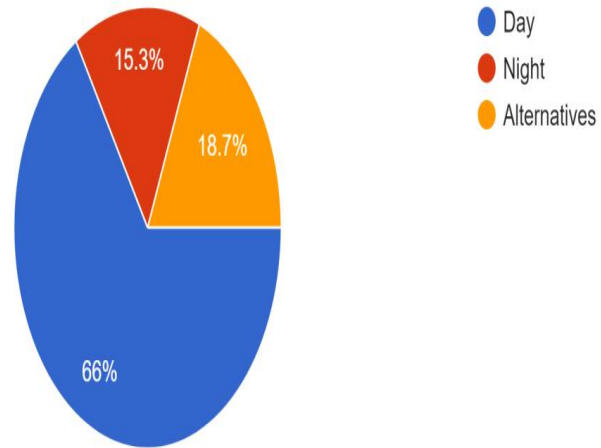
**Interpretation:**

From the above table 66% of respondents work on day shift, 15.3% of respondents work on night shift and remaining 18.7% of respondents work on alternative shifts. Majority of the respondents (66%) are working on days shift.



### Working shifts

150 responses



### Chart No - 4.6

Classification based on the working hours

**Table no -4.7** Classification of respondents based on Working day per week

Days per week	No of respondents	Percentage of respondents
5 Days	92	61.3
6 Days	58	38.7
Total	150	100

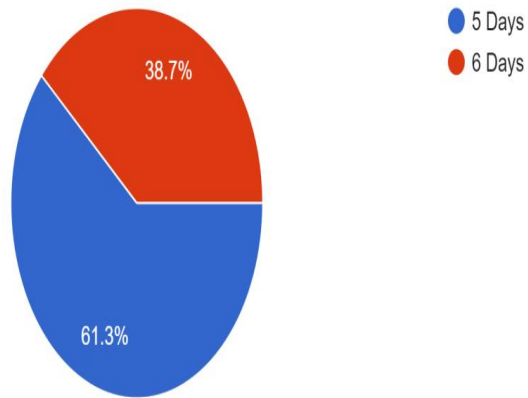
**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 61.3% of respondents work for 5 days per week and 38.7% of respondents work for 6 days per week. Majority of the respondents (61.3%) work for 5 days per week.

### Working days per week

150 responses



### Chart no - 4.7

Classification based on working days per week

**Table no-4. 8** Classification of respondents based on Annual gross salary

Annual gross salary	No of response	Percentage of respondents
1-5 lakh	106	70.7
5-10 lakh	41	27.3
10-15 lakh	7	4.7
15 lakh and above	4	2.7
Total	150	100

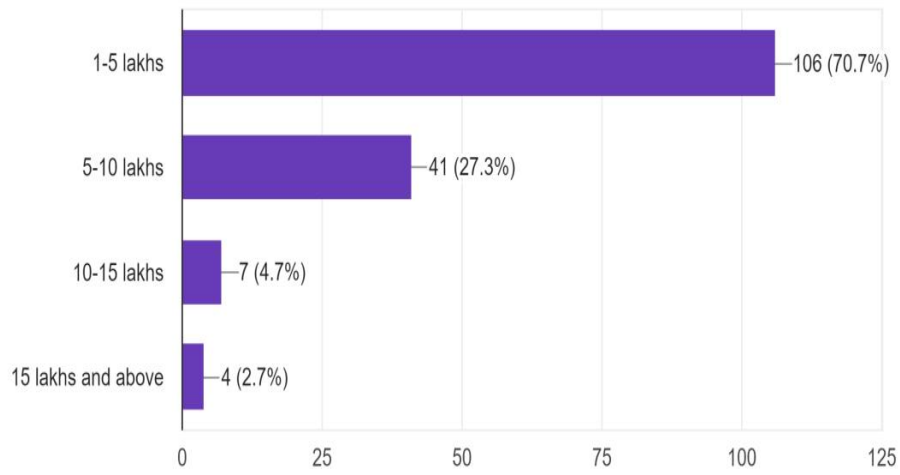
**SOURCES OF DATA: PRIMARY DATA**

**Interpretation:**

From the above table 70.7% of respondents annual salary is between 1-5 lakh, 27.3% of respondents annual salary is between 5-10 lakh, 4.7% of respondents are between 10-15 lakh and remaining 2.7% of respondents annual salary is 15 lakh and above. Majority of the respondents (70.7%) annual salary is between 1-5 lakh.

### Annual gross salary

150 responses



### Chart No- 4.8

Annual gross salary of the respondents

**Table no-4.9** Classification of respondents based on Nature of employment

Type	No of respondents	Percentage of respondents
Permanent	110	73.3
Temporary	40	26.7
Total	150	100

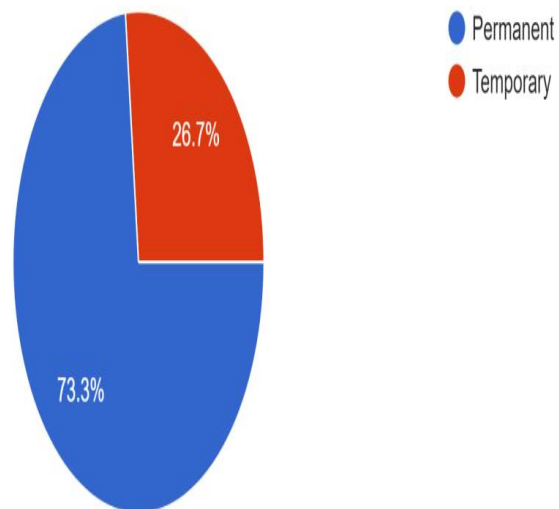
**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 73.3% of respondents nature of employment is permanent and 26.7% of respondents nature of employment is temporary. Majority of the respondents (73.3%) nature of employment is permanent.

### Nature of employment

150 responses



### Chart no - 4.9

Nature of employment of the respondents

**Table no- 4.10** Classification of respondents based on Pay packages provided by the organization

Opinion	No of responses	Percentage of respondents
Highly satisfied	12	8
Satisfied	59	39.3
Neutral	47	31.3
Dissatisfied	31	20.7
Highly dissatisfied	1	0.7
Total	150	100

**SOURCES OF DATA: PRIMARY DATA**

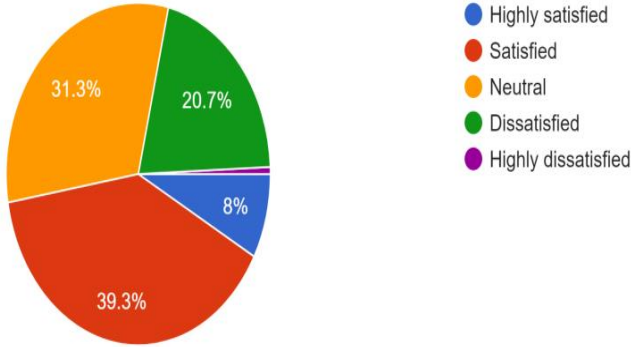
**Interpretation:**

From the above table 8% of respondents are highly satisfied with the pay packages, 39.3% of respondents are satisfied with the pay packages, 31.3% of respondents are neutral with pay packages, 20.7% of respondents are dissatisfied with the pay packages and remaining 0.7% of respondents are highly dissatisfied with the pay packages.



Pay Packages provided by the organization

150 responses



**Chart no -4.10**

Classification of respondents based on pay packages provided by the organization

**Table -4.11** Classification of respondents based on the Feelings about their job

Opinion	No of respondents	Percentage of respondents
Challenging	29	19.3
Interesting	49	32.7
Routine	42	28
Monotonous	22	14.7
Boring	8	5.3
Total	150	100

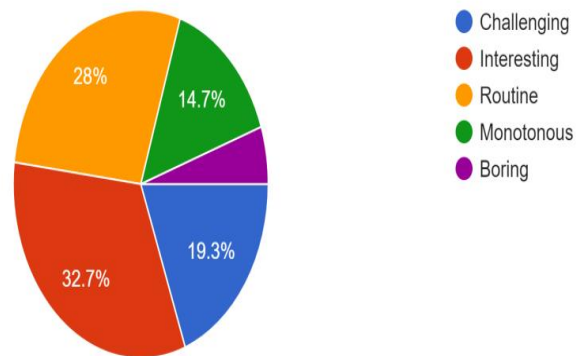
**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 19.3% of respondents find their job challenging, 32.7% of respondents find their job interesting, 28% of respondents find their job as routine 14.7% of respondents find their job monotonous and remaining 5.3% of respondents find their job as boring. Majority of the respondents (32.7%) find their job as interesting.

### Feelings about your job

150 responses



### Chart -4.11

Classification based on the feelings about their job

**Table - 4.12** Classification of respondents based on the Kind of stress they suffer in their job

Stress	No of respondents	Percentage of respondents
Physical	65	43.3
Psychological	60	40
Behavioral	25	16.7
Total	150	100

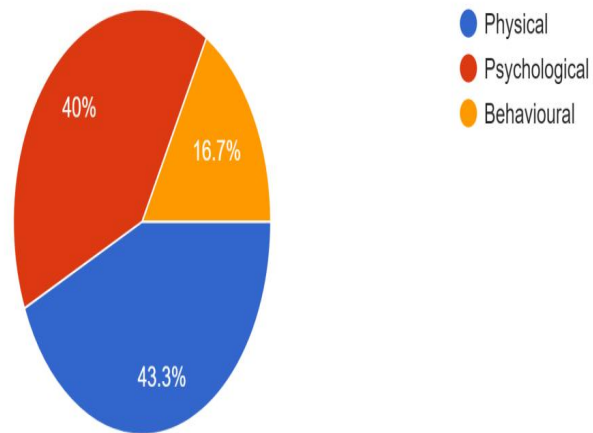
**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 43.3% of respondents suffer physical stress, 40% of respondents suffer psychological stress and remaining 16.7% of respondents suffer behavioral stress. Majority of the respondents (43.3%) suffer physical stress.

### Kind of stress you suffer in your job

150 responses



### Chart no - 4.12

Kind of stress you suffer in your job

**Table -4.13** Classification of the respondents based on the inconvenience caused in their job

Inconvenience	No of respondents	Percentage of respondents
Headache	84	56
High blood pressure	22	14.7
Hypertension	32	21.3
Nervousness	12	8
Total	150	100

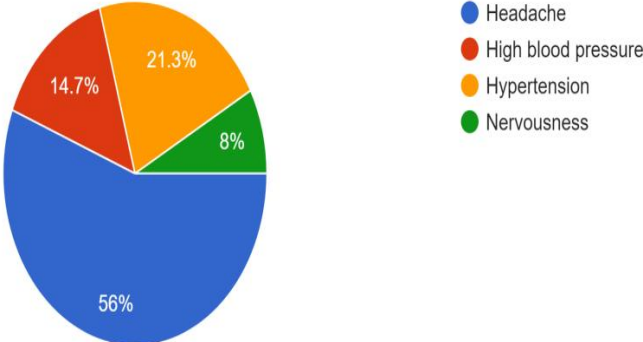
**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 56% of respondents suffer from headache, 14.7% of respondents suffer from high blood pressure, 21.3% of respondents suffer from hypertension and remaining 8% of respondent suffer from nervousness. Majority of the respondents (56%) suffer from headache.

The kind of inconvenience caused in your job

150 responses



**Chart no -4.13**

The kind of inconvenience caused in their job

**Table-4.14** Classification of the respondents based on the level of stress

Level of stress	No of respondents	Percentage of respondents
Mild	35	23.3
Moderate	75	50
Severe	41	27.3
Extreme	8	5.3
Total	150	100

**SOURCES OF DATA:** PRIMARY DATA

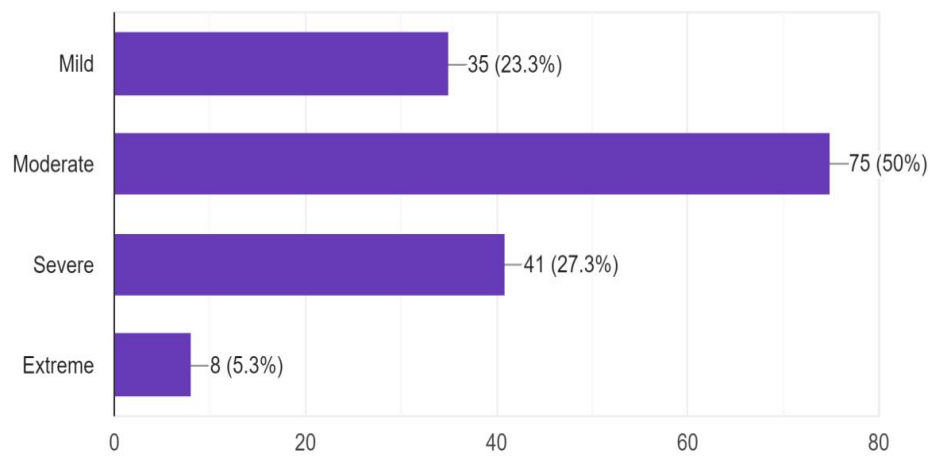
**Interpretation:**

From the above table 23.3% of the respondents have mild level of stress, 50% of respondents face moderate level of stress, 27.3% of respondents face severe stress and remaining 5.3% of respondents face extreme level of stress. Majority of the respondents (50%) face moderate level of stress.



### Rate the level of your job stress

150 responses



### Chart no -4.14

Classification based on the level of their job stress

**Table -4.15** How do you handle stress situation

Opinion	No of respondents	Percentage of respondents
Depends upon level	52	34.7
Optimistically	64	42.7
With the help of others	34	22.7
Total	150	100

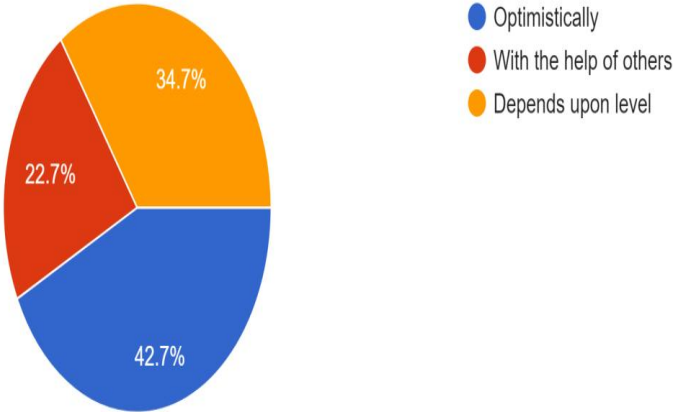
**SOURCES OF DATA: PRIMARY DATA**

**Interpretation:**

From the above table 34.7% of respondents handle stress based upon the level of stress, 42.7% of respondents handle stress optimistically and remaining 22.7% of respondents handle stress with the help of others. Majority of the respondents (42.7%) handle stress optimistically.

How do you handle stress situation

150 responses



**Chart -4.15**

How do you handle stress situation

**Table -4.16** Physical working condition of the organization

Opinion	No of respondents	Percentage of respondents
Highly satisfied	12	8
Satisfied	62	41.3
Neutral	54	36
Dissatisfied	20	13.3
Highly dissatisfied	2	1.3
Total	150	100

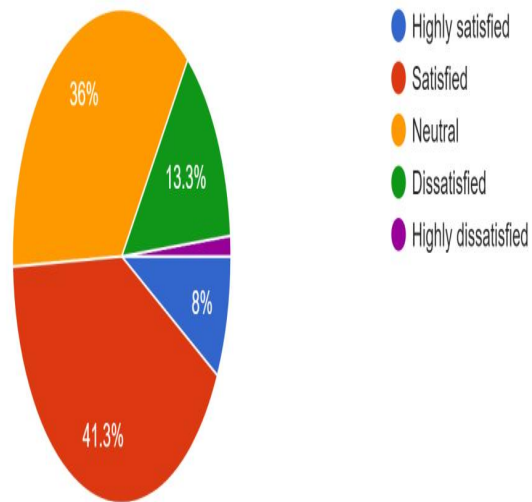
**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 8% of respondents are highly satisfied with the physical working condition, 41.3% of the respondents are satisfied with the physical working condition, 36% of respondents are neutral, 13.3% of the respondents are dissatisfied with the physical working condition and remaining 1.3% of the respondents are highly dissatisfied with the physical working condition. Majority ( 41.3%) of the respondents are satisfied with their physical working condition.

### Physical working condition of the organization

150 responses



**Chart -4.16**

Physical working condition of the organization

**Table 4. 17** Psychological working condition of the organization

Opinion	No of respondents	Percentage of respondents
Highly amicable	10	6.7
Cordial	46	30.7
Neutral	66	44
strained	22	14.7
Very poor	6	4
Total	150	100

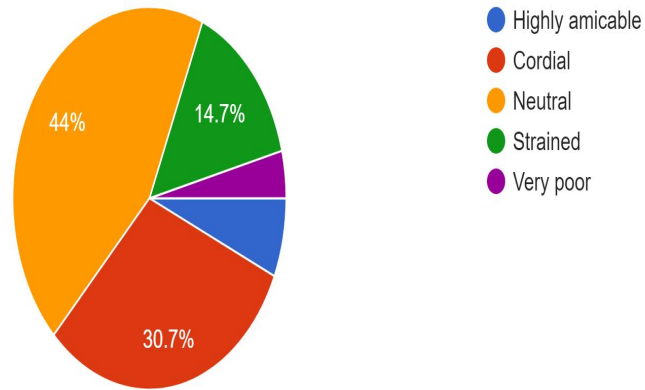
**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 6.7% of the respondents are highly amicable to the psychological working condition, 30.7% of respondents are cordial to the psychological working condition, 44% of the respondents are neutral to the psychological working condition of the organization, 14.7% of respondents are strained and remaining 4% of the respondents feel that the psychological working condition of the organization is very poor. Majority of the respondents (44%) feel that they psychological working condition of the organization is neutral.

### Psychological working condition of the organization

150 responses



**Chart -4. 17**

Psychological working condition of the organization

**Table -4.18** Classification of respondents based on their satisfaction level in current job

Opinion	No of response	Percentage of respondents
1	9	6
2	31	20.7
3	66	44
4	36	24
5	8	5.3
Total	150	100

**SOURCES OF DATA: PRIMARY DATA**

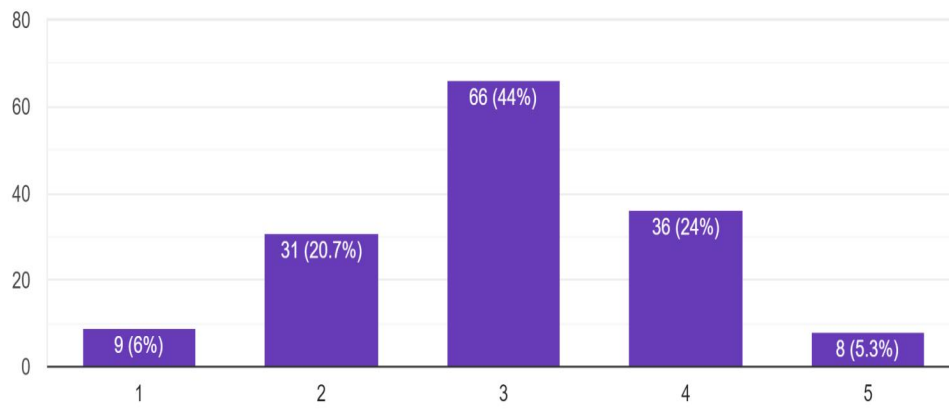
**Interpretation:**

From the above table 6% of the respondents have rated their satisfaction level as 1, 20.7% of respondents have rated their satisfaction level as 2, 44% of respondents have shown their satisfaction level as 3, 24% of respondents have shown their satisfaction level as 4 and remaining 5.3% of respondents have shown their satisfaction level as 5. Majority of the respondents have rated their satisfaction level as 3.



Show your satisfaction level in the current job

150 responses



**Chart no -4.18**

Show your satisfaction level in the current job

**Table - 4.19.1** Please select what do you feel about the following statement

I have very long working hours

Opinion	No of respondents	Percentage of respondents
Strongly agree	27	18
Agree	74	49.3
Neutral	41	27.3
Disagree	8	5.3
Total	150	100

**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 18% of respondents strongly agree that they have long working hours, 49.3% of respondents agree the opinion, 27.3% of respondents are neutral and remaining 5.3% of respondents disagree to the opinion. Majority 49.3% of respondents agree that they have very long working hours.

**Table - 4.19.2** I have too many work allocated to me

Opinion	No of respondents	Percentage of respondents
Strongly agree	25	16.7
Agree	58	38.7
Neutral	53	35.3
Disagree	14	9.3
Strongly disagree	0	0
Total	150	100

**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 16.67% of respondents strongly agree that too many work are allocated to them, 38.7% of respondents agree to the opinion, 35.3% of respondents are neutral, 9.3% of respondents disagree to the opinion. Majority of the respondents (38.7%) agree that they have too many work allocated to them.

**Table- 4.19.3** My work is repetitive and monotonous

Opinion	No of respondents	Percentage of respondents
Strongly agree	18	12
Agree	62	41.3
Neutral	58	38.7
Disagree	11	7.3
Strongly disagree	1	0.7
Total	150	100

**SOURCES OF DATA: PRIMARY DATA**

**Interpretation:**

From the above table 12.% of respondents have repetitive and monotonous work, 41.3% of respondents agree to the opinion, 38.7% of respondents are neutral, 7.3% of respondents disagree to the opinion and remaining 0.7% of respondents strongly disagree to the opinion. Majority of the respondents (41.3%) have repetitive and monotonous work.

**Table 4.19.4** I don't have sufficient time to complete work

Opinion	No of respondents	Percentage of respondents
Strongly agree	30	20
Agree	49	32.6
Neutral	50	33.3
Disagree	19	12.6
Strongly disagree	2	1.3
Total	150	100

**SOURCES OF DATA** : PRIMARY DATA

**Interpretation:**

From the above table 20% of respondents strongly agree that they don't have sufficient time to complete work, 32.6% of respondents agree the opinion, 33.3% of respondents are neutral, 12.6% of respondents disagree to the opinion and 1.3% of respondents strongly disagree the opinion. Majority of the respondents (33.3%) are neutral that they don't have sufficient time to complete their work.

**Table - 4.19.5** I don't have enough rest break to rest in between

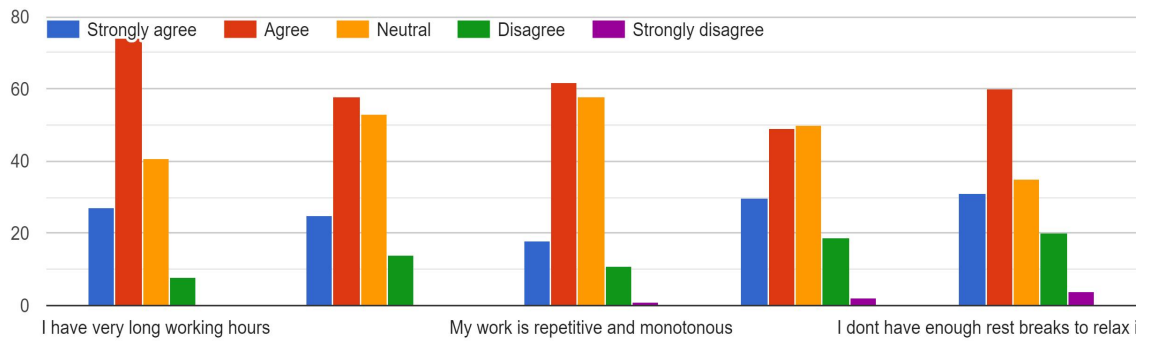
Opinion	No of respondents	Percentage of respondents
Strongly agree	31	20.7
Agree	60	40
Neutral	35	23.3
Disagree	20	13.3
Strongly disagree	4	2.7
Total	150	100

**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 20.7% of respondents strongly agree they don't have enough rest break in between, 40% of respondents agree to the opinion, 23.3% of respondents are neutral , 13.3% of the respondents disagree to the opinion and remaining 2.5% strongly disagree to the opinion. Majority 40% of the respondents agree that they don't have enough rest breaks to relax in between.

Please select what do you feel about the following statement



**Chart - 4.19**

Please select what do you feel about the following statement

**Table 4.20.1**Physical outcomes of stress  
Feeling exhausted and completely drained out

Opinion	No of respondents	Percentage of respondents
Strongly agree	14	9.3
Agree	79	52.7
Neutral	41	27.3
Disagree	15	10
Strongly disagree	1	0.7
Total	150	100

**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 9.3% of the respondents strongly agree that they feel exhausted and completely drained out, 52.7% of respondents agree that they feel completely exhausted and drained out, 27.3% of respondents are neutral to the opinion , 10% of respondents disagree to the opinion and remaining 0.7% of the respondents strongly disagree the opinion. Majority of the respondents (52.7%) agree that they feel exhausted and completely drained out.



**Table 4.20.2** Frequent disease and illness

Opinion	No of respondents	Percentage of respondents
Strongly agree	22	14.7
Agree	44	29.3
Neutral	57	38
Disagree	22	14.7
Strongly disagree	5	3.3
Total	150	100

**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 14.7% of respondents strongly agree they have frequent illness and disease, 29.3% of respondents agree to the opinion, 38% of respondents are neutral, 14.7% of respondents disagree to the opinion and 3.3% of respondents strongly disagree to this opinion. Majority (38%) of the respondents are neutral that they have frequent disease and illness.

**Table:4.20.3** I have trouble sleeping in night

Opinion	No of respondents	Percentage of respondents
Strongly agree	17	11.3
Agree	59	39.3
Neutral	49	32.7
Disagree	23	15.3
Strongly disagree	2	1.3
Total	150	100

**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 11.3% of respondents strongly agree that they have trouble sleeping in night, 39.3% of respondents agree to the opinion, 32.7% of respondents are neutral, 15.3% of respondents disagree and 1.3% of respondents strongly disagree. Majority (39.3%) of the respondents agree that they have trouble sleeping in night.

**Table - 4.20.4** There is increased anxiety

Opinion	No of respondents	Percentage of respondents
Strongly agree	24	16
Agree	53	35.3
Neutral	52	34.7
Disagree	18	12
Strongly disagree	3	2
Total	150	100

**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 16% of respondents strongly agree there is increased anxiety, 35.3% of respondents agree to the opinion, 34.7% of respondent are neutral, 12% of respondents disagree and 2% of respondents strongly disagree to the opinion. Majority (35.3%) of the respondents agree that they have increased anxiety.

**Table-4.20.5** I have other serious health issues

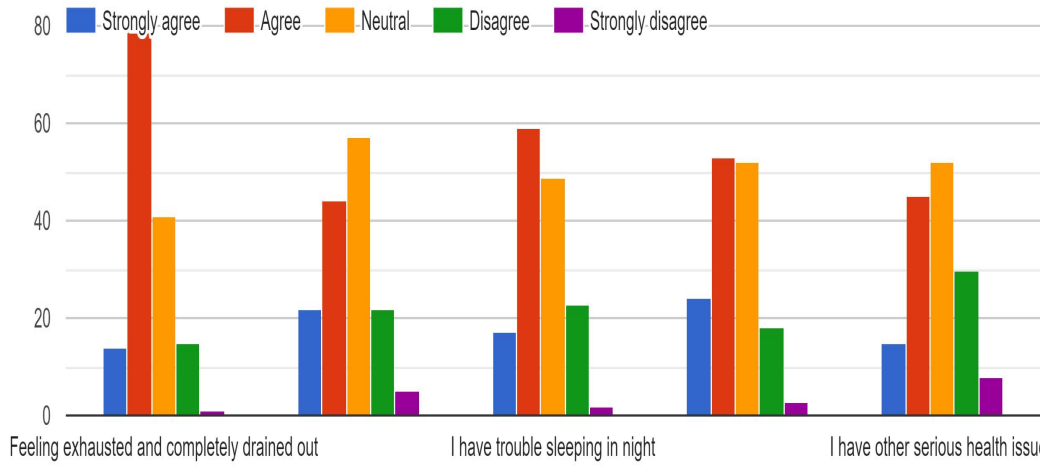
Opinion	No of respondents	Percentage of respondents
Strongly agree	15	10
Agree	45	30
Neutral	52	34.7
Disagree	30	20
Strongly disagree	8	5.3
Total	150	100

**SOURCES OF DATA: PRIMARY DATA**

**Interpretation:**

From the above table 10% of respondents strongly agree they have serious issues, 30% of agree serious health issues, 34.7% of respondents are neutral to the opinion, 20% disagree to the opinion and 5.3% of respondents strongly disagree to the opinion. Majority of the respondents (34.7%) are neutral that they have serious health issues.

## Physical outcomes of stress



**Chart - 4.20**

Physical outcome of stress

**Table - 4.21.1** Effects of job stress

I am always angry and nervous

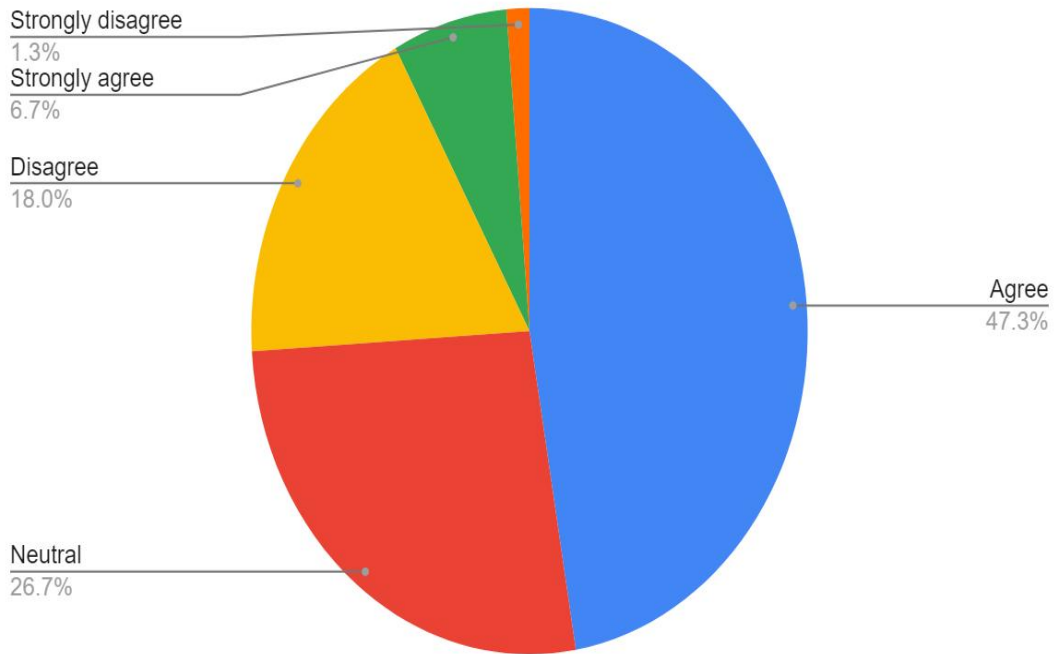
Opinion	No of respondents	Percentage of respondents
Strongly agree	10	3.3
Agree	71	47.3
Neutral	40	26.7
Disagree	27	18
Strongly disagree	2	1.3
Total	150	100

**SOURCES OF DATA : PRIMARY DATA**

**Interpretation:**

From the above table 3.3% of respondents strongly agree to the opinion as they are always angry and nervous, 47.3% of respondents agree to the opinion, 26.7% of respondents are neutral, 18% of respondents disagree and 1.3% of respondents strongly disagree to the opinion. Majority of the respondents (47.3%) agree that they are always angry and nervous.

### Effects of job stress [I am always angry and nervous]



**Chart-4.21.1**

Effects of job stress [I am very angry and nervous]

**Table 4.21.2** Lack of concentration

Opinion	No of respondents	Percentage of respondents
Strongly agree	27	10
Agree	46	30.7
Neutral	53	35.3
Disagree	22	14.7
Strongly disagree	2	1.3
Total	150	100

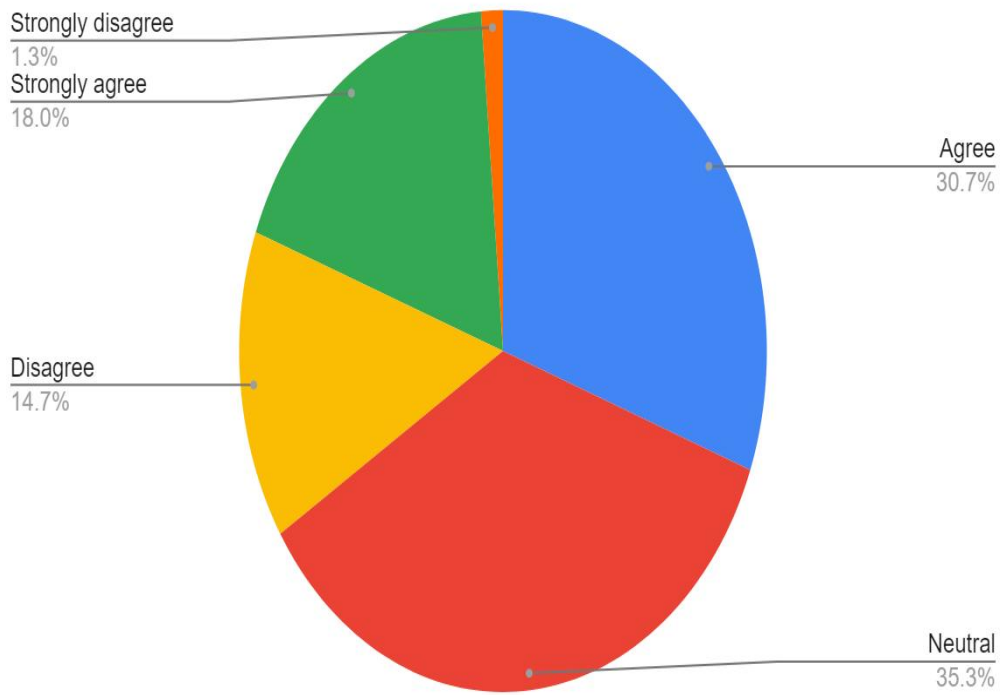
**SOURCES OF DATA** : PRIMARY DATA

**Interpretation:**

From the above table 10% of respondents strongly agree that they lack concentration, 30.7% of respondents agree to the opinion, 35.3% of respondents are neutral, 14.7% of respondents disagree to the opinion and remaining 1.3% of respondents strongly disagree to the opinion. Majority (35.3%) of the respondents are neutral to this opinion.



### Effects of job stress [Lack of concentration]



**Chart - 4.21.2**

Effects of job stress [ Lack of concentration]

**Table 4. 21.3** Feeling of job dissatisfaction

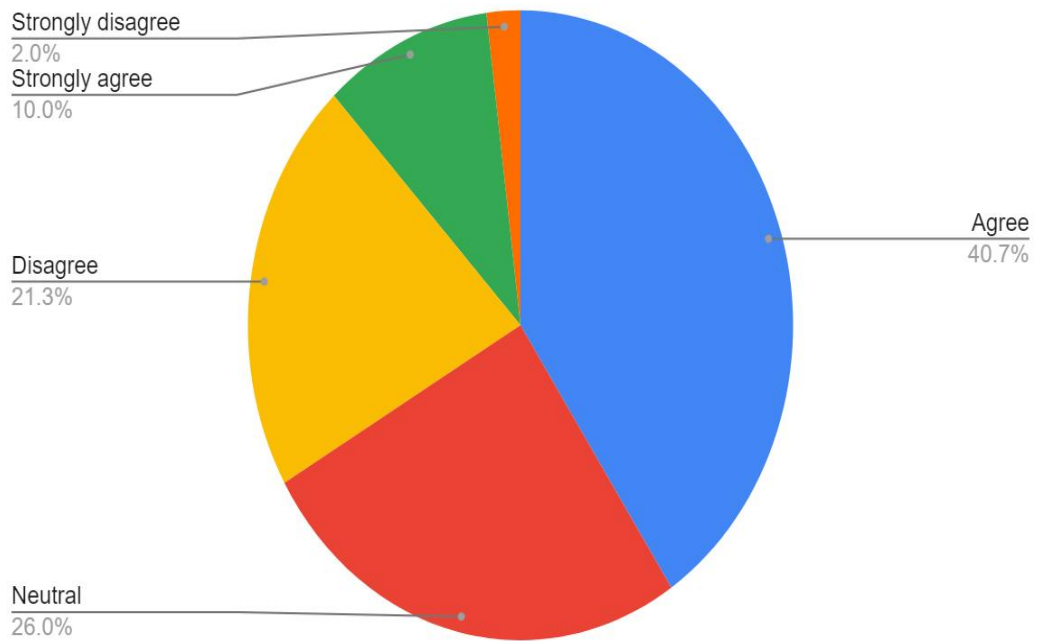
Opinion	No of respondents	Percentage of respondents
Strongly agree	15	10
Agree	61	40.7
Neutral	39	26
Disagree	32	23.3
Strongly disagree	3	2
Total	150	100

**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 10% of respondents strongly agree that they feel job dissatisfaction, 40.7% of agree to the opinion, 26% of respondents are neutral, 23.3% of respondents disagree and 2% of respondents strongly disagree to the opinion. Majority of the respondents (40.7%) agree that they have job dissatisfaction.

### Effects of job stress [Feeling of job dissatisfaction]



**Chart -4. 21.3**

Effects of job stress [ Feeling of job dissatisfaction]

**Table 4. 21.4** Unable to accept change of work

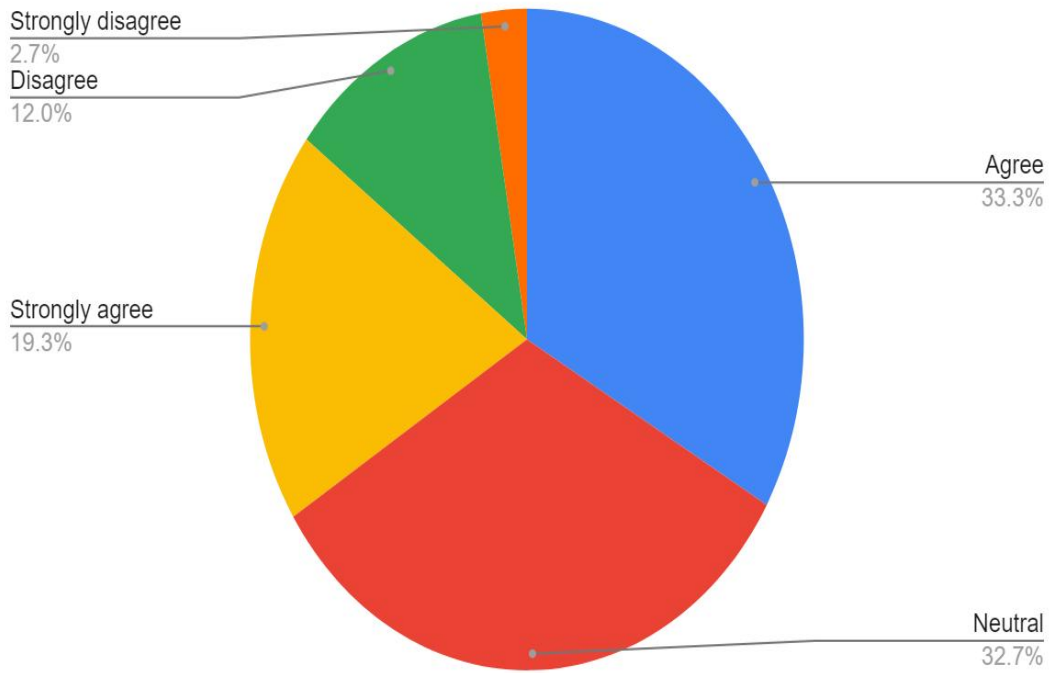
Opinion	No of respondents	Percentage of respondents
Strongly agree	29	19.3
Agree	50	33.3
Neutral	49	32.7
Disagree	18	12
Strongly disagree	9	6
Total	150	100

**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 19.3% of respondents strongly agree that they cannot accept change of work, 33.3% of respondents agree , 32.7% of the respondents are neutral to the opinion, 12% of respondents disagree to the opinion and 6% of respondents strongly disagree. Majority of the respondents (33.3%) agree that they are unable to accept the change of work.

### Effects of job stress [Unable to accept change in work]



**Chart - 4.21.4**

Effects of job stress [ Unable to accept change in work]

**Table 4.22.1** Consequences of stress [Fear]

Opinion	No of response	Percentage of respondents
Always	17	11.3
Often	58	38.7
Sometimes	60	40
Rarely	9	6
Never	6	4
Total	150	100

**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 11.3% of the respondents have fear always, 38.7% of the respondents have fear often, 40% of the respondents have fear sometimes, 6% of the respondents rarely have fear and remaining 4% of the respondents never have fear. Majority (40%) of the respondents sometimes have fear as the consequences of stress.

**Table - 4.22.2** Excessive and rapid swing in mood

Opinion	No of respondents	Percentage of respondents
Always	19	12.7
Often	61	40.7
Sometimes	55	36.7
Rarely	11	7.3
Never	4	2.7
Total	150	100

**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 12.7% of the respondents always face excessive and rapid mood swings, 40.7% of the respondents often have mood swing, 36.7% of the respondents sometimes have excessive and rapid mood swing, 7.3% of the respondents rarely have mood swing and remaining 2.7% of the respondents never have mood swing. Majority of the respondents (40.7%) often have excessive and rapid swing in mood.

**Table - 4.22.3** Worrying unreasonable about things of no concern

Opinion	No of response	Percentage of respondents
Always	26	17.3
Often	57	38
Sometimes	46	30.7
Rarely	13	8.7
Never	8	5.3
Total	150	100

**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 17.3% of the respondents always worry for unreasonable things, 38% of the respondents often worry about unreasonable things of no concern, 30.7% of the respondents sometimes worry about the unreasonable things, 8.7% of the respondents rarely worry about things of no concern and remaining 5.3% of the respondents never worry about things of no concern. Majority (38%) of the respondents often worry for unreasonable things of no concern.



**Table - 4.22.4** Sleeping disorders

Opinion	No of response	Percentage of respondents
Always	21	14
Often	54	36
Sometimes	51	34
Rarely	16	10.7
Never	8	5.3
Total	150	100

**SOURCES OF DATA : PRIMARY DATA**

**Interpretation:**

From the above table 14% of the respondents always have sleeping disorder, 36% of the respondents often have sleeping disorder, 34% of the respondents sometimes have sleeping disorder, 10.7% of the respondents rarely have sleeping disorders and remaining 5.3% of the respondents never have sleeping disorders. Majority of the respondents (36%) often have sleeping disorders.

**Table - 4.22.5** Lack of concentration

Opinion	No of response	Percentage of respondents
Always	23	15.3
Often	49	32.7
Sometimes	50	33.3
Rarely	15	10
Never	7	4.6
Total	150	100

**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 15.3% of the respondents always have lack of concentration, 32.7% of the respondents often have lack of concentration, 33.3% of the respondents sometimes have lack of concentration, 10% of the respondents rarely have lack of concentration and remaining 4.6% of the respondents never have lack of concentration. Majority of the respondents (33.3%) sometimes have lack of concentration.

**Table - 4.22.6** Emotional breakdown

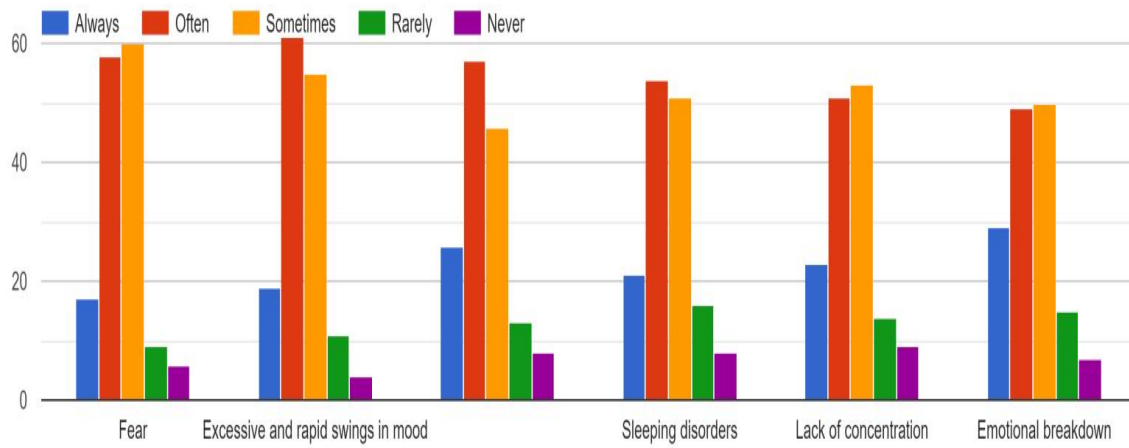
Opinion	No of response	Percentage of respondents
Always	29	19.3
Often	49	32.7
Sometimes	50	33.3
Rarely	15	10
Never	2	1.3
Total	150	100

**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 19.3% of the respondents always have emotional breakdown, 32.7% of the respondents often have emotional breakdown, 33.3% of the respondents sometimes face emotional breakdown, 10% of the respondents rarely face emotional breakdown and remaining 1.3% of the respondents never have emotional breakdown. Majority (33.3%) of the respondents sometimes have emotional breakdown.

## Consequences of stress



**Chart -4.22**

Consequence of stress

**Table - 4.23.1** Regarding working relationship, Do any of the following cause you problem

Poor relation with supervisor

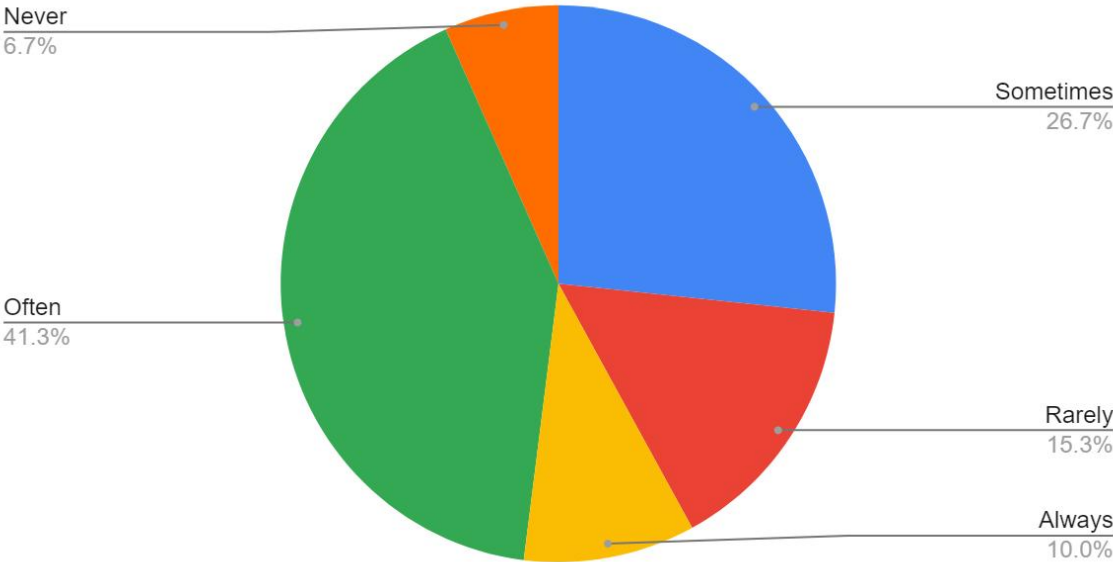
Opinion	No of response	Percentage of respondents
Always	15	10
Often	62	41.3
Sometimes	40	26.7
Rarely	23	15.3
Never	10	6.7
Total	150	100

**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 10% of the respondents always have poor relation with the supervisor, 41.3% of the respondents often have poor relation with supervisor, 26.7% of the respondents sometimes have poor relation with the supervisor, 15.3% of the respondents rarely have poor relation with supervisor and remaining 6.7% of the respondents never have poor relation with supervisor. Majority of the respondents (41.3%) often have poor relation with the supervisor.

Regarding working relationship, Do any of the following cause you problem? [Poor relation with supervisor]



**Chart- 4.23.1**

Regarding working relationship, Do any of the following cause you problem? Poor relation with supervisor

**Table - 4.23.2** Poor relation with workmates

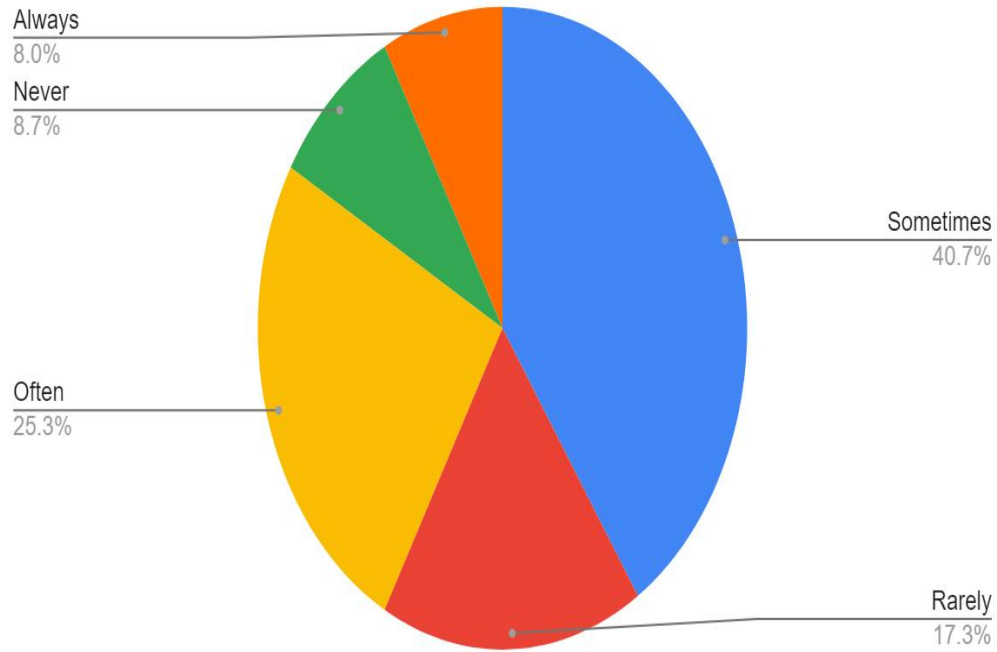
Opinion	No of response	Percentage of respondents
Always	12	8
Often	38	25.3
Sometimes	61	40.7
Rarely	26	17.3
Never	13	8.7
Total	150	100

**SOURCES OF DATA:** PRIMARY DATA

**INTERPRETATION:**

From the above table 8% of the respondents always have poor relation with workmates, 25.3% of the respondents often have poor relation with workmates, 40.7% of the respondents sometimes have poor relation with workmates, 17.3% of the respondents rarely have poor relation with workmates and remaining 8.7% of the respondents never have poor relation with workmates.

Regarding working relationship, Do any of the following cause you problem? [Poor relation with workmates]



**Chart - 4.23.2**

Regarding working relationship, Do any of the following cause you problem  
Poor relation with workmates



**Table - 4.23.3 Harassment or discrimination**

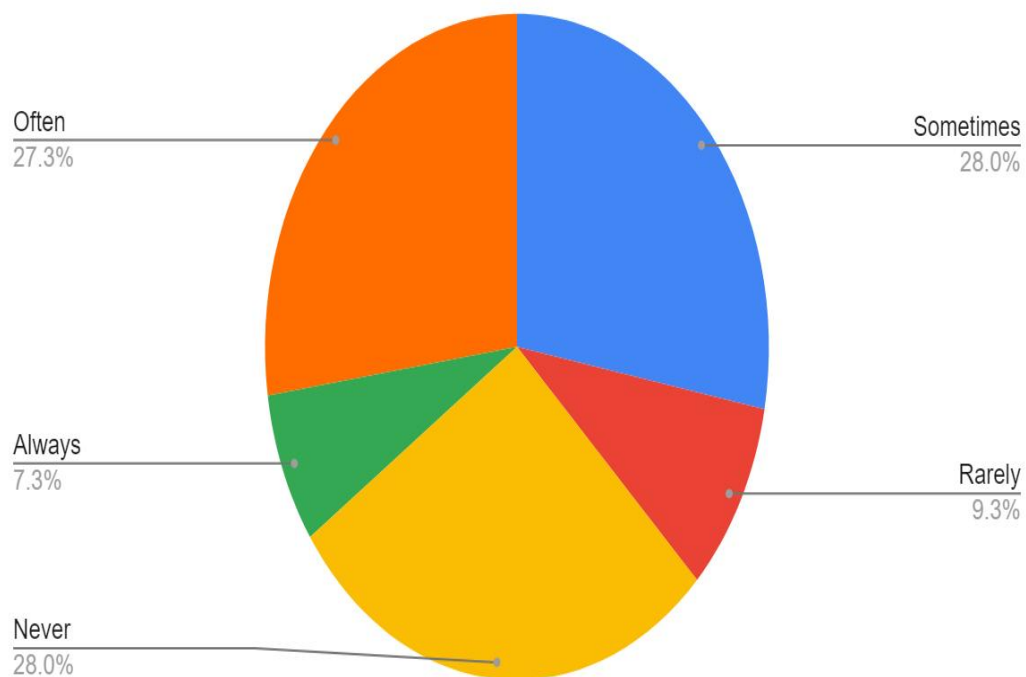
Opinion	No of response	Percentage of respondents
Always	11	7.3
Often	41	27.3
Sometimes	42	28
Rarely	14	9.3
Never	42	28
Total	150	100

**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 7.3% of the respondents always face harassment and discrimination, 27.3% of the respondents often face harassment and discrimination, 28% of the respondents sometimes face harassment and discrimination, 9.3% of the respondents rarely face harassment and discrimination and remaining 28% of the respondents never face harassment and discrimination. Majority of the respondents (28%) sometimes or never face harassment and discrimination.

Regarding working relationship, Do any of the following cause you problem? [Harrassment or discrimination]



**Chart - 4.23.3**

Regarding working relationship, Do any of the following cause you problem Harassment or discrimination

**Table - 4.23.4** Lack of communication from management

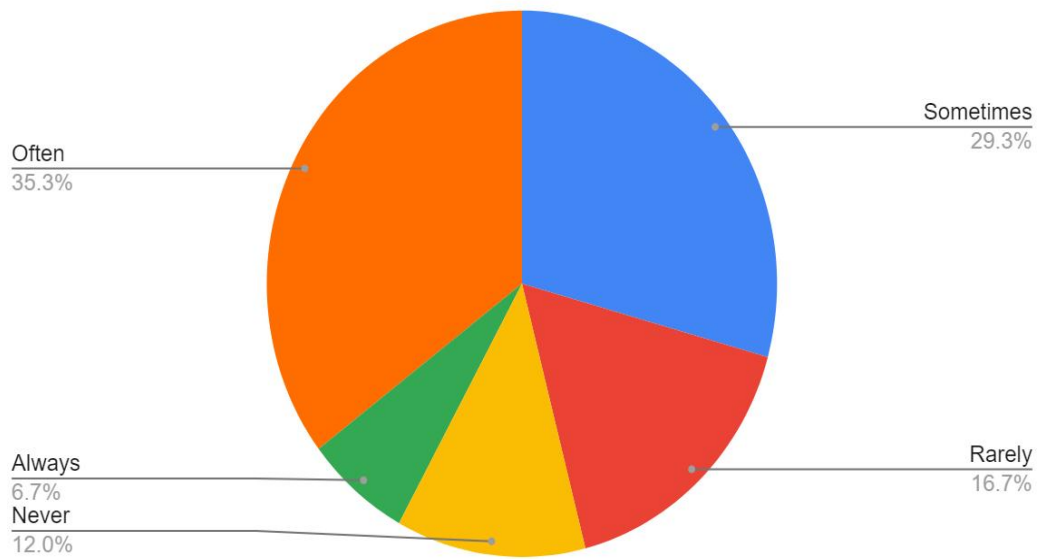
Opinion	No of response	Percentage of respondents
Always	10	6.7
Often	53	35.3
Sometimes	44	29.3
Rarely	25	16.7
Never	18	12
Total	150	100

**SOURCES OF DATA: PRIMARY DATA**

**Interpretation:**

From the above table 6.7% of the respondents always have lack of communication from management, 35.3% of the respondents often have lack of communication from management, 29.3% of the respondents sometimes have lack of communication from management, 16.7% rarely have lack of communication from management and remaining 12% of the respondents never have lack of communication from the management. Majority (35.3%) of the respondents often have lack of communication from management.

Regarding working relationship, Do any of the following cause you problem? [Lack of communication from management]



**Chart- 4.23.4**

Regarding working relationship, Do any of the following cause you problem Lack of communication from management

**Table - 4.23.5** Working in public

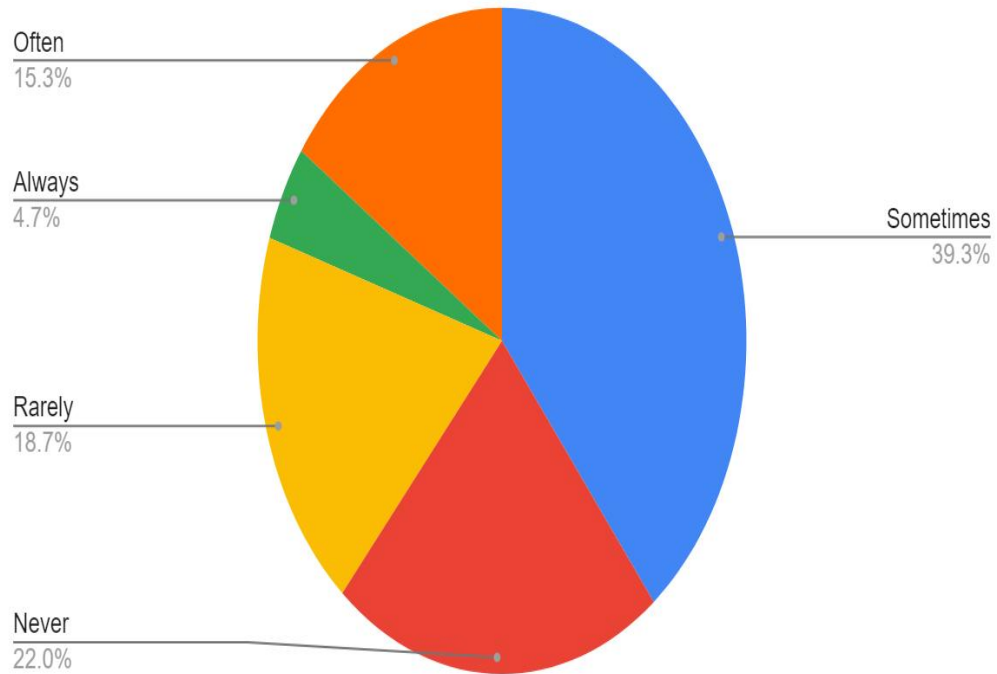
Opinion	No of response	Percentage of respondents
Always	7	4.7
Often	23	15.3
Sometime	59	39.3
Rarely	28	18.7
Never	33	22
Total	150	100

**SOURCES OF DATA:** PRIMARY DATA

**Interpretation:**

From the above table 4.7% of the respondents always work in public, 15.3% of the respondents often work in public, 39.3% of the respondents sometimes work in public, 18.7% of the respondents rarely work in public and remaining 22% of the respondents never work in public. Majority of the respondents (39.3%) sometimes work in public.

Regarding working relationship, Do any of the following cause you problem? [Working in Public]



**Chart - 4.23.5**

Regarding working relationship, Do any of the following cause you problem  
Working in public

**Table - 4.24** The company wide programs that could be adopted to manage stress

Opinion	No of respondents	Percentage of respondents
Employee counselling	43	28.7
Effective training and development program	49	32.7
Autonomous work groups	32	21.3
Health clubs	20	13.3
Transport subsidiary	6	4
Total	150	100

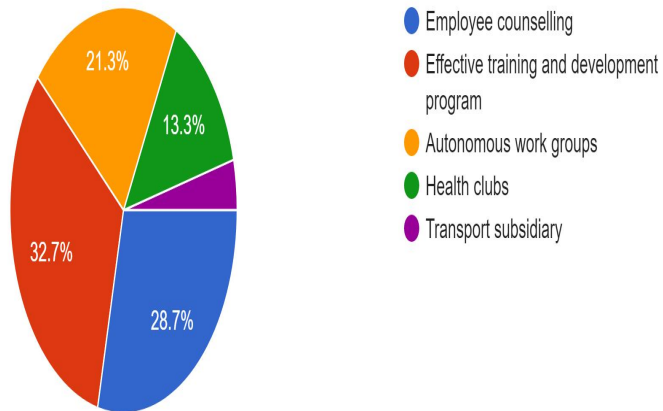
**SOURCES OF DATA: PRIMARY DATA**

**Interpretation:**

From the above table 28.7% of respondents feel that employee counselling should be adopted to manage stress, 32.7% of respondents feel that effective training and development program should be adopted to manage stress, 21.3% of respondents feel that they need autonomous work groups, 13.3% of respondents feel they need health clubs to manage stress and remaining 4% of the respondents need transport subsidiary to manage stress. Majority (32.7%) of the respondents need effective training and development program to manage stress.

### The company wide programs that could be adopted to manage stress

150 responses



**Chart -4.24**

The company wide programs that could be adopted to manage stress



**Table - 4.25** Give your opinion on strategies people could follow in their job to overcome stress

Opinion	No of response	Percentage of respondents
Meditation	62	41.3
Exercise	60	40
Listening to music	79	52.7
Take a walk	48	32
Playing with children	16	10.7
Total	150	100

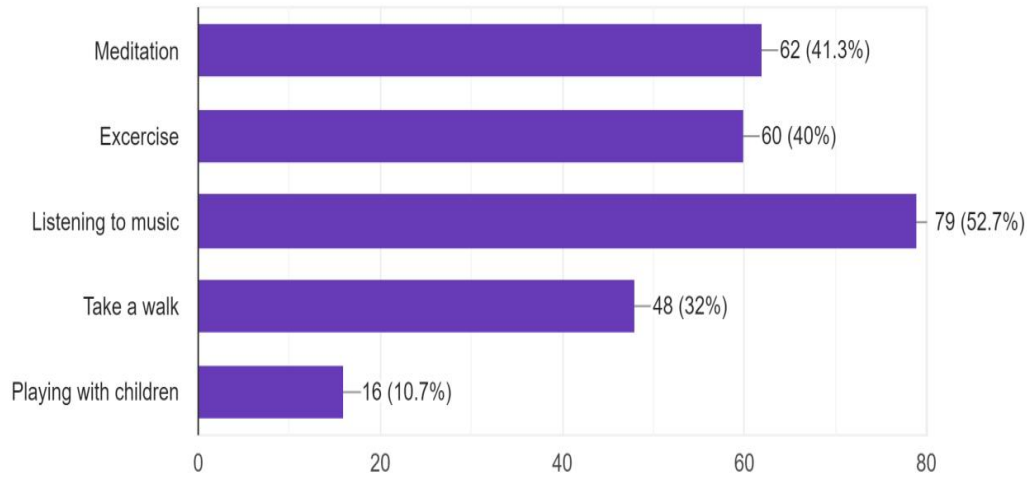
**SOURCES OF DATA: PRIMARY DATA**

**Interpretation:**

From the above table 41.3% of respondents follow meditation to overcome stress, 40% of the respondents follow exercise as their strategy to overcome stress, 52.7% of respondents listen to music to overcome stress, 32% of the respondents go for walk and remaining 10.7% of respondents play with children to overcome stress. Majority of the respondents (52.7%) follow listening to music as their strategy to overcome stress.

Give your opinion on strategies people could follow in their job to overcome stress

150 responses



**Chart no -4.25**

Give your opinion on strategies people could follow in their job to overcome stress

## **CHAPTER - 5**

### **FINDINGS, SUGGESTIONS AND CONCLUSION**

#### **5.1 FINDINGS:**

1. 92% of respondents are between the age 20-30.
2. 67.3% of respondents are female.
3. 68.7% of respondents have completed under-graduation.
4. 84% of respondents have 0-5 years of experience.
5. 47.3% of respondents work 7-8 hours and 9-10 hours.
6. 66% of respondents are working in day shifts.
7. 61.3% of respondents are working 5 days per week
8. 70.7% of respondents earn an annual gross salary of 1-5 lakh.
9. 73.3% of respondents are permanent employee.
10. 39.3% of respondents are satisfied with their pay packages.
11. 32.7% of respondents find their job interesting.
12. 43.3% of respondents suffer from physical stress.
13. 56% of respondents have frequents headache.
14. 50% of respondents have moderate stress.
15. 42.7% respondents depends upon the level of stress to handle it.

15. 41.3% of respondents are satisfied with the physical working condition of the organization

16. 44% of respondents are neutral towards the psychological working condition of the organization.

17. 44% of respondents have 3 as their satisfaction.

19.1 49% of respondents agree that they have very long working hours

19.2 38.7% of respondents agree that too many work are allocated to them

19.3 41.3% of respondents agree that their work is repetitive and monotonous.

19.4 33.3% of respondents are neutral to the opinion.

19.5 40% of respondents agree that they don't have enough rest breaks to relax in between.

20.1 52.7% of respondents agree that they feel exhausted and drained out.

20.2 38% of respondents are neutral to the opinion.

20.3 39.3 % of respondents agree they have trouble in sleeping in night.

20.4 35.3 % of respondents agree that they have increased anxiety.

20.5 34.7% of respondents are neutral to the above opinion.

21.1 47.3% of respondents agree that they are always angry and nervous.

21.2 35.3% of respondents are neutral to the opinion.

21.3 40.7% of respondents agree that they feel job dissatisfaction.

21.4 33.3% of respondents agree and neutral to the above said opinion.

22.1 40% of respondents have fear sometimes.

22.2 40.7% of respondents often have excessive and rapid swing in mood.

22.3 38% of respondents often worry for unreasonable about things of no concern.

22.4 36% of respondents often have sleeping disorders.

22.5 33.3% of respondents sometimes have emotional breakdown.

22.6 33.3% of respondents sometimes have emotional breakdown.

23.1 41.3% of respondents often have poor relation with the supervisor.

23.2 40.7% of respondents sometimes have poor relation with workmates.

23.3 28% of respondents sometimes face harassment and discrimination.

23.4 35.3% of respondents often have lack of communication from management.

23.5 39.3% of respondents sometimes work in public.

24. 7% of the respondents follow listening to music as their strategy to overcome stress.

25. 32.7% of respondents need to adopt employee counselling to manage stress.

## **5.2 SUGGESTIONS:**

From the findings its more clear that many of the employees face physical stress during their work. The employees agree that they have too many works allocated to them and also they don't have sufficient time to relax in between. The employees also have sleeping disorders and the are emotionally unstable and could not take proper decisions. Mostly they have poor relation with the supervisor and with the workmates. Most of the employees follow few strategies to overcome stress but it is not always same in all situations few steps has to be taken by the organization to manage and overcome stress. Most of the IT employees feel they need regular counseling which will be very helpful to manage stress. When they speak out their problems with someone as the professional counsellor then there may be a good change in them and also they feel relieved also few employees feel that they need effective training methods and autonomous work groups. So I would suggest that all the IT companies must take this as a serious issue and help their employees for the better reputation of their company and also for the future.

## **5.3 CONCLUSION**

The future of IT industry is in the hands of the employees who work for their organizations but the question whether the employees are satisfied in their work and whether they get what they need. Since IT is a widespread industry people work in different rotational shifts but they are not machines they need rest and they need proper guidance and appreciation for their work. When they are encouraged for their Hard work and also when they get proper guidelines from the manager or HR definitely there are many possibilities they work with interest and do not have stress. Also their pay packages they work during night or day for a week more than 10 hours but they get low package. All this should be kept in mind and they should also get a chance to speak out and express their feelings. In a team everybody should get a chance to give their ideas and work in groups. So for a better future of the IT industry employees should be given mere importance.

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## APPENDIX - QUESTIONNIARE

1.NAME

2.GENDER

MALE

FEMALE

3.MARITAL STATUS

SINGLE

MARRIED

4.EDUCATION

UG

PG

5.DESIGNATION

6.EXPERIENCE

0-5 YEARS

6-10 YEARS

11-15 YEARS

ABOVE 15 YEARS

7.WORKING DAYS PER WEEK

5 DAYS

6 DAYS

8.WORKING SFITS

DAY

NIGHT

ALTERNATIVES

9.WORKING HOURS

7-8 HOURS

9-10 HOURS

10. ANNUAL GROSS SALARY

LESS THAN 5 LAKHS

5-10 LAKHS

10-15 LAKHS

15 LAKHS AND ABOVE

11. FEELINGS ABOUT YOUR JOB

CHALLENGING

INTERESTING

ROUTINE

MONOTONOUS

BORING

12. PAY PACKAGES PROVIDED BY THE ORGANIZATION

HIGHLY SATISFIED

SATISFIED

NEUTRAL

HIGHLY DISSATISFIED

DISSATISFIED

13. FACTORS WHICH CAUSE MORE STRESS IN THE JOB

ROLE OVERLOAD

ROLE UNDERLOAD

INTERPERSONAL RELATIONSHIP

14. KIND OF STRESS YOU SUFFER IN YOUR JOB

PHYSICAL

PSYCHOLOGICAL

BEHAVIOURAL

15. RATE THE LEVEL OF JOB STRESS

MILD  
MODERATE  
SEVERE  
EXTREME

16.PLEASE SELECT WHAT YOU FEEL ABOUT THE FOLLOWING STATEMENT

STRONGLY AGREE  
AGREE  
NEUTRAL  
DISAGREE  
STRONGLY DISAGREE

I HAVE VERY LONG WORKING HOURS  
I HAVE TOO MUCH WORK ALLOTTED TO ME  
MY WORK IS REPETITIVE AND MONOTONOUS  
I DON'T HAVE SUFFICIENT TIME TO COMPLETE MY WORK  
I DON'T HAVE ENOUGH REST BREAKS TO RELAX IN BETWEEN

17.HOW DO YOU HANDLE STRESS SITUATION?

OPTIMISTICALLY  
WITH THE HELP OF OTHERS  
DEPENDS UPON LEVEL

18.EFFECTS OF JOB STRESS

STRONGLY AGREE  
AGREE  
NEUTRAL  
DISAGREE  
STRONGLY DISAGREE

I AM ALWAYS ANGRY AND NERVOUS  
LACK OF CONCENTRATION  
FEELING OF JOB DISSATISFACTION  
UNABLE TO ACCEPT CHANGE IN WORK  
MY QUALITY OF WORK LIFE REDUCED

19.PHYSICAL WORKING CONDITION OF THE ORGANIZATION

HIGHLY SATISFIED  
SATISFIED  
NEUTRAL  
DISSATISFIED  
HIGHLY DISSATISFIED

20.PSYCHOLOGICAL WORKING CONDITION OF THE ORGANIZATION

HIGHLY AMICABLE  
CORDIAL  
NEUTRAL  
STRAINED  
VERY POOR

21.PHYSICAL OUTCOMES

STRONGLY AGREE  
AGREE  
NEUTRAL  
DISAGREE  
STRONGLY DISAGREE

FEELING COMPLETELY EXHAUSTED AND DRAINED OUT  
FREQUENT DISEASE AND ILLNESS  
I HAVE TROUBLE SLEEPING IN NIGHT  
THERE IS INCREASED ANXIETY  
I HAVE OTHER SERIOUS HEALTH ISSUES

22.CONSEQUENCES OF STRESS

ALWAYS  
OFTEN  
SOMETIMES  
NEVER  
FEAR  
EXCESSIVE AND RAPID SWINGS IN MOOD

WORRYING UNREASONABLY ABOUT THINGS OF NO CONCERN  
SLEEPING DISORDERS  
LACK OF CONCENTRATION  
EMOTIONAL BREAKDOWN

23.COMPANIES WIDE PROGRAMS THAT COULD BE ADOPTED TO MANAGE  
STRESS

EMPLOYEE COUNSELLING  
EFFECTIVE TRAINING AND DEVELOPMENT PROGRAM  
AUTONOMOUS WORK GROUPS  
HEALTH CLUBS  
TRANSPORT SUBSIDY

24.SHOW YOUR SATISFACTION LEVEL IN THE CURRENT JOB

HIGHLY SATISFIED  
SATISFIED  
NEUTRAL  
DISSATISFIED  
HIGHLY DISSATISFIED

25.REGARDING WORKING RELATIONSHIP, DO ANY OF THE FOLLOWING  
CAUSE YOU PROBLEM?

NEVER  
SOMETIME  
OFTEN  
POOR RELATIONS WITH SUPERVISOR  
POOR RELATIONS WITH WORKMATES  
HARASSMENT AND DISCRIMINATION  
LACK OF COMMUNICATION FROM MANAGEMENT  
WORKING IN PUBLIC

