A STUDY ON EMPLOYEES ATTITUDE TOWARDS VARIOUS LEVELS OF STRESSORS

Dr. Sr. Catheline
Research Advisor,
Bonsecours College for Women, Thanjavur.

K. Punitha Devi
Research Scholar.
Bharath College of Science and Management, Thanjavur.

ABSTRACT

Stress is a person’s perception of an event, a perceived difference between the demands placed upon a person and his or her ability to handle it or previous experience in coping with it. Every job creates a certain amount of pressure and sometimes it is this pressure that motivates us does a job well. Stress in our body’s reaction to excessive pressure. Stress is also explained as an adaptive response, moderated by individual differences, this a consequences of any action, situation, or a force that places special physical demands, psychological demands or both on the individual stressors are explained as any demands or the Jack of them on the mind or body. This study aimed to ascertain the level of stresses of tea estates employees in the Chithirapuram at Kerla. The data as collected through a structured interview schedule from 300 responden ts by using the convenience random sampling method. The tools used fro analysis, that is, simple percentage, chi-square analysis and factor analysis ere applied to analyze the collected data. The results of the study revealed that there was a significant relationship between age and experience of the Chithirapuram Tea Estates employees.

Key words: stress, excessive pressure, physical and psychological demand


1. INTRODUCTION

Modernization of the converging globe has profound increased the scale of the operations, the modern world which is said to be a world of achievement, is also a world of stress. Stress is the pressure caused by distress tension. It is often called as man’s modern malady. One finds stress everywhere, whether it be a family or an occupation. Managing stress is one of the major areas of concern. At an optimum level of stress the performance is optimum. The concern is about dysfunctional aspect of stress. Distress denotes the presence of high level of stress in individual problems. Physical reaction including autonomic excitability of nerves increased heart rate and decreased body temperature.

The causative factor of the stress are Anticipation of adverse events like facing an interview, examination, natural caused like Hunger, sleeplessness, diseases, caring for invalid or ailing elatives,
Financial burden, Bullying bosses and Unruly subordinates, loss of social support etc. It must be realized that stress affects mostly those who are pessimist and defeatists. The evil effects of stress can be mitigated to a great extent by cheerful optimistic and never say die attitude. Having too much of work to do and not enough time or resources to do it can be stressful. Role overload exists hen demands exceed the capacity of employee to meet all of them adequately. Researches commonly identify work load or working too hard as a major source of stress. Lack of opportunity to participate in important decisions, lack of clarity in goals, delayed procedures, lack of clear cut responsibility, strained human relationships, conflicting role gap in communication, tiring physical environment are the few of the factors that stress individuals in a working environment.

2. MEANING OF STRESS
Stress is not simply anxiety or nervous disorder. It is an individual’s reaction to a disturbing factor in the environment. Stress can be defined as an adaptive response to an external situation that results in physical, psychological or behavioural aberrations for organizational participants. Stress can manifest itself in both positive and negative ways. It can either be helpful or harmful to one’s job performance depending on its magnitude. It can be temporary or long term, mild or severe. It is an inevitable part of our life.

3. CAUSES OF STRESS
Different things cause stress in different people. Some of the things for students commonly cite as causes of stress includes examinations, deadlines, returning to study, pressure of combing paid work and study, difficulty in organizing work, poor time management, learning assignments to the last minute, out of control debts, poor housing, overcrowding, noise, adjusting to life in a new environment, difficulties with personal relationships, balancing the demands of a family with studying, parents problems at home. Very often stress results from an accumulation of many different pressures which build up gradually without noticing.

4. EFFECTS OF STRESS

4.1. Physically
The heart pumps faster, making the heart pound and blood pressure rise, some people experience palpitations. Muscle tension increases, leading to headaches, dizziness, Jaw ache, and even insomnia. Breathing is faster and less efficient which can lead to over breathing and breathlessness. Changes in the flow of blood to the skin cause sweating, blushing or clammy hands and feet.

4.2. Mentally
A certain amount of stress can be mentally stimulating but too much can affect ones thinking ability. Thoughts may become jumbled and confused. Thinking becomes focused on worrying. We may become preoccupied with problems. Thinking negatively and fearing the worst increases worry and stress.

4.3. Emotionally
People respond to stress in many different ways. Common emotional effects are irritability, impatience, anger, frustration, fear, anxiety, self-doubt and panic, feelings of inadequacy, insecurity, hopelessness, unhappiness, emotional withdrawal and depression.

4.4. Behaviorally
Stress can change people’s behavior towards one another. We may become less sociable, less caring, more hostile, and insensitive towards others. When stress is accompanied by anger, we may become less tolerant. Many people respond to stress by eating, drinking or smoking much more than is usual; some engage in risk taking behavior. Students often complain that when they feel stressed they find it hard concentrate, feel tired all the time, perhaps start MCSS lectures and deadlines and feel they can’t hope.
5. SCOPE OF THE STUDY

There is no such place in the universe, which is stress free. Stress exists everywhere. So this study will be helpful to know the types of stressors prevailing in the Chithirapuram Tea Estates, Chithirapuram.

In this research stressors are classified under three heads. They are

- Job and organization related stressors
- Personal stressors
- Psychological stressors

More emphasis is given only to organization stressors because management may try to manage the organizational stressors. The study is carried on, by taking the organization as whole. In common, the stress causing factors prevailing in the organization is identified. The scope of this study is limited to the extent of identifying various types of stressors and studying the employees’ attitude towards those stressors. Suitable suggestions are given to minimize the stressors within the organizations.

6. PROBLEM STATEMENT

The Chithirapuram Tea Estates is engaged in manufacturing Teas 60% of the products produced are exported. The company emphasis more on the quality of the products. The employees have to concentrate more on maintaining the quality. The company has very hard and fast rules. The employee has to face strict disciplinary actions if they fail to follow the regulations. There is a team of supervisors who keeps watch on the employees.

The factors that are mentioned can cause stress in the employees, are the fear of punishments, the work pressure and strict supervision etc. This will also drastically affect the health of the employees. This is a real problem of concern for the organization and the employees. In organization, stress has gained importance only recently. Stress is a very critical factor that affects the performance of an individual as well as his/her health and mind. The complaints of diseases, depression, heart attacks, and nervous disorder are increasing day by day. The main reason behind this problem is stress. So stress has become the root cause of many diseases. Taking all these in to mind and with a discussion with the personnel manager of the Chithirapuram Tea Estates, this study were carried on, to find the level of stress.

7. OBJECTIVES OF STUDY

- To identify and group various types of stressors among employees.
- To identify the stress level among male employees and female employees.
- To suggest methods to manage various kinds of stressors.

8. LIMITATIONS OF THE STUDY

- Some of the respondents were unwilling to fill the questionnaire due to the fear of their personality being identified.
- Few responses could have been biased as the respondents might have been influenced by the situation.

9. REVIEW OF LITERATURE

By Suzanne M. Crampton, John W. Hodge, Jitendra M. Mishra, Steve Price Stress is found in all aspects of life. Hans Selye, a pioneer in stress research, has defined stress as “the nonspecific response of the body to any demands made upon it” (Kreitner & Kinicki, 1992, p.597). It is considered to be an internal state or reaction to anything we consciously or unconsciously perceive as a threat, either real or imagined (Clarke, 1988). Stress can evoke feelings of frustration, fear, conflict, pressure, hurt, anger, sadness, inadequacy, guilt, loneliness, or confusion (Cavanagh, 1988). Individuals feel stressed when they are fired or lose a loved one (negative stress) as well as when they are promoted or go on a vacation (positive stress). While many individuals believe they must avoid stress to live longer, Freese (1976) argues that it is the salt and spice of life and that to have no stress we would have to be dead.
10. RESEARCH METHODOLOGY

10.1. Research Design
Research design indicates a plan of action to be carried out in connection with a proposed research work. The present study is descriptive and analytical in nature.

10.2. Sources of Data
The study is based on both primary and secondary sources of data. Primary data were collected from the women workers in the tea estates in the Chithirapuram by means of administering a structured interview schedule and secondary data were collected from various sources like journals, magazines, websites, and so forth.

10.3. Sample Size
300 respondents were selected for the study. Convenience random sampling method was adopted for collecting the responses from the respondents.

10.4. Area of the Study
The study was carried out in the tea estates located in the Chithirapuram.

10.5. Statistical Tools Applied for the Analysis
Simple percentage, chi-square and factor analysis were applied to test the independence of attributes between the variables.

11. ANALYSIS & INFERENCE:

11.1. Employees Age

<table>
<thead>
<tr>
<th>Particulars</th>
<th>No. of Employees</th>
<th>Percentage</th>
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<tbody>
<tr>
<td>Up to 35</td>
<td>60</td>
<td>60</td>
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<tr>
<td>36-45</td>
<td>10</td>
<td>10</td>
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<td>46-55</td>
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<td>Above 55</td>
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<td><strong>Total</strong></td>
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</table>

11.1.1. Inference
From the above table shows that 60% of the employees are up to the age group of 35 years, 10% of them are from 36-45, 20% of them are from 46-55, and 10% of them are above 55.

11.1.2. Employees Age

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11.2. Educational Qualification

<table>
<thead>
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</tr>
<tr>
<td>UG</td>
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<td>20</td>
</tr>
<tr>
<td>PG</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td>Diploma</td>
<td>20</td>
<td>20</td>
</tr>
<tr>
<td>Others</td>
<td>10</td>
<td>10</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>100</strong></td>
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</table>

11.2.1. Inference

The above table shows that 40% of the employees’ qualification is school level, 20% of the employees are UG, 10% of the employees are PG, 20% of the employees are diploma and 10% of them have qualified in others.

11.3. Employees Experience

<table>
<thead>
<tr>
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<tr>
<td>Above 55</td>
<td>10</td>
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</tbody>
</table>

11.3.1. Inference

The above table shows that 55% of the employees are working up to 5 years, 20% of the employees are working for 6-10 years, 0% of the employees are working for 1-15 years, and 15% of the employees are working more than 15 years.
11.3.2. Employees Experience

11.4. Chi-Square Analysis
Chi-square test was used to test if the two variables are statistically associated with each other significantly. It was used to test the significance of influence of one factor over the other factor. The calculated value of chi-square is 23.13 is greater than table value of chi-square is 16.19, then H0 is rejected the hypothesis at 5% level of significance. Since H1 alternative hypothesis is accepted.

12. FINDINGS
- 60% of the employees require a number of complex or high level skills.
- 30% of the employee’s job requires a lot of co-operative work with other people.
- 53% of the employees Supervisors and co-workers on this job almost never give them any “feedback” about how well they do in their job.
- 35% of the employees frequently think of quitting my present job.
- 52% of the employees have a great job security.

13. SUGGESTIONS
- The management shall lesson the pressure given to the subordinates and they can try to have a friendly and cool environment inside the organization.
- Meditation, Yoga and counseling sessions can be continued to enable the employees to relax themselves and refresh their minds.
- Training is very much needed as it helps to reduce the errors committed in the work.
- The superior’s should appreciate the employees to motivate them.
- Employees should actively participate in the activities of the organization.

14. CONCLUSION
The best way of effectively managing stress is by removing the stressors that cause unnecessary strain and burnout. Other strategies may make the employee “stress-fit” but will not solve the basic problem. It begins by identifying the areas of high stress and determining its causes.
- Monitoring stress i.e., changing the corporate culture to support a work-life balance rather than dysfunctional work holism.
- Giving employees more control over their work and work environment.
- Selecting and assigning employees to positions that match their competencies.
- Minimizing noise and safety risk.
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- Reducing workplace harassment through clear guidelines and feedback system.
- Removing role ambiguity.
- Breaking large tasks into smaller ones for easy accomplishment.
- Developing interpersonal skills.

The Research work done will be useful for the management of the Organization to know the employees opinion on various types of stressors. This will help the company to take measures and to reduce and manage stress.

REFERENCES