

Stress Faced by Employees at Salzer Electronics Limited

Kavitha. S

(17PSW005)

**Thesis Submitted to
Avinashilingam Institute for Home Science and
Higher Education for Women,
Coimbatore-641043**

**In partial fulfillment of the requirements for the
Degree of Master of Social Work**

April 2019

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Sandha Arundhanjan
Signature of Head of the Department

R. Savi Lani
Signature of the Guide

CERTIFICATE

This is to certify that the dissertation entitled "Stress Faced by Employees at Salzer Electronics Limited" submitted to the Avinashilingam Institute for Home Science and Higher Education for Women, Coimbatore-641043, in partial fulfillment of the requirements for the award of the degree of Master of Social Work is a record of original research work done by Kavitha.S. during the period of study in the Department of Home Science Extension Education, Avinashilingam Institute for Home Science and Higher Education for Women, Coimbatore-641043, under my supervision and guidance, has not formed the basis for the award of any Degree/Diploma/Associatehip/Fellowship or similar title of other university.

R. Gani Ravi
Signature of the Guide

Sandha Arundharajin
Signature of Head of the Department

ACKNOWLEDGEMENT

The investigator exalts **God Almighty** for being her refuge and strength and praises him for his everlasting love, bountiful mercy and amazing grace showered on her throughout the study.

The investigator wishes to express her sincere thanks to **Padmasree Dr. P.R.Krishna Kumar, Chancellor**, Avinashilingam Institute for Home Science and Higher Education for Women, Coimbatore for providing the opportunity to carryout this academic exercise leading to the award of **Master of Social Work** in Home Science Extension Education.

The investigator owes her special thanks to **Dr. (Tmt) PremavathyVijayan, M.Sc., M.Ed., Dip.Spl.Edu., M.Phil., Ph.D., Vice Chancellor**, Avinashilingam Institute for Home Science and Higher Education for Women, Coimbatore for the facilities provided to carry out the study.

The investigator owes her sincere gratitude to **Dr. (Tmt) Kowsalya, M.Sc., M.Phil., Ph.D., Registrar**, Avinashilingam Institute for Home Science and Higher Education for Women, Coimbatore for her constant encouragement.

The investigator express her heartfelt thanks to **Dr. (Tmt.) N. VasugiRaja, M.Sc., M.B.A., M.Phil., Ph.D., Dean**, School of Home Science, Avinashilingam Institute for Home Science and Higher Education for Women, Coimbatore for her constant help and support at all times of need.

The investigator feels extremely happy and fortunate to place on record her sense of gratitude to **Mrs. Sandra Anandarajan, M.A., M.Phil, Head and Associate Professor**, Department of Home Science Extension Education, School of Home Science, Avinashilingam Institute for Home Science and Higher Education for Women, Coimbatore for her constant help and support at all times of need.

The investigator feels highly elated in manifesting her glowing sense of gratitude to her guide, **Dr. Mrs. R. Jansi Rani Msc., B.Ed., M.Phil., Ph.D., Assistant Professor (SS)**, Department of Home Science Extension Education, Avinashilingam Institute for Home Science and Higher Education for Women, Coimbatore, for her valuable help, guidance and encouragement rendered throughout the period.

The investigator extends her heart full thanks to **Mr.K.Raman Manager-HR, Salzer Electronics Limited**, for his valuable opportunity given during the period of study.

The investigator extends her heart full thanks to guide supervisor **Mr. M. Sathish Kumar Junior Officer-HR, Salzer Electronics Limited**, for his valuable opportunity given during the period of study.

The researcher would like to thank her **Teachers** in the Department Of Home Science Extension Education and Avinashilingam Institute for Home Science and Higher Education for Women, Coimbatore for their advice and support throughout the study.

The investigator is deeply indebted and expresses her gratitude to her **Family and Friends** for their constant encouragement, steady support and valuable help during the completion of the study.

Lastly, she offers her regards and profound thanks to all those who supported her in any respect during the course and completion of the study.

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I. INTRODUCTION

Globalization and changes in the nature of work, people in developing countries have to deal with increasing work-related stress. Worldwide work stress has been recognized as a major challenge to workers' health and in turn healthiness of their organization. Work place stress results due to mismatch between the demands and pressures and the workers knowledge and abilities to cope with it. Stress can have a bearing on the worker and also on the work place (Ramesh, et.al. 2016).

In Europe, it was estimated, on average, to be 22% in 2005 and 21% in 2010; of course, these estimations varied from one country to another. In developing countries, scientific research on this topic is scarce despite the abundant manpower (numerous companies from industrialized countries has been relocated in Africa). The lack of reliable and accurate data suitable for stakeholders to implement a prevention policy in workplaces is evident. The Democratic Republic of Congo (DRC) is no exception. As in any developing country, DRC workers often face multiple constraints (precarious working conditions, poor work organization and earning, etc.) in the fight against unemployment. All these constraints can lead to work-related stress and jeopardize the mental and physical health of individuals (Panda Lukongo and Kitronze, 2015).

Nearly 80 per cent of working professionals in India complain that they suffer from stress and their organizations don't have any programs to manage stress at work. 'Workplace stress' or 'occupational stress' is identified as a medical hazard, which has serious physical and psychological implications on individuals' wellbeing (www.economictimes.indiatimes.com 2016).

Nearly half the employees in India suffer from some kind of stress, according to the findings of the latest survey by Optus, shared exclusively with ET. The survey was conducted among 800,000 employees in 70 large companies, each with a minimum workforce of 4,500. Another survey, conducted by 1 to 1 help.net showed that the proportion of workers at high risk of suicide due to unmanaged stress has grown to 8% of all counseling cases in 2018 from 2-4% two years ago (www.economictimes.indiatimes.com, 2019).

"Managing workplace stress is important for corporations, as they can include health and wellness programmes in every employee's benefits package. Employers can offer practical solutions such as flexi-hours or stress management programmes that include mental wellness. These benefits can boost employee confidence and make them feel that their role in the workplace is really Future Assured. At the end of the day, good health equals good business (www.economictimes.indiatimes.com 2018).

Employees belonging to small-size organisations report comparatively higher level of stress at work than employees from large organisations. About 50 per cent employees from small organisations said they face high level of stress at work while 30 per cent employees from large organisations say so. Half of all employees attribute stress at workplace to having a bad boss. For 35 per cent employees their poor pay is a major cause of stress. Nearly 30 per cent employees say that a bad work environment causes them stress, 25 per cent employees cite unclear job expectations as the reason for their stress and lack of recognition at workplace is resulting in stress for 20 per cent employees (www.economictimes.indiatimes.com 2016).

Stress is the emotional and physical strain caused by our response to pressure from the outside world. Common stress reactions include tension, irritability, inability to concentrate, and a variety of physical symptoms that include headache and a fast heartbeat. Stress is a condition or feeling experienced when a person perceives that- demands exceed the personal and social resources the individual is able to mobilize.

When people feel stressed by something going on around them, their bodies react by releasing chemicals into the blood. These chemicals give people more energy and strength, which can be a good thing if their stress is caused by physical danger. But this can also be a bad thing, if their stress is in response to something emotional and there is no outlet for this extra energy and strength.

Stress is a complex phenomenon. It has been defined in many ways, but simply put; it is the wear and tear of everyday life. In everyday's life people are subjected to a wide range of pressures. Similarly there are also a wide range of resources and strategies for coping with pressure. Sometimes people cope well and

will not feel that the pressure is having any adverse effect upon them (Shanmugapriya and Vignesh 2016).

Stress is a part of day-to-day living of every individual. We generally believe that the stress is caused by the external events and the dynamics of the environment. But we need to emphasize the fact that the Stress is caused by our reaction to the external environment. The manner in which we perceive and understand the changes or the particular event creates same event can bring happiness and cause. Hans Selye was one of the founding fathers of stress research. His view in 1956 was that "stress is not necessarily something bad – it all depends on how you take it. The stress of exhilarating creative successful work is beneficial, while that of failure, humiliation or infection is detrimental." Selye believed that the biochemical effects of stress would be experienced irrespective of whether the situation was positive or negative (Thahira 2017).

Stress is your body's way of responding to any kind of demand. It can be caused by both good and bad experiences. When people feel stressed by something going on around them, their bodies react by releasing chemicals into the blood. These chemicals give people more energy and strength, which can be a good thing if their stress is caused by physical danger. But this can also be a bad thing, if their stress is in response to something emotional and there is no outlet for this extra energy and strength. This class will discuss different causes of stress, how stress affects you, the difference between 'good' or 'positive' stress and 'bad' or 'negative' stress, and some common facts about how stress affects people today (<http://mtstcil.org/skills/stress-definition> 2019).

Stress is a normal part of life. In small quantities, stress is good; it can motivate you and help you become more productive. However, too much stress, or a strong response to stress can be harmful. How we perceive a stress provoking event and how we react to it determines its impact on our health. We may be motivated and invigorated by the events in our lives, or we may see some as “stressful” and respond in a manner that may have a negative effect on our physical, mental, and social well-being (Klinic Community Health Centre, 2010).

When stress due to events, including positive ones, cross the boundary limits of our adaptability can be labeled as “hyper-stress” or excessive stress. Bad

stress, on the other hand, occurs when a stressful situation is acute or continues overtime. It could be that the person has moved to a new school and has become a target for teasing and bullying from kids in his/her classes. These sorts of situations cause chronic or long-term stress, which can produce very negative results such as physical and emotional effects (Miller, 2010).

Mentioned that family contributions do help the person to overcome the stress which assists the person to overcome the stress by sharing their grievances. In recent years, however, the number of claims has been steadily increasing and the reported cause for these claims has moved away from traumatic stress to chronic conditions. This type of stress creates enormous costs, both financially and in human-terms, although the costs are difficult to quantify as a result of misleading statistics, unreported instances, staff turnover and inconsistent recording. A great deal of work has been done to elucidate the connection of specific job conditions to physical and/or mental health. The poor mental health was directly related to unpleasant work conditions such as the necessity to work fast, the exertion of great physical effort and inconvenient working hours. There is an alarm of increasing evidence that physical health too, is adversely affected by repetitive work and dehumanizing environment such as the paced assembly line. Stress can arise from isolation or from conflict. In the latter case, it can stem from rejection by co-workers, or from perceived discrimination. Contact with the public can also create stress, especially when it involves prejudice, hostility, or physical danger (Sivasubramaniam and Rajandran 2017).

Work place stress can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker. Stress at the workplace can lead to poor health and even injury. Workplace stress has become one of the major causes of concern. Stress in the work place is not good for the organization as it leads to decrease in quality and productivity. It is also not good for the individual either as it is leads to job satisfaction and low morale (Selye, 2014).

Hans Selye, the father of modern stress research, defined stress as “any event which may make demands upon the organism, and set in motion a non-specific bodily response which leads to a variety of temporary or permanent physiological or structural changes”.

“Stress is a condition or feeling, experienced, when a person perceives that demands exceed the personal and social resources the individual is able to mobilize” (Richard and Lazarus, 2015).

Occupational stress is a state which is accompanied by physical, psychological or social complaints or dysfunctions and which results from individuals feeling unable to bridge a gap with requirements or expectation placed on them and affects an individual’s productivity, effectiveness, personal health and quality of work (Kyriaki tsichla, 2017).

Stress caused due to a person’s work or employment is termed as occupational stress. Occupational stress is the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker. (Jyothi Pawar 2017). Stressors events or circumstances which may lead to the perception that physical or psychological demands are about to be exceeded. They can be of several types and can arise in and out of work (Naveed and Ramakrishna 2017).

“The nature of work is changing at whirl wind speed. Perhaps now more than ever before, job stress poses a threat to the health of workers. Job stress can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker” (<http://www.enotalone.com/article>, 2019).

Stress Management is interventions designed to reduce the impact of stressors in the workplace. These can have an individual focus, aimed at increasing an individual’s ability to cope with stressors. Stress Management programs can also have an organizational focus and attempt to remove the stressors in a role. For example, improving communication may reduce uncertainty. Programs with an organizational focus are relatively rare (Glossary of Oxford University Press 2005).

R.S Schuller has defined “stress as a dynamic condition in, which an individual is confronted with an opportunity constraint or demand related to what he or she desire and for which outcomes is perceived is both uncertain and important” (Vishnu 2016).

The origin of the concept of stress predates antiquity. Derived from the Latin word "Stringere", stress was popularly used in the seventeenth century to mean hardship, strain, adversity or affliction. It was used in the eighteenth and nineteenth centuries to denote force, pressure, strain or strong effort with reference to an object or person. In engineering and physics, the term implies an external force or pressure exerted to distort and being resisted by the person or object on which it is exerted. In psycho-physiology, stress refers to some stimulus resulting in a detectable strain that cannot be accommodated by the organism and which ultimately results in impaired health or behavior (Anbazhagan, 2013).

Management strategies have discussed the way and mean of coping strategies such as job design, design rotation, job description, goal setting, organization behavior, group dynamics, conflict management, leadership control techniques. The effects of stress have been found to be fairly wide spread, causing changes in behavior, moods, capacity to perform mental tasks (such as thinking, logical reasoning, problem solving and decision making) and neuron-physiological functioning. Many of the stresses you experience may come from your job or from your lifestyle.

In recent scenario stress management was experienced by every employees in the industry which results in poor work performance, higher absenteeism, less work productivity and dissatisfaction. To overcome this stress management techniques should be implemented in every organization and there by attain higher profits.

The study will help to identify the factors responsible for occupational stress taking measures to reduce level of stress among the employees. The study may help the researcher to have a practical exposure in the field of stress management. It enables the researcher to analyze the occupational stress among the employees in the organization. Hence the present study was undertaken with the following objectives:

- To find out the socio-economic background of the respondents
- To identify the level of work stress among the employees
- find out the factors causing stress among employees and to know how they cope up with stress
- To offer suggestions to reduce the stress level of employees

II REVIEW OF LITERATURE

The review of literature present in this study, “**Stress Faced by Employees at Salzer Electronics Limited**”, It is described under the following headings:

- A. Stress Management among Employees
- B. Occupational Stress Management and Coping Strategies
- C. Studies on Stress Management

A. Stress Management among Employees

The World Health Organization (WHO) 2018 says that “stress is the response people may have when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope. Stress occurs in a wide range of work circumstances but is often made worse when employees feel they have little support from supervisors and colleagues, as well as little control over work processes. There is often confusion between pressure or challenge and stress and sometimes it is used to excuse bad management practice.

Organization stress can have a profound effect on production and motivation in the workplace. Worries about job security or the demands of a heavy workload “increase stress levels and cause a variety of emotional and physical ailments. When stress factors, or stressors, are coupled with ineffective or uncaring management, stress can become a problem that extends to entire department or company. (www.smallbusiness.chrom.com 2019)

Health and Wellbeing (2019) says that the World Health Organization has classified stress as the health epidemic of the 21st century”. With more and more of the worlds’ population suffering from stress related conditions, it is clear that we must all be more proactive in fighting stress. One major area for improvement is the workplace. Today’s employees are under more pressure than ever, with 65% of people citing work as the top source of stress in their lives.

In modern worlds, the work environment has been long suspected as a cause of stress that are related to adverse health effects. Through decades of research, experts have developed best practices for employers to follow to

minimize workplace stress and thereby reduce stress-related illnesses. These techniques become even more necessary during times of change, as change at any level produces stress. This study considered the effects of stress, and then the two key contributing factors of environment and change, with the purpose of considering what can or cannot be done to reduce stress in the workplace (<http://en.wikipedia.org> 2018).

According to Steve (2011) stress is resulted as a reaction of an employee when certain demands, pressures and professional aspects have to be faced at the work place which does not match their knowledge levels there by posing a challenge and threat to the capabilities of the employee which in turn would create a struggle for existence in terms of being employed in a place.

Stamper and et.al (2003) defined occupational stress is any discomfort which is felt and perceived at a personal level and triggered by instance, events or situations that are too intense and frequent in nature so as to exceed a person's coping capabilities and resources to handle them adequately.

Dyer (2006) says that Stress is defined by psychologists as the body's reaction to a change that requires a physical, mental or emotional adjustment or response. Another survey found that 65 percent of workers reported job stress as an issue for them, and almost as many employees ended the day exhibiting physical effects of stress, including neck pain, aching muscles, and insomnia. It is clear that many individuals are stressed at work.

John (2008) Job stress can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or need have the worker.

According to Shelley (2003) job stress is causes by various factors such as individual level stressors, group, organizational and extra organizational level stressors. Job stress affects the high productivity of the organization.

Many people consider stress to be something that happens to them, an event such as an injury or a job loss. Others think that stress is what happens to our body, mind, and behaviour in response to an event. E.g. Anxiety or Nail Biting. While stress does involve events and our response to then, these are not the most

important factors. Our thoughts about the situations in which we find ourselves are the critical factors (<http://www.bridgetohealth.com>, 2018).

Kung and Chan (2014) It is also important to note that occupational stress can be positive or negative.

Positive stress in the workplace

Positive stress (Eustress), 2014 refers to the response to stressors in a adaptive way. The consequences of such response do not affect the overall health of the individual and its duration coincides with the duration of the stimulus. This positive expectation is in contrast to negative stress or distress when you perceive a stressor as a threat that will have a poor outcome. In a workplace stress is normal, excessive stress can interfere with your productivity and performance. Where the stressors can complete the target within a time.

Negative stress in the workplace

Negative stress (distress) in a workplace cause harmful physical and emotional responses that can happen when there is a conflict between job demands on the employee and the amount of control an employee has over meeting these demands. In general, the combination of high demands in a job and a low amount of control over the situation can lead to negative stress (distress) this stress lasts more than a month, the response intensifies over time and begins to interfere with the worker's health (problems such as insomnia, tachycardia, anxiety and depression, among others).

According to, Money control, the survey further revealed that 95 per cent of Indian millennial between the age group of 18-34 are stressed compared to the global average of 86 per cent. Making matters worse, one in eight Indians have serious trouble in dealing with stress but nearly 75 per cent of the Indian respondents said they don't feel comfortable talking to a medical professional about their stress. Consultation cost was cited as one of the biggest barriers to seeking professional help (www.businessstoday.in 2018).

Klinic Community Health Centre (2010) says that Stress is a normal part of life. In small quantities, stress is good; it can motivate you and help to become more productive. However, too much stress, or a strong response to stress can be harmful. How we perceive a stress provoking event and how we react to it

determines its impact on our health. We may be motivated and invigorated by the events in our lives, or we may see some as “stressful” and respond in a manner that may have a negative effect on our physical, mental, and social well-being.

We all react differently to stressful situations. Where one person finds stressful another may not. Almost anything can cause stress and it has different triggers. For some people, on some occasions, just thinking about something, or several small things that accumulate, can cause stress.

The most common causes of stress are:

- Bereavement
- Family problems
- Financial matters
- Illness
- Job issues
- Lack of time
- Moving home
- Relationships (including divorce)

Consequences of Stress: (Frone and et.al 2019)

Stress can have a number of consequences. If stress is positive, the result may be more energy, enthusiasm and motivation. But negative consequences of stress are of more concern. Stress can produce individual consequences, organizational consequences and burnout.

- a) Individual Consequences
- b) Organizational Consequences

a) Individual Consequences

The Individual Consequences of stress are the outcomes that mainly affect the individual. The particular organization also may suffer either directly or indirectly but the individual who pays the real price. Stress may produce behavioral, psychological and medical consequences.

➤ **Behavioural Consequences**

The behavioural consequences of stress may harm the person one such behavior is smoking. Other possible behavioral consequences are accident proneness, violence and appetite disorders.

➤ **Psychological Consequences**

The psychological consequences of stress relate to a person's mental health and well being. Major depression includes fatigue, self-hate, appetite changes, feelings of worthless, restlessness and irritability.

➤ **Medical Consequences**

The medical consequences of stress affect a person's physical well being. Heart disease and stroke have been linked to stress.

b) Organizational Consequences

Individual consequences also affect the organization. Organizational consequences include decline in performance, withdrawal and negative changes in attitudes.

➤ **Performance**

One clear organizational consequence of too much stress is a decline in performance.

➤ **Withdrawal**

Withdrawal behaviors also can result from stress. For the organization the two most significant forms of withdrawal behavior are absenteeism and quitting.

➤ **Attitudes**

Job satisfaction, morale and organizational commitment can all suffer, along with motivation to perform at high levels. As a result people may do only enough work and get addict to unimportant things

➤ **Burnout**

Burnout is a general feeling of exhaustion that develops when a person simultaneously experience too much pressure and has few sources of satisfaction.

B. Occupational Stress Management and Coping Strategies

Occupational Stress:

Stress caused due to a person's work or employment is termed as occupational stress. Occupational stress is the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker.

Occupational stress is stress related to one's job. Occupational stress often stems from unexpected responsibilities and pressures that do not align with a person's knowledge, skills, or expectations, inhibiting one's ability to cope. Occupational stress can increase when workers do not feel supported by supervisors or colleagues, or feel as if they have little control over work processes. (Stress at the Workplace WHO 2015)

Occupational stress definition "The physiological and physical effects of negative activity in the workplace as a result may factors including external events, internal events, job demands and colleague behaviour. Stress differs from pressure but it is often used interchangeably. Pressure refers to surmountable demands in the workplace and only turns to stress when the emotional, mental and physical demands of a given situation are greater than the individual's coping skills. (<https://www.hrzone.com/hr-glossary/what-is-occupational-stress> 2019)

Coping with stress

Stress has a major impact on mental and physical health. Now that you know how to recognize your stress and identify its source, let's see how you can cope with it. Coping refers to the thoughts and actions we use to deal with a threatening situation.

A stressful situation may be considered a threat for you but not necessarily for your neighbours. You and your neighbour may become stressed by the same situation, but for different reasons since we all become stressed for various reasons we will need to choose different coping strategies.

Two different coping strategies

- **Problem-focused strategy:**

This strategy relies on using active ways to directly tackle the situation that cause stress, you must concentrate on the problem. Here are some examples:

Analyze the situation

Pay attention, avoid taking on more responsibility that you can manage.

Work harder

Stay up all night to study for an exam

Apply what you have already learned to your daily life

You lose your job for the second time- you now know the steps to apply for a new job.

Talk to a person that has a direct impact on the situation

Talk directly to your boss to ask for an extension to the project that is due in one week

- **Emotion-focused strategy**

Emotion-focused coping strategies are used to handle feelings of distress, rather than the actual problem situation. You focus on your emotions:

Brood

You accept new tasks instead of saying “no” but you keep complaining and saying it is unfair.

Imagine/Magic thinking

You dream about a better financial situation.

Avoid/Deny

You avoid everything that is related to this situation or you take drugs and /or alcohol to escape from this situation.

Blame

You blame yourself or others for the situation.

Social support

You talk to your best friend about your concerns.
(<https://humanstress.ca/stress>, 2017)

Johnson and et al. (2015) conducted a study on “The Study on the Experience of Work-Related Stress Across Occupations” they have discussed three stress related variables like psychological well-being, physical health and job satisfaction and these variables are compared between 26 different occupations. The occupations like ambulance workers, teachers, social services, customer services - call centers, prison officers and police. The study reveals the high emotional labour associated with the high stress jobs is discussed as a potential causal factor.

Anbazhagan (2013) conducted a study on “A Conceptual Framework of Occupational Stress and Coping Strategies” it says that The term “Stress” has come into wide use in behaviour study only within the past two decades, originating in the physical sciences, the term has the meaning of a force which, acting on a body, produces strain or deformation. The organizations, to make themselves efficient in utilization of resources, have gone through entire restructuring, layoffs, downsizing, and mergers. This has resulted in unstable employee-employer relationship which has caused a great deal of stress among employees. This article reviews and summarizes three decades of empirical literature concerned with stress in general and occupational stress in particular with major coping strategies.

Jyothi Pawar (2017) conducted a study on “An Analysis of the Relationship Between Organizational Commitment and Occupational Stress A Study with Special Reference to Selected Hospitals in Pune city” it says that the study revealed occupational stress has a statistically significant negative effect on organizational commitment. Commitment scores were negatively correlated with stress and sources of work stress. This was particularly evident in relation to role ambiguity, work relations, and work system stresses. At the end of the paper the authors made a modest attempt to suggest some workable strategies to minimize the level of stress and finally increase the level of commitment. It concluded of the research Organizations should identify factors that contribute to sources of work stress and identify the various conditions that bring staff into the work using

appropriate coping strategies and providing clear and specific job description, flexible work schedules, fair treatment and regular meeting between supervisors and their staff to discuss and solve their problem.

Anandamurugan (2010) conducted a study on “Tips for Stress Management – A Guide to Coping with Stress – Effective Ways to Beat Stress” that a strong family unit develops the tools to solve stressors, reducing stress for the entire family. Problems that pressurize families may be either being individual stressors that are carried over to the whole family such as school suspension, addiction, mental disorder or physical illness or family crisis.

Indhumathi and Thirumakkal (2015) conducted a study on “A Study on Role of Occupational Stress on Employees Productivity” the goal of the study was to investigate the impact of stress on productivity of employees at the Pothys boutique, a textile showroom. According to dean, stress related illness have been a leading cause for low productivity levels in the work place. Immense pressure at work has led to stress which makes it the number one factor that has lead to illness and dissatisfaction towards the organization. For this study Descriptive study was utilized, as the main goal was to find the impact of stress on productivity in the organization was concerned. Research was conducted within the frame work of the survey .The sampling used for this study is stratified random sampling. The respondents in this study were the 80 employees at the Pothys boutique who were employed during the period of the study. Questionnaires were designed and distributed to all the sections at the Pothys boutique.

Richardson and Rothsetin (2008) in their article titled “Effects of Occupational Stress Management Intervention Programs” says that they provided an empirical review of stress management interventions, employing meta-analysis procedures. The results also revealed that relaxation interventions were the most frequent type of intervention. Further, there were a few stress interventions focused on the organizational level. More specific results also indicated that cognitive-behavioral interventions produced larger effects than other types of interventions.

Uma Devi (2011) in her study "A Study on Stress Management and Coping Strategies With Reference to IT Companies" stated that Stress issue has become contemporary, being an occupational hazard in fast pacing IT profession, needs to

be addressed without delay. Hence the importance of the study of stress at various levels, among IT employee is growing. Stress can make an individual productive and constructive when it is identified and well managed. In times of great stress or adversity, it is always best to keep busy, to plow anger and energy into something positive. Positive attitude and meditation will be helpful for coping the stress.

Balakrishnan and et.al (2011) conducted a study on “Coping Patterns of Occupational Stress among Executives in an Automobile Organization in Tamil Nadu, India” presented in their study that concern over occupational stress and its relationship to executive well-being has produced voluminous amount of research over the last few decades. According to them, stress in organization has finally been recognized as something to be actually deal. They were of the view that, the adverse effects that stress can have on an individual range from mental health problems such as anxiety, depression, tension etc. to physiological ailments such as coronary heart disease, ulcers and even cancer. The study examined the sources of stress and the relationship between stress and outcomes. In addition, the role of certain individual, interpersonal and organizational measures in the relationship between stress and outcomes was studied. The data for the study were collected through a structured questionnaire. The questionnaire elicited information regarding the individual demographics, their stress experience and the consequences of stress. ANOVA, Inter correlation, chi-square, t-test and Principal Components Factor Analysis method were used to study the experience of stress based on individual, interpersonal and organizational measures.

Zautra (2003) Conducted study on “Psychology the Science of Mind and Behaviour” stated that stress has been defined in different ways over the years. Originally, it was conceived of as pressure from the environment, then as strain within the person. The generally accepted definition today is one of interaction between the situation and the individual. It is the psychological and physical state that results when the resources of the individual are not sufficient to cope with demands and pressures of the situation. Thus, stress is more likely in some situations than others and in some individuals than others. Stress can determine the achievement of goals, both for individuals and for organization.

Kumar and Pragadeeswaran (2011) conducted a study on “Effects of Occupational Stress on Spiritual Quotient among Executives” discussed in their

paper the ways to explore the experiences of executives in coping with occupations related stress using spiritual quotient. The perceived status of occupational stress and spiritual quotient were evaluated based on the responses from employees in executive cadres in NLC. From the frequency distribution and chi-square analysis, it was found that occupational stress had less influenced the executives. From one-way ANOVA comparing the spiritual quotient among the executives with low, moderate and high level occupational stress it was evident that the executives with low stress level tend to have high spiritual quotient level. Moreover, spiritual quotient tends to decline significantly when there was an increase in the level of stress among executives. The results of the correlation analysis strongly supported the negative relationship between spiritual quotient and occupational stress among executives at their workplace.

Nathalie Arrman and Emma Björk (2017) conducted a study on “The Causes and Effects of Occupational Stress in the Construction Industry” it says that Occupational stress has become a major issue of the modern world, and is one of the most common work-related health problems in Europe. It has become a growing concern in many industries, not to mention the construction industry. As the construction industry is known to be challenging and highly competitive, it is important to ensure that personnel have the ability to perform at its best. Work-related stress has been identified as a major factor that impacts the success of an organization, as it negatively affects the organization’s productivity and efficiency, which in turn is costly to the company. Besides this, it is also believed to be a large contributor to reduced work satisfaction and increased absenteeism. Considering that most individuals spend a significant amount of time at work, their behavioural physiological- and psychological health are playing an important role both to the organization and the employees themselves. The main findings of this study were that construction personnel suffer from a high level occupational stress, particularly those who work on site. There are many various work-related risk factors within this industry, and the factors that were recognized as the most problematic are (i) amount of work, (ii) amount of overwork,(iii) not enough experienced personnel and (iv) lack of organizational support. However, lack of control over one’s work was identified as being the factor that caused most employees’ distress, especially

for construction professionals who work on sites and need to deal with unexpected events on a frequent basis.

C. Studies on Stress Management

Martin Jayaraj and Dharmaraj (2017) in their study entitled "A Study on Stress Management Practices Adopted by Small Scale Manufacturing Units in Coimbatore" says that this research study was conducted to find out the Stress management refers to the usage of various techniques to control a person's stress level, especially chronic stress, to enhance smooth functioning of the person. The sample size of 120 employees selected from various small scale manufacturing units in Coimbatore. Analysis was done by using Chi-square. The primary data was collected through questionnaire and interview. The result of the study proves that the employees have less or more work experience; it does not have any impact on the level of stress among the employees.

Katherine Pollak and et.al (2009) in their book titled "Stress Management in the Workplace" it suggested that work stress significantly contribute to corporate health costs. Comparison through randomized controlled design of stress management and intervention provided by an instructor-led group and computer presented format, has resulted in significantly higher attrition in computer based presentation format.

Udhayadeepa (2017) in their study entitled "A Study on Stress Management of Employees in Tamil Nadu State Transport Corporation Limited, Salem" it says that this research study was conducted to find out the Stress is the general term applied to the pressures people feel in life. The presence of stress at work is almost inevitable in many jobs. Almost any job condition can cause stress, depending upon an employee's reaction to it. Both primary and secondary data were collected for the study. Primary data were collected through interview method using a structured questionnaire. Secondary data were collected from sources like The Tamil Nadu Staff Transport Corporation Ltd., Salem. Convenience sampling techniques was employed in selecting the sample. This study focuses on the various stress factors faced by employee in their day to day life and suggest the various remedies to be followed by the organization to overcome employee stress.

Naveen Ramesh and et.al (2016) conducted a Study on “Perceived Professional Stress Levels among Employees in an Information Technology Company, Bangalore” it says that work place stress results due to mismatch between the demands and pressures and the workers knowledge and abilities to cope with it. Stress can have a bearing on the worker and also on the work place. Work place stress results due to mismatch between the demands and pressures and the workers knowledge and abilities to cope with it. Stress can have a bearing on the worker and also on the work place. The prevalence of stress was neither high warning immediate intervention nor was it low to rule out its consequences if the current trends continues among IT professionals.

Jins Joy (2013) conducted a study on “A Study on Impact of Work Stress among Tile Factory Workers in Trichur District in Kerala” it says that Stress is a part of everyday life; we experience it to one degree or another for the employers not only it is import to monitor the workplace, identify and deal with stress problems but to promote healthy work and reduce harmful aspects of work. A good employer designs and manages work in a way that avoids common risk factors and prevent as much as possible foreseeable problems. Once the cause is removed the body returns to its normal situation. The focus of this study is to find out and compare the impact of work stress among tiles factory workers, at gender level in Trichur district in Kerala. The research design undertaken for the study was descriptive research and convenience sampling method is used. The data were collected from 100 workers, 50 male workers and 50 female workers selected from 5 tile factories in Trichur District. Henry Garrett ranking method and Mann – Whitney test was used to analyze the data collected and the results of the study.

Tamizharasi and Uma Rani (2014), concluded that as the competitive environment, technological advancements, HR practices, economic development, social developments are taking place day by day. Consequently, every employee is expected to work for long hours, perform multiple jobs, available for 24 hours in seven days. These reasons give a mentally as well as physical problems to the employees. When these problems increase, then it gives a pressure, strain, anxiety, tension, trauma to the employees and ultimately the productivity of the employee’s decreases. More ever women get high stress than men.

Saravanan (2017) conducted a study on “A Study on Stress Management among Employees in Nationalized Bank, Trichy City” it says that this study explores the level of effect personal factors on stress management. Stress management is measured by using the different dimension of respectful and responsible behaviour managing and communicating work, managing individual in a team and managing difficult situations. Stress can't be avoidable, but one can learn how to manage it. The objective of the study to measure the impact of the stress management on organizational climate of Nationalized Bank, Trichy City. The data is collected using questionnaires from 100 nationalized bank employees who are randomly selected from the Trichy City and analyzed by using Statistical Package of Simple Percentage and Chi-Squares Test. This study identified that the stress can be reduced by yoga, meditation, motivation, counseling and indoor games. Effective stress management is something that our lives can go a little more smoothly.

Shanmugapriya and Vignesh (2016) in their study entitled “A Study on Employee Stress Management with Special Reference to Ammarun Foundries, Coimbatore” it says that study Stress has become significant due to dynamic social factor and changing needs of life styles. Stress is man's adaptive reaction to an outward situation which would lead to physical, mental and behavioral changes. The objective of this study was to find out the factors which influence the stress among employees. The design used in this project is descriptive type and the sampling techniques used in this study are sample survey and data collected method in this project study is primary data through questionnaire. The finding of the project is that the company has to concentrate more on workers quality of stress management. Also company has to try implementing some facility to reduce stress level of the employees to improve the production process and increase the company's profitability.

Vinothkumar (2017) in their study entitled “A Study on Employee Stress Management with Special Reference to Sri Balaji Spinning Mill” it says that stress can be defined as a lively circumstance in which people face constraints, opportunities, or loss of something they desire and for which the consequence is both unpredictable as well as crucial. Stress is the response of people to the unreasonable/excessive pressure or demands placed on them. The various measures

are taken to reduce the employee stress by the employer will have immediate impact on the health, physical and mental efficiency, alertness, morale and overall efficiency of the worker and thereby contributing to the higher productivity. The basic propose of employee stress is to enrich the life of employees and to keep them happy and conducted. The objective of the study was to find out the factors causing stress. The design used in the project is descriptive type. The analytical tool used in the survey is garret ranking. From the finding the researcher concludes that the stress reduction activities are provided taken by the company, in addition to that the research suggested some ideas to improve the existing facilities for the employees. Some of the employee's suggestions are to improve the medical facilities and promotion and hygienic rest room.

Santhosh (2010) in their study entitled "A Study on Stress Management with Special Reference to a Private Sector Unit" says that this study in SRF limited is a technical textile business organization studies, the stress factors for the employees and recommends the solution for minimizing the stress effects. High stress jobs refer to work, which involves hectic schedule and complex job responsibilities that result into imbalance between personal and work life. The objective of study was findout to recommend suitable coping strategies to overcome the stress as preferred by the employees of the organization. This study is limited within the Low level of employees.

Shane Schick, (2007), says that stressed IT professionals who use a balance of problem-focused coping strategies and emotion-focused coping strategies are most successful in dealing with the stress of staying perpetually up-to-date. The study highlights the importance of monitoring the stress that results from the constant demand on IT professionals to update their technical skills because the threat of technical obsolescence may result in a higher rate of absenteeism, work burnout and a desire to change careers. Managers can help by providing IT professionals with concrete resources such as research time, opportunities to attend courses, and physical facilities that facilitate trial and error. IT professionals who deploy different combinations of coping strategies end up with different levels of distress. They fared best by using a combination of problem-focused coping and emotion-focused coping.

Deepika (2013) conducted a study on “A Study on Stress Management among Employees at Sakthi Finance Limited, Coimbatore” says that Stress has become a major concern of the modern times as it can cause harm to employee’s health and performance. Work related stress costs organization billions of dollars each year through sickness, turnover and absenteeism. So it becomes necessary for every organization to know the factor causing stress among the employees as well as how they cope up with stress to make the employee more participative and productive. This research study was conducted to find out the factor causing stress among employees and to know how they cope up with stress. The research design used was a descriptive research. The primary data has been collected through a questionnaire method. The sample design used in the study was Convenience Sampling Technique with a sample size of 60. The collected data has been analyzed through various tools like Percentage Analysis, Chi- Square Test & ANOVAs, and Factor Analysis. The research finds employees must give importance to time management techniques thereby they can complete their work within the specified time.

Rekha Singh (2017) conducted a study on “A Study on Stress Management among Female Employees in a Telecom Company in India” it says that this study greatly emphasizes on the management of stress among the female employees of one of the top telecom company in Lucknow. This study also suggests various measures for the management in order to reduce the level of stress and increase the efficiency and performance potential of the Female employees. Telecom industry which is one of customer orientated. There is a wide chance for the female employees to either directly or indirectly be affected by stress. The level of stress varies from person to person and varies with situation too. To serve this purpose, a sample of size 50 is taken as a representative of the entire population viz., the female employees of the company using stratified sampling technique. Stress is an ineluctable part of today’s fast life. In this age of globalization and liberalization of economy, competition among organization has increased hence organizations are facing the problems of executive stress.

Sundaramoorthy (2016) conducted a study on “A Study on Stress Management towards Employees in Reliance Life Insurance Ltd with Special Reference to Trichy Region” it says that Stress has become a major concern of the

modern times as it can cause harm to employees' health and performance. Work related stress costs organization high each year through sickness, turnover and absenteeism. Stress is a part of everybody's life. Depending on the level of stress, it can control our lives, especially in the workplace. We begin to spend several long hours at work, and thus have less time for other things. Stressed employees may be unhappy and thus produce nominally. Stress can deteriorate social and family relationships and eventually burn you out; ultimately it can take toll on your health. Organizations need to recognize stress as a problem and decide whether or not to act upon it. So, it becomes necessary for every organization to know the level of stress and its consequences on the employee performance as well as productivity so as to overcome it situations themselves are not stressful, they simply happen. The stress results from the way we perceive those situations. Stress often occurs when we feel we are powerless to change the things that are impacting on our lives. This study on the impact of stress on employees of Reliance Life Insurance Ltd was conducted to know the level of stress and its consequences faced by the employees.

Ranjini Ramachandran (2015) conducted a study on "A Study On The Stress Management Among Employees Of Manjilas Group Of Companies" says that Employees stress is growing concern for organizations today. It has become a major concern of the modern times as it can cause harm to employee's health and performance. Present study is concentrated on the working condition and work stress of the employees. Data was collected by the way of personal interviews, filling up of questionnaires and discussions with the respondents. Random sampling method was adopted, sample size was 60 and the study aims to identify the strategies for reducing stress among employees.

Priyanka Das and Alok Kumar Srivastav (2015) conducted a study on "A Study on Stress among Employees of Public Sector Banks in a Sansol" explained about organization must begin to manage people at work differently, improve physical work environment, treat them with respect and value their contribution. If we enhance the psychological well being and health of the employees, the organizational revenue will increase and there will be employee retention as well.

Mohsin Aziz (2004) "Role Stress among Women in the Indian Information Technology Sector", Women in Management it says that discussed in their study that organizational stress originates in organizational demands that are experienced

by the individual. Stress is built up in the concept of role which is conceived as the position a person occupies in a system. This paper investigates the intensity of organizational role stress among women informational technology professionals in the Indian private sector. Organizational role stress scale is used on a sample of 264 to explore the level of role stress. Resource inadequacy has emerged as the most potent role stressor, followed by role overload and personal inadequacy. The research finds differences in the level of stress between married and unmarried employees on several role stressors. However, the level of education does not emerge as a significant differentiator of stressors.

Soni Kushwaha (2014) conducted a study on “Stress Management at Workplace” it says that stress is the reaction that people have to excessive pressure or other types of demand placed on them. It arises when they worry that they cannot cope. The pressures of working life can lead to stress if they are excessive or long-term. The long term or chronic stress are the fear, frustration and anger that may be produced by an unhappy relationship with one’s boss or with a difficult customer, and the unhappiness of an unsuitable job. Certain point an increase in pressure will improve performance and the quality of life. However, if pressure becomes excessive it loses its beneficial effect and becomes harmful. Employers should become more aware of the factors that are most likely to lead to excessive pressure and stress in the workplace.

Aldwin and Carolyn (2007) conducted a study on “Stress, Coping and Development” says that primary appraisal is influenced by both person and environmental factors and triggers the selection of coping processes. Problem-focused coping is directed at managing the problem, while emotion-focused coping processes are directed at managing the negative emotions. Secondary appraisal refers to the evaluation of the resources available to cope with the problem and may alter the primary appraisal. In other words, primary appraisal also includes the perception of how stressful the problem is, realizing that, one has more than or less than adequate resources to deal with the problem that affects the appraisal of stressfulness. Further, coping is flexible in that the individual generally examines the effectiveness of the coping on the situation, if it is not having the desired effect, then he/she will generally try the different strategies.

Rajeswari and Ananatharaman (2005) conducted a study on “Role of Human-Computer Interaction Factors as Moderators of Occupational Stress and Work Exhaustion” says that on role of human computer interaction factors as moderators of occupational stress and work exhaustion found that IT professional have long work hours with different time zones, total team work, task to be completed on deadline with perfection as per client needs, which requires interpersonal, technical and organizational. These characteristics lead to occupational stress and work exhaustion.

Sathish Kumar (2017) conducted a study on “A Study on Work Stress among the Employees of Small Scale Garments Industries with Special Reference to Tirupur District” it says that Stress can make an individual productive and constructive when it is identified and well managed. In times of great stress or adversity, it’s always best to keep busy, to plow anger and energy into something positive. Positive attitude and meditation will be helpful for coping the stress. The main objective of the study is to find out the level of stress among the employees in small scale garment industries. A sample of 100 employees was purposively selected from Tirupur district. It is found that gender, and working experience of the employees has significant association with level of stress. The research concluded that stress free employees perform better, work harder, feel happier and have a long term commitment to the organization as compared to their counterparts.

Chitrak Sawadiyawala and Nafisa Kurani (2015) conducted a study on “A Study on Stress Management of employees at Shree Ramkrishna Exports Pvt.Ltd” it says that Stress is the body's reaction to a change that requires a physical, mental or emotional adjustment or response. 20th century has been regarded as the period of incredible change in human history. Philosophers and scientists have been various names to this period. The research finds different stress consequences are depressed mood, loss of interest, loss/increase in weight, sleep disorder, loss of energy, fatigue, anxiety, irritability with more than 40% occasionally been noticed. The enormous human and economic costs associated with occupational stress suggest that initiatives designed to prevent and/or reduce employee stress should be high on the agenda of workplace health promotion programs.

III. METHODOLOGY

Methodology is the systematic, theoretical analysis of the methods applied to a field of study. The methodology for the study entitled “**Stress Faced by Employees at Salzer Electronics Limited**” Coimbatore comprised of the following steps.

- A. Locate of the Study
- B. Selection of Samples
- C. Selection of the Methods and Tools
- D. Obtaining Ethical Clearance of the Study
- E. Collection of the Data
- F. Analysis and Interpretation of the Study

A. Locate of the Study

The area selected for the study is Salzer Electronics Limited of Coimbatore. Salzer Electronics Limited is located around 21.4 kilometers away from the Periyanaickenpalayam. Salzer Electronic Limited is an India based company. Salzer Electronics Limited was established in 1985 to design and manufacture world-class Computer-Aided Manufacturing (CAM) operated Rotary Switches in a time bound technical collaboration with M/s.Salzer Schaltgerate Fabrik, Gmbh., Germany. Salzer is a dynamic chain of five factories. For over 34 years Salzer has been inspired by its success of its innovation.

Salzer manufactures rotary switches, load break switches, wiring ducts, terminal connectors, selector switches, ammeter switches voltmeter, DC disconnectors, selector magnetic relays and magnetic wires. Salzer Electronic Limited made its debut in the Electronic Industry with an aim to design, develop, manufacture and supply Computer–Aided Manufacturing operated rotary switches, and selector switches, wiring ducts, voltmeter switches and allied products. M/s.Larsen and Turbo Limited, as engineering conglomerate, has been marketing Salzer Switches throughout India since 1993, with a successful track record of success. Five factories with international connection, international product approval. Worldwide availability of Salzer products. A full-fledged in-house Research and Development facilities recognized by Government of India. Salzer technologies enables is a proven global solution and service providing company

with offices in Chennai, Coimbatore, and Northern Virginia, USA. Salzer Technologies enables its client to fully exploit technology for business transformation.

Salzer Electronics Limited map indicating the area of study is shown in Figure 1.

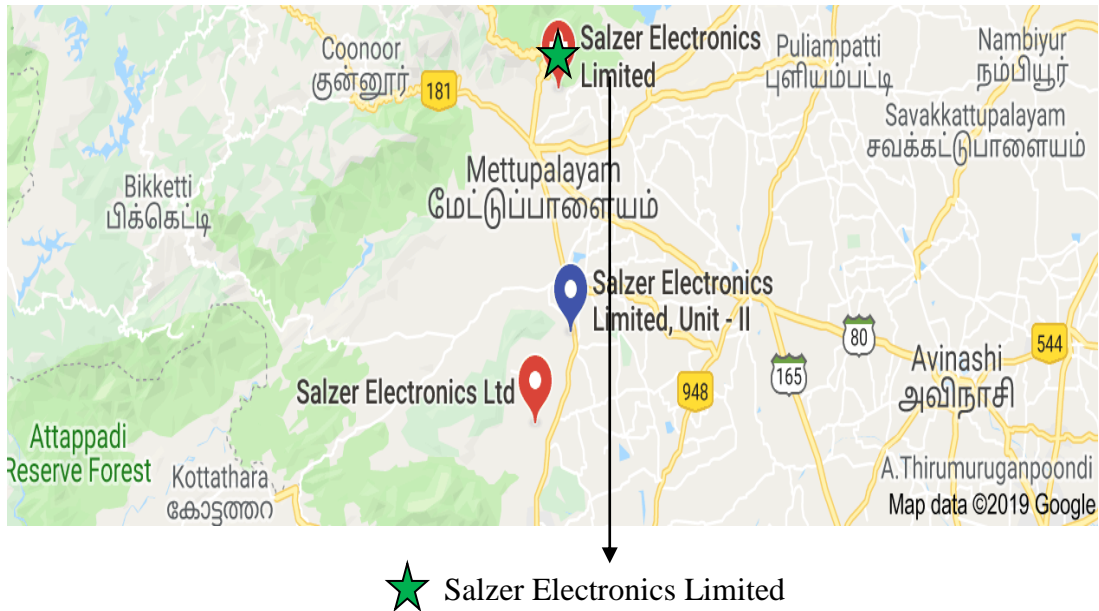


FIGURE 3.1

LOCATE OF THE STUDY

Salzer Electronics Limited map indicating the organizational chart is shown in Figure 2.

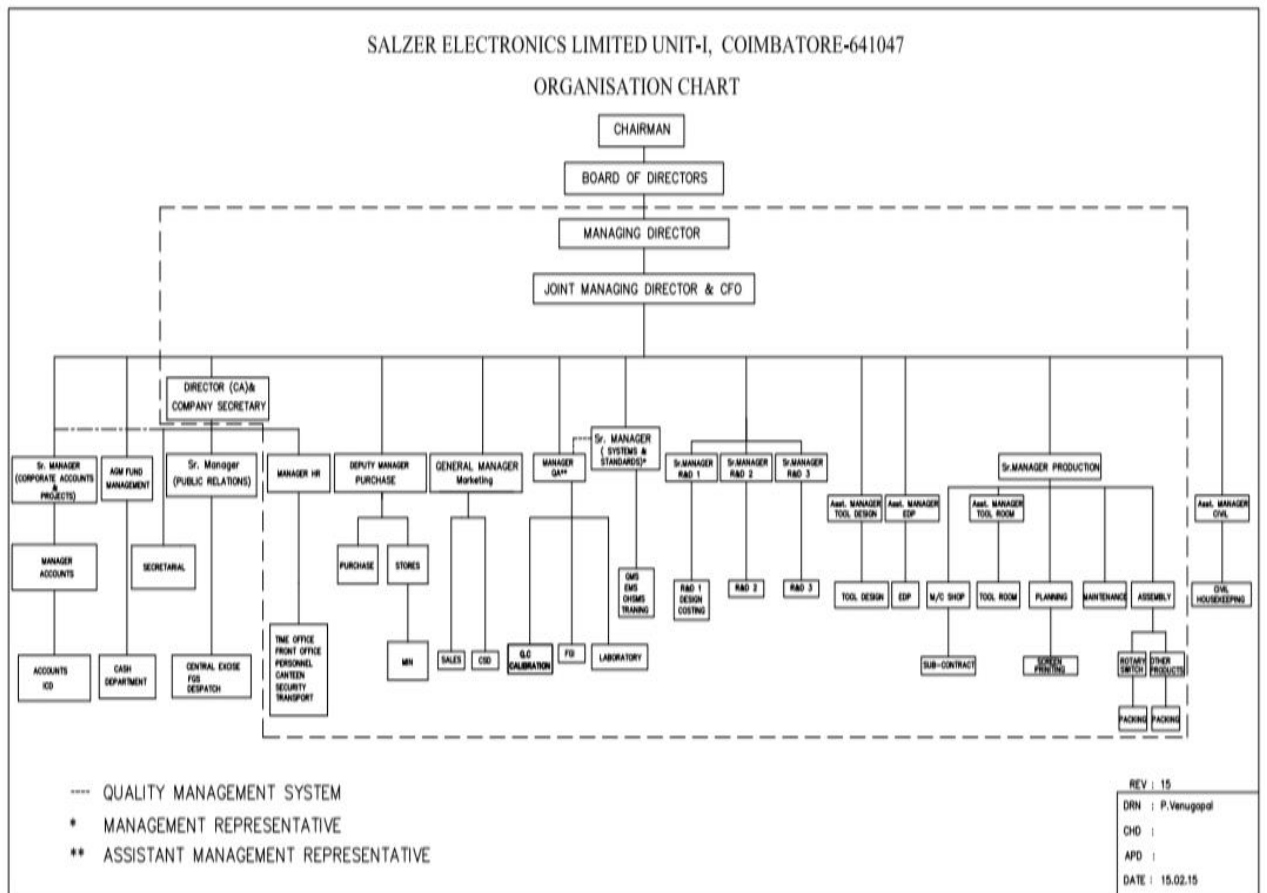


FIGURE 3.2

ORGANIZATIONAL CHART

B. Selection of the Samples

A Sample is a subset of population units. Sampling is the simple process of learning about the population on the basis of a sample drawn from it (Gupta, 2014). A sample is the part of universe which we select for the purpose of investigation. The samples of sixty employees from the Salzer Electronics Limited both male and female were randomly selected for the study.

Random sample is one where each item in the universe has an equal chance of known opportunity of being selected. A random sample is a sample selected in such a way that every item in the population has an equal chance to being selected (Pillai et al., 2012).

TABLE 3.1
SAMPLE SIZE

Departments	No. of employees working	No. of respondents
Relay Assembler	40	10
MCB Assembler	30	4
Rotary-Assembler	70	10
Panel Assembler	30	9
Machine shop	50	11
Contactore Assembler	50	10
Quality Assurance	25	6

The total population size of the company were 600, among the total 60 samples were drawn from Salzer Electronic Limited. A sampling procedure under which all the units of the population have an equal chance of being selected for the sample is known as simple random sampling. Random Sampling method was followed for the present study. All these employees were with different designations.

C. Selection of the Methods and Tools

The present study is based on primary data. The primary data is the data collected from original sources from which the research directly collects data that have not been previously collected. Primary data were collected through personal interviews with the selected samples.

Interview method was the method used for conducting the study. Interview method is one of the powerful tools to collect information in social results. The interview technique is a verbal method of selecting data especially in the field research connected with social problem. It is a direct method of equity (Smriti Chand, 2013).

Interview schedule is a written list of questions, in any language, in open or closed ended prepared for the investigator in a face to face interaction. A list of

questions relating to the proposed study is prepared and the answers for the questions are obtained from the respondents (Umar Farooq, 2012).

Interview schedule was the tool used to collect the required data from the employees. Interview schedule is the oral version of questionnaire or schedule in which the subject supplies the needed information through a face to face relationship (Burney 2012) Interview schedule is a complete of questions on which information is elicited from the respondents (Krinawami 2012).

The investigator prepared (Appendices 1) a detailed questionnaire including personal details, various stress management programme available in the organization and extent of utilization of those programme provided.

D. Obtaining Ethical Clearance of the Study

The application form explaining the design and the protocols used in the research study was subjected to the Institutional Human Ethics Committee and Ethical Clearance was obtained.

E. Collection of the Data

After developing good rapport with the sample, the study was conducted by utilizing the interview schedule prepared by investigator and personally contacting the employees in their work settings. The employees actively participated and co-operated for the data collection process. The duration for the collection of data was 20 days.

F. Analysis and Interpretation of Data

The data collected were consolidated, tabulated and interpretation was drawn. Percentages and statistical analysis was done where every applicable and are presented in Chapter IV.

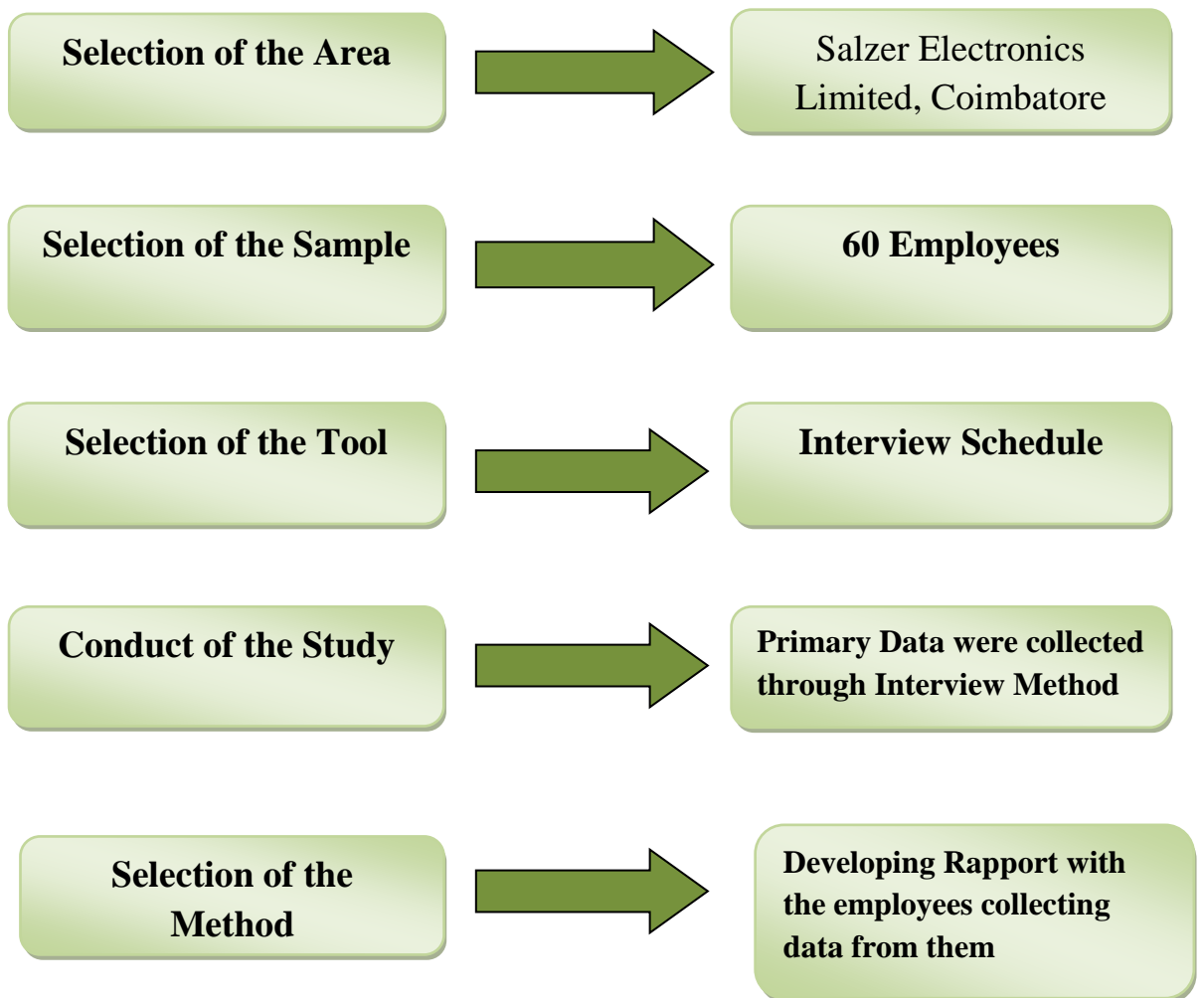


FIGURE 3.3
METHODOLOGY

IV. RESULT AND DISCUSSION

The result pertaining to the study entitled “**Stress Faced by Employees at Salzer Electronics Limited**” is discussed under the following heads:

- A. Socio Economic Profile of the Employees
- B. Stress Symptoms and Factors Influencing Work Stress
- C. Impact of Stress on Health
- D. Coping Strategies for Stress
- E. Social Support for Managing Stress

A. Socio- Economic Profile of the Employees

Socio- economic background of the employees is an essential and important factor since it influences the success of the employee. The personal profile of the employees are discussed in Table 4.1.

TABLE 4.1

SOCIO ECONOMIC PROFILE OF THE EMPLOYEES

Socio Economic Factors	Category	Number (N=60)	Percentage
Age (in years)	Upto 25 years	14	23
	26-35 years	25	42
	36-45 years	18	30
	46-55 years	3	5
Educational qualification	School level	26	43
	ITI	9	15
	Diploma	14	23
	Graduate	10	17
	Post graduate	1	2
Gender	Male	24	40
	Female	36	60
Marital status	Married	39	65
	Unmarried	21	35
Types of family	Nuclear family	31	52
	Joint family	29	48
Religion	Hindu	58	96
	Christian	1	2
	Muslim	1	2

Age

Age as a factor, determines vitality, organizational ability and the attitude, interest and response towards and challenging activity. It can be indicated that out of the selected 60 samples, 42 per cent of the respondents were belongs to 26-35 years and 30 per cent of the respondents were 36-45 years of age group and only 5 per cent of the respondents were 46-55 years of age group.

Educational qualification

Education is the major source in the creation of awareness and one of the most important characteristics that might affect the person's attitudes and the way of looking and understanding any particular social phenomena. The above table determined that out of the selected 60 samples, 43 per cent of the respondents were educated upto school level and 23 per cent of the respondents were diploma holders and only 2 per cent of the respondents were completed their post graduation.

Gender

Gender identify as having an overlap of gender identities, having two or more genders. It can be revealed that out of 60 respondents, majority 60 per cent of the respondents were female and 40 per cent of the respondents were male.

Marital status

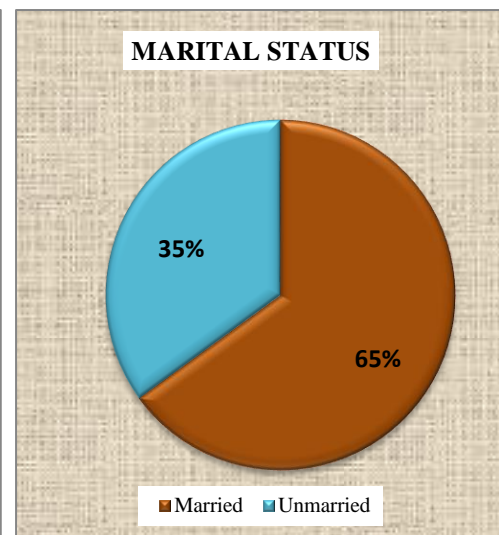
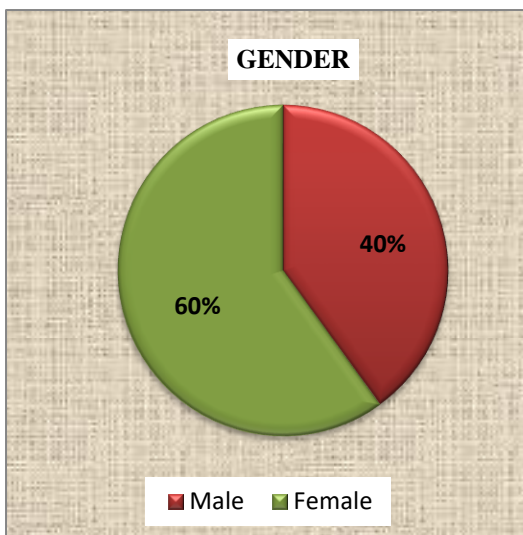
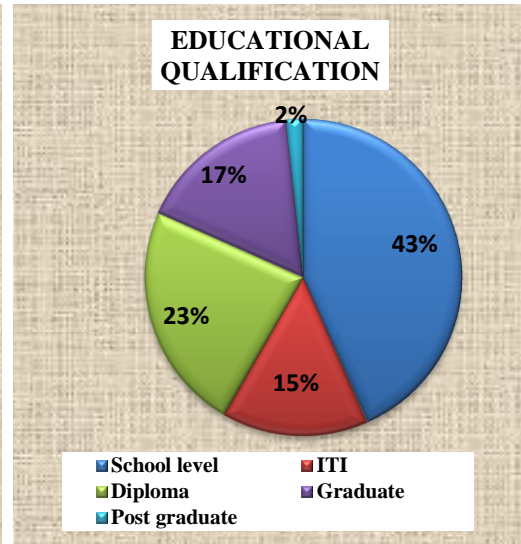
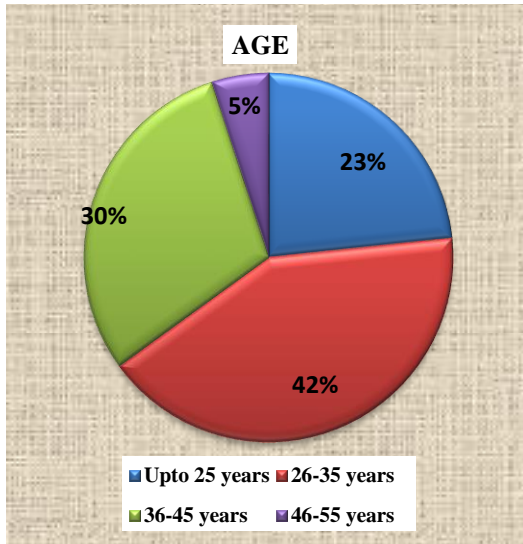
Marital status is the distinct options that describe a person's relationship with a significant other. It shows that out of 60 respondents, 65 per cent of the respondents were married and 35 per cent of the respondents were unmarried. So it can be said that majority of the respondents were married.

Type of family

The type of family in which a person lives and gets socialized has immense importance in deciding his values, beliefs and behaviours patters to affects his or her attitudes towards understand the particular problem. The above table depicted that out of 60 respondents, 52 per cent of the respondents were belongs to nuclear family and remaining 48 per cent of the respondents were belongs to joint family.

Religion

Religion as a set of moral beliefs concerning sacred things and rules governing the behaviour of believers who form a spiritual community. It has been revealed that 96 per cent of the respondents were Hindus and remaining 4 per cent of the respondents were Christians and Muslims.



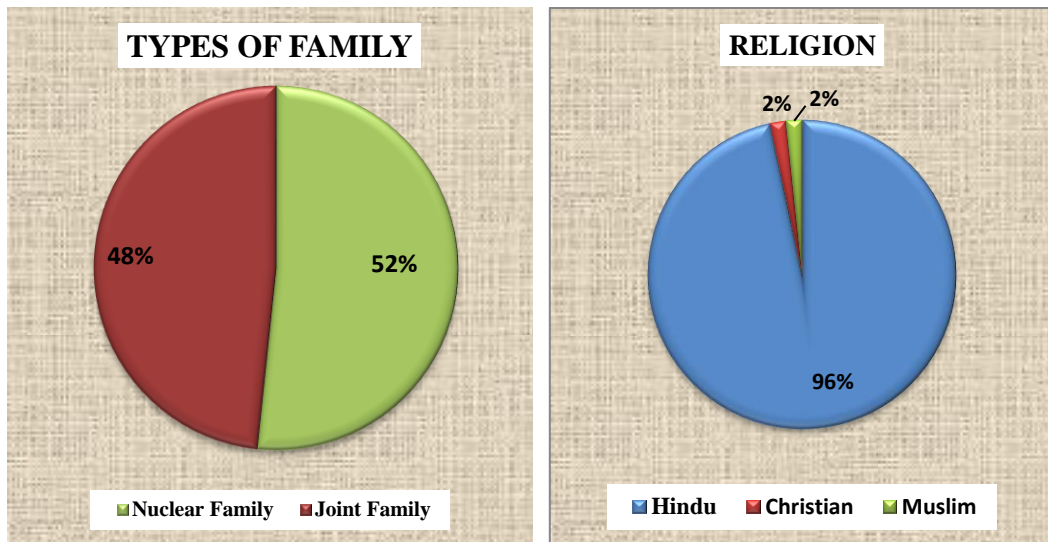


FIGURE 4.1
SOCIO ECONOMIC PROFILE OF THE EMPLOYEES

Career Profile of the Employees

The career profile of the employees related variables comprised of job category, experience, and monthly income. The career profile of the employees are given in the Table 4.2.

TABLE 4.2
CAREER PROFILE OF THE EMPLOYEES

Socio Economic Factors	Category	Number (N= 60)	Percentage
Occupation	Relay Assembler	10	17
	MCB Assembler	4	6
	Rotary Assembler	10	17
	Panel Assembler	9	15
	Machine shop	11	18
	Contactora Assembler	10	17
	Quality Assurance	6	10
	Job experience	Less than 2 years	10
2-5 years		14	23
5-10 years		10	17
10-15 years		11	18
Above 20 years		15	25
Monthly income Rs.	5000-10,000	21	35
	10,000-15,000	11	18
	15,000-.20,000	17	29
	20,000-25,000	11	18

Occupation

Occupation refers to the kind of work performed in a job, a job being all the tasks carried out by particular workers to complete his or her duties. An occupation is a set of job that are sufficient similar in work performed. The job category of the respondents has been classified as relay, machine shop, rotary, panel, contactor, quality assurance. The above table inferred that out of 60 respondents, 18 per cent of the respondents were working as a machine shop, 15 per cent of the respondents were working as a panel assembler and only 6 per cent of the respondents were working as a Miniature Circuit Break (MCB) Assembler.

Job experience

Experience is measured in terms of number of years for which the employee has been working. Above table depicted that out of 60 respondents, 25 per cent of the respondents were having above 20 years of working experience and 23 per cent of the respondents were having 2-5 years of job experience and 17 per cent of the respondents were having less than 2 years of job experience

Monthly income

Monthly salary is the monetary consideration given to the employees working any kind of organization. It leads various economic decisions making and it affects the psychological behaviour of the employees either positive or negative. Above table inferred that out of 60 respondents, 35 per cent of the respondents were getting Rs.5000-10,000 as monthly income and 29 per cent of the respondents were getting Rs.15, 000–20, 000 as monthly income.

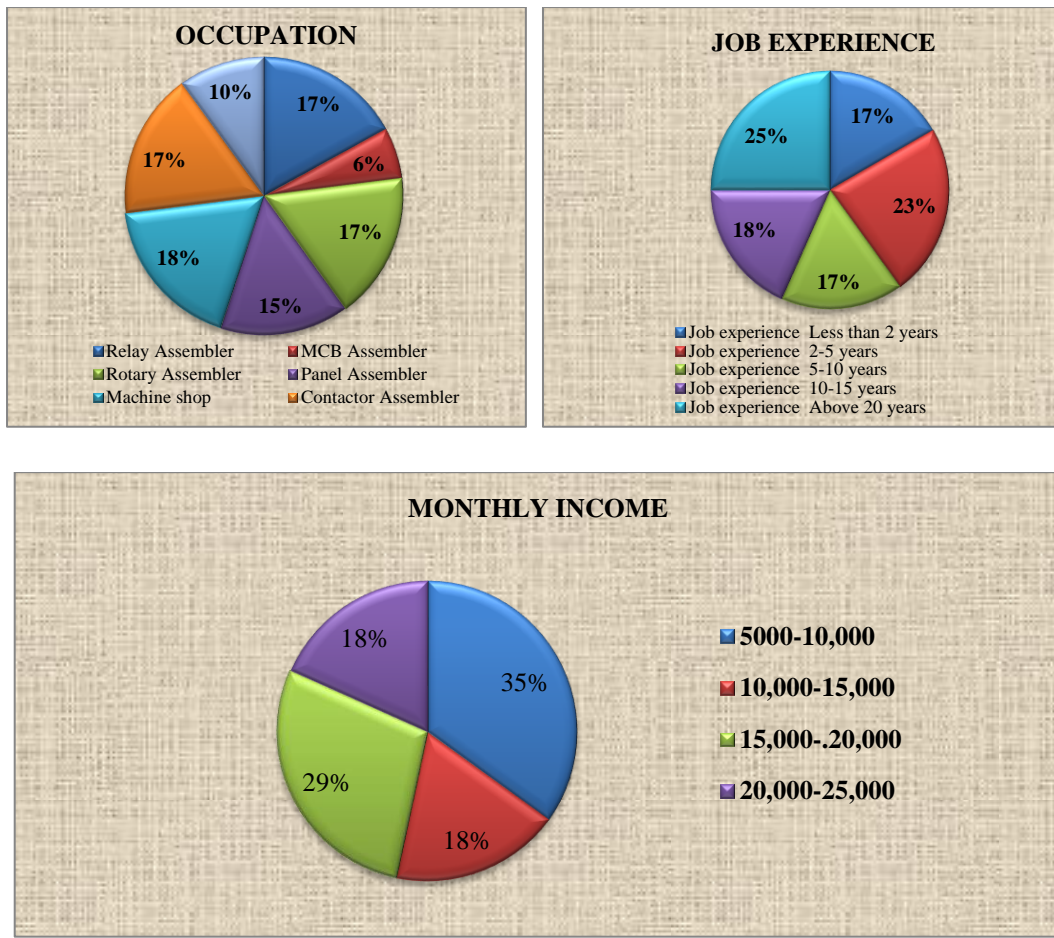


FIGURE 4.2

CAREER PROFILE OF THE EMPLOYEES

The origin of stress may vary with the individual to individual, but in general; stress arises from frustration, life changes, conflict, lack of control and uncertainty. Table 4.3 highlights that origin of stress.

B. Stress Symptoms and Factors Influencing Work Stress

TABLE 4.3

ORIGIN OF STRESS

Aspects	Number (N= 60)		Percentage	
	Yes	No	Yes	No
Stress in job	37	23	62	38
Stress at workplace	33	27	55	45
Stress at home	23	37	38	62
Time pressure to complete the work task	37	23	62	38

The above table depicts that out of 60 respondents, 62 per cent of the respondents said that they underwent stress in their present job, 55 per cent of the respondents said that they experienced stress at workplace, 62 per cent of the respondents said that they did not face any stress at home and 62 per cent of the respondents said that they had more time pressure to complete the work task at workplace.

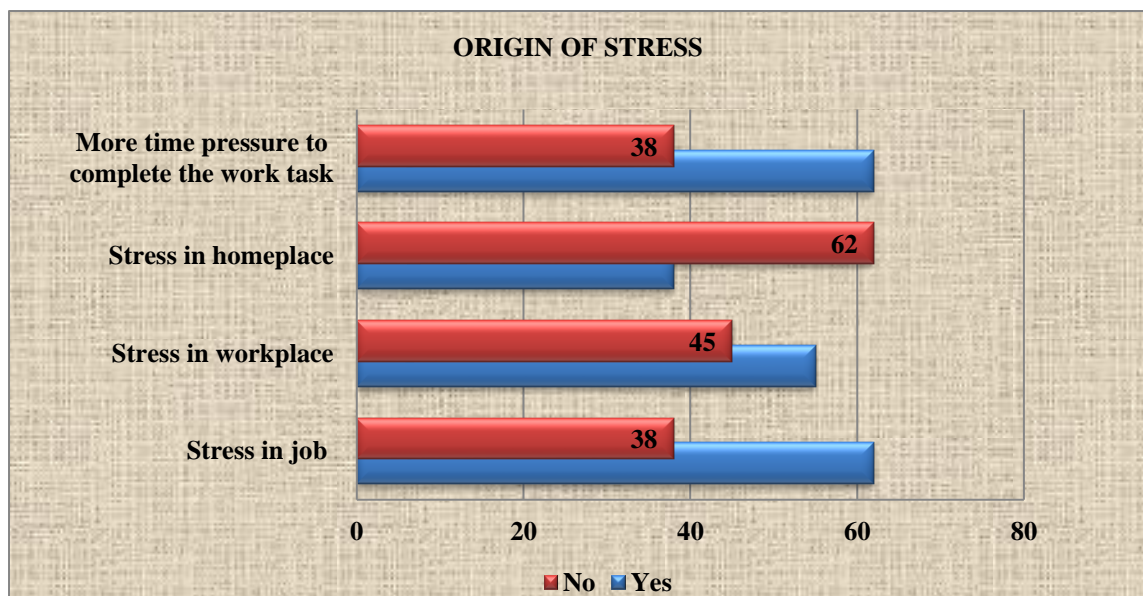


FIGURE 4.3

Work- related stress is a pattern of reactions that occurs when workers are presented with work demands not matched to their knowledge, skills or abilities and which challenge their ability to cope. Table 4.4 shows the awareness on reducing the work stress.

TABLE 4.4

AWARENESS ON REDUCING THE WORK STRESS

Particulars	Number (N= 60)	Percentage
More awareness on reducing the job stress	53	88
No awareness on reducing the job stress	7	12

The above table depicted that among the selected 60 respondents, 88 per cent of the respondents said that they were having more awareness on how to reduce their work stress in day to day living and only 12 per cent of the respondents were not having any knowledge about how to reduce their work stress. So they need training on stress management.

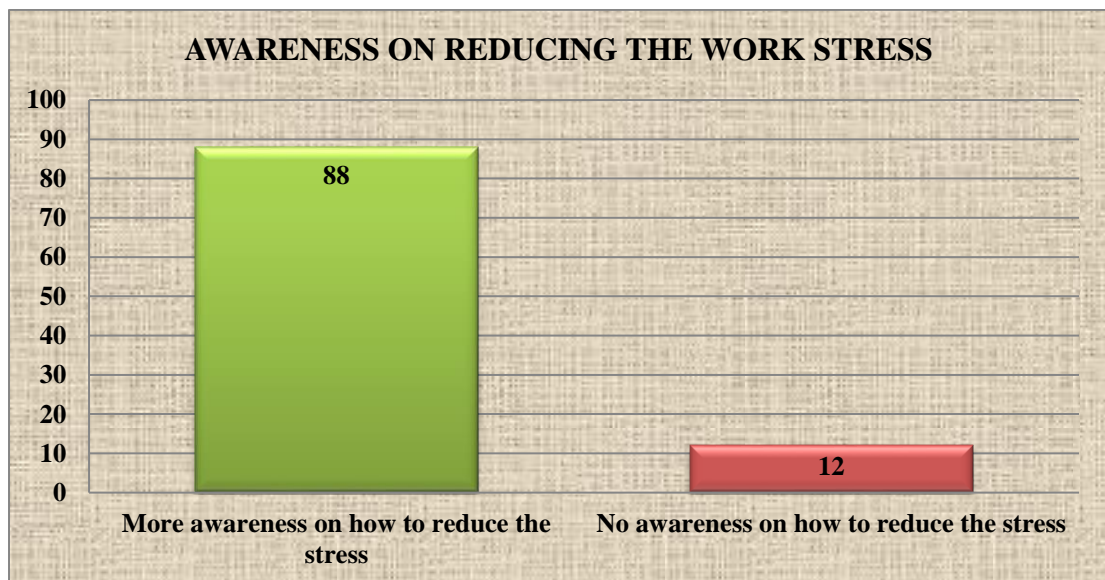


FIGURE 4.4

There are many different types of job stress management techniques. Means of reducing stress is given in table 4.5.

TABLE 4.5

MEANS OF REDUCING STRESS

Particulars	Number (N= 60)	Percentage
Yoga	8	13
Watching TV	9	15
Listening songs	24	40
Playing games	9	15
Reading book	3	5
None	7	12

Yoga is traditional and cultural science of India, which preaches ideal life style and maintain of health. Out of 60 respondents 40 per cent of the respondents were to reduce the stress though listening the songs where as only 5 per cent of the respondents were to reduce the stress through a habit of reading books and 12 per cent of the respondents were not having any awareness of how to reduce stress

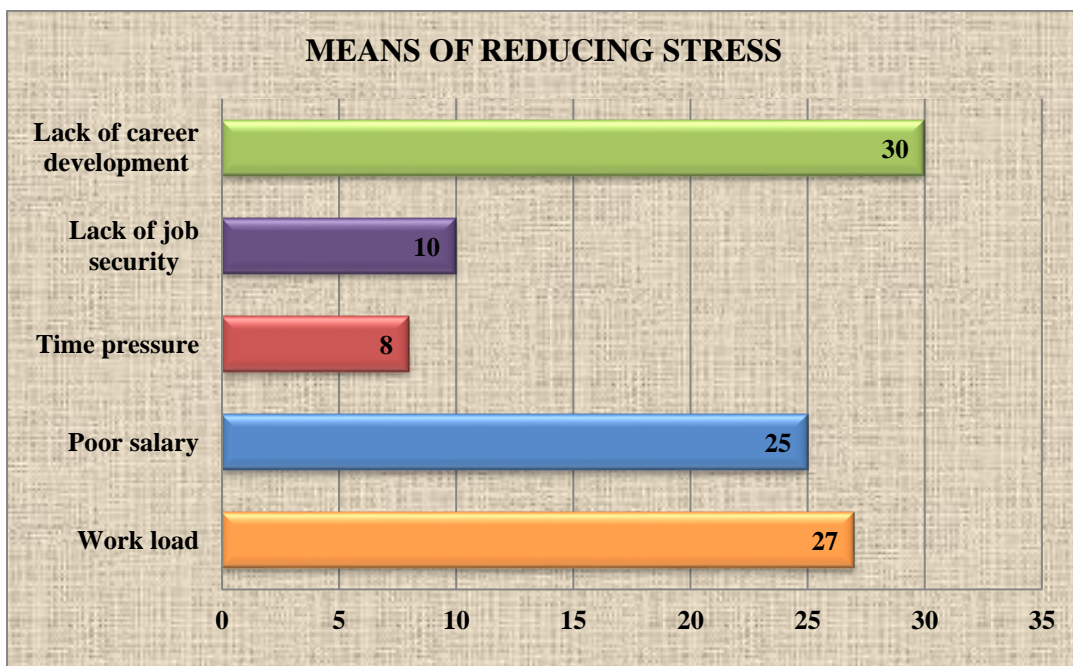


FIGURE 4.5

Each person to face stress in a different way, but too much stress can lead to health problem and work related stress. Table 4.6 shows the problem area due to stress

TABLE 4.6
PROBLEM AREA DUE TO STRESS

Particulars	Number (N= 60)	Percentage
Work load	16	27
Poor salary	15	25
Time pressure	5	8
Lack of job security	6	10
Lack of career development	18	30

The above table depicted that out of 60 respondents, 30 per cent of the respondents said that lack of career development was the major problem leads to stress, 27 per cent of the respondents have more work load and other major problem areas were poor salary (25 per cent) and lack of job security (10per cent) leads to stress.

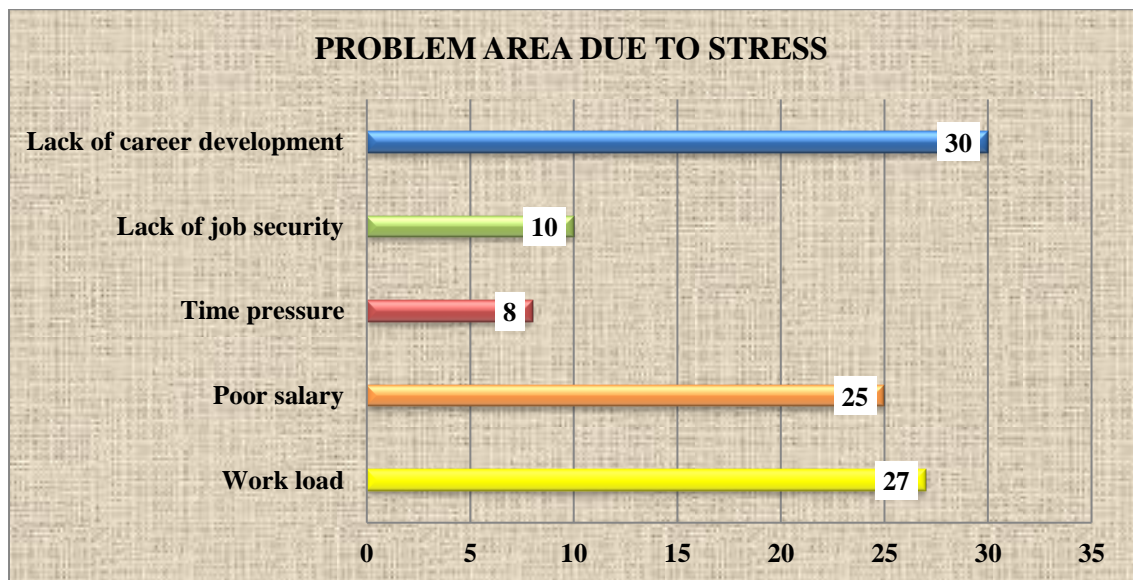


FIGURE 4.6

Good relationships are also often necessary to every human beings, to develop innovative and creative working relationships with supervisors and

co-workers. The relationship with supervisors and co-works are depicted in Table 4.7.

TABLE 4.7
RELATIONSHIP WITH SUPERVISORS AND CO-WORKERS

Particulars	Number (N=60)	Percentage
Good relationship	27	45
Medium relationship	23	38
Neural relationship	9	15
No relationship	1	2

Out of 60 respondents, 45 per cent of the respondents were maintained good relationship with supervisors and co-workers and 38 per cent of the respondents were maintained medium relationship with supervisors and co-workers and 15 per cent of the respondents were maintained neural relationship with supervisors and co-workers and only 2 per cent of the respondents were not maintained good relationship with supervisors and co-workers. There may be due to this age factors.

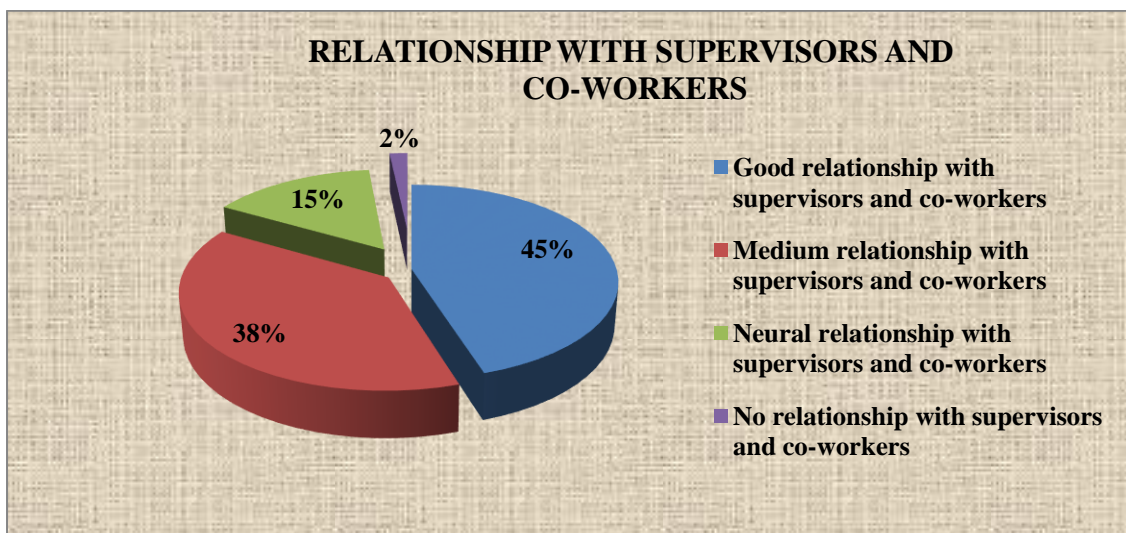


FIGURE 4.7

The effects of stress can leads to physical symptoms of ill health, such as heart disease, as well as longer term psychological damage. Symptoms of work related stress can be physical, psychological and behavioural influencing on stress experience of job. Table 4.8 highlights the symptoms of stress.

TABLE 4.8
SYMPTOMS OF STRESS

Stress Symptoms	Percentage of the Respondents				
	Never	Rarely	Some Times	Most of the Times	Always
Moody	7	32	47	9	5
Irritability	8	40	35	15	2
Short- temper	25	43	27	5	0
Nail-biting	25	26	30	12	7
Restlessness	23	35	37	5	0
Lack of confidence	26	30	35	7	2
Getting confused	35	40	22	3	0
Gain/loss of weight	43	35	20	2	0
negative feeling	26	40	24	10	0
Worrying	36	32	25	5	2
Nervousness	23	40	32	5	0
Memory loss	12	28	43	13	4

The above table depicted that out of 60 respondents, 47 per cent of the respondents were sometime they experienced the feeling of behavioral changes due to moody, 40 per cent of the respondents said that they were rarely experienced by irritability, 43 per cent of the respondents said that they were rarely experienced by short –temper, 30 per cent were sometimes experienced by nail-biting, 37 per cent were sometimes experienced by restlessness, 35 per cent were rarely experienced lack of confidence, 40 per cent were rarely got confused, 43 per cent never got gain/loss of weight, 40 per cent rarely got negative feeling, 40 per cent rarely got nervousness and 43 per cent sometime they experience of memory loss.

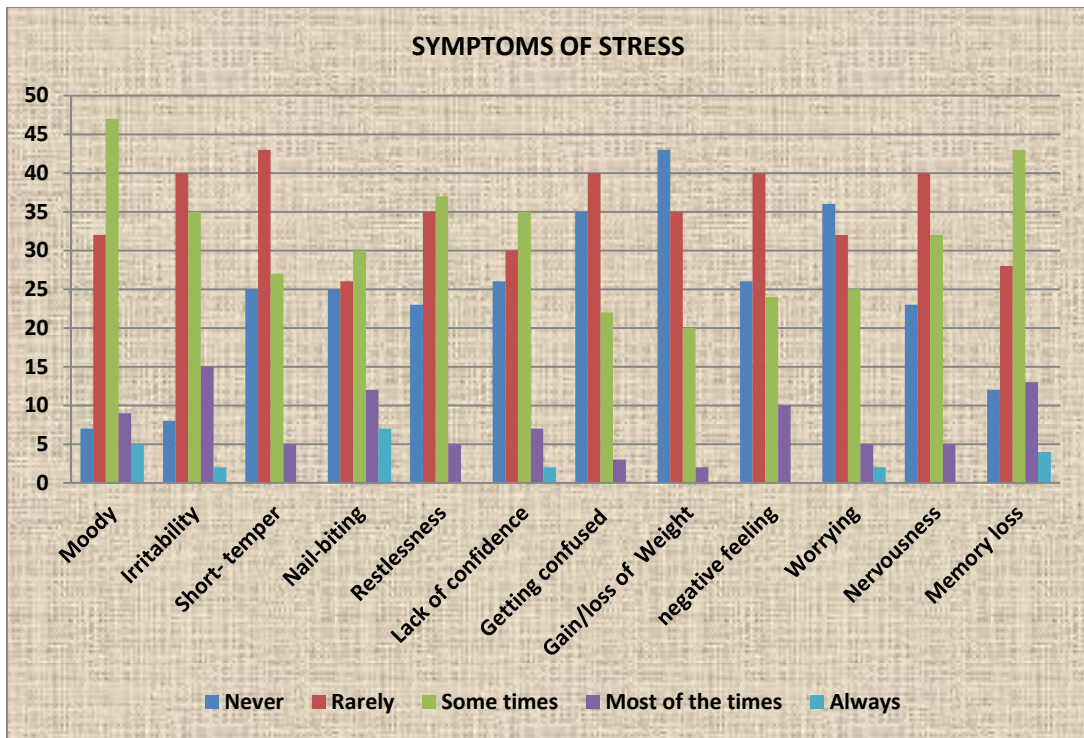


FIGURE 4.8

Work-related stress is a growing problem around the world that affects not only the health and well-being of employees, but also the productivity of organization. Table 4.9 gives constraints faced in job.

TABLE 4.9

CONSTRAINTS FACED IN JOB

Particulars	Number (N=60)	Percentage
Group behavior	10	17
Lack of information	14	23
Lack of recognition	4	7
More work load	19	32
New tasks and techniques	13	21

The above table depicted that out of 60 respondents, 32 per cent of the respondents were more work load in work place, was the major constraint where as 23 per cent of the respondents were having lack of knowledge about the new information, 21 per cent of the respondents were new tasks and techniques were

the constraints and only 7 per cent of the respondents were the problems of lack of recognition in work place.

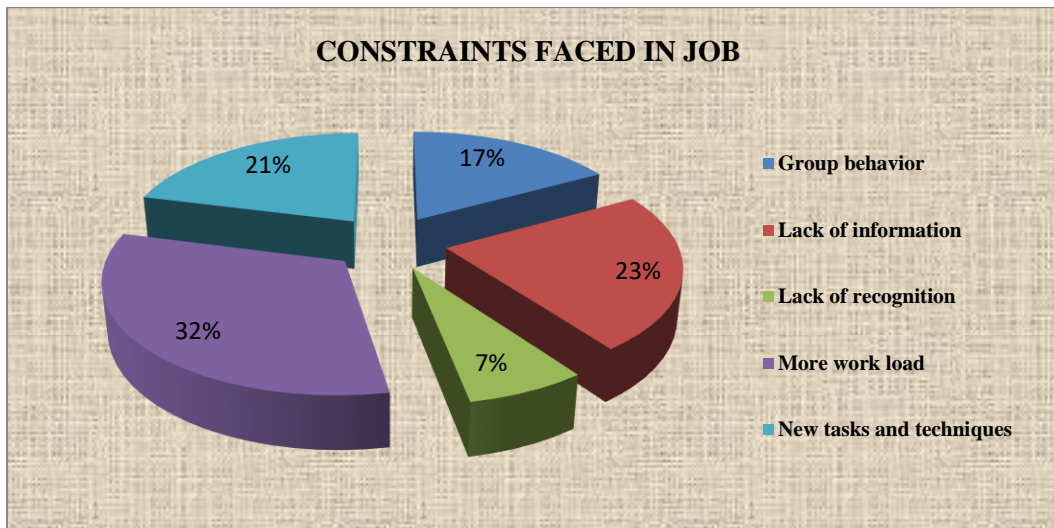


FIGURE 4.9

Resources that help to meet the pressure and demands faced at workplace that includes personal characteristics such as coping skills and reduced work performance. Table 4.10 gives the details on reasons for work stress.

TABLE 4.10

REASONS FOR WORK STRESS

Particulars	Number (N=60)	Percentage
Shortage of required resources	25	42
Insufficient co-workers	13	21
More administration work	4	7
Continuous job demands	11	18
Shortage of help at work	7	12

The above table clearly depicts that selected 60 respondents, majority 42 per cent of the respondents were felt that shortage of required resources was one of the reasons for work stress and 21 per cent of the respondents were felt that insufficient co-workers, 18 per cent of the respondents were felt continuous job demands and only 7 per cent of the respondents were felt more administration work were the reasons for work stress.

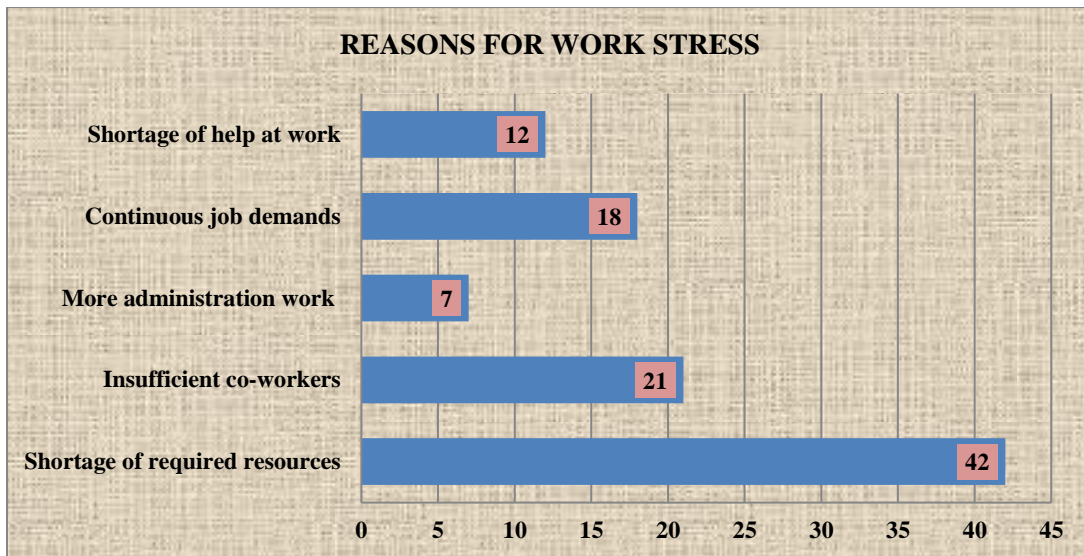


FIGURE 4.10

C. Impact of Stress on Health

Life is more demanding and the requirements of modern day are far higher than they used to be. This is essentially to avoid a situation where suffering from stress related symptoms while being unaware of the real cause of the condition. Generally stress symptoms can be classified as cognitive symptoms, emotional symptoms, physical symptoms and behavioural symptoms. The details of physical and mental health problems are given in Table 4.11.

TABLE 4.11

DETAILS OF PHYSICAL AND MENTAL HEALTH PROBLEM

Particulars	Percentage of the Respondents					
	None	Never	Rarely	Some Times	Most of the Times	Always
Head ache	7	0	35	38	10	10
High blood pressure	7	30	37	22	2	2
Stomach disorder and ulcer	7	45	33	13	2	0
Chest pain	7	38	20	33	0	2
Back pain	7	3	24	43	23	0
Skin Irritation and allergies	7	27	44	18	2	2
Sleep disturbances	7	18	43	27	5	0
Anxiety	7	46	23	22	2	0
Depression	7	33	28	25	7	0
Poor concentration	7	39	22	27	3	2

The above table reveals that 38 per cent of the respondents said that sometimes they were suffered from headache, 37 per cent of the respondents were rarely affects on high blood pressure, 45 per cent of the respondents were never affects on stomach disorder and ulcer, 38 per cent of the respondents were never affect on chest pain, 43 per cent of the respondents were sometimes they affects on back pain, 44 per cent of the respondents were rarely they affects on skin irritation and allergies, 43 per cent of the respondents rarely they affects on sleep disturbances, 46 per cent of the respondents were never affects due to anxiety, 33 per cent of the respondents were never had the problem on depression and 39 per cent of the respondents never affects on poor concentration.

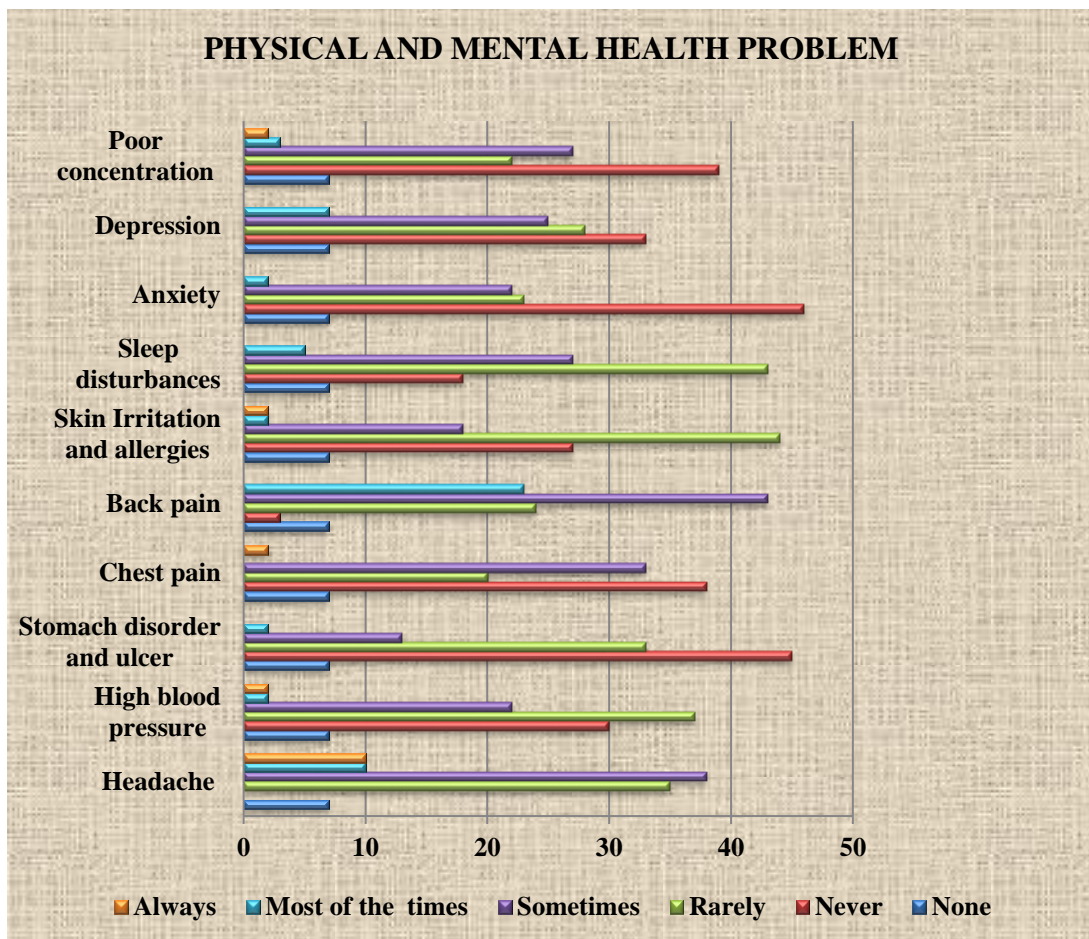


FIGURE 4.11

Work related stress is the response of people may have when presented with work demands and pressures that are not matching to their knowledge and abilities and which challenge their ability to cope. Effects on job performance are given in Table 4.12.

TABLE 4.12

EFFECTS OF STRESS ON JOB PERFORMANCE

Particulars	Number (N=60)		Percentage	
	Yes	No	Yes	No
Increased absenteeism	39	21	65	35
Decreased productivity	34	26	57	43
Wasted potentials and skills	20	40	33	67
Reduced work effectiveness	18	42	30	70
Low morale	18	42	30	70
Reduced job satisfaction	31	29	52	48

Stress leads to many ill effects on employees job performance. Among selected 60 respondents, 65 per cent of the respondents were said that absenteeism was the major reason for employees poor job performance, 57 per cent of the respondents said that decreased productivity, wasted potentials and skills (33 per cent), reduced work effectiveness (30 per cent), low morale (30 per cent), and reduced job satisfaction (52 per cent) were the reasons for employees poor job performance.

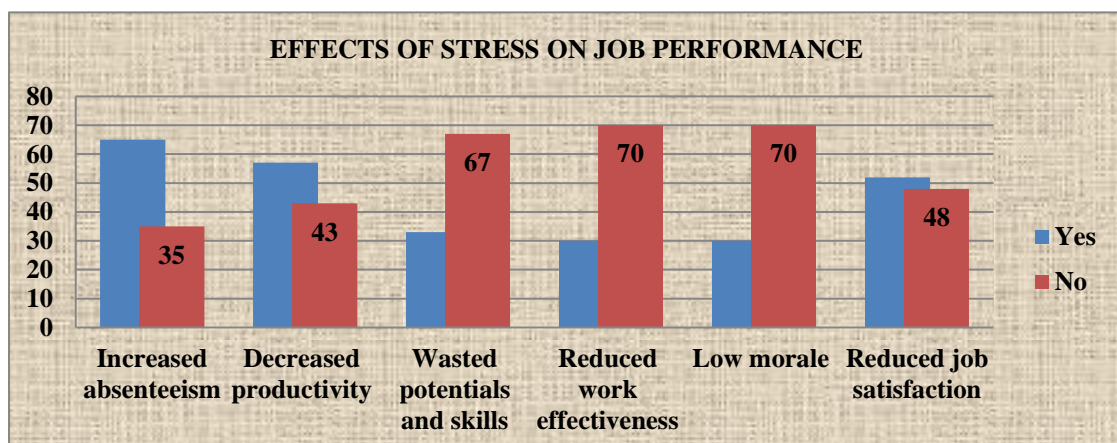


FIGURE 4.12

D. Coping Strategies for Stress

Coping strategies can also be positive (adaptive) or negative (maladaptive), Mechanisms used to cope with stress, attempt to overcome or diminish the amount of stress experienced. Tables-4.13 gives the stress management facilities.

TABLE 4.13

STRESS MANAGEMENT FACILITIES

Particulars	Number (N=60)	Percentage
Availability of stress management facilities	52	87
Non availability of stress management facilities	8	13

Among the selected 60 respondents, majority 87 per cent of respondents were utilized management facilities offered in the workplace and remaining 13 per cent of the respondents were do not utilized management facilities.

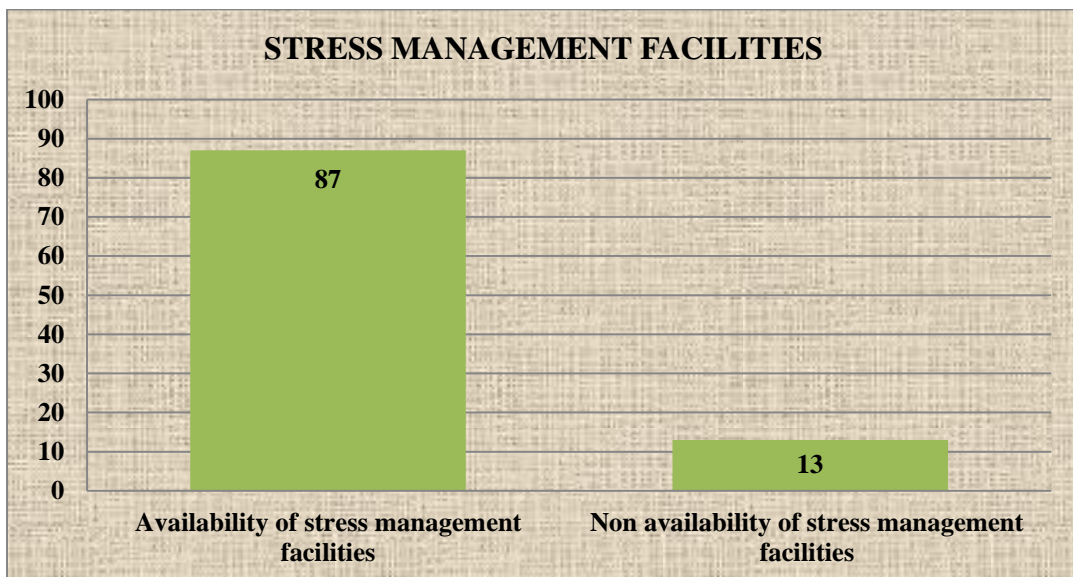


FIGURE 4.13

Stress management programs typically involved three phases. In the first phases participants are learn, what stress is and how to identify the stress in their

own lives. In the second phase, they acquire and practice skills for coping with stress. The final phase, participants learn and practiced stress management techniques. Table 4.14 gives details of stress management facilities utilized by employees.

TABLE 4.14

STRESS MANAGEMENT FACILITIES UTILIZED BY EMPLOYEES

Particulars	Number (N=60)			Percentage		
	Yes	No	None	Yes	No	None
Health awareness programmes	43	9	8	72	15	13
Vacation and holiday trips	17	35	8	29	58	13
Stress management course	13	39	8	22	65	13
Recreation centre	8	44	8	14	73	13
Social support system at the workplace	20	32	8	34	53	13
Stress management workshops	11	41	8	19	68	13

The above table depicts that out of 60 respondents majority 72 per cent of the respondents were utilized for health awareness programmes conducted by the company, 58 per cent of the respondents were not availed stress management facilities, like vacation and holiday trips, not utilized stress management course (65 percent), not utilized recreation centre (73 percent), and not attended stress management workshops (68 percent).

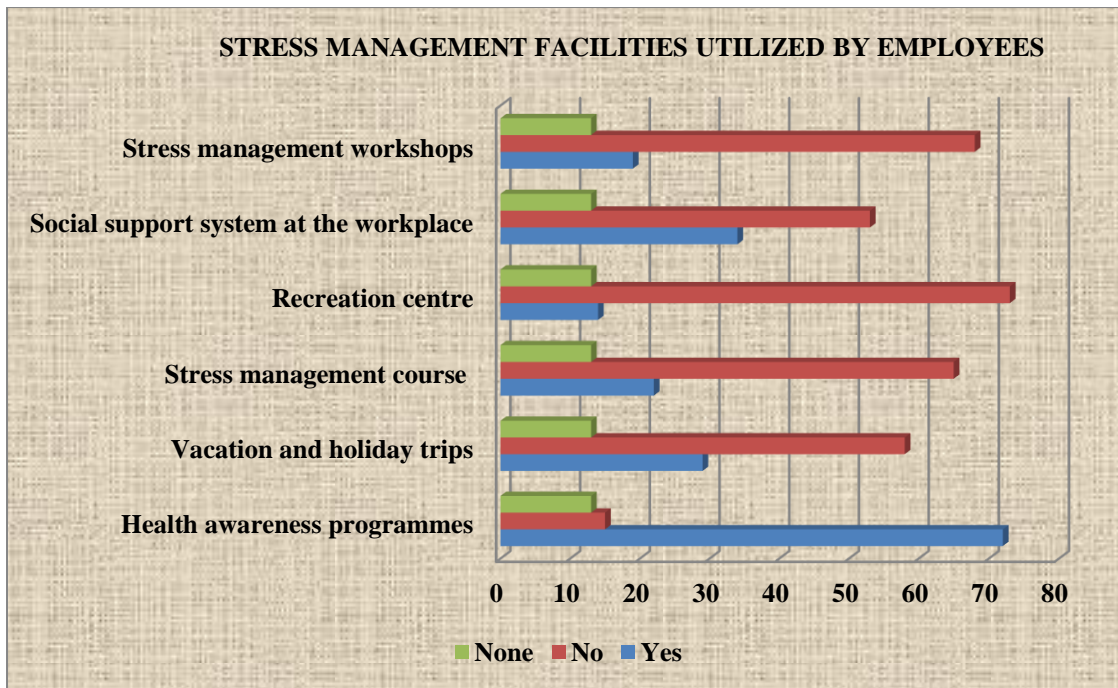


FIGURE 4.14

Coping is a very complex process that varies according to many variables such as the situation, the evaluation of the situation and the resources available. Coping strategies are different depending on the situation and the person; here are some effective coping strategies support can come from many sources, such as family, friends, neighbors, coworkers, organization, etc. Table.4.15 gives details of the coping strategies practiced by employees to reduce stress

TABLE 4.15
COPING STRATEGIES PRACTICED BY EMPLOYEES TO
REDUCE STRESS

Sources	Percentage of the Respondents				
	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
Superiors	42	35	17	7	0
Subordinates	28	45	22	5	0
Co-workers	30	50	20	0	0
Family	33	57	10	0	0
Friends	58	32	10	0	0
Relatives	22	40	20	12	7
Religious / Social Festivals	37	35	27	2	0
Community centers	28	42	22	8	0
Social welfare people	22	48	28	2	0

The above table incurred that out of 60 respondents, 42 of the respondents were strongly agree with coping strategies supported by superiors , 45 per cent of the respondents were agree with coping strategies supported by subordinates, 50 per cent of the respondents were agree with coping strategies supported by co-workers, 57 per cent of the respondents were agree with coping strategies supported by family, 58 per cent of the respondents were strongly agree with coping strategies supported by friends, 40 per cent of the respondents were agree with coping strategies supported by relatives, 42 per cent of respondents were agree with coping strategies given by community centers and 48 per cent of the respondents were agree with the coping strategies given by social welfare people.



FIGURE 4.15

E .Social Support for Managing Stress

Social support that builds people during times of stress and often given them the strength to carry on and even thrive. Social support has been described as support accessible to an individual through social ties to other individuals, groups, and the larger community. A stress management consultant is a helping professional who supports clients to deal with their stress. Recreational activities that are physical active, culturally relevant and conducive to relaxation were found to be effective at reducing the stress. Table 4.16 gives details of recreational activities.

TABLE-4.16

RECREATIONAL ACTIVITIES

Particulars	Number (N=60)	Percentage
Recreational tours	9	15
Sports activities	30	50
Family tours	14	23
Company functions	7	12

The above table stated that selected 60 respondents 50 per cent of the respondents were participated in sports activities conducted by the company and 23 per cent of the respondents were participated in the family tours and only 12 per cent of the respondents were participated in company functions conducted by the company as the recreational activity.

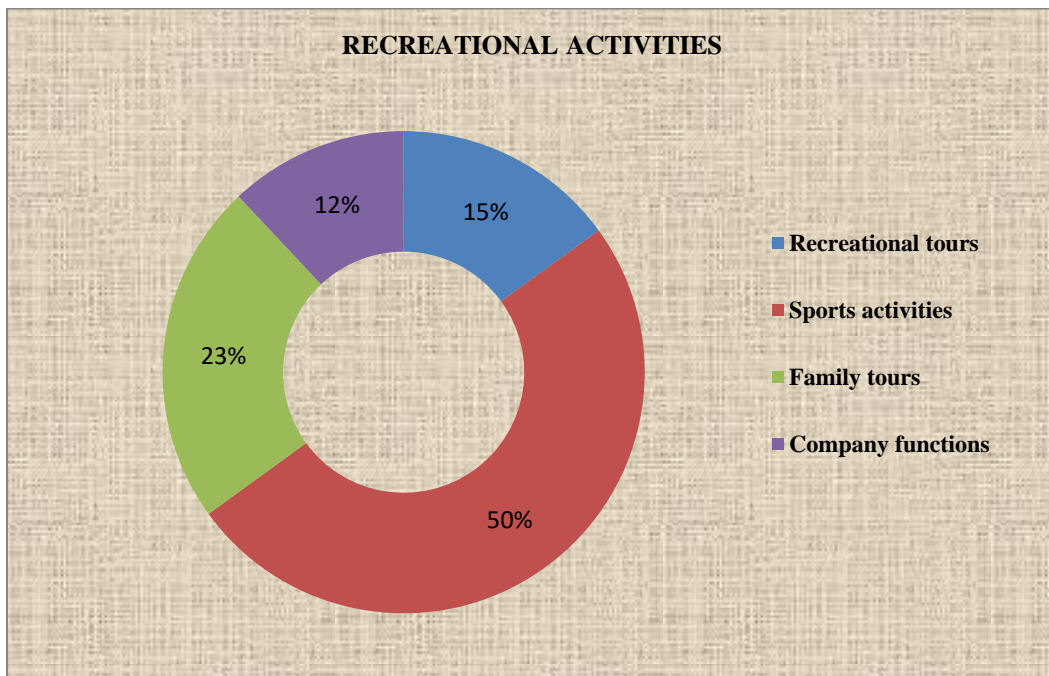


FIGURE 4.16

The most common elements in stress management programmes are those help individual to cope with stress by reducing their vulnerability. These includes series of seminars and workshops, supplemented by audiotapes or videotapes and pamphlets or other publications that educate employees to cope with stress more effectively. Their employees expectations from the management are given in Table 4.17.

TABLE 4.17

EXPECTATIONS FROM THE MANAGEMENT BY WORKER

Particulars	Number (N=60)		Percentage	
	Yes	No	Yes	No
Counseling programmes	48	12	80	20
Training and development activities	53	7	88	12
Proper recognition	50	10	83	17
Opportunities for career development	50	10	83	17
Effective performance management system	48	12	80	20
Flexible work hours	53	7	88	12
Sufficient support	51	9	85	15

Out of 60 respondents majority 80 per cent of the respondent were need more counseling programmes, 88 per cent of the respondents were needs more training and development activities, 85 per cent of the respondents were expect sufficient support from the company, need proper recognition (83percent) and 80 per cent of the respondents were effective performance management system were the major expectations from the management by the workers.

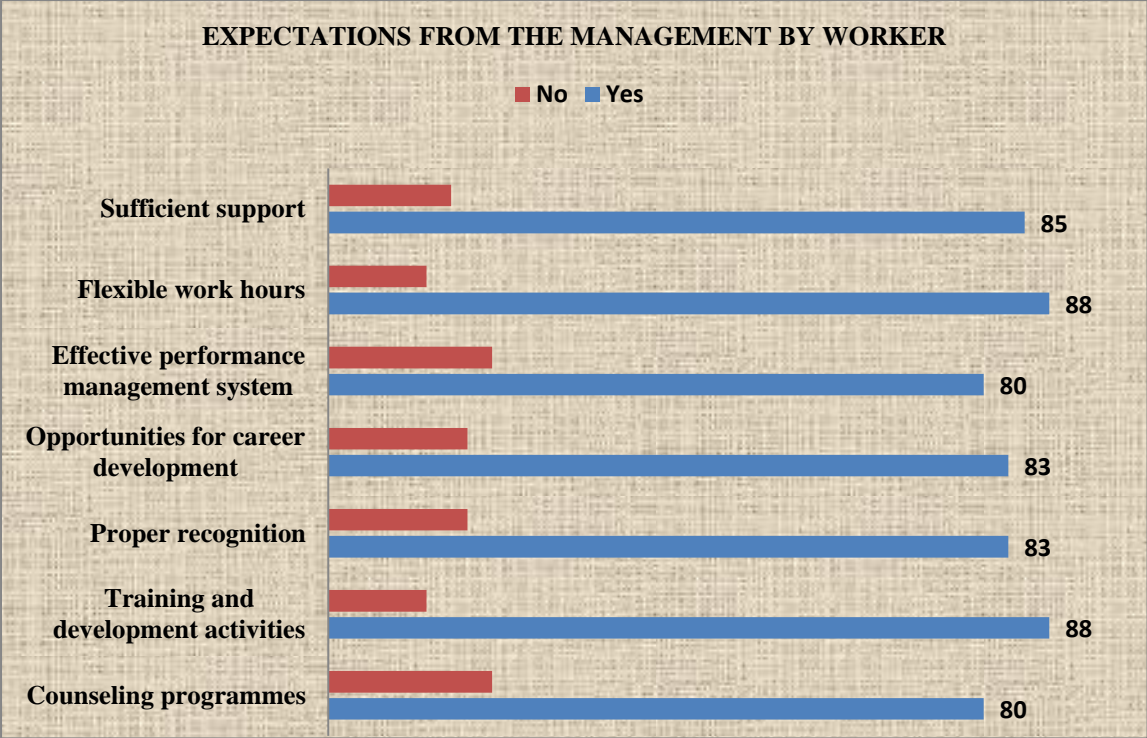


FIGURE 4.17

V SUMMARY AND CONCLUSION

Stress is the emotional and physical strain caused by our response to pressure from the outside world. Common stress reactions include tension, irritability, inability to concentrate, and a variety of physical symptoms that include headache and a fast heartbeat. Stress is a condition or feeling experienced when a person perceives that- demands exceed the personal and social resources the individual is able to mobilize.

The study entitled “**Stress Faced by Employees at Salzer Electronics Limited**” was undertaken with the following objectives

- To find out the socio-economic background of the respondents
- To identify the level of work stress among the employees
- To find out the factors causing stress among employees and to know how they cope up with stress
- To offer suggestions to reduce the stress level of employees

A sample of 60 employees of Salzer Electronics Limited has been selected through interview method and primary data were collected for the study. Random Sampling method was followed for the present study. Interview schedule was the tool used to collect required data.

A. Socio Economic Profile of the Employees

- It can be indicated that out of the selected 60 samples, 42 per cent of the respondents were belongs to the 26-35 years and 30 per cent of the respondents were 36-45 years of age group.
- Out of the selected 60 samples, 43 per cent of the respondents were educated upto the school level and 23 per cent of the respondents were diploma holders.
- It can be revealed that out of 60 respondents, 60 per cent of the respondents were female and 40 per cent of the respondents were male.
- Majority 65 per cent of the respondents were married and 35 per cent of the respondents were unmarried.

- It was interesting to note that 52 per cent of the respondents were belongs to nuclear family and remaining 48 per cent of the respondents were belongs to joint family.
- Among the 60 respondents, 18 per cent of the respondents were working in machine shop, 15 per cent of the respondents were working in panel assembler and only six per cent of the respondents were working in Miniature Circuit Break (MCB) Assembler.
- Out of 60 respondents, 25 per cent of the respondents were having above 20 years of working experience and 23 per cent of the respondents were having 2-5 years of working experience and 17 per cent of the respondents were having less than 2 years of working experience.
- Among the 60 respondents, 35 per cent of the respondents were getting Rs.5000-10,000 as monthly income and 29 per cent of the respondents were getting Rs.15, 000 –20, 000 as monthly income.

B. Stress Symptoms and Factors Influencing Work Stress

- Among the selected respondents, 62 per cent of the respondents said that they underwent stress in their present job, 55 per cent of the respondents said that they experienced stress in workplace, 62 per cent of the respondents had more time pressure to complete work task was the another area of stress.
- It was depicted that 88 per cent of the respondents said that they were having more awareness on how to reduce their work stress in day to day living and only 12 per cent of the respondents were not having any knowledge about how to reduce their work stress. So they need training on stress management.
- It was interpreted that 40 per cent of the respondents were listen songs to reduce stress and 5 per cent of the respondents were having a habit of reading books to reduce their stress and 12 per cent of the respondents were not having any awareness of how to reduce stress

- It was interesting to note that 30 per cent of the respondents said that lack of career development was the major problem leads to stress and 27 per cent of the respondents have more work load and other major problem areas were poor salary (25 per cent) and lack of job security (10per cent) leads to stress.
- Forty five per cent of the respondents were maintained good relationship with supervisors and co-workers and 38 per cent of the respondents were maintained medium relationship with supervisors and co-workers and15 per cent of the respondents were maintained neural relationship with supervisors and co-workers
- Out of selected respondents, 32 per cent of the respondents were more work load in work place, 23 per cent of the respondents were having lack of knowledge about the new information, 21 per cent of the respondents were new task and techniques was the constraints and only 7 per cent of the respondents were the problems of lack of recognition in of work place.
- Majority 42 per cent of the respondents were felt that shortage of required resources was one of the reasons for work stress and 21 per cent of the respondents were felt that insufficient co-workers, 18 per cent of the respondents were felt continuous job demands and only 7 per cent of the respondents were felt more administration work were the reason for work stress.

C. Impact of Stress on Health

- Among the selected respondents, 38 per cent of the respondents said that sometimes they were suffered from headache, 38 per cent of the respondents were rarely affects on high blood pressure, 45 per cent of the respondents were never affects on stomach disorder and ulcer,38 per cent of the respondents were not suffered on chest pain, 42 per cent of the respondents were sometimes they affects on back pain, 45 per cent of the respondents were rarely they affects on skin irritation and allergies, 43 per cent of the respondents rarely they affects on sleep disturbances, 47 per cent of the respondents were never affects due to

anxiety, 33 per cent of the respondents were never had the problem on depression and 40 per cent of the respondents never affects on poor concentration.

- Among selected respondents, 65 per cent of the respondents were said that absenteeism was the major reason for employees poor job performance, 57 per cent of the respondents said that decreased productivity, wasted potentials and skills (33 per cent), reduced work effectiveness (30 per cent), low morale (30 per cent), and reduced job satisfaction (52 per cent) were the reasons for employees poor job performance.

D. Coping Strategies for Stress

- Among the selected 60 respondents, majority 87 per cent of respondents were utilized management facilities offered in the workplace and remaining 13 per cent of the respondents were do not utilized management facilities.
- It was depicted that majority 72 per cent of the respondents were utilized for health awareness programmes given by the company, 58 per cent of the respondents were not availed stress management facilities like vocation and holiday trips, not utilized stress management course (65 percent), not utilized recreation centre (73 percent), stress management workshops (68 percent), in general majority of the respondents were not utilizing for stress management facilities.
- It was interesting to note that 42 percent of the respondents were strongly agree with coping strategies supported by superiors , 45 per cent of the respondents were agree with coping strategies supported by subordinates, 50 per cent of the respondents were agree with coping strategies supported by co-workers ,57 per cent of the respondent were agree with coping strategies supported by family, 58 per cent of the respondents were strongly agree with coping strategies supported by friends.

E. Social Support for Managing Stress

- Fifty per cent of the respondents were participated in sports activities conducted by the company and 23 per cent of the respondents were participated in the family tours and only 12 per cent of the respondents were participated in company functions conducted by the company as the recreational activity.
- Majority 80 per cent of the respondent were need more counselling programmes, 88 per cent of the respondents were need more training and development activities, 85 per cent of the respondents were expect sufficient support from the company, Need proper recognition (83percent) and 80 percent of the respondents were effective performance management system were the major expectation from the management by the workers.

Recommendations

- The organization should provide training programmes for stress management by use of relaxation and yoga techniques for well being of the employees.
- Management should provide holiday package to employees with their family.
- Organization should conduct skill development programs to increase skill and knowledge of the employees so that it helps them to achieve their career objectives
- Organization should arrange informal meetings, group discussions, effective training and development programs to manage the stress of employees.
- Management should provide health related programmes to practiced stress management techniques.

Conclusion

Every person has a working life-time period of about 35 years, normally between 25 to 60 years of age, no profession is stress free. The degree and depth may vary from one another. Both employer and employee must understand that work should be valued and not excessive. Work should not compromise on health and family life; rather offer happiness and peace of mind. As a general rule, actions to reduce job stress should be given top priority in the process of organizational change to improve working conditions and to avert the situation of brain drain. But even the most conscientious efforts to improve working conditions are unlikely to eliminate stress completely for workers.

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APPENDIX I

Interview schedule on elicit information on Stress Faced by Employees at Salzer Electronic Limited

1. Name :

2. Address with mobile no:

A. Socio Economic Background

3. Age:

Upto 25 years

26 -35 years

36-45 years

46- 55 years

Above 55 years

4. Gender:

Male

Female

5. Education qualification:

School level

ITI

Diploma

Bachelor's degree

Master's degree

6. Monthly Income:

Rs.5000 – Rs.10,000

Rs.10,000 – Rs.15,000

Rs.15,000 – Rs.20,000

Rs.20,000 – Rs.25,000

< Rs.25,000

7. Marital Status:

Married

Unmarried

8. Types of family

Nuclear Family

Joint Family

9. Religion

Hindu

Muslim

Christian

10. Occupation

11. Job experience:

Less than 2years

2- 5years

5-10 years

10-15years

Above 20years

12. Do you think that you are undergoing any stress in your job?

Yes

No

13. Is all the stress generated having its origin in the work place or home place?

Work place Yes No

Home place: Yes No

14. Are you aware of reducing the work stress?

Yes No

15. If yes means, how to reduce stress?

Yoga Watching TV Hearing songs

Playing games Reading book

16. Do you feel more time pressure to complete work?

Yes No

17. In which area you faced a problem due to stress in your job?

Work load Poor salary Time pressure

Lack of job security Lack of career development

18. There is a good relationship with your supervisors & co-workers

Strongly agree Agree Neutral

Disagree Strongly disagree

B. Stress symptoms and factors influencing work stress. Tick the appropriate options

19. What are the symptoms of stress that you experience?

S.No	Stress Symptoms	Never	Rarely	Some Times	Most of the times	Always
1	Moody					
2	Irritability					
3	Short- temper					
4	Accelerated speech					
5	Nail-biting					
6	Restlessness					
7	Lack of confidence					
8	Getting confused Easily					
9	Gain/Loss of Weight					
10	Negative feeling					
11	Worrying					
12	Nervousness					
13	Memory less					

19. What type of difficulty do you feel in your job?

- Group behaviour Lack of information
 Lack of recognition More work load
 New takes and techniques

20. What makes you feel that you are overloaded in work?

- Shortage of required resources Insufficient co-workers
 More administration and paper work Continuous and job demands
 Shortage of help at work

C. Impact of stress on health, behaviour and job. Tick the appropriate options

21. Are you suffering from the following physical and mental health problems?

S.No.	Problems	Never	Rarely	Some times	Most of the times	Always
1	Headache					
2	High blood pressure					
3	Stomach disorder and Ulcer					
4	Chest pain					
5	Back pain					
6	Skin irritation and allergies					
7	Sleep disturbances					
8	Anxiety					
9	Depression					
10	Poor concentration					

22. How stress shows its ill effects on your job performance?

- a) Increased absenteeism [Yes] / [No]
 b) Decreased productivity [Yes] / No]
 c) Wasted potentials and skills [Yes] / [No]
 e) Reduced work effectiveness [Yes] / [No]
 f) Low morale [Yes] / [No]
 g) Premature retirement plan [Yes] / [No]
 h) Reduced job satisfaction [Yes] / [No]

D. Organizational and individual strategies for managing stress. Tick the appropriate options

23. Did you utilize stress management facilities offered by your workplace?

Yes No

24. If 'Yes' which of the following stress management facilities are utilized by you?

- a) Health awareness programmes [Yes] / [No]
- b) Vacation and holiday trips [Yes] / [No]
- c) Stress management course [Yes] / [No]
- e) Recreation centre [Yes] / [No]
- f) Social support system at the work Place [Yes] / [No]
- g) Stress management workshops [Yes] / [No]

25. What are the coping strategies that you are practicing yourself to reduce stress?

S.No	Sources of social support	Strongly Agree	Agree	Neutral	Disagree	Strongly Disagree
1	Superiors					
2	Subordinates					
3	Co-workers					
4	Family					
5	Friends					
6	Neighbors'					
7	Relatives					
8	Religious / Social Festivals					
9	Community centers					
10	Social welfare people					

E. Social support factors, expectations and suggestions of employees to make workplace stress free. Tick the appropriate options.

26. What are the recreational activities does your company provide to the employees to reduce the work stress?

- Recreational Tours
- Sports Activities
- Family Tours
- Honoring the hard working people
- Any other specify-----

27. What are your expectations from the management to make workplace stress free?

- a) Counseling programmes [Yes] / [No]
- b) Training and development activities [Yes] / [No]
- c) Proper recognition [Yes] / [No]
- d) Exclusive staff for procuring labor for cane harvesting [Yes] / [No]
- e) Opportunities for career development [Yes] / [No]
- f) Effective performance management system [Yes] / [No]
- g) Open communication [Yes] / [No]
- i) Sufficient support [Yes] / [No]

SALZER ELECTRONICS LTD.

CIN : L0321DTZ1985PLC001535

salzer

September 14, 2018

To,

The Head of Department,
Department of Extension Education,
Avinashilingam Institute for Home Science and,
Higher Education for women,
Coimbatore - 641043.

Dear Madam,

Sub: Project - Permission Reg.

With reference to the above subject, we would like to inform you that we are permitting below said student of your institution to undergo the Project in our company for the period from Dec-2018 to April-2019.

I.Kavitha.S

(Reg.No: 17PSW005)

We request you to advise the above student to report to the undersigned for the further action in this regard.

Thanking You

Yours faithfully

For **SALZER ELECTRONICS LIMITED**


(K.RAMAN)
MANAGER-HR



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E-mail : salzer@salzergroup.com Website : www.salzergroup.com

INSTITUTIONAL HUMAN ETHICS COMMITTEE



Avinashilingam

Institute for Home Science and Higher Education for Women

Deemed to be University Under category 'A' By MHRD, (Estd. u/s 3 of UGC Act 1956)

Re Accredited with 'A' Grade By NAAC, Recognised by UGC Under Section 12 B

Coimbatore - 641043, Tamil Nadu, India

Chairman

Dr. S. Ramalingam
Principal, PSG Institute
of Medical Sciences
& Research, Coimbatore

Member Secretary

Dr.S.Uma Magdhwari
Professor,
Dean Student Affairs,
Department of Food Service
Management & Dietetics

Members

Dr.P.R.Padma
Mr. K.Arulmani (Legal Expert)
Dr. N.S. Robini
Dr.Subhashini K. Sripathi
Dr.A. Sathiyawathy
Ms.D.Kavitha
Dr.S. Muthalakshmi
Dr.G.Victoria Nazeer
Dr. Aashir Justin
Dr.Aniltha Selvam

24 January 2019

To
Ms. Kavitha.S
Department of Home Science and Extension Education
Avinashilingam Institute for Home Science and
Higher Education for Women
Coimbatore - 641 043

Dear Kavitha.S,

Ref: Your proposal No. IHEC/18-19/MSW/08 entitled
"Stress Faced by Employee at Salzer Electronics Limited" submitted
for approval to the IHEC on 30.09.18.

The Institutional Human Ethics Committee of our University hereby
grants approval to your research proposal No. IHEC/18-19/MSW/08
entitled "Stress Faced by Employee at Salzer Electronics Limited"
submitted by you. The Approval number for the same is AUW/
IHECMSW-18-19/XPD/08.

We wish you all the best in your research endeavours.

Regards,

Dr.S.Uma Magdhwari
Dr.S.Uma Magdhwari
Member Secretary

