

**Effectiveness of Stress Management with Reference
To Jenntex Engineering**

PRIYA.S

(REG NO.15PBA015)

A Major Project Submitted to

Avinashilingam Institute for Home Science and Higher Education for women

Coimbatore- 641 043

In Partial fulfillment of the requirements for the degree of

Masters of Business Administration

April 2017

Assess the stressors in work with Reference

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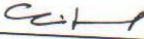
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CERTIFIED AS BONAFIDE RESEARCH WORK



Signature of the
Supervisor



Signature of the
Head of the Department



Signature of the
External Examiner

ACKNOWLEDGEMENT

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SYNOPSIS

SYNOPSIS

Stress is defined as “a state of psychological and physiological imbalance resulting from the disparity between situational demand and the individual's ability and motivation to meet those needs.” Stress has often been misunderstood to be negative, with few people acknowledging the importance and usefulness of positive stress. In our everyday lives, stress is everywhere and definitely unavoidable; hence our emphasis should be on differentiating between what is good stress, and what is bad. Stress is one of the most important things that play a major role in human life. Since all the companies depend upon man power, it is one of the important issues to be taken care of and also it has become a major concern of the modern times. Stress can cause harm to employee's health and performance. Work related stress may lead to sickness, high turnover and high absenteeism. Job stress is a condition arising from the interaction of people that force deviate from their timing.

So it becomes necessary for every organization to know about the level of stress among the employees and its consequences so that the company can overcome it. The main objective is to find out the level of stress among the employees of different age groups and to identify the effective dimension of stress among employees.

For this a sample of 150 was collected from the employees of Jenntex were t-test, ANOVA, percentage analysis and mean scores are used as tools to analyse the data and it is found that employees have stress during the work time due to time period given to complete the task, repetition of same task and so on. And here we find stress levels for various age groups so that organization can plan for stress relief techniques accordingly to the age group. This will improve better reaction among employers and employees and also increase in production level.

JENNTEX

Perfect in Engineering - Solid in Performance

No. 87-A-3, Sathy Road, Near Telephone Exchange, Ganapathy, Coimbatore- 641 006. Tamilnadu,
India.

20/2/2017

TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Ms.S.Priya (15PBA015)** of **Avinashilingam school of management technology, Coimbatore** has completed her project in the title "**Effectiveness of stress management with reference to Jenntex Engineering**" from **26th December 2016 to 18th February 2017.**

During this time her conduct and performance was excellent.

For JENNTEX


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CERTIFICATE

INTRODUCTION

CHAPTER I

INTRODUCTION

This chapter includes the introduction to Effectiveness of stress management among the employees of jentex engineering. This is categorized into

1.1 Textile industry

1.2 Jentex Engineering

1.3 Introduction

1.4 Objective

1.5 Scope

1.6 Limitations

1.1 Textile Industry

The **textile industry** is primarily concerned with the design and production of yarn, cloth, clothing and their distribution. The raw material may be natural or synthetic using products of the chemical industry. India is the second largest producer of textiles and garments in the world. The Indian textiles and apparel industry is expected to grow to a size of US\$ 223 billion by 2021, according to a report by Technopak Advisors. This industry accounts for almost 24% of the world's spindle capacity and 8% of global rotor capacity. Abundant availability of raw materials such as cotton, wool, silk and jute as well as skilled workforce have made the country a sourcing hub

The textiles industry has made a major contribution to the national economy in terms of direct and indirect employment generation and net foreign exchange earnings. The sector contributes about 14 per cent to industrial production, 4 per cent to the gross domestic product (GDP), and 27 per cent to the country's foreign exchange inflows. It provides direct employment to over 45 million people. The textiles sector is the second largest provider of employment after agriculture. Thus, growth and all round development of this industry has a direct bearing on the improvement of the India's economy.

The future for the Indian textile industry looks promising, buoyed by both strong domestic consumption as well as export demand. With consumerism and disposable income on the

rise, the retail sector has experienced a rapid growth in the past decade with the entry of several international players like Marks & Spencer, Guess and Next into the Indian market. The organized apparel segment is expected to grow at a Compound Annual Growth Rate (CAGR) of more than 13 per cent over a 10-year period.

1.2 Jenntex Engineering

Established in the year 2003, by entrepreneurs having rich experience in the technologies and manufacture of textile machineries in Ganapathy, Coimbatore. Basically started to cater to the spares and services needs of mills having 'Jenntex' make of machines. With the overwhelming support and encouragement of its customers, the Ring Doubling Frame was developed, the quality and technology was very much evident and the frame was very well received in the market. Other machines were not late to come by. In all the products developed, along with the functionality, the specific and individual customer requirement is kept in mind. Its strength is the capacity to conceptualize, design, develop and erect textile machineries to suit the exact and individual requirement of the customer. The products developed are precise, of the highest standards possible in the industry. Quality starts from the procurement of raw materials and is maintained till the product is commissioned to the satisfaction of the customer.

Crèche

They have a crèche within the factory premise along with children play area to take care of the children of the work forces.

As this is a manufacturing organization for the export quality goods, managing the exports and on-time delivery of the goods to the client plays an important role. This study helps in understanding their internal and external stress factors.

Vision

They shall, on a global scale, become the leading company in providing reliable technical solutions, equipment and the frames plants of a medium-range output.

Mission

To provide people with energy, applying environmentally friendly technology.

To provide reliable technical solutions, equipment and services globally, acting up to the sustainable development principle and considering customer needs.

To create possibilities and adequate environment for the development of employee potential.

To ensure high return on capital invested for the owners.

To promote the values those are consistent with the sustainable development approach.

1.3 Introduction

In our day to day life, stress is everywhere and definitely unavoidable. One finds stress everywhere, whether be it within the family, business organization or any other social or economic activity. Right from the time of birth till the last breath, every individual is invariably exposed to various stressful situations. Stress happens whenever one's mind and body react to some real or imagined situation. Since every condition or event in our body life causes some degree or stress, it is unrealistic and impossible to totally eliminate stress from one's life. Urbanization, industrialization and increase in the scale of operation in the society are causing increasing stresses. Stress can have serious consequences for both health and work performance. In terms of health, the current belief among many medical parishioners is that 50 to 70% of all physical illnesses are related to stress. Stress can cause depression, irritation, anxiety, fatigue, lowered self-esteem and reduced job satisfaction. Sustained over a long period, stress can lead to attempts to escape through the use of drug or alcohol.

Behavior responses to physical and psychological stress affect organizations negatively. The increasing rate of stress at work has wide-ranging effects including absenteeism, impaired teamwork. Workplace violence, decreased efficiency, increased rates of physical and mental illness, employee burnout, risk of discrimination and growth in early retirement. There are many factors that contribute to making a workplace stressful. The factors that contribute to making some jobs more successful includes the level of decision making required the level of monitoring workers must endure the unpleasant or information with others. Understanding the factors that contribute in creating stress in the workplace can help employer begin to manage stress among the workforce.

Meaning and definition of stress

The word stress is derived from a Latin word "Stringers", meaning to draw tight. From the view point of physical science, the phenomena of stress are evident in all materials when they are subjected to "force", pressure, strain or strong-front". Every material steel, rock or wood has its own limit up to which it can withstand stress without being damaged. Similarly human beings can tolerate certain level of stress. Stress is highly individualistic in nature. Some people have high levels of stress tolerance for stress and thrive very well in the face of several stressors in the environment. In fact, some individuals will not perform well unless they experience a level of stress which activates and energizes them to put forth their best results.

Stress in individual is defined as any interference that disturbs a person's healthy mental and physical well-being. It occurs when the body is required to perform beyond its normal range of capabilities. Stress has become a major concern of the modern times as it can cause harm to employee's health and performance. Different psychologists and physiologists have defined stress differently. In simple words, stress refers to pressure or tensions people feel in life. As living human makes constant demands, so it produces pressure, i.e., stress is therefore, a natural and unavoidable feature of human life.

In medical terms stress is described as, physical or psychological stimulus that can produce mental tension or physiological reactions that may lead to illness. "When you are under stress, your adrenal gland releases corticosteroids, which are converted to cortisol in the blood stream. Cortisol's have an immune suppressive effect in your body. Stress is a measure of the average amount of force exerted per unit area. It is a measure of the intensity of the total internal forces acting within a body across imaginary internal surfaces, as a reaction to external applied forces and body forces. It was introduced into the theory of elasticity by Cauchy around 1822. Stress is a concept that is based on the concept of continuum. In general stress is expressed as $\Theta = F / A$ Where

Θ is the average stress, also called engineering or nominal stress,

And F is the force acting over the area. A is the employees attention towards their job.

Nature of Stress

Stress is a dynamic condition in which an individual is confronted with an opportunity, constraint or demand related to what he or she desires and for which the outcome is perceived to be both uncertain and important.

Stress is not necessarily bad in and of itself. While stress is typically taken in a negative sense, it also has positive value. It is an opportunity when it offers potential gain. Consider for example the superior performance that an athlete or stage performer gives in "difficult" situations. Such individuals often use stress positively to rise to the occasion and perform at or near their maximum.

Stress is associated with constraints and demands. The former prevents you from doing what you desire. The latter refers to the loss of something desired. So when you take a school or you undergo your annual performance review at work, you feel stress because you confront opportunity, constraints and demands. A good performance review may lead to a promotion getting the promotion. An extremely poor review might even result in being fired.

Two conditions are necessary for potential stress to become actual stress. There must be uncertainty over the outcome and the outcome must be important. Regardless of the conditions, it is only when there is doubt or uncertainty regarding whether the opportunity will be seized, the constraint removed or the loss avoided that there is stress. That is stress is highest for those individuals who perceive that they are uncertain as to whether they will win or lose, and lowest for those individuals who think that winning or losing is a certainty. But importance is also critical. If winning or losing is an unimportant outcome, there is no stress. If earning a promotion doesn't hold any importance to a person, he would have no reason to feel stress over having to undergo a performance review.

DIMENSIONS OF STRESS

Stress has often been misunderstood to be negative, with few people acknowledging the importance and usefulness of positive stress. In our everyday lives, stress is everywhere and definitely unavoidable; hence our emphasis should be on differentiating between what is good stress, and what is bad. This will help us to learn to cope with negative stress and harness the power of positive stress to help us achieve more.

There are 4 main dimensions of stress, namely eustress, distress, hyper stress and hypo stress. Negative stress can cause many physical and psychological problems, whilst positive stress can be very helpful for us. Here's how we differentiate between them.

Eustress:

This is a positive form of stress, which prepares your mind and body for the imminent challenges that it has perceived. Eustress is a natural physical reaction by your body which increases blood flow to your muscles, resulting in a higher heart rate. An athlete will experience the strength that comes from eustress right before they play a big game or enter a big competition. Because of the eustress they immediately receive the strength that they need to perform. When the body enters the fight or flight response, it will experience eustress. The eustress prepares the body to fight with or flee an imposing danger. This type of stress will cause the blood to pump to the major muscle groups, and all increase the heart and blood pressure to increase. If the event or danger passes, the body will eventually return to its normal state.

Distress

Distress is one of the negative types of stress. This is one of the types of stress that the mind and body undergoes when the normal routine is constantly adjusted and altered. The mind is not comfortable with the routine, and craves the familiarity of a common routine. There are actually two types of distress acute stress and chronic stress.

Acute stress: - Acute stress is the type of stress that comes immediately with a change of routine. It is an intense type of stress, but it passes quickly. Acute stress is the body's way of getting a person to stand up and take inventory of what is going on, to make sure that everything is OK.

Chronic stress: - Chronic Stress will occur if there is a constant change of routine for week after week. Chronic stress affects the body for a long period of time. This is the type of stress experienced by someone who constantly faces moves or job changes.

Hyper stress:

Hyper Stress Occurs when an individual is pushed beyond what he or she can handle. Hyper stress results from being overloaded or overworked. When someone is hyper stressed, even little things can trigger a strong emotional response. A wall street trader is a likely to experience hyper stress.

Hypo Stress:

Hypo Stress is the opposite of hyper stress. Hypo stress occurs when an individual is bored or unchallenged. People who experience hypo stress are often restless and uninspired. A factory worker who performs repetitive tasks might experience hypo stress.

SYMPTOMS:

The sign of job stress vary from person to person, depending on the particular situation, how long the individual has been subjected to the stressors, and the intensity of the stress itself.

Typical symptoms of job stress can be:

- Insomnia
- Loss of mental concentration
- Anxiety
- Absenteeism
- Depression
- Substance abuse,
- Extreme anger and frustration
- Family conflict

CAUSES OF WORKPLACE STRESS:

Job Insecurity

Organized workplaces are going through metamorphic changes under intense economic transformation and consequent pressures. Reorganizations, takeovers, mergers, downsizing and other changes have become major stressors for employees, as companies try to live up to competition to survive. These reformations have put demand on everyone, from a CEO to a mere executive.

High Demand for Performance

Unrealistic expectations, especially in the time of corporate reorganizations, which sometimes, puts unhealthy and unreasonable pressures on the employee, can be a tremendous source of stress and suffering. Increased workload, extremely long work hours and intense pressure to perform at peak levels all the time for the same pay, can actually leave an employee's physically and emotionally drained. Excessive travel and too much time away from family also contribute to an employee's stressors.

Technology

The expansion of technology - computers, pagers, cell phones, fax machines and the internet - has resulted in heightened expectations for productivity, speed and efficiency, increasing pressure on the individual worker to constantly operate at peak performance levels. Workers working with heavy machinery are under constant stress to remain alert. In this case both the worker and their family members live under constant mental stress. There is also the constant pressure to keep up with technological breakthroughs and improvisations, forcing employees to learn new software all the times.

Workplace culture

Workplace culture adjusting to the workplace culture, whether in a new company or not, can be intensely stressful making oneself adapt to the various aspects of workplace culture such as communication patterns, hierarchy, dress code if any, workspace and most importantly working and behavioral patterns of the boss as well as the co-workers, can be a lesson of life. Maladjustment to workplace cultures may lead to subtle conflicts with colleagues or even with superiors. In many cases office politics or gossips can be major stress inducers.

Personal or Family Problems

Employees going through personal or family problems tend to carry their worries and anxieties to the workplace. When one is in a depressed mood, his unfocussed attention or lack of motivation affects his ability to carry out job responsibility.

REMEDIES TO REDUCE STRESS

There are two major approaches to reduce stress. They are

1. Individual approaches
2. Organizational approaches

INDIVIDUAL APPROACHES

An employee can take individual responsibility to reduce his/her stress level. Individual strategies that have proven effective include, implementing time management techniques, increasing physical exercise, relaxation training, and expanding the social support network.

Time management

Many people manage their time very poorly. Some of well-known time management Principles includes.

Making daily list of activities to be accomplished

Scheduling activities according to the priorities set

Prioritizing activities by importance and urgency

Knowing your daily cycle and handling the most demanding parts of your job.

Physical exercise

Practicing non-competitive physical exercise like aerobics, race walking, jogging, swimming, and riding a bi-cycle.

Relaxation training

Relaxation techniques such as mediation, hypnosis and bio-feedback. The objective is to reach in state of deep relaxation, where one feels physically relaxed, somewhat from detached from immediate environment. Fifteen or twenty minutes a day of deep relaxation releases tension and provides a person with a pronounced sense of peacefulness.

ORGANIZATIONAL APPROACHES

Several of the factors that cause stress particularly task and role demands and organizations structure are controlled by management. As such they can be modified or hanged. Some of the strategies that management want to consider include improved personal self-section and job placement, use of realistic goal setting, redesigning of jobs, improved organizational communication and establishment of corporate wellness programmers.

Certain jobs are more stressful than others; individuals with little experience or an external lower of control tend to be more proven to stress. Selection and placement decisions should take these facts into consideration. Goal setting helps to reduce stress. It also provided motivation. Designing jobs to give employees more responsibility, more meaningful work, more autonomy, and increased feedback can reduce stress, because these factors give the employee greater control over work activities and lessen dependence on others.

One important remedy to reduce stress is the maintenance of good sleep. Research conducted on laboratory specimen to have met with startling discoveries. Sleep starved rats have developed stress syndrome. The American National Sleep Foundation claims that a minimum of eight hours of sleep is essential for good health. Generally studies shows that young adults can manage with about 7-8 hours. After the age of 35, six hours of sleep is sufficient whereas people over 65 years may just need three or four hours.

STATEMENT OF THE PROBLEM

Stress is one of the most important things that play a major role in human life. Since all the companies depend upon man power, it is one of the important issues to be taken care of and also it has become a major concern of the modern times. Stress can cause harm to employee's health and performance. Work related stress may lead to sickness, high turnover and high absenteeism. Job stress is a condition arising from the interaction of people that force deviate from their timing. So it becomes necessary for every organization to know about the level of stress among the employees and its consequences so that the company can overcome it.

1.4 Objectives

- To determine the level of stress among the employees of different age groups.
- To identify the factors causing stress among the employees.
- To study about the coping strategies to manage stress.
- To offer suitable suggestion on the basis of findings of the study.

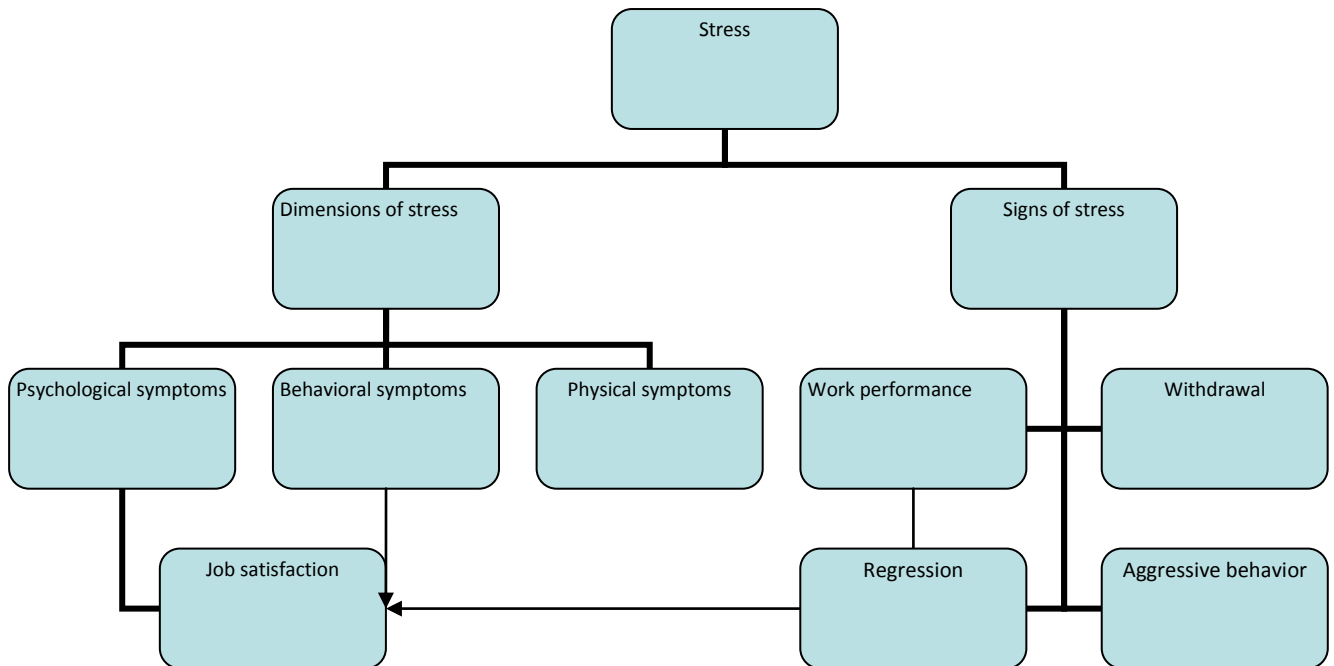
1.5 Scope

- Stress will badly affect the employees both at work place and in personal life. If stress is managed properly.
- It is beneficial to employees as well as the organization in terms of production, improved relationships both on and off the job. Also it leads to better teamwork and communication.
- The employee's turnover will be low and the absenteeism rate will be lower. Also the retention of valued employees is possible.

1.6 Limitations

- The sample size is limited to 150 as the employees of the companies are limited to 150.
- There is a bias with the collection of data as the respondents may wrong answers for the questions asked to them.
- The study time is limited to 3 months so a deep analysis about the research cannot be found.

Conceptual frame work



The study is about analyzing the stress of the employees towards various factors and as with the study two factors are taken as frame work for the study

1. Occupational stress
2. Family stress towards their Job

1. Occupational stress deals with factors related to their work pressure and the carrier opportunities with the company.

The stress faced by professional workers is substantial. For many professionals, it is intrinsic to the job itself, where competing demands and pressures are inescapable. The sheer volume of work can also be overwhelming at times, whether one is a social worker, teacher, doctor or manager. Anyone in this kind of job knows, either from their own direct experience or from observing colleagues, that stress can have very serious consequences. It can develop into a living nightmare of running faster and faster to stay in the same place, feeling undervalued, feeling unable to say 'no' to any demand but not working productively on anything. The signs of stress can include sleeplessness, aches and pains and sometimes physical symptoms of anxiety about going to work. What is more, people who are chronically stressed are no fun to work with. They may be irritable, miserable, lacking in energy and commitment, self-

absorbed etc. They may find it hard to concentrate on any one task and cannot be relied on to do their share.

2. Family stress deals with stress created with their work based on their family

When trying to balance work and family responsibilities, many workers experience conflict between these two roles. Work – family conflict has been defined as a mutual incompatibility between the demands of the work role and demand of the family role, Juggling work and family responsibilities is a common experience for many employees. Although engaging in both work and family roles can have positive effects for individuals, but if workers are unable to balance the responsibilities associated with both roles, the potential for conflicts between roles increases. In the work setting, Rees found that women encounter more stress as compared to men. The main reason is women have to balance their responsibilities towards their work and family. While Carnicer et al have found that gender is not a significant variable to explain work-family conflict. As the consequences of work – family conflict, De Janasz, found that the conflict of work and family may lower job satisfaction and it may decrease the organizational commitment. In order to overcome the work – family conflict, Boyar et al suggested that organizations can work to reduce work family conflict by adopting family-friendly programs that help employees balance work and family demands. Specifically, their study implies that organizations should find ways to hold constant or reduce perceptions of work and family demand, along with other direct antecedents of work interfering with family and family interfering with work.

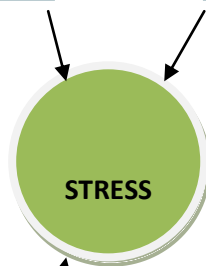
Project framework

Objectives

- Identify factors causing stress
- Determine level of stress among age groups
- Study about coping strategies to manage stress
- Offer suitable suggestion on basis of finding of the study

Tools used

- A) T-Test
- B) Percentage analysis
- C) Descriptive statistics
- D) ANOVA



Findings

- Most of the employees suffering from stress are from age group of 18-25.
- Production department employees experience more stress
- Physical symptoms experienced by employees
 - Nervousness
 - Back pain
 - Over sweat
- Psychological symptoms
 - Trouble in remembering things
 - Frighten about problems
 - Hard to talk during stress
- Behavioral symptoms
 - Drinking alcohol
 - Absenteeism
 - Shouting at family members

Suggestions

Organization must conduct some stress relieving techniques to employees such as

- Yoga/meditation
- Aerobics
- Counseling
- Melody music (based on the nature of work)
- Motivation and so on

This in turn will increase in level of production.

REVIEW OF LITERATURE

CHAPTER II

REVIEW OF LITERATURE

Introduction

Dictionary meaning of stress is hardship, adversity, strains, affliction etc. Medical definition of the term stress is “reaction of the animal body to forces of deleterious nature, infections, abnormal states which tend to disturb its normal psychological equilibrium”.

‘Stress is essentially the art of wear and tear on the body’- Hans Selye stated. He added clarity to this statement by saying ‘In any event, wear and tear is only the result of all this; hence now we define stress as the non-specific response of the body to any demand’. ‘Stress is the state manifested by a specific syndrome which consists of all the nonspecifically-induced changes within a biological system.’

The first category consists of the studies related to occupational stress of the employees. The second category consists of demographic profile of the employee and occupational stress.

Factors on literature review

2.1 Occupational stress of the employees

2.2 Demographic profile of the employees and occupational stress.

2.1 Occupational stress of the employees

‘Work related stress is the emotional, cognitive, behavioral and physiological reaction to aversive and noxious aspects of work, work environment and work organizations. It is a state characterized by high levels of arousal and distress, and often by feeling of not coping.’ (European Commission Directorate-General for Employment and Social Affairs, Guidance on work-related stress: **Spice of Life – or Kiss of Death, 1997**).

Schwartz AJ (1987), Medical and dental residents at the University of Rochester Medical Center were surveyed to measure stress and its causes. The study revealed that the major causes of distress during bleakest times as lack of sleep, inadequate support from senior professionals, large patient load, and competition from peers. High quality teaching rounds, a night-float system, and sick leave were felt by the residents to lessen stress. To cope with the stress, the residents reported they talked to others, tried to see humor in the situation, or slept.

Aslaug Mikkelsen (1988), the objective of the study about the organizational factors that affect learning how to cope with the rapid external and internal changes in working life. The study revealed that individual who perceived the learning climate as good and who were working in a group that agreed with this position had a low job-stress level. This may be ascribed to their feeling of control over the work situation and reduced due to the social support from the group, producing a low job stress level.

David B. Beaton (1998) the objective of the study about a psychological fields of psychoneuroimmunology (PNI) and how psychopathology has an impact on immune system. The study revealed that coping strategies are also looked at where in some cases they have shown abilities in strengthening the immune system. The understanding of PNI is crucial in understanding the association between immunity, depression, stressors and psychosocial aspects along with their interactions with each other and their casual relations. The study further revealed that correlations between stress, depression and the immune system.

P. Ochtinsky (1998). The paper showed this to be true and suggested that coping techniques for stress can greatly improve a person's physical health. Positive attitude correlates strongly with increased ability of the immune system to fight pathogens. Performance stress, stress such as that of students during an examination period, seems to correlate with a decrease in disease-fighting cells and the response of immune system of mitogens. Persons with an effective social structure have been shown to have stronger immune abilities. Coping strategies that involve denial of loss of control over personal health correlate with decreased immune abilities. In positively affecting the immune system by way of reducing and managing stress The study revealed that the efficiency of certain types of therapy

Peter R. Vagg (2002) The objective of the study was to identify the stress level reported that they experienced stress more often while making critical decision and dealing with crisis situations than did workers at lower levels, for whom inadequate salary and lack of opportunity for advancement were more stressful. For male work stress was more strongly related to concerns about their role in the power structure of an organization, whereas female employees reported experiencing more severe stress when there was a conflict between job requirements and family relationships.

A-S Antonio (2006) The objective of the study is to identify the specific sources of occupational stress and the professional burnout experienced by teachers working in Geek primary and secondary schools. The study revealed that the most highly rated sources of stress referred to problems in interaction with students, lack of interest, low attainment and handling students with difficult behavior. Female teachers experienced significantly higher levels of occupational stress, specifically with regard to interaction with students and colleagues, workload, students' progress and emotional exhaustion. Younger teachers experienced higher levels of burnout, especially in terms of emotional exhaustion and disengagement from the profession, while older teachers experienced higher levels of stress in terms of the support they feel they receive from the government.

Patricia loft (2006)the study examined how cardiovascular and salivary cortisol responses varied in response to an acute challenge in medical students under exam stress those not under exam stress. Heart rate (HR) and blood pressure (BP) were measured for 5 min before and 5 min after the talk, and salivary cortisol samples were collected 1 min before and 10 and 30 min after the CO₂ inhalation test. Participants also completed a questionnaire measuring self - reported perceived stress. The study revealed that the exam group exhibited significantly higher HR reactivity following the CO₂ inhalation test and slower systolic blood pressure (SBP) recovery compared with the non-exam group. The exam group also reported higher perceived stress and higher and higher stress scores were related to higher HR reactivity following CO₂ inhalation.

Routledge (2009) the study concerned with the psychological, social and organizational aspects of occupational and environment health, and stress and safety management. It is published in association with the European Academy of occupational health psychology. The journal publishes empirical reports, scholarly reviews, case notes, research notes the theoretical papers. It is directed at occupational health psychologists, work and organizational psychologists, those involved with organizational development, and all concerned with the interplay of the work, health and organization.

Jinhee Kim Benoit Sorhaindo E. Thomas Garman, (2006) *in his study* reveals that the financial stress was associated with absenteeism. Employees with high levels of financial stress are more likely to experience higher levels of absenteeism.

K.Dowscott and Dennis A.Mabes, (1991) in his study examined that Absenteeism has been considered as the significant and pervasive problem in the industry. Absenteeism is caused by the employees to avoid painful and dissatisfying work situation.

H.A. Eiselta, Vladimir Marianovb, (2006). Assigning tasks to employees is a difficult task. Errors committed in such assignments can have far-reaching consequences, such as reduced efficiency due to absenteeism, lack of job satisfaction, formal grievances, and generally deteriorating labor relations.

A study on Job Stress and Organizational Learning Climate was conducted by **Aslaug Mikkelsen, Peroysteinsaksvik and HolgerUrsin (1988)**,the objective of the study about the organizational factors that affect leaning how to cope with the rapid external and internal changes in working life. The study revealed that individual who perceived the learning climate as good and who were working in a group that agreed with this position had a low job-stress level. This may be ascribed to their feeling of control over the work situation and reduced due to the social support from the group, producing a low job stress level

Richard Kustin, (1981) made an attempt was made to alter the behavioral responses of twenty-one hourly industrial employees regarding their work attendance. This quasi-experiment provided a lottery incentive plan over a ten week period.

Paola, Maria (2008).In his study said that absenteeism is a function of personal and job characteristics such as gender, yearly gross wages, contractual arrangements and unit-size. Females and individuals obtaining lower wages show higher absence rates, while subjects under probation and working in smaller units tend to be less absent.

Wolter H.J. Hassink, (2009).Explains that most of the firms use financial incentives to motivate workers and thereby boost productivity. It analyzes the effectiveness of a monthly lottery incentive system established by a large manufacturer with the aim of improving work floor attendance. Such a system, if it is effective, holds the promise of both reducing disruption in production and lowering the costs associated with recruitment and compensation of substitutes. Results suggest that the lottery was beneficial to the firm.

Zandra Moore, (2008). says that as long as employers have had employees, they've had a problem with unauthorized employee absenteeism. Granted this problem has grown over the years, but along with this growth have come better ways to manage the problem. It's unfair to ask other employees to cover an absent employee's workload, yet time after time that's what happens.

Conrad, K.M. Blue,C.L. (1995).In his study examined that when a physical fitness program is ongoing there is a chance for reduced absenteeism in the organization. Physical activity is considered as a form of play in the firm. Therefore it is necessary to maintain a physical fitness program in the firm to reduce absenteeism.

Lise M. Saari and Timothy A. Judge, (2004) in his says”Happy employees are productive employees. ”Happy employees are *not* productive employees.” We hear these conflicting statements made by HR professionals and managers in organizations. There is confusion and debate among practitioners on the topic of employee attitudes and job satisfaction— even at a time when employees are increasingly important for organizational success and competitiveness.

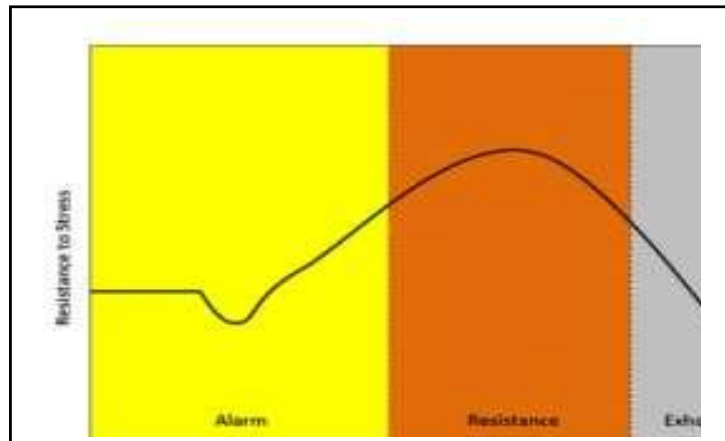
Stress will be the result if the workload is too large for the number of workers and the time does not use the potential skills and experience of some individuals will cause them stress.’ TUC, in **International Stress Management Association, Stress News, October 2000, vol, 12, no. 4** Various common causes of stress in organization as identified by the researchers are:

- Work load
- Lack of proper recognition
- Lack of rewards
- Work environment
- People at the top or those around
- Prevailing customs

STAGES OF STRESS

“When an animal or a person is exposed to a change in the environment that requires work in order to get back to their usual function that is in fact stress. Professor Charles Nemeroff, psychiatrist, Emory University, Atlanta. *The Science of Stress*, Equinox, Channel 4, 2000.

The following curve illustrates various stages of stress development.



2.2 Demographic profile of the employees and occupational stress

The demographic factors and their influence on the dimensions of occupational stress have been studied by various researchers in the past (**Beena and Poduval, 1992; Akinnusi, 1994; Bhatia et al., 2008**). **Santamaria (2000)** found no significant correlation between nurses' stress levels and demographic or professional background. However, significant correlations were detected between nurses' personality profiles and stress levels. Further, **Laal and Aliramaie (2010)** revealed significant differences between gender and job experience with negative response to stress, viz., the males with low job experience of less than 5 years were more annoyed due to stress.

Affum-Osei Emmanuel (2016) in his study aims at finding the relationship between occupational stress and demographic variables (gender, age, qualification, experience and marital status) in Ghana. A descriptive correlation survey was used in the study. Questionnaire was the main instrument used to gather the data for the current study. A total of 206 employees were randomly selected from 10 branches of a commercial bank in Ghana. The results showed that majority of the employees were moderately and highly stressed with

female workers recording the highest level of occupational stress compared to their male counterparts. The study further indicated that, there is evidence of significant relationship between occupational stress and demographic variables (gender, age, qualification, experience and marital status).

Mr. Madala Gilbert Khosa (2014) in his study conducted to assess the impact of stress and burnout on performance of registered nurses in the primary healthcare facilities of Bushbuckridge sub-district, in Mpumalanga province. A survey of the literature on nurses reveals that although a great deal of research has been carried out relating to occupational stress and burnout, little has been written about the impact of stress and burnout on performance of nurses in rural setting in South Africa. In carrying out the study, a random sample technique was used to select 50 registered nurses from 38 primary healthcare facilities. A quantitative, explorative, descriptive and correlational research design was employed in this study to gather information about the impact of occupational stress and burnout on performance of registered nurses. After gathering relevant data, a descriptive and correlation analysis was conducted to determine the relationship between stress and performance, as well as burnout and performance. The findings of the study revealed that job stress and burnout do not impact registered nurses job performance.

Singh and Sehgal (1995) identified that men experienced greater role erosion than women and single career husbands had higher wellbeing but working women displayed higher irritability, anxiety and depression. In addition to this, some studies revealed that female participants exhibited greater anxiety, work-related stress and The Effect of Demographic Factors on Occupational Stress: A Study... 63 psychosocial stressors as compared to men (**Arnten et al., 2008; Sharma et al., 2010**).

Marwat and Khan (2010) and Chandriah et al. (2003) reported more stress levels in young age groups as compared to their counterparts. Also, **Sharma et al. (2012)** revealed that the respondents of age more than 30 years suffered from less role stress than the respondents of age less or equal to 30 years.

Bhatnagar and Bose (1985) did not confirm that age gives a person the strength to cope with stressors or that advancing age makes a person more nervous. **Preuss and Schaeke(1998)** found no relationship between age, experience and level of perceived strain. **Goldenberg and Waddlle (1990)** found that age of the respondent, number of years of full-

time teaching and tenure status were most often significant factors relating to the level of stress. Further, Pandey (1997) also identified the positive but non-significant relationship of age with all the stressors except role ambiguity.

Stacciarini and Troccoli (2004) identified the relationship between job stress and demographic variables, viz., gender, age, religion, marital status, institution, job grade, salary, graduate studies and any concurrent job and found no significant differences in job stress based on the aforesaid demographic data, though, gender contributed significantly toward differences in psychological and physical ill health.

Sharma et al. (2012) revealed high stress among high income groups. In addition, Sharma et al. (2008) brought into light that role stress is more with the banking employees who earn a monthly salary of more than Rs.20,000. The reason attributed in the study was that banks force directly or indirectly their employees to work for long hours. This forceful long working hours in the case of private sector banks was done in order to economize the cost. Furthermore, the study identified that the majority of the respondents falling in the category of below 40 years of age group were more concerned about the present enjoyment of their hard-earned money. The study also revealed that the employees with higher salary were six times more susceptible to role stress as compared to those who are earning relatively lesser salary.

According to **Gillespie et al. (2001)**, stress level changes over time and staff members experience fluctuating levels of stress throughout the year, associated with periods of higher and then lower workload.

Lai et al. (2000) found that when gender, education, age, designation and work experience in the organization are controlled, factors such as work pressures, uncertain job prospects and professionalism contributed significantly to the overall 64 OPUS Volume 4 Annual Journal 2013 experience of work stress of insurance agents. The study further identified that 'work demands' were the major contributor in the organizational stress and work experience (length of service) in the organization tends to enhance job satisfaction, which ultimately reduce the experience of stress.

Janice (1996) found that teachers in UK experienced high level of stress and stress experience was irrespective of the length of teaching experience. Also, Laal and Aliramaie (2010) concluded that nursing staff with 5-9 years of working experience coped effectively with stress than those with less job experience. Researches have also highlighted the relation between occupational stress and various hierarchical levels in the organizations.

Pestonjee and Azeem (2001) pointed out that lecturers have reported higher level of role stress as compared to readers and professors. In another study on university staff, Gillespie et al., (2001) found that the academic staff reported moderate to very high levels of work stress while general staff reported a low level of stress.

Yet another study found that lower level employees were exposed to more performance stress than higher level employees (**Biswas, 1998**), while **Coetzer and Rothmann (2006)** witnessed high occupational stress and physical and psychological ill health for insurance sector managers and professionals than clerical employees.

Gaertner and Ruhe (1981) found that junior staff accountants experienced more stress than senior staff accountants due to role under load, role ambiguity, lack of advancement opportunities and lack of participation in decisions. Modekurti and Chattopadhyay (2008) indicated that nurses are prone to higher organizational role stress than people working in other professions considered in the study.

In conclusion, employers should take note and take the necessary measures to ameliorate occupational stress based on individual differences since individuals differ in their response to stressful situations. Original Research Article **Affum-Osei and Azunu; BJAST, 12(2): 1-9, 2016; Article no.BJAST.21460 2 Organisations'** stress policies should therefore, only be expected to deal with occupational stress issues anything else would adversely affect employees and the organization as a whole.

RESEARCH METHODOLOGY

CHAPTER III

RESEARCH METHODOLOGY

The research methodology deals with the research design, data collection methods, sampling method, fieldwork, and the analysis and interpretation of research work.

3.1 Research Design

A research design is the specification of methods and procedure for acquiring the information needed. Research design classified under three broad categories – explanatory, casual and descriptive. But the researcher was concerned mainly with descriptive research design. The study was conducted in order to find out the employee stress towards Jenntex.

3.2 Sampling Design and Tools Applied

Sampling techniques

Sampling unit can be defined as the basic unit containing the stress towards Jenntex.

Sampling size:

In this research, the sample size amount to one hundred and fifty, which are surveyed from employees of the company

Sampling type:

Convenience sampling I adapted in this research. It is a non-probability sampling and it is refers to selecting a sample based on convenience.

3.3 Data Collection

The primary data the respondents which or collected with a questionnaire schedule was used with employees of the company.

Secondary data were collected from the company profile, manuals, journals, magazines and newspapers etc.

3.4 Research Tool

Structures self administered questionnaire had been used as a research tool for collecting

3.5 Method of data collection.

The questionnaire from is designed in the multi choice pattern and has the following technique.

Direct questions

In this type, the respondents were asked to answer directly to their questions.

Indirect question

Indirect questions refer to those whose responses are used to indicate or suggest information.

Open ended questions

In this type, respondents are likely to choose their answers.

Closed ended questions

Respondents are offered to select their options given.

- ❖ Multiple choice type (objective type)

3.6 Sampling framework

Tools used for the study	Attributes of the study
Percentage analysis	Demographic profile of the respondents
Mean score value	<ul style="list-style-type: none">• Work performance of the employees• Withdrawal of the employees• Regression of the employees• Aggressive behavior of the employees• Psychological symptoms of the employees• Behavioral symptoms of the employees• Physical symptoms of the employees
Paired sample t-test	Comparison between level of acceptance towards work performance and various symptoms of stress
ANOVA	Relationship between age and factors related to stress

ANALYSIS AND INTERPRETATION

CHAPTER IV

ANALYSIS AND INTERPRETATION

The process of evaluating data using analytical and logical reasoning to examine each component of the data provided. This form of analysis is just one of the many steps that must be completed when conducting a research experiment. Data from various sources is gathered, reviewed, and then analyzed to form some sort of finding or conclusion.

Here the demographic variables Age, Gender, Marital Status, Department, Experience, Income level is analysed using percentage analysis.

The factors work performance of the employees, withdrawal of the employees, regression of the employees, aggressive behavior of the employees, Psychological symptoms of the employees, Behavioral symptoms of the employees, physical symptoms of the employees is been analysed with mean score.

Comparison between level of acceptance towards work performance and various symptoms of stress is been analyzed with paired sample test.

The factors demographic profile age and related to dimensions of stress are compared using one way ANOVA.

Frequency Table

Age

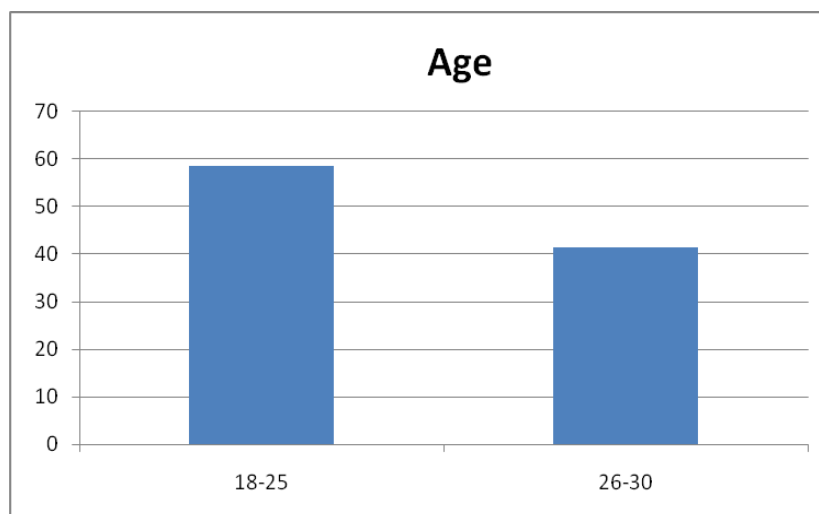
Age plays a major role in measuring the impact stress level of the employees. As the age increases the employees know the skills of how to manage the stress level based on their experience.

Table 4.1 Age

Age in (yrs)	Frequency	Percent
18-25	41	58.6
26-30	29	41.4
Total	70	100.0

Major number of respondents belongs to the category between 18-25 where they would have initial experience towards their job description. According to C. Balakrishnamurthy and Swetha Shankar (2009), age has a strong relationship towards stress level of the employees.

Chart 4.1 Age



Gender

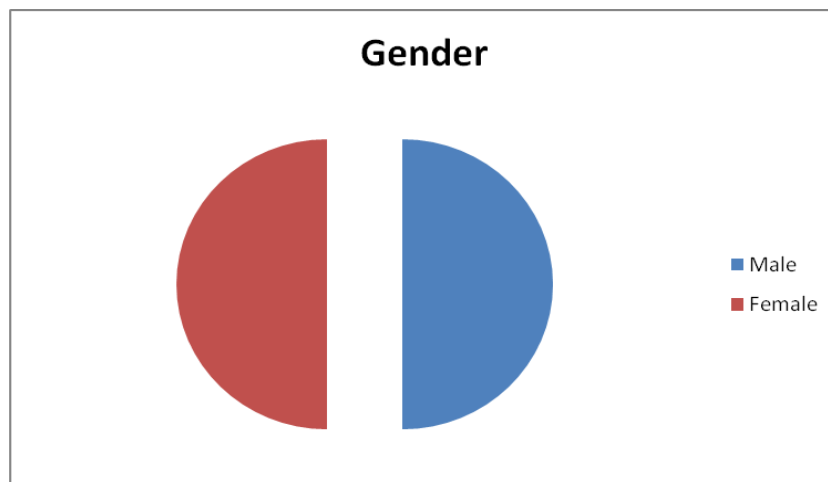
Gender has a major impact towards stress level of the employees. The employees also have stress towards their job based on the gender discrimination which may also effect their work life balance.

Table 4.2 Gender

Gender	Frequency	Percent
Male	35	50.0
Female	35	50.0
Total	70	100.0

The respondents are equally distributed with male and female respondents in our study. Pilar Rivera-Torres, Rafael Angel Araque-Padilla, and María José Montero-Simó (2014) said that gender will contribute to a greater understanding of how to reduce the levels of job stress in men and women, helping the design of more effective policies in this area.

Chart 4.2 Gender



Marital Status

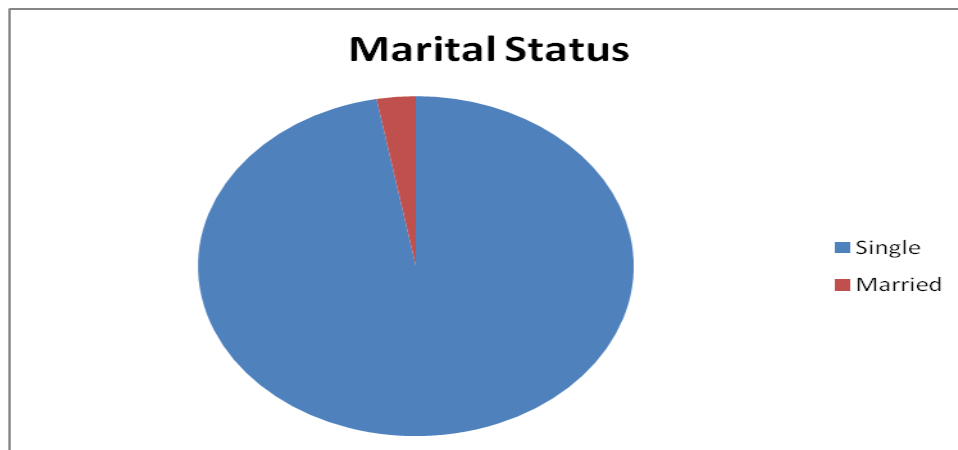
Marital status has a significant impact of Stress level of the employees. As the respondents who got married have a higher chance of stress level towards their work life when compared to unmarried people.

Table 4.3 Marital Status

Marital status	Frequency	Percent
Single	68	97.1
Married	2	2.9
Total	70	100.0

Majority of the respondents are single in our survey as majority of the respondents are from the age group between 18-25 they are yet to get married. Dr. B. Nagaraju, Nandini H.P (2013) in their study found out that non- working married women are better adjusted in their married life than working married women, along with this they also do not feel depression and stress in their married life as compared to working married women.

Chart 4.3 marital status



Department

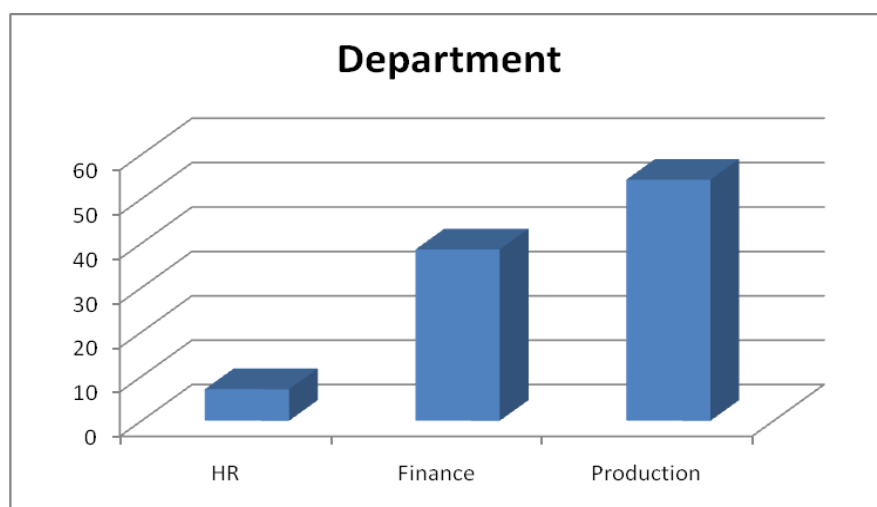
Department the employees working with has a significant impact of Stress level of the employees. As the respondents work with different departments the stress level may occur due to stress with the department or intra departments with the company.

Table 4.4 Department

Department	Frequency	Percent
HR	5	7.1
Finance	27	38.6
Production	38	54.3
Total	70	100.0

The above table shows about that majority of the respondents are from production department. According to Dr. B. Nagaraju, Nandini H.P (2013) Department the employees are working with various departments of the company have a higher influence towards stress level.

Chart 4.4 Department



Experience

Experience of the employees has a greater impact towards job stress of the employees. Employee productivity can be significantly hindered by high levels of stress based on experience in the work environment.

Table 4.5 Experience

Experience in (yrs)	Frequency	Percent
1-5	26	37.1
5-10	19	27.1
11-15	20	28.6
16 and above	5	7.1
Total	70	100.0

Based on the research majority of the respondents are having experience between 1-5 years. According to Mark A. Dwamena (2012) employees experience a high rate of stress when two superiors are demanding conflicting things and when attending to one will mean they are disobeying the other superior. This makes employees confused and frustrated.

Chart 4.5 Experience



Income level

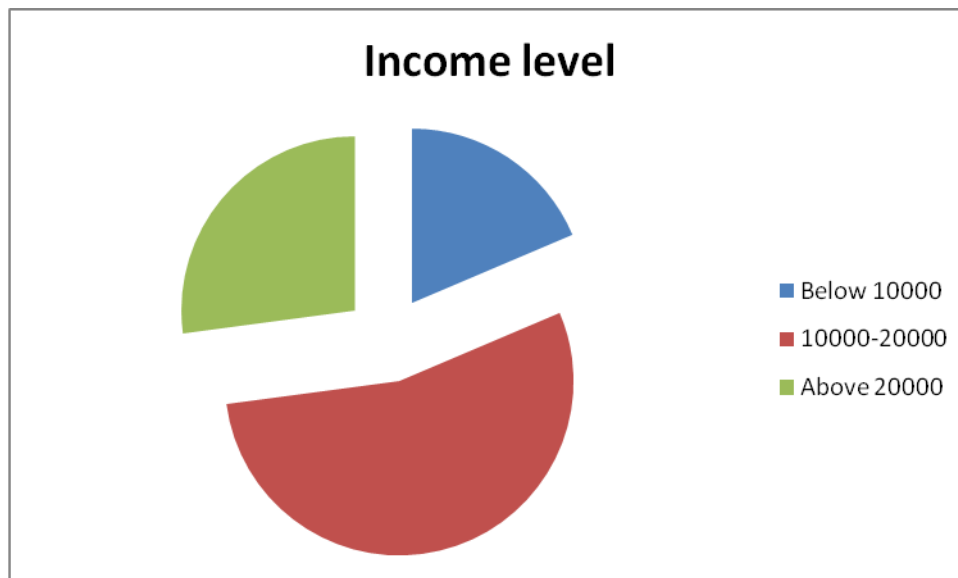
Income level of the employees has a greater impact towards job stress. When the income is more the employees will have a lesser stress towards their job.

Table 4.6 Income Level

Income in(Rs)	Frequency	Percent
Below 10000	13	18.6
10000-20000	38	54.3
Above 20000	19	27.1
Total	70	100.0

Based on the research majority of the respondents are earning from 10000-20000. According to Sushma Rani (2014) Income has a major impact on the living standard of an individual.

Chart 4.6 Income level



Mean Score Value

The mean score value of the factors related to stress are calculated. The stress level of the employee is been segregated in to signs of stress and dimensions of stress. The signs of stress is been segregated in to work performance, withdrawal, regression and aggressive behavior where as dimensions of stress is been segregated in to psychological symptoms, behavioral symptoms, and physical symptoms.

It discusses about the mean scores related to work performance of the employees were the average mean value for the factors related to level of acceptance towards work performance of the employees is at 3.

MSV to work performance of the employees

S.NO	PARTICULARS	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	MSV
Work performance							
1	Declining/inconsistent performance	8	15	38	9	0	2.69
2	Uncharacteristic	7	26	16	16	5	2.80
3	Loss of control over work	13	27	20	5	5	2.46
4	Loss of motivation/communication	11	8	13	16	22	3.43
5	Increased time at work	32	15	10	13	0	3.06
	Average MSV						2.88

The mean value of acceptance towards loss of motivation and communication (3.43) and acceptance towards increased time at work (3.06) are higher than 3. It shows that the employees are not accepting for the factors and remedy measures has to be taken for the factors related to the above said factors. As an employer, it is important to look at things from the employee's perspective and realize that they are most likely not in the same place you are, whether professionally, financially, or even personally. It is important to be able to empathize

with the employees. Get up and moving—don't sit in a desk job for more than an hour at a time

It discusses about the mean scores related to withdrawal of the employees were the average mean value for the factors related to level of acceptance towards work performance of the employees is at 3.

MSV related to withdrawal of the employees

S.NO	PARTICULARS	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	MSV
Withdrawal							
1	Arriving late to work	6	26	22	10	6	2.77
2	Leaving early	7	19	24	8	12	2.99
3	Extended lunches	6	22	21	16	5	2.89
4	Reduced social contact	5	27	21	17	0	2.71
5	Elusiveness/evasiveness	14	18	25	11	2	2.56
	Average MSV						2.78

It depicts that all the factors related to level of acceptance towards work performance is lesser than 3. Based on the results all the factors (Arriving late to work 2.77, Leaving early 2.99, Extended lunches 2.89, Reduced social contact 2.71, Elusiveness/evasiveness 2.56) have to be taken remedy measures to reduce the stress level of the employees.

For this the company can arrange for aerobic exercise activity that raises their heart rate and makes them sweat is a hugely effective way to lift their mood, increase energy, sharpen focus, and relax both the mind and body.

It discusses about the mean scores related to regression of the employees were the average mean value for the factors related to level of acceptance towards regression of the employees is at 3.

MSV related to regression of the employees

S.NO	PARTICULARS	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	MSV
Regression							
1	Occurring undue sensitivity	6	25	15	14	10	2.96
2	Irritability/moodiness	6	20	23	13	8	2.96
3	Having over reaction to problems	3	32	22	13	0	2.64
4	Having immature behavior	4	25	26	6	9	2.87
	Average MSV						2.85

It shows that all the factors (Occurring undue sensitivity 2.96, Irritability/moodiness 2.96, having over reaction to problems 2.64, Having immature behavior 2.87) related to level of acceptance towards regression is lesser than 3. Based on the results all the factors have to be taken remedy measures to reduce the stress level of the employees.

For this the company can empower staff to control their own workload and consider whether it is appropriate to provide additional support for staff during periods of change and uncertainty.

It discusses about the mean scores related to aggressive behavior of the employees were the average mean value for the factors related to level of acceptance towards aggressive behavior of the employees is at 3.

MSV related to aggressive behavior of the employees

S.NO	PARTICULARS	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	MSV
Aggressive behavior							
1	Malicious gossip	0	30	24	11	5	2.87
2	Criticism of others	8	27	17	13	5	2.71
3	Poor employee relations	0	24	25	15	6	3.04
4	Temper outbursts	2	28	29	6	5	2.77
5	Shouting while working	7	5	25	9	24	3.54
	Average MSV						2.98

It depicts that the factors Malicious gossip 2.87, Criticism of others 2.71 and temper outbursts 2.77 related to level of acceptance towards aggressive behavior is lesser than 3.

For this the company can ensure that the demands placed on employees while at work are reasonable. This is not confined to the pure job the person does, but the role they have at work, from when they enter the workplace to when they leave.

It discusses about the mean scores related to psychological symptoms of the employees were the average mean value for the factors related to level of acceptance towards psychological symptoms of the employees is at 3.

MSV related to Psychological symptoms of the employees

S.NO	PARTICULARS	Almost always	Most of the time	Some of the time	Almost never	Never	MSV
Psychological symptoms							
1	Having trouble remembering things.	0	15	22	18	15	3.47
2	Feeling anxious or frightened about problems they can't really describe.	0	21	17	17	15	3.37
3	Important for them not to show their emotions to their family.	4	25	31	8	2	2.70
4	It is hard for them to relax at home.	0	27	22	16	5	2.99
5	Finding it hard to talk when they get excited.	21	10	19	12	8	2.66
	Average MSV						3.03

It shows that the factors show their emotions to their family 2.70, hard for them to relax at home 2.99 and finding it hard to talk when they get excited 2.66 related to level of acceptance towards psychological symptoms is lesser than 3. It shows that the employees have negative perception towards the above said factors. For this repetitive work such as assembly work or many forms of administration can be an immense source of boredom. The lack of variety fails to stimulate the mind and boredom and fatigue can set in. This may result in a loss of concentration, increased accidents and underperformance.

It discusses about the mean scores related to behavioral symptoms of the employees were the average mean value for the factors related to level of acceptance towards behavioral symptoms of the employees is at 3.

Mean scores related to Behavioral symptoms of the employees

S.NO	PARTICULARS	Almost always	Most of the time	Some of the time	Almost never	Never	MSV
Behavioral symptoms							
1	Stuttering or get tongue tied when they talk to other people.	10	4	25	26	5	3.17
2	Trying to work while they have lunch.	11	6	30	11	12	3.10
3	Going to work even when they feel sick.	7	8	23	20	12	3.31
4	Having to bring work home	2	5	43	8	12	3.33
5	Drinking alcohol or using drugs to relax.	9	4	22	17	18	3.44
	Average MSV						3.27

It shows that all the factors (Stuttering or get tongue tied when they talk to other people 3.17, trying to work while they have lunch 3.10, Going to work even when they feel sick 3.31, Having to bring work home 3.33 and Drinking alcohol or using drugs to relax 3.44 related to behavioral symptoms are greater than 3. It shows a positive impact towards behavioral symptoms.

Stress is a multi-modal problem, and the employee's psychological processes can impact upon their emotions, behavior and physical well-being. There many potential psychological symptoms of stress. This post shall focus on some of the most common. The factors above 3 are taken for decision making process of the study.

MSV related to physical symptoms of the employees

S.NO	PARTICULARS	Almost always	Most of the time	Some of the time	Almost never	Never	MSV
Physical symptoms							
1	Having nervousness sweat or sweaty palms.	3	5	43	9	10	3.26
2	Having a hard time feeling really relaxed	5	7.1	61.4	9	10	3.10
3	Having severe or chronic lower back pain.	8	10	30	11	11	2.79
4	Getting tension or muscle spasms in my face, jaw, neck or shoulders.	16	11	18	22	3	2.97
5	Need to urinate more than most people	13	11	24	9	13	2.53
	Average MSV						2.93

The above table depicts about the mean scores related to physical symptoms of the employees were the average mean value for the factors having severe or chronic lower back pain 2.79, getting tension or muscle spasms in my face, jaw, neck or shoulder 2.97 and need to urinate more than most people 2.53 which are related to level of acceptance towards physical symptoms are less than 3. It shows a negative impact towards physical symptoms with employees. The health and safety executive says around 9.9 million working days are lost each year to stress, depression or anxiety. For this the company has given more stress relief programs to the employees of the company.

Paired sample t-test

The factors related to work performance and various symptoms of stress which includes Psychological symptoms, Behavioral symptoms and Physical symptoms are compared were the hypothesis is declared and results are based on hypothesis used for the study.

H01: There is no significant relationship between level of acceptance towards work **performance and Perception towards Psychological symptoms**

]

H02: There is no significant relationship between levels of acceptance towards **Aggressive behavior - Perception towards Behavioral symptoms**

H03: There is no significant relationship between levels of acceptance towards **Regression - Perception towards Physical symptoms**

Table 1

Paired Samples Test					
		Paired Differences			
		Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference
					Lower
Pair 1	Level of acceptance towards work performance - Perception towards Psychological symptoms	-.16533	.72491	.05919	-.28229
Pair 2	Level of acceptance towards Aggressive behavior - Perception towards Behavioral symptoms	-.27383	1.10095	.09019	-.45206
Pair 3	Level of acceptance towards Regression - Perception towards Physical symptoms	-.10300	.65139	.05319	-.20810

Table 2

Paired Samples Test					
		Paired Differences	t	df	Sig. (2-tailed)
		95% Confidence Interval of the Difference			
		Upper			
Pair 1	Level of acceptance towards work performance - Perception towards Psychological symptoms	-.04837	-2.793	149	.006
Pair 2	Level of acceptance towards Aggressive behavior - Perception towards Behavioral symptoms	-.09559	-3.036	148	.003
Pair 3	Level of acceptance towards Regression - Perception towards Physical symptoms	.00210	-1.937	149	.055

The above table with part 1 shows about the relationship between level of acceptance towards work performance and perception towards Psychological symptoms as the level of significance is at 0.006 which is lesser than 0.05

With Part 2 it shows that there is a relationship between levels of acceptance towards Aggressive behavior - Perception towards Behavioral symptoms as the level of significance is less than 0.05.

With part 3 it shows that there is no relationship between regression perception towards and physical symptoms.

Oneway Anova relationship between age and factors related to stress

Descriptives

The factors demographic profile age and related to dimensions of stress are compared based on level of significance at 0.05. It shows that the level of significance below 0.05 is rejected.

H1: There is no significant relationship between age and Level of acceptance towards work performance

H2: There is no significant relationship between age and Level of acceptance towards withdrawal

H3: There is no significant relationship between age and Level of acceptance towards Regression

H4: There is no significant relationship between age and Level of acceptance towards Aggressive behavior

H5: There is no significant relationship between age and Perception towards Psychological symptoms

H6: There is no significant relationship between age and Perception towards Behavioral symptoms

H7: There is no significant relationship between age and Perception towards Physical symptoms

		N	Mean	Std. Deviation	F	Sig
Level of acceptance towards work performance	18-25	41	2.9366	.71476	.382	.539
	26-30	29	2.8138	.94858		
	Total	70	2.8857	.81548		
Level of acceptance towards withdrawal	18-25	41	2.9268	.72492	4.326	.041
	26-30	29	2.5793	.63323		
	Total	70	2.7829	.70505		
Level of acceptance towards Regression	18-25	41	2.9085	.62937	.779	.380
	26-30	29	2.7845	.49877		
	Total	70	2.8571	.57825		
Level of acceptance towards Aggressive behavior	18-25	41	2.9366	.70914	1.088	.301
	26-30	29	3.0897	.41261		
	Total	70	3.0000	.60529		
Perception towards Psychological symptoms	18-25	41	3.1073	.60349	1.298	.259
	26-30	29	2.9379	.62588		
	Total	70	3.0371	.61413		
Perception towards Behavioral symptoms	18-25	41	3.3073	.93925	1.99	.657
	26-30	29	3.2207	.54075		
	Total	70	3.2714	.79494		

Perception towards Physical symptoms	18-25	41	2.9366	.71195	.012	.912
	26-30	29	2.9172	.73196		
	Total	70	2.9286	.71508		

The above table shows about the relationship between age and factors related to stress were there is a relationship between age and level of acceptance towards withdrawal as the level of significance is less than 0.05.

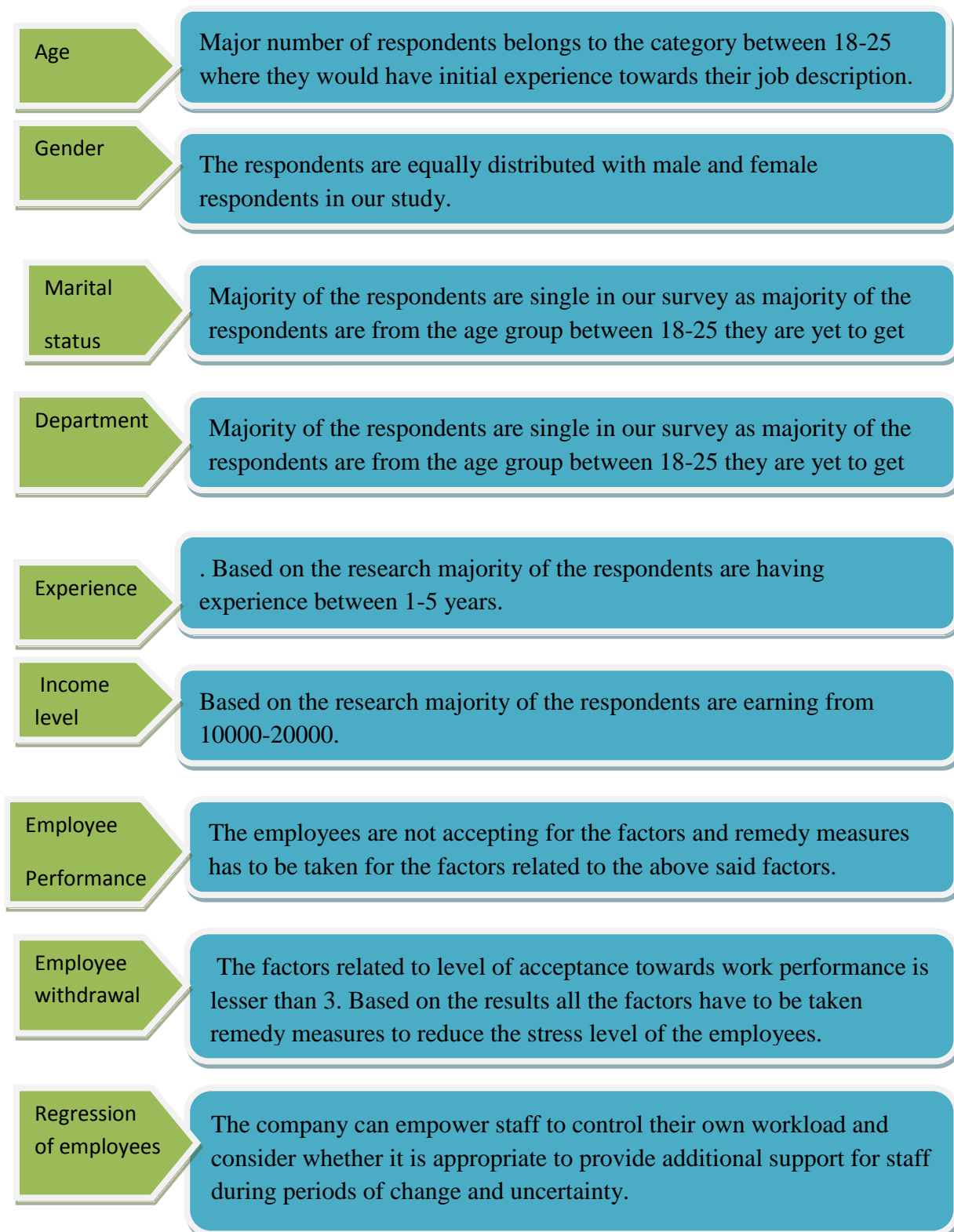
SUMMARY

CHAPTER V

SUMMARY







5.1 Findings

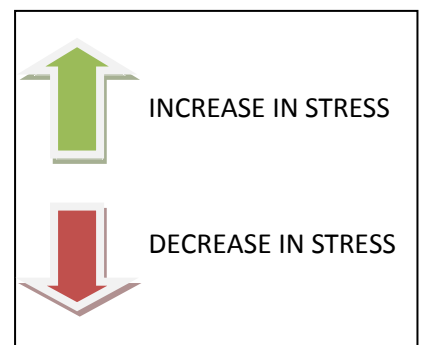
On the basis of analysis of the data collected for the study on Effectiveness of stress management with reference to jennitex engineering, Ganapathy. The following findings are made from the standards



This table determines the factors causing stress and the fluctuations on levels of stress. This helps the organization to understand the minds of employees.

RESULT AT A GLANCE

Factors	Fluctuations on stress level
Physical working condition	
Pay package	
Completion of work	
Nature of job	
Relief factors followed by organization	
counseling	



5.1.1 Mean score value

Work performance of the employees	2.88
Withdrawal of the employees	2.78
Regression of the employees	2.85
Aggressive behavior of the employees	2.98
Psychological symptoms of the employees	3.27
Behavioral symptoms of the employees	2.93
Physical symptoms of the employees	2.75

Work performance of the employees	The employees are not accepting for the factors and remedy measures has to be taken for the factors related to the above said factors.
Withdrawal of the employees	The factors related to level of acceptance towards work performance is lesser than 3. Based on the results all the factors have to be taken remedy measures to reduce the stress level of the employees.
Regression of the employees	Based on the results all the factors have to be taken remedy measures to reduce the stress level of the employees.
Aggressive behavior of the employees	The factors such as <ul style="list-style-type: none"> ➤ Malicious gossip ➤ Criticism of others ➤ temper outbursts Are related to level of acceptance towards aggressive behavior is lesser than 3.
Psychological symptoms of the employees	The factors such as <ul style="list-style-type: none"> ➤ showing their emotions to their family ➤ hard for them to relax at home ➤ Finding it hard to talk when they get excited. Related to level of acceptance towards psychological symptoms is lesser than 3 ➤ And it shows that the employees have negative perception towards the above said factors.
Behavioral symptoms of the employees	All the factors related to behavioral symptoms are greater than 3. It shows a positive impact towards behavioral symptoms.
Physical symptoms of the employees	It shows a negative impact towards physical symptoms with employees

5.1.2 T-Test

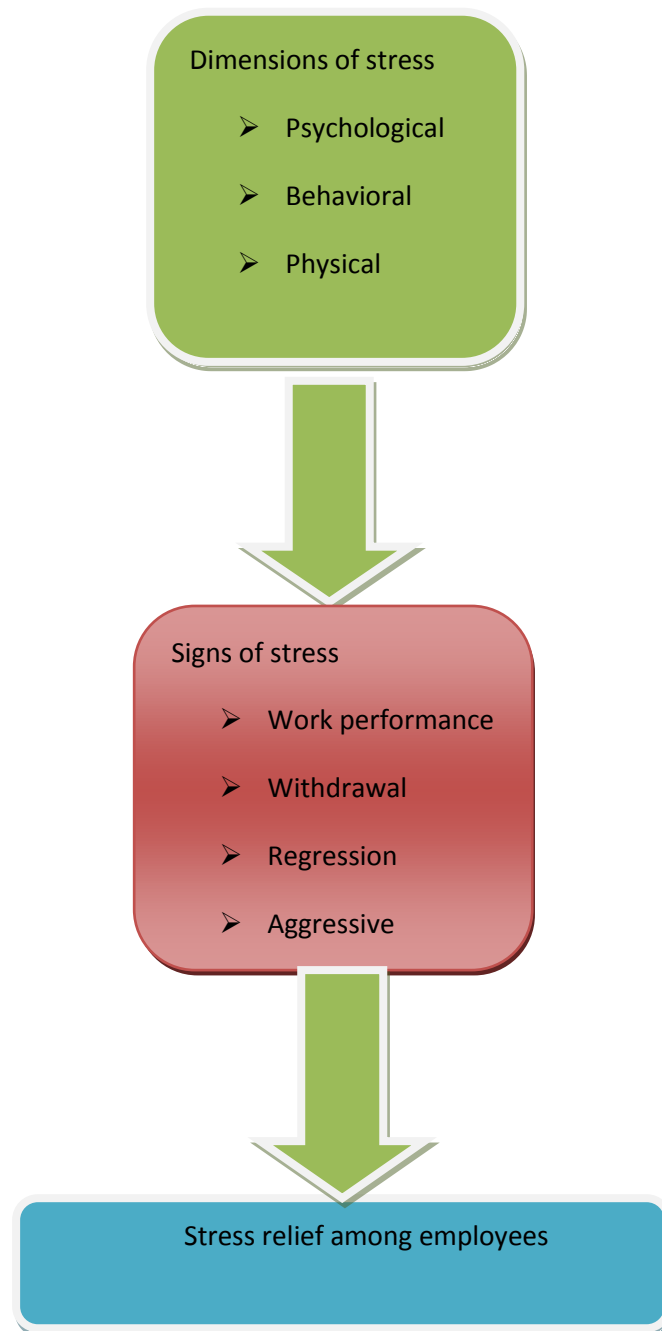
Particulars	Result
Relationship between and Psychological symptoms	Rejected
Relationship Aggressive behavior and Behavioral symptoms	Accepted
Relationship Regression and Physical symptoms	Rejected

5.1.3 Anova

Particulars	Result
Age and Level of acceptance towards work performance	Rejected
Age and Level of acceptance towards withdrawal	Accepted
Age and Level of acceptance towards Regression	Rejected
Age and Level of acceptance towards Aggressive behavior	Rejected
Age and Perception towards Psychological symptoms	Rejected
Age and Perception towards Behavioral symptoms	Rejected
Age and Perception towards Physical symptoms	Rejected

Age is given importance because it is to know the stress level among different age group of employees. So that it is feasible for the organization to take decision on conducting stress reliefs techniques based on age groups if required.

Consolidated View of Findings



This model determines the dimensions of stress and signs of stress. It is found that management should take some measures to decrease the level of stress among employees so that the production level may increase.

5.2 Suggestion

As an employer, it is important to look at things from the employee's perspective and realize that they are most likely not in the same place you are, whether professionally, financially, or even personally. It is important to be able to empathize with the employees. Get up and moving—don't sit in a desk job for more than an hour at a time

- The company can arrange for aerobic exercise activity that raises their heart rate and makes them sweat is a hugely effective way to lift their mood, increase energy, sharpen focus, and relax both the mind and body.

The company can empower staff to control their own workload and consider whether it is appropriate to provide additional support for staff during periods of change and uncertainty.

- The firm can ensure that the demands placed on employees while at work are reasonable. This is not confined to the pure job the person does, but the role they have at work, from when they enter the workplace to when they leave.
- The health and safety executive says around 9.9 million working days are lost each year to stress, depression or anxiety. For this the company has give more stress relief programs to the employees of the company.

REDUTION IN STRESS LEVEL

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graph LR; A[As an employer, it is important to look at things from the employee's perspective and realize that they are most likely not in the same place you are, whether professionally, financially, or even personally. It is important to be able to empathize with the employees. Get up and moving—don't sit in a desk job for more than an hour at a time] --> D[REDUTION IN STRESS LEVEL]; B[The company can arrange for aerobic exercise activity that raises their heart rate and makes them sweat is a hugely effective way to lift their mood, increase energy, sharpen focus, and relax both the mind and body.] --> D; C[The company can empower staff to control their own workload and consider whether it is appropriate to provide additional support for staff during periods of change and uncertainty.] --> D; E[The firm can ensure that the demands placed on employees while at work are reasonable. This is not confined to the pure job the person does, but the role they have at work, from when they enter the workplace to when they leave. The health and safety executive says around 9.9 million working days are lost each year to stress, depression or anxiety. For this the company has give more stress relief programs to the employees of the company.] --> D;
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5.3 Conclusion

Stress is not necessarily bad in and of itself. While stress is typically taken in a negative sense, it also has positive value. It is an opportunity when it offers potential gain. Consider for example the superior performance that an athlete or stage performer gives in "difficult" situations. Such individuals often use stress positively to rise to the occasion and perform at or near their maximum. Stress has often been misunderstood to be negative, with few people acknowledging the importance and usefulness of positive stress.

In our everyday lives, stress is everywhere and definitely unavoidable; hence our emphasis should be on differentiating between what is good stress, and what is bad. Stress is one of the most important things that play a major role in human life. Since all the companies depend upon man power, it is one of the important issues to be taken care of and also it has become a major concern of the modern times. Stress can cause harm to employee's health and performance. Work related stress may lead to sickness, high turnover and high absenteeism. Job stress is a condition arising from the interaction of people that force deviate from their timing. So it becomes necessary for every organization to know about the level of stress among the employees and its consequences so that the company can overcome it. The main objective is to find out the level of stress among the employees of different age groups and to identify the effective dimension of stress among employees. For this a sample of 150 was collected from the employees of Jenntex were t-test, ANOVA, percentage analysis and mean scores are used as tools to analyze the data and the conclusion is that organization must understand the level of stress among different age group and conduct stress relief measures such as aerobics, yoga or whatever is possible based on the nature of work can be introduced to build a stress free environment. This in turn will avoid aggressive behavior of employee and removes physical, physiological and behavioral aspect of stress and drastic change in production level will be found.

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ANNEXURE

Questionnaire

1) Name (optional):

2) Age (in years):

(a) 18-25 (b) 26-30 (c) 31-35 (d) above 35

2) Gender:

(a) Male (b) Female

4) Marital Status:

(a) Single (b) Married

5) Department:

(a) Marketing (b) production (c) Others please specify _____

6) Experience in Years at the company

(a) 1-5 (b) 5-10 (c) 11-15 (d) Above 16

7) Income level (in rs):

(a) Below 8,000 (b) 8,000-10,000 (c) Above 10,000

8. Define your level of acceptance towards signs of stress

1. Strongly agree 2. Agree 3. Neutral 4. Disagree 5. Strongly disagree

S.NO	PARTICULARS	1	2	3	4	5
Work performance						
1	Declining/inconsistent performance					
2	Uncharacteristic					
3	Loss of control over work					
4	Loss of motivation/communication					
5	Increased time at work					
Withdrawal						
6	Arriving late to work					
7	Leaving early					
8	Extended lunches					
9	Reduced social contact					
10	Elusiness/evasiveness					
Regression						
11	I occur undue sensitivity					
12	Irritability/moodiness					
13	I have over reaction to problems					
14	I have immature behavior					
Aggressive behavior						
15	Malicious gossip					
16	Criticism of others					
17	Poor employee relations					
18	Temper outbursts					
19	Shouting while working					

9. Dimensions of stress

1. Almost always 2. Most of the time 3. Some of the time 4. Almost never 5. Never

S.NO	PARTICULARS	1	2	3	4	5
Psychological symptoms						
1	I have trouble remembering things.					
2	I feel anxious or frightened about problems I can't really describe.					
3	It is important for me not to show my emotions to my family.					
4	It is hard for me to relax at home.					
5	I find it hard to talk when I get excited.					
Behavioral symptoms						
6	I stutter or get tongue tied when I talk to other people.					
7	I try to work while I'm eating lunch.					
8	I go to work even when I feel sick.					
9	I have to bring work home					
10	I drink alcohol or use drugs to relax.					
Physical symptoms						
11	I have a nervous sweat or sweaty palms.					
12	I have a hard time feeling really relaxed					
13	I have severe or chronic lower back pain.					
14	I get tension or muscle spasms in my face, jaw, neck or shoulders.					
15	I need to urinate more than most people					

10. What is your level of satisfaction towards physical working condition of the organization?

a. Highly satisfied b. satisfied c. Neutral d. Dissatisfied e. highly dissatisfied

11. What is your opinion about the pay package provided by the organization?

a. Highly satisfied b. satisfied c. Neutral d. Dissatisfied e. highly dissatisfied

12. What is your level of acceptance towards completion of the work within the specified time?

a. Strongly agree b. Agree c. Neutral d. Disagree e. strongly disagree

13. Define your opinion about the job

a. Challenging b. Interesting c. Routine d. Boring e. Monotonous

14. What are the stress causing factors among different level of employees?

a. Role overloads b. Role under load c. Interpersonal relationship

15. What is the level of stress with your organization?

a. Very high b. High c. Moderate d. Low e. Very low

16. What is the kind of unconvincing caused due to stress?

a. Headache b. High blood pressure c. Digestive problem d. Hypertension
e. Nervousness

17. What are the programs that could be adapted to manage stress?

a. Employee counseling b. Work groups c. Health clubs d. Autonomus
e. Transport subsidy

18. What is your level of acceptance about counseling to reduce stress?

a. Strongly agree b. Agree c. Neutral d. Disagree strongly disagree

19. Which is the personal factor influencing stress?

a. Perception b. Attitude c. Health condition d. Personality