

Study on Stress management at BHEL, Hyderabad limited

M. Divya chowdary, K. Anil Kumar

¹Research scholar, ² HOD
^{1,2} Department of MBA
Malla Reddy College Mrec (Autonomous)
Maisammaguda

Abstract-In the work analysis has been done on stress management of Bharat Heavy Work Limited, Hyderabad. A sample size of 100 is taken for the purpose of analysis made for primary and secondary data. Out of the total sample most of respondents are male and many are between 50 and above. Most of the respondents have 10-15 years of long association in organization. Almost all the respondents are satisfied with the physical and psychological working conditions of the organization, only fewer respondents are dissatisfied with the psychological working conditions of the organization. The opinion about the training programs conducted by the organization is almost better, according to majority of the respondents.

Index Terms- working conditions, stress management, work load, reaction.

I. INTRODUCTION

A review on the previous studies on stress among the employees is necessary to know the areas already covered, this will help to find our new areas uncovered and to study them in depth. The Stress has become a common affliction affecting all sections of people in the work place. No one is immune to stress. Stress, to a certain extent, motivates people to do their jobs satisfactorily and thereby helps them to deserve identities from work in the organization. Stress acts as a force on human body to produce strain. It is an adaptive response to a situation in the work. Thus stress has become part and parcel of everyday life. The elements of perception indicate that human stress responses reflect difference in personality, as well as difference in physical strength or general health. Risk factors for stress related illnesses are mix personal, interpersonal, and social variables. These factors include lack or loss of control over one's physical environment, and lack or loss of social support network or the surroundings. People who are dependent on others (e.g.: children or the elderly) or who are socially disadvantages

(because of race, gender Educational level. Or similar factors) are at greater risk developing stress-related illness. Other risk factors include feelings of helpless, hopelessness, extreme fear or anger, and cynicism or distrust of others.

Causes:

The causes of stress can include any event or occurrence that a person considers a threat to his or her coping strategies or resources. Researcher generally agree that a certain degree of stress is a normal part of a living organisms response to the inevitable changes in its physical or social environment, and that positive as well as negative events can generate stress.

Symptoms:

The symptoms of stress can be like physical stress, psychological stress. Stress-related physical illnesses, such as irritable bowel syndrome, heart attacks chronic headaches, result from long-term over stimulation of part of the nervous system that regulates the heart rate, blood pressure, and digestive system. And psychological stress like frustration, sadness, anger.

Treatment:

Relaxation training, yoga meditation and dance therapy helps patients relieve physical symptoms of stress.

II OBJECTIVES OF THE STUDY

To analyze the relationship between stress and performance in BHEL with reference to stress. To study the impact of stress on employee performance in BHEL.

III REVIEW OF LITERATURE

Savery, Lawson K. 90 In his article titled, "The Influence of Social Support on the Reaction of an Employee." (1988) discussed the study was conducted on the role of various social support agents on occupational performance and stress.
Edwards, D.; Barnard, P. 82 In their review titled, "stress is a problem for mental health nurses but

research on interventions is insufficient”, (2003) analyzed the sources of stress for mental health included workload, poor resources, role conflict, job insecurity and client issues. According to **Alder, Carolyn**77 In their work titled, “U.K. decision increases employer duty to closely manage employee stress claims”, (2004) the employers should ensure that they step in, investigate and actively manage employment-related stress. **Salmond, Susan; Ropis, Patricia E.**, 53 in their research work titled, “Job Stress and General Well-Being: A Comparative Study of Medical Surgical and Home Care Nurses” (2005) they analyzed the job stress among medical-surgical and home care nurses in the U.S. **Upson, John W.; Ketchen Jr., David J.; Ireland, R. Duane**30 in their article titled “Managing Employee Stress. The researchers concluded that by using the suggested initiatives, both employees' quality of life and the organization's performance can improve.

IV RESEARCH METHODOLOGY

Research methodology is a way to solve predominant problem on the research. The research methodology is the study that deals with research design, data collection methods, sampling methods, survey and interpretations. Research is defined based upon intellectual applications on the investigation of particular matter. The primary purpose for applied research is discovering, interpreting, in the development of methods and system for the advancement of human knowledge on the variety of scientific matters of our world.

DATA COLLECTION METHOD

PRIMARY DATA:

Primary data are those which are collected for the first time, and thus happen to be original in character .Here in this research primary data is collected through questionnaire method.

SECONDARY DATA:

Secondary data was collected from various published books, companies’ web sites and company old records which has been collected for another purpose.

RESEARCH TOOLS:

A structured questionnaire has been prepared to get the relevant information from the respondents. The questionnaire consists of variety of questions presented to the respondents for their response. The various types of questions used in this survey are closed ended questions, multiple questions and open ended questions.

SAMPLING SIZE:

The study was conducted to examine the relationships of independent and dependent variable by applying the survey questionnaire. The Respondents are selected on the random basis 100 employees was taken as a sample from the employees in BHEL.

STATISTICAL METHODS

USED Percentage analysis

Bars charts

STATISTICAL TOOLS

USED Chi- square

RESULTS AND DISCUSSIONS

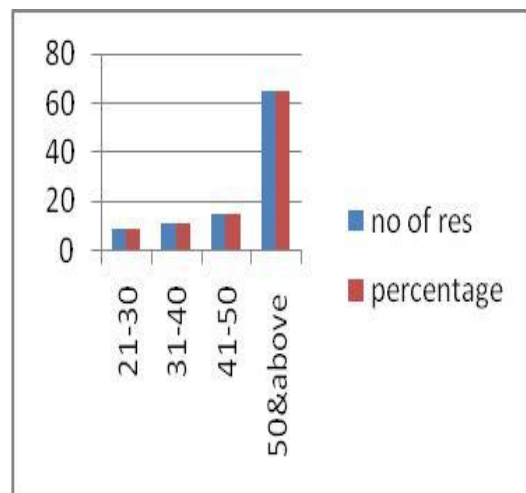
The various data that were collected during the survey are tabled below. Table 1 records the data of the age of the employees and their percentage among this

VI. DATA ANALYSIS AND INTERPRETATIONS

Table 1: Age wise classification of employees

Age in years	Number of respondents	Percentage
21-30	9	9%
31-40	11	11%
41-50	15	15%
50 and above	65	65%
Total	100	100

Chart 1: Age wise classification of employees



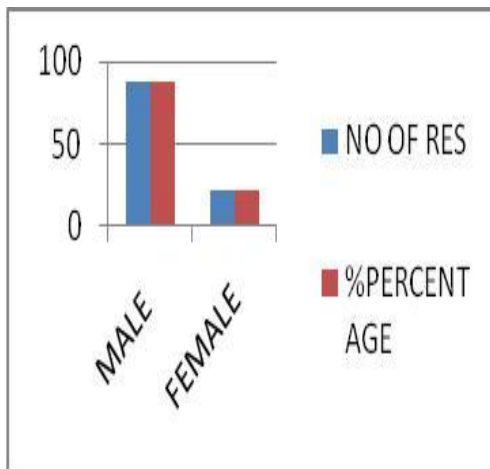
Inference:

It is observed from the survey that 9% of the respondents are between (21-30) yrs, 11% of the respondents are between (31-40) yrs, 15% of the respondents are between (41-50) yrs, and above 50 yrs of the respondents are 65 yrs.

Table 2: Gender wise classification of employees

Opinion	No of respondents	Percentage
Male	88	88%
Female	22	22%
Total	100	100

Chart 2: Gender wise classification of employees



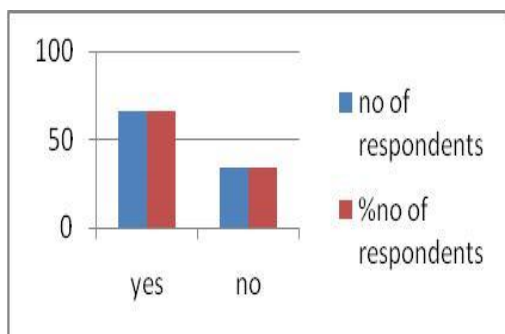
Inference

It is found from the survey that 88% of the respondents are male and 22% of the respondents are female.

Table 3: Opinion about working environment

Opinion	No of respondents	Percentage
Yes	66	66%
No	34	34%
Total	100	100

Chart 3: opinion about working environment



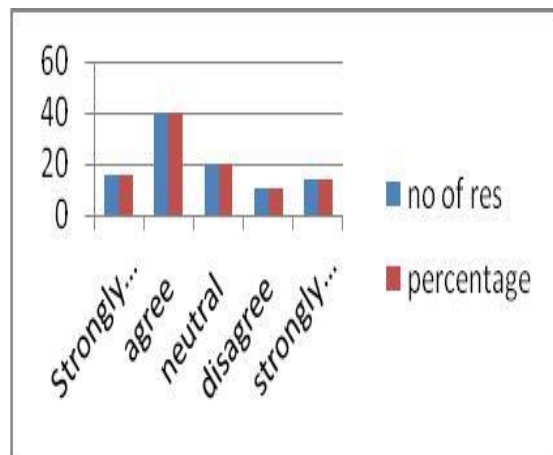
Inference

It is found from the survey that 66% of the respondents are satisfied with working environment and the 34% of respondents are dissatisfied with working environment.

Table 4: Difference opinion in your team

Opinion	No of respondents	Percentage
Strongly agree	16	16%
Agree	40	40%
Neutral	20	20%
Disagree	10	10%
Strongly disagree	14	14%
Total	100	100

Chart4: Difference opinion in your team



Inference

It is observed from the survey 16% of the respondents are strongly agreed and the 40% of the respondents are agree and 20% of the respondents are neutral. Remaining 10% of the respondents are disagreeing and 14% of the respondents are strongly disagreeing.

Table 5: Opinion about time pressure and its impact on your performance

Opinion	No of respondents	percentage
Yes	24	24%
No	76	76%
Total	100	100

Chart 5: Opinion about time pressure and its impact on your performance

Opinion	No of respondents	percentage
Yes	24	24%
No	76	76%
Total	100	100

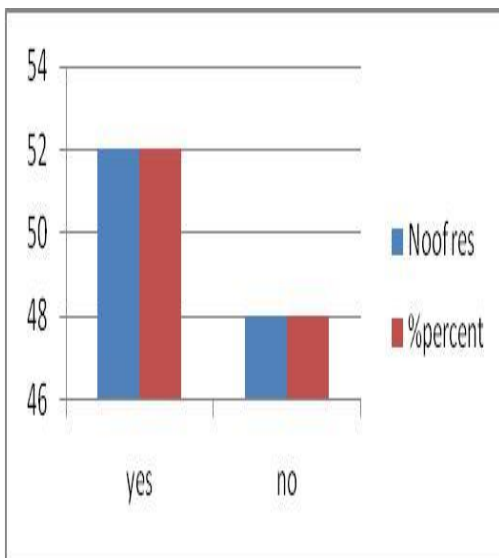
Inference:

It is observed from the survey that 76% of the respondents are says No that time pressure is not impact on performance and 24% of the respondents says Yes that time pressure has impact on performance.

Table 6: Temper while suddenly work is allocated to you

Opinion	No of respondents	percentage
Yes	52	52%
No	48	48%
Total	100	100

Chart 6: Temper while suddenly work suddenly



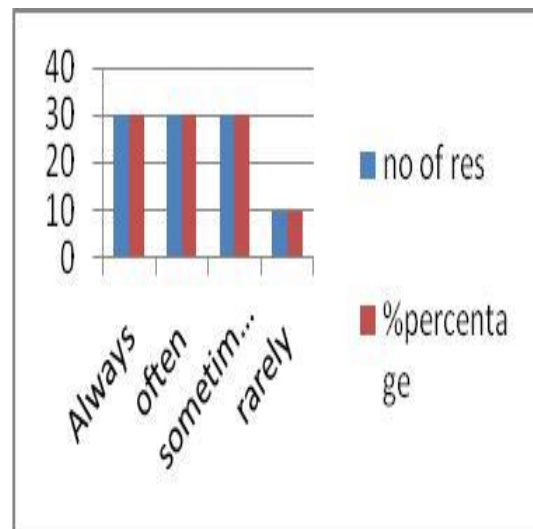
Inference:

It is observed from the survey that 52% respondents say yes and 48% of the respondents say No, that when work you suddenly allocated.

Table 7: Opinion about recognition and rewards

Opinion	No of respondents	Percentage
Always	30	30%
Often	30	30%
Never	30	30%
Rarely	10	10%
Total	100	100

Chart 7: Opinion about recognition and rewards



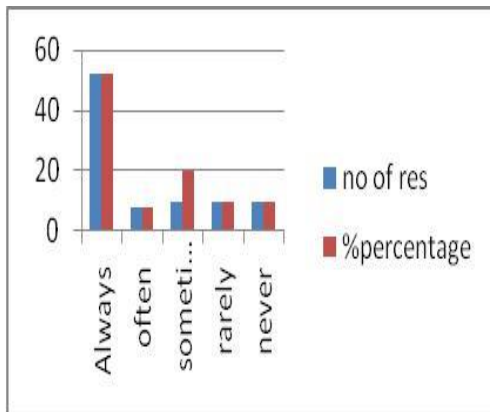
Inference:

It is found from the survey that 30% respondents say always and often 30% of the respondents and never 30% of the respondents and rarely 10% of the respondents are given opinion about the recognition and rewards in the organization.

Table 8: About spending sufficient time with family

Opinion	No of respondents	Percentage
Always	52	52%
Often	8	8%
Sometimes	20	20%
Rarely	10	10%
Never	10	10%
Total	100	100

Chart 8: About spending sufficient time with family



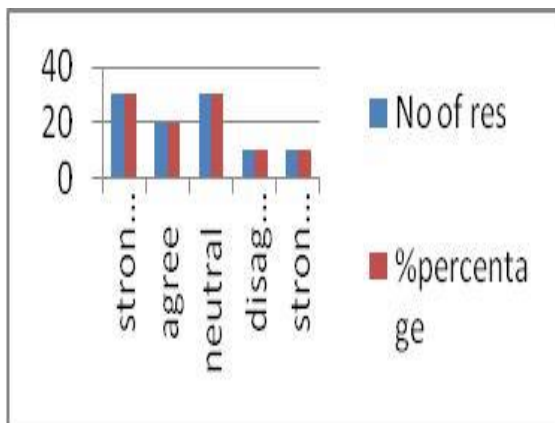
Inference:

It is observed from this survey that majority of the respondents spend the sufficient time with their family. Only the fewer respondents say no time to spend with family

Table 9: Physical environment problems (Temperature, lightening, gases, etc) causes' stress

Opinion	No of respondents	Percentage
Strongly agree	30	30%
Agree	20	20%
Neutral	30	30%
Disagree	10	10%
Strongly disagree	10	10%
Total	100	100

Chart 9: physical environment problems (Temperature, lightening, gases, etc) causes' stress



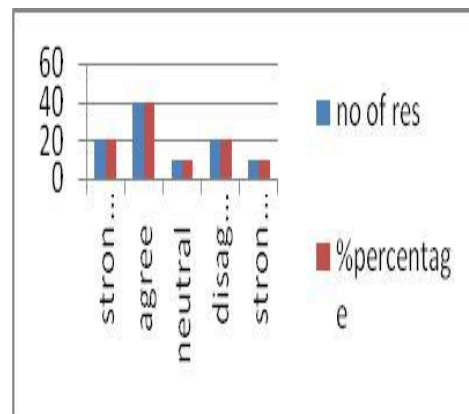
Inference:

It is observed from the survey most of the respondents are not agreed about the physical working conditions of the organisation. Only a fewer respondents are agree with physical working conditions.

Table 10: Stress in organization causes because of personal reasons

Opinion	No of respondents	Percentage
Strongly agree	10	10
Agree	10	10
Neutral	20	20
Disagree	30	30
Strongly disagree	10	10
Total	100	100

Chart10: Stress in organization causes because of personal reasons



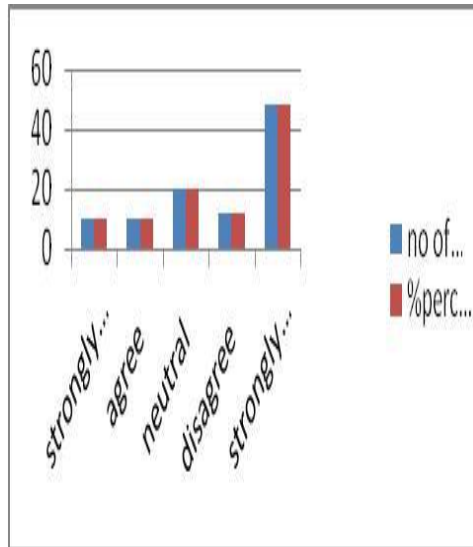
Inference:

It is found from the survey majority of the respondents says that the stress is because of personal reasons. Only some of the respondents say stress is not by personal reasons.

Table 11: Feel tired or depressed because of work

Opinion	No of respondents	Percentage
Strongly agree	10	10
Agree	10	10
Neutral	20	20
Disagree	12	12
Strongly disagree	48	48
Total	100	100

Chart 11: Feel tired or depressed because of work



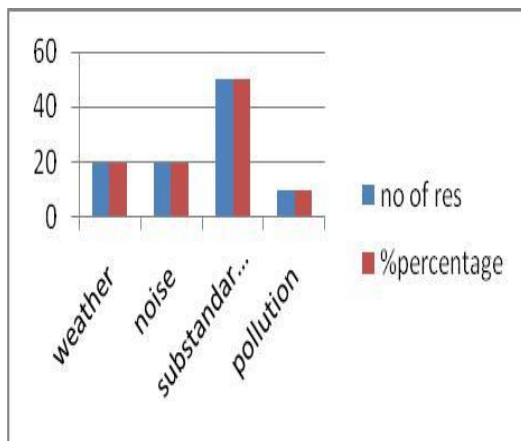
Inference:

From this survey majority of the respondents were not feeling depressed because of work stress in the organization. Some of the respondents were feeling stress because of work.

Table 12: Physical working condition of company are causing stress

Opinion	No of respondents	Percentage
Weather	20	20%
Noise	20	20%
Substandard housing	50	50%
Pollution	10	10%
Total	100	100

Chart 12: physical working conditions of company are causing stress

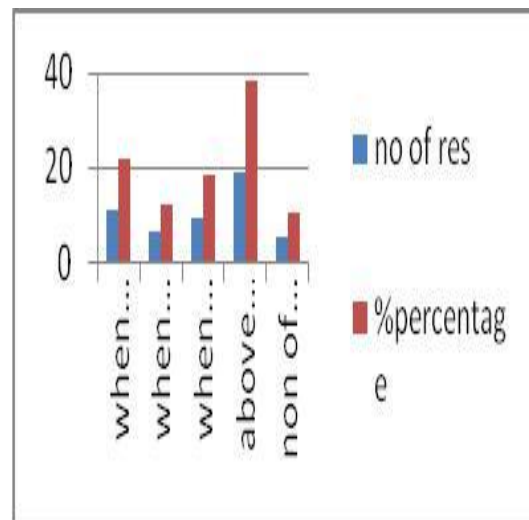


Inference: It is observed from the survey that 20% of respondents are affected to weather and 20% of respondents are due to noise and 50% of the respondent's effects by the substandard. Housing and remaining 10% of respondent's effect by the pollution.

Table 13: Conditions you feel stress in organization

Opinion	No of respondents	Percentage
When more work/ responsibility is added	22	22%
When someone keep on monitor your work	12	12%
When new technologies introduced	18	18%
Above all	38	38%
None of these	10	10%
Total	100	100

Chart 13: Conditions you feel stress in organization



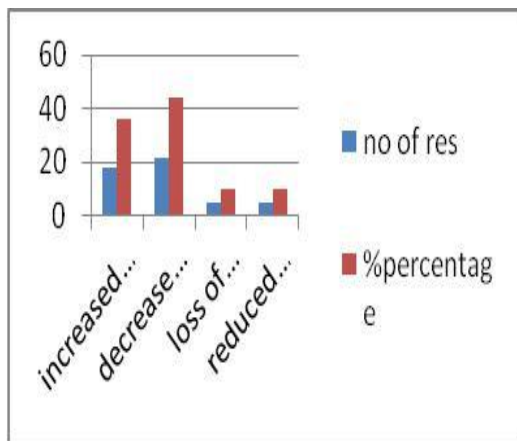
Inference:

It is observed from the survey that 22% of the respondents say that when responsibility is added and 12% of the respondents say that when someone keep on monitor your work and 18% of the respondents say when the new technologies introduced and 38% of the respondents say that all the above of the and remaining 10% of respondents say that none of these.

Table 14: Stress show its ill effects on your job performance

Opinion	No of respondents	Percentage
Increased absenteeism	36	36%
Decreased productivity	44	44%
Loss of good will	10	10%
Reduced job satisfaction	10	10%
Total	100	100

Chart 14: Stress show its ill effects on your job performance



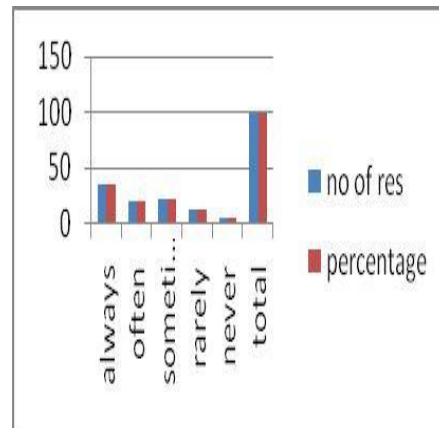
Inference:

It is found from the survey that 36% of the respondents say that by increased absenteeism and 44% of the respondents say that by decreasing the productivity and 10% of the respondents say that loss of good will and 10% of the respondents by reduced job satisfaction.

Table 15: There is any direct relationship between stress and performance

Opinion	No of respondents	Percentage
Always	54	54%
Often	10	10%
Some times	16	16%
Rarely	10	10%
Never	10	10%
Total	100	100

Chart 15: There is any direct relationship between stress and performance



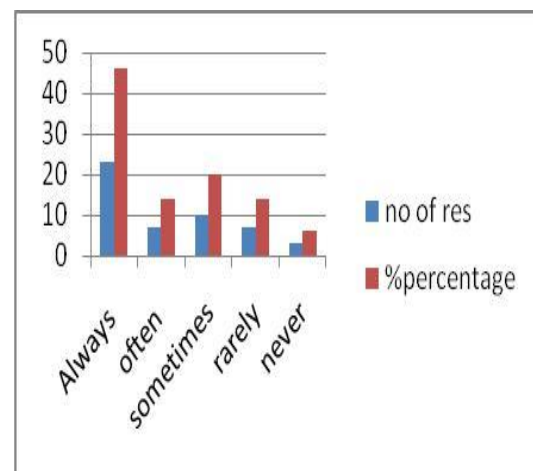
Inference:

It is observed from the survey majority of the respondents says that there is direct relationship between stress and performance.

Table 16: Working hours extended does your performance deteriorate

Opinion	No of respondents	Percentage
Always	46	46%
Often	14	14%
Some times	20	20%
Rarely	14	14%
Never	6	6%
Total	100	100

Chart 16: Working hours extended does your performance deteriorate



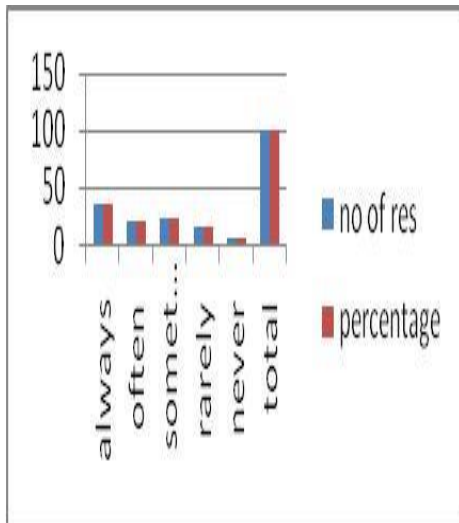
Inference:

It is found from the survey that respondents says that by extending working hours the performance of respondents is decline.

Table 17: Tensed at your non- achievement of target

Opinion	No of respondents	Percentage
Always	46	46%
Often	14	14%
Some times	20	20%
Rarely	14	14%
Never	6	6%
Total	100	100

Chart 17: Tensed at your non- achievement of target



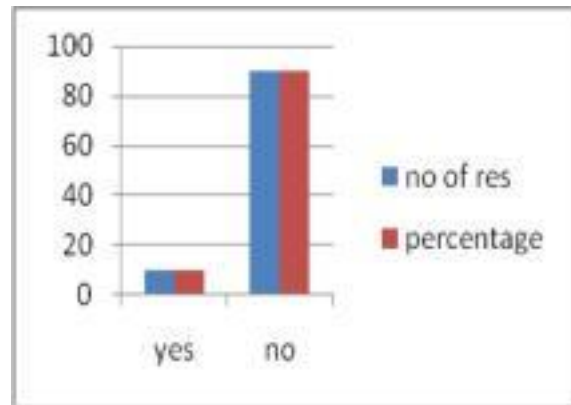
Inference:

It is found from the survey that majority of respondents agreed that there is tense when non-achievements of the target in the organization.

Table 18: Fear about quality of your performance

Opinion	No of respondents	Percentage
Yes	10	10%
No	90	90%
Total	100	100

Chart 18: Fear about quality of your performance



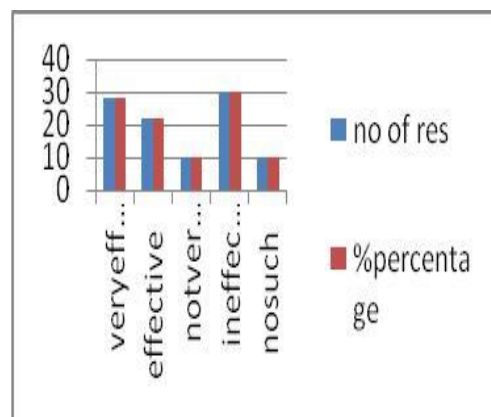
Inference:

It is observed from the survey that most the respondents will not get fear about the quality of performance.

Table 19: Relaxation programs organized by company

Opinion	No of respondents	Percentage
Very effective	28	28%
Effective	22	22%
Not very effective	10	10%
Ineffective	30	30%
No such programs	10	10%
Total	100	100

Chart 19: Relaxation programs organized by company

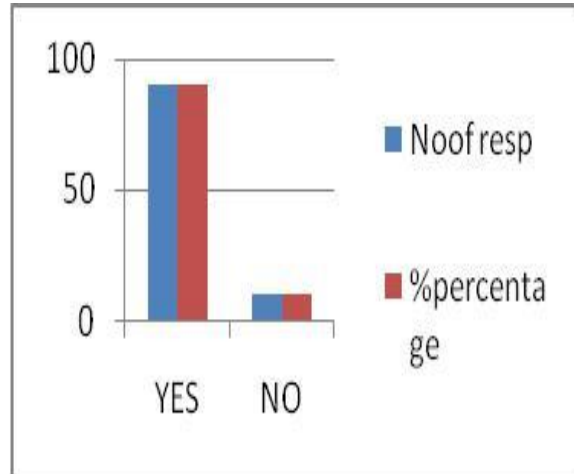


Inference:

It is observed from the survey that most of the respondents agreed that very effective relaxation programs organizing by the company. Only fewer are not agree with relaxation programs organized by the company.

Table 20: Opinion about Organization provide any facilities to cope up with stress

Opinion	No of respondents	Percentage
Yes	90	90%
No	10	10%
Total	100	100



Inference:

It is observed from the survey that 90% of the respondents say yes and remaining 10% says No for providing facilities to cope up with stress.

Chart 20: Opinion about Organization provide any facilities to cope up with stress

Chi-square test on stress Vs performance

	Always	often	sometimes	never	Rarely	Total
Always	59	0	0	0	0	59
often	0	10	0	0	0	10
sometimes	0	0	12	0	0	12
Rarely	0	0	0	10		10
Never	0	0	0	0	9	9
Total	59	10	12	10	9	100

Null Hypothesis (H0): There is no significant relationship between stress and performance
 Alternate Hypothesis (H1): There is a significant relationship between stress and performance

		Value	Df	Asymp sig(2-sided)
Stress Vs performance	Chi-square	9.839	4	9.488

Calculations based on theory
 Degree of freedom=4
 For 4 degrees of freedom at 5% level of significance, the chi-square table value is 9.488
 Calculated value > Tabulated value 9.839>9.488
 Hence H0 is rejected and H1 is accepted

V FINDINGS

- Out of the total sample most of the respondents are male and many are between 50 and above.
- Most of the respondents are satisfied with workings conditions and only fewer are

Dissatisfied with working conditions of the organization.

- Many of the respondents agree that difference of opinion in our team and only
- Some of the respondents are disagree of opinion in our team.
- Almost all the respondents say that no time pressure is impact on the performance of the employees in organization.
- Many of the respondents agree that there is temper while suddenly work is allocated to you in the workplace.
- Most of the respondents are getting recognition and rewards for their job in the oraganisation. Only a fewer of the respondents are not getting recognition of the work in the organization.
- Many of the respondents having enough time for spending with their family. Only a few of the not having time to spend with their family.
- Most of the respondents are satisfied with their physical working conditions in the

organization. Only a few are not satisfied with their physical working conditions.

- Almost all the respondents are not feeling stress because of the personal problems in the organization and only some are feeling stress because of the personal problems in the organization.
- Nearly more than half of the respondents are not feel tired or depressed because of work and only fewer of the respondents are feel tired or depressed because of the work in the workplace.
- Among of all the factors, many of the respondents are not comfortable with their substandard housing facilities by the company and few factors like noise, weather, and pollution are affecting some of the respondents in the company.
- Among all the factors most of the respondents are feel stress depends upon the working conditions in the work place.
- Some of the factors like increased absenteeism , decreased productivity loss of good will, above all and none of these are effects on your job performance that agreed by the many of the respondents. And remaining respondents are effect by these factors.
- Most of the respondents agree that there is no relationship between stress and performance. Only few of the respondents are not agree there is a relation between stress and performance.
- Many of the respondents say by working to extend hours there is decline of performance in the workplace. And only a few respondents say that there is no decline of performance in the workplace.
- Many of the respondents agree their tensed for non- achievement of targets in the oragansiation.
- Almost all the respondents are not fear about the quality of performance in the work place. Only a fewer respondents are fear about the quality of the performance.
- Most of the respondents say that there is a relaxation programs organized by the company and only a fewer respondents are disagree with the programs organized by the company.

VII SUGGESTION

- Out of the total100 samples all the employees are satisfied with their jobs.
- Almost all the respondents performing their work well in the workplace.
- And only to reduce time pressure on their work to give better performance.
- And to have relaxation programs to reduce the stress

VIII CONCLUSION

Stress has physical and emotional effects on us and creates positive and negative feelings. There are many personal and ergonomic factors, called as stressors, which causes stress at workplace , including responsibility level, knowledge /skill on work hazards working conditions recognition by the management , treatment given by senior , explanation of duties and responsibilities, humor level at workplace, clashes with colleagues or with boss, fear about promotional chances, conflict between home and work, being asked more than they can, uncomfortable work environment, number of risk situations, work uncertain and important outcome, role ambiguity/conflict, unrealistic goals, insisting rules procedure always, list goes.....This study reveals that majority of the employees are satisfied with the organization on major parameters.

REFERENCE

1. Alder, Carolyn. "U.K. decision increases employer duty to closely manage employee stress claims", *Business Insurance*, 4/12/2004, Vol. 38 Issue 15, p17-19.
2. Edwards, D.; Barnard, P. "Review: stress is a problem for mental health nurses but research on interventions is insufficient", *Evidence-Based Mental Health*, Nov2003, Vol. 6 Issue 4, p126-126, 1p.
3. Morris, Jodi E.; Long, Bonita C. "Female Clerical Workers' Occupational Stress: The Role of Person and Social Resources, Negative Affectivity, and Stress Appraisals", *Journal of Counseling Psychology*, Oct2002, Vol. 49 Issue 4, p395, 16p.
4. Savery, Lawson K., "The Influence of Social Support on the Reaction of an Employee." *Journal of Managerial Psychology*, 1988, Vol. 3 Issue 1, p27, 5p.
5. Upson, John W.; Ketchen Jr., David J.; Ireland, R. Duane. "Managing Employee Stress: A Key to the Effectiveness of Strategic Supply Chain Management", *Organizational Dynamics*, 2007, Vol. 36 Issue 1, p78-92, 15p.