

**A Study on Relation of Stress Management with Demographic Variables of Employees at Federal Mogul, Bangalore, India**

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**Abstract**

It has become a very big challenge for management to reduce the stress of their employees and identifying the factors leading to stress. Stress plays very important role in organization, as stress affects the performance of the employees ultimately affects the productivity of organization. The main objective of this research is to highlight the prominence of stress and its management programs by employees as well as organization or employer. 100 questionnaires were distributed for data collection in Federal Mogul by using simple random sampling techniques. Karl Pearson's correlation tool is used to determine the relationship between demographic variables and stress of employees.

It is assumed that organization contributes dominating share of stress on employees. Therefore the present study is about the employees of above mentioned company carried out to measure the stress of employees and what are all the programs undertaken by employee and employer for overcoming employee's stress.

**Keywords:** Stress, Stress Management and measures for overcoming stress

**Objectives of Study:**

1. To study the relationship between stress and demographic variables of Federal Mogul
2. To study the various factors of stress among employees
3. To suggest remedies for reducing stress with respect to sustainable development.

**Hypothesis**

There is no relationship between the demographic variables and stress at Federal Mogul.

**Null Hypothesis**

No employee is undergoing stress in Federal Mogul.

**Review of Literature:**

**Stress:**

“Stress at work can be a real problem to the organization as well as for its workers. Good management and good working organization are the best forms of stress prevention. Dr. Vijayadurai (2012)<sup>1</sup>.

The term “stress”, as it is currently used and coined by Hans Selye (1955)<sup>8</sup>, who defined it as “The non-specific response of the body to any demand for change.” And it is a person's adaptive response to a stimulus that places excessive psychological or physical demand on him or her. Stress is a wide phenomenon as it seems to have universal spread. Stress exists in human beings, animals and even in metals. Stress is also related with providing services to human beings. Stress refers to an excess of demand made upon the adaptive capabilities of the mind and the body and is seen in the form of a physical demand or both. Dr. Sonal Pathak, Dr. Anil Sarin, Manav Rachna (2011)<sup>4</sup>

Stress could be simply defined as an unpleasant emotion, which arises when people worry that they could not cope with excessive pressure or other types of demand placed upon

them. Sapna, Dr. Ved Prakash Gabha (2009).<sup>5</sup>It is a state of tension experienced by individuals facing extraordinary demands, due to his or her constraints or opportunities. The pressure of modern life, that wanting to compete with status accompanied with job demands leads to emotional imbalances known as 'stress.' Stress becomes still worse when there is little support from superiors and colleagues and where they can cope with its demand and pressure. Dr. Vijayadurai (2012)<sup>7</sup>

There are various stressors causing low performance. Such as:

❖ Organizational stressors

a. Task demands

- Occupation
- Security
- Overload

b. Physical demands

- Temperature
- Office design

c. Role demands

- Ambiguity
- Conflict

d. Interpersonal demands

- Group pressure
- Leadership styles
- Personality

❖ Life stressors

a. Life change

b. Life trauma

Stress mainly has two phases:

- Constructive stress [positive stress]

This is a stage where employees are in balance or tolerance limits. Here the stress will be moderate which will increase efforts, stimulus creativity and encourages diligence of one's work.

- Destructive stress [negative stress]

Here, where an employee feels distress usually a state of out of balance or outside tolerance limits. This further leads to absenteeism, turnover, error, accidents and dissatisfaction finally reduced performance. Individuals have variety of reactions to job stress. Mainly in four:

- 1) Emotional
- 2) Behavioral
- 3) Psychological
- 4) Physiological

Stress is usually considered to be the effect or the response to a stimulus. Jenkins and Calhoun (1991)<sup>7</sup>. In medical community, stress is one of the major cause of illness like migraine, stroke, enczema, a weak immune system and many other diseases. Eric. C. Parilla (2012)<sup>14</sup>

**Stress Management:**

Stress management refers to wide spectrum of techniques a person uses to reduce his stress that is caused by lack of work-life balance.

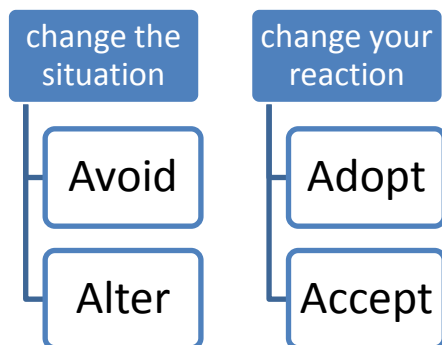
Stress management can be done with the help of health professionals and self-help. It is a key to all physical and mental depression

Elimination of stress is unrealistic, but it can be managed. Efforts made by management and self for attaining realistic goals that can be achieved by number of strategies Stress management is a techniques includes relaxation techniques, time management skills, counseling or group therapy, exercises and maintaining an overall healthy life style.

Managing stress at moderate amount for energizing and motivating the employees by assigning some challenging work assignments which buildup competitive spirit and constructive conflict and zeal. Normalizing breathing pattern may offer help in some cases of hypertension, aging, functional chest disorder, and pulmonary disease. The two ways for overcoming stress are:

- i. Individual coping strategy
- ii. Organizational coping strategy

Individual coping strategy includes tike management, exercise, meditation and relaxation. There are 4 A's to help out stress, to be practiced by employees:



[Source: Hans. Selye (1955)<sup>9</sup>]

Organizational coping strategy includes role clarity, supportive climate, clear career paths, job enrichments, employee counseling, training and development programs, establishing variable work schedules, setting up health clubs etc. Management can also reduce the burden of stress to employees by arranging team meeting, proper communication system and reduction of uncertainty among employees. The employer i.e., management should take initiative in helping the employees in their work-life balance, as it is a very important tool for minimizing the stress and it provides emotional support and helps the organization to reduce its employees turn overrate. Osman M. Karatepe (2013)<sup>15</sup>.

The organization should coach their employees in developing their interpersonal skills and coach them to perform effectively on the job with other employees in the organization. R., Bar-on, J. G. Maree, Maurice and J. Elias (2007)<sup>16</sup>.

### **Stress Management in Long Run:**

Sustainable development is a process of meeting present needs of present generation without damaging the interest and needs of future generation. Sustainable development is a normative concept, which involves trade-offs among social, ecological, and economic objectives, and is required to sustain the integrity of the overall system. Dr. Werner Hedigar (2000)<sup>17</sup>. Attaining sustainability through human resource and their stress management programme is practicing production without any disturbance and same while managing employees and engage them into organization activity with less amount of stress so that, employees rate of turnover will be low this can be known as social sustainability at work. They tell that hiring candidates is more costlier than retaining the existing one finally which will save the resource and time.

- Placing right personnel in right place to meet their business objectives with clear succession planning
- Getting skilled personnel have become a big challenge due to severe computation therefore effective utilizing and grooming talents, which is available in your hand by providing on-job training and by job-rotation. So that they will be introduced new roles and they will develop the capability to fit any position in the organization.

### **Area of Study:**

This study was carried out during 2015, with respect to piston and ring fountain manufacturer Federal Mogul Goetz Ltd., located in Bangalore, Karnataka

### **Scope of the Study:**

This study concentrates on employees of manufacturing company because in manufacturing industries work done by employees is totally physical based .Hence people feel more tired. Neglecting them in decision-making process, not providing career opportunity for them, an improper delegation of work. All this leads to formation of stress in employees. Apart from these family issues also leads to stress. It also speaks about causes and remedies for overcoming the stress.

### **Research Design and Methodology:**

Research design used here is descriptive, as it is fact-finding investigation and it has focused on other dimension of the problem. The sample design followed here is simple random sampling.

The primary data for the study was collected using structured questionnaires .comparing questions related to the above mentioned situations.

The questionnaire was administered to considerable population and the sample size drawn was of 100 respondents.

The research tool used here is correlation

### **Limitations:**

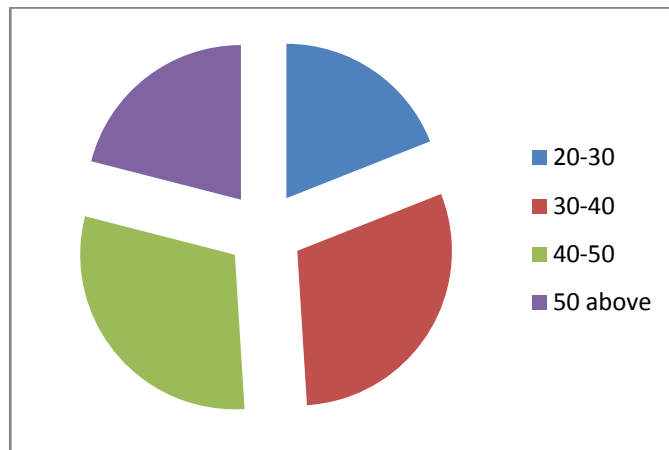
This study is only limited within this company and therefore results are not applicable to other areas of India. As there was less time limited number of respondents was considered. This may affect the accuracy of the results

### **Data Analysis and Interpretation**

**Table: 1- Number of employees with diversified age**

20-30	30-40	40-50	50 above
19	30	30	21

(FIGURE: 1)

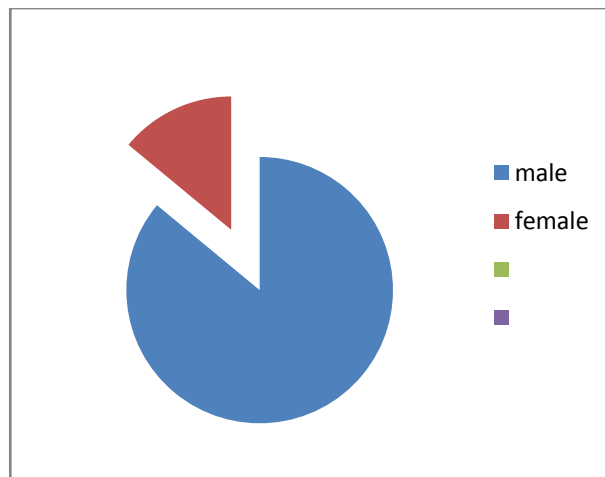


INTERPRETATION: From the above graph-1, it is clear that 19 percent of employees will fall under the age of 20-30, 30 percent of employees fall under 30-40 years of age, 30 percent of employees fall under 40-50 years of age and 21 percent of employees fall under the age of 50 and above.

**Table: 2- Showing the Gender of the Employees**

Male	Female
86	14

(FIGURE: 2)

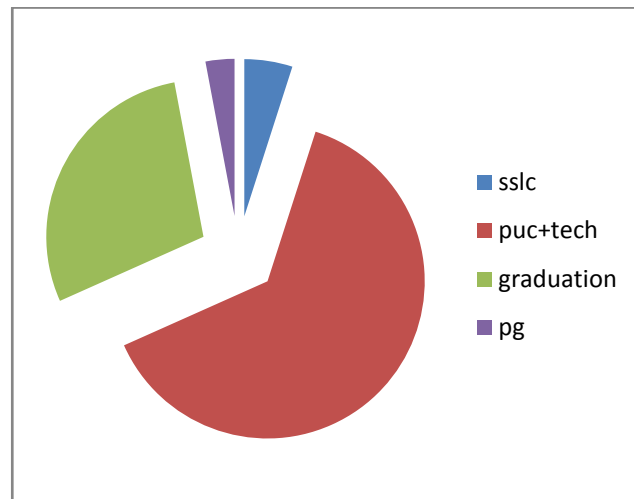


INTERPRETATION: It is observed from the above table-2 it is clear that 86 percent men is working and only 14 percent of women is working.

**Table: 3- Showing the Education Qualification of the Employees**

Sslc	Puc + tech	Graduation	Pg.
5	64	29	3

(FIGURE: 3)

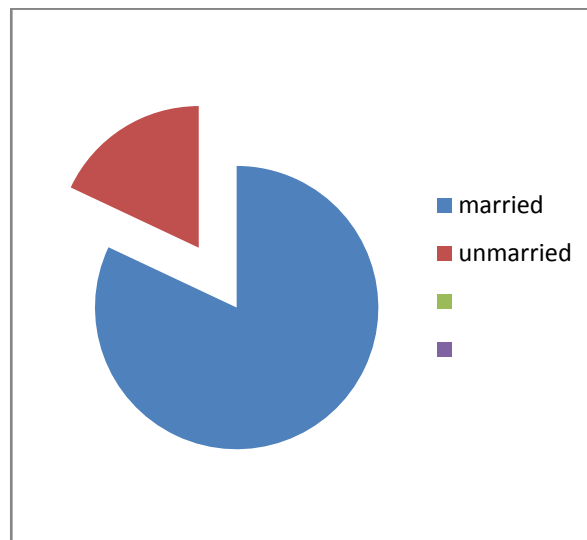


INTERPRETATION: From the above table-3, it is clear that 5 percent of employees have the qualification of SSLC, 64 percent of employees have their qualification with PUC and some technical qualification, 29 percent of employees have qualification of graduation, and 3 percent of employees have the qualification of post graduation.

**Table: 4- Showing the Gender of the Employees**

Married	Unmarried
82	18

(FIGURE: 4)

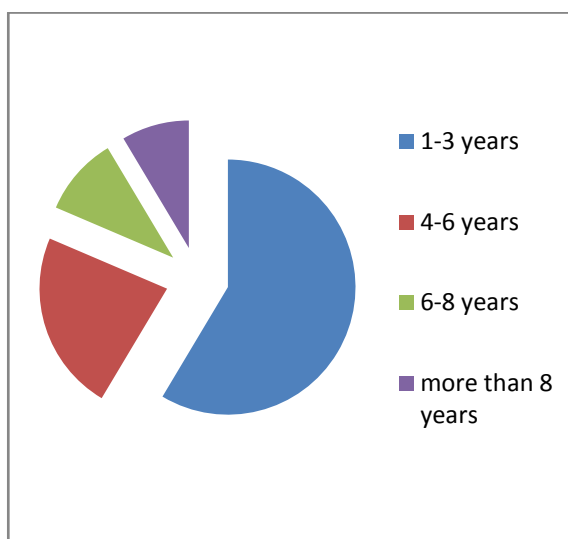


INTERPRETATION: From the above table-4, we can understand that 82 percent of employees working here is married, and 18 percent of employees are unmarried.

**Table: 5- Showing the Number of Years of Experience**

1-3 years	4-6 years	6-8 years	More than 8 years
9	6	36	48

(FIGURE: 5)

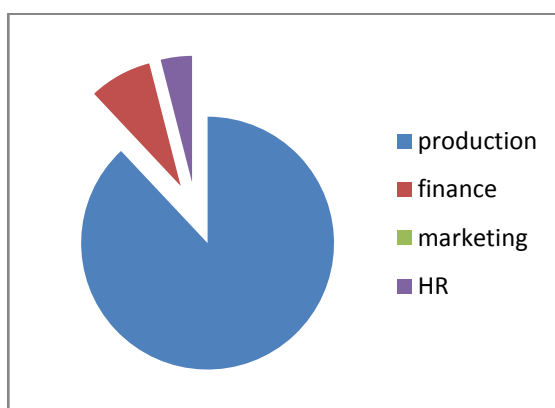


INTERPRETATION: The above table with figure-5 tells that 9 percent of employees are working for 1-3 years, 6 percent of employees are working for 4-6 years, 36 percent of employees are working for 6-8 years and majority i.e., 48 percentage of employees are working for more than 8 years

**Table: 6- Showing Percentage of Employees Working in Various Departments**

Production	Finance	Marketing	HR
88	8	0	4

(FIGURE: 6)

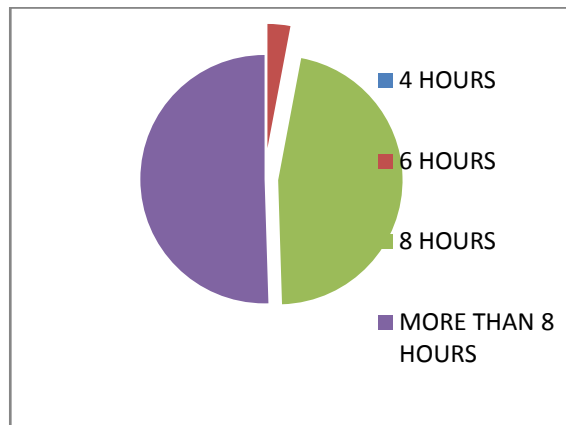


INTERPRETATION: From the above table and figure-6 as per the study, it is clear that 88 percent of people employed in manufacturing department, 8 percent employees are working in finance department, and 4 percent of employees are working in HR department

**Table: 7- Showing Number of Hours Employees Working**

4 HOURS	6 HOURS	8 HOURS	MORE THAN 8 HOURS
0	3	47	51

(FIGURE: 7)

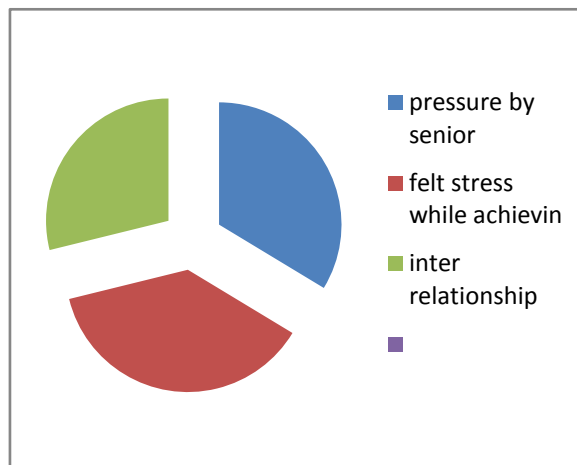


INTERPRETATION: The above table and figure-7 tells that 3 percent of employees work for 6 hours, 47 percent of employees working for 8 hours, and majority i.e., 51 percent of employees are working for more than 8 hours.

**Table: 8- Showing Employees Giving Various Reasons for their Stress**

Pressure by your senior	Felt stress while achieving your target	Interpersonal relationship with your co-workers, subordinates and supervisors
35	39	30

(FIGURE: 8)



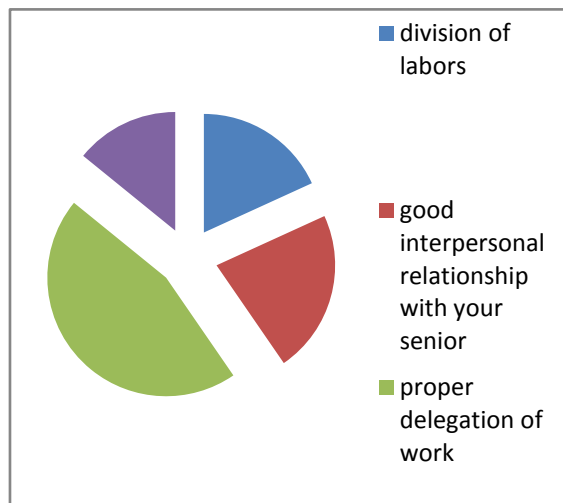
INTERPRETATION: It is observed from above table-8, it is clear that 35 percent of employees are undergoing stress because of pressure by their senior, 39 percent of employees feel stress while achieving their target, 30 percent feel stress with their interpersonal relationship with their coworkers, subordinates and supervisors.

**Table: 9- Showing Employees' Reasons When They Don't Feel Stress**

Division of labors	Good interpersonal relationship with your senior	Proper delegation of work	Any other
18	22	45	14



(FIGURE: 9)

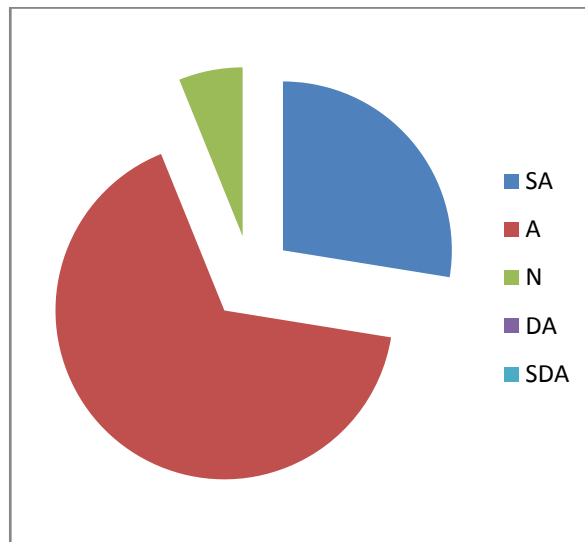


INTERPRETATION: From above table-9it is clear that majority employees are not feeling stress because of proper delegation of work.

**Table: 10- Showing the results for home life creating stress?**

SA	A	N	DA	SDA
27	65	8	0	0

(FIGURE: 10)

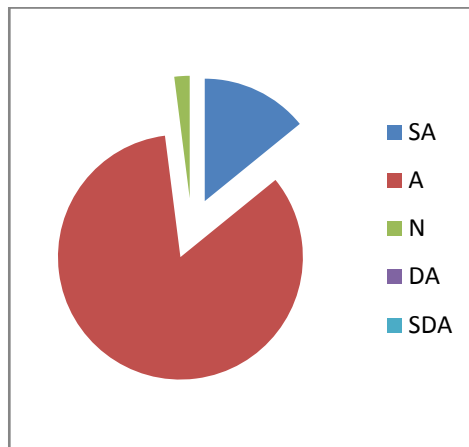


INTERPRETATION: From the above graph we can understand that most of the employees agree that home life is creating stress

**Table: 11- Showing Response of Employees Regarding Training on Particular Work Can Reduce Stress?**

SA	A	N	DA	SDA
14	83	3	0	0

(FIGURE: 11)

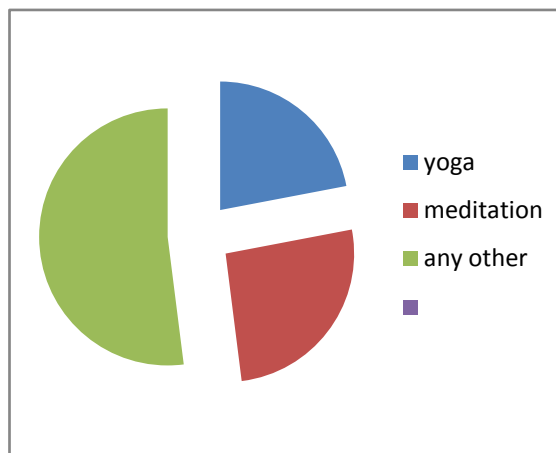


INTERPRETATION: as per the study undertaken, 14 percent of employees are strongly agreed with training on particular job can reduce stress, 83 percent of employees are agreed with the statement, 3 percent of employees are neutral with their opinion.

**Table: 12- Showing Measures Taken By Employees To Minimise Their Stress**

Yoga	Meditation	Any other
22	26	52

(FIGURE: 11)

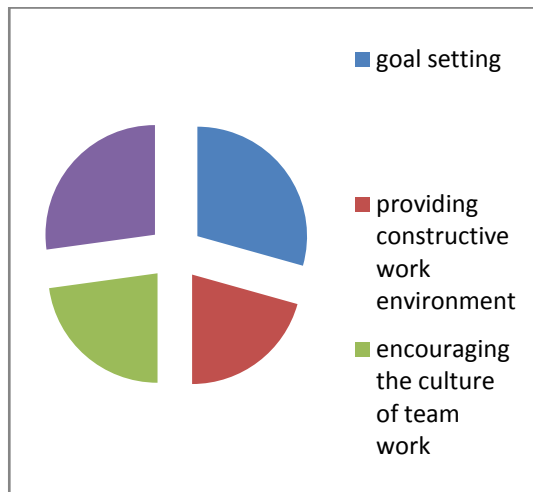


INTERPRETATION: from the above table and figure-12 it is clear that 22 percent of employees are practicing yoga for their stress to get relieved, 26 percent are undertaking meditation for reducing their stress, 52 percent of employees are carrying their personal means for overcoming their stress.

**Table: 12- Showing the Steps Taken By Company For Reducing The Stress of Employees**

Goal setting	Providing constructive work environment	Encouraging the culture of team work	Working in shifts
27	19	21	32

(FIGURE: 12)

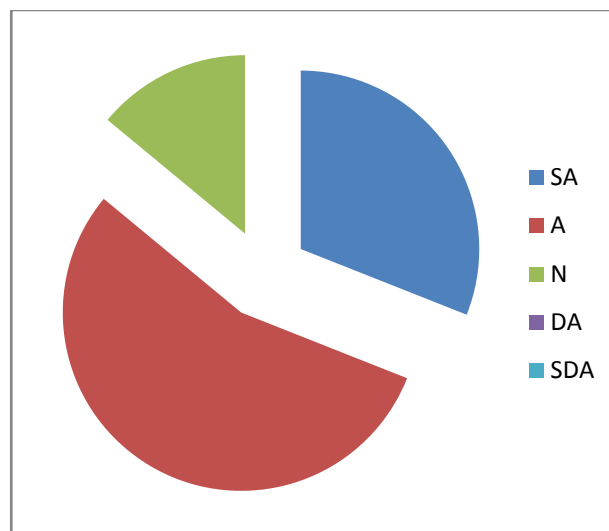


INTERPRETATION: From the above graph it is clear that 27 percent of employees are more satisfied with company’s step that working in shifts can reduce their stress.19 percent of them are telling that by setting goal will reduce stress.21 percent of employees are telling that constructive work environment which is provided reduces the stress.32 percent of them are telling that the culture of team work which is practiced leads to reduction in stress. Lastly, 25 of them agreeing with working in shifts will help them to reduce their stress.

**Table: 13- Showing Number of Employees Telling That They Have Stress**

SA	A	N	DA	SDA
31	55	14	0	0

(FIGURE: 13)



INTERPRETATION: From the above graph it is clear that 31 percent of employees are strongly agreed that they have stress in the company for various reasons.55 percent of employees are agreed with stress they have in the company, 14 percent of employees are neutral with their answers.

**Table: 14 – Showing the Relationship of Stress With Demographic Variables of the Employees**

Demographic variables	Correlation value	Positive/negative	Relationship with stress
Age	0.808	Positive	Age has got positive relation with stress as per the study, as age increases stress also increases.
Gender	1	Positive	Gender also has got positive relationship with stress as per the study, stress differs from male to female.
Qualification	0.984	Negative	It has got negative relationship with stress as per the study, as people with different degree of qualification will be having different degree of stress.
Marital status	1	Negative	Marital status has got negative relation with stress as per the study, as stress differs from married people and unmarried one.
Experience	0.6808	Negative	Experience has got negative relationship with stress as per the study, as stress differs from people who are having different years of experience.
Number of hours working	0.997	Positive	Daily working hours has positive relationship with stress as per the study, as hours increases stress will increase.

**Finding:**

According to the research done, following are the findings:

- As per the study done based on age and stress, both shows the positive relationship between them i.e., +0.808
- It is found that the value of correlation with respect to gender and stress ,it is +1 which tells that both move in a same direction

- With respect to qualification and stress the value of correlation shows -0.984 which tells that stress felt by employees with different qualification is same but the intensity differs
- Marital status and stress, the correlated value between these two is -1, which tells that the marital status will not have any influence on employees stress.
- The correlated value of experience and stress is -0.680, which is negative and tells that people with different number of years of experience felt stress too.
- It is found that the correlated value of number of hours working and stress is +0.997, which reveals that stress is highly influenced by, number of hours working

**Suggestions:**

1. The company should encourage a open channel for communication to deal with work related problems which is leading to form stress.
2. Genuine/justified grievance handling procedure to gain the confidence of employees
3. Provide several sittings of counseling by professional counselors for their personal problems.
4. Encourage employees to work in a team
5. Provide attractive system of reward and recognition foe developmental work
6. Company to provide cafeteria inside the company premises
7. Arrange some seminars to educate the employees on how to reduce their stress by work-life balancing techniques.
8. Allow employees to informal talk and help each other in needed time
9. Make employees involve in decision making
10. Allow socialized meetings among the employees

**Conclusion:**

In this competitive world, stress is inevitable there are number of factors, which lead to stress. Factors might be same but the intensity of stress felt by different employees will be different.

But, some people will be smart enough in relieving their stress. People tell that some amount of stress is recommended for lives, so that people will be active. Therefore, people should take stress in positive way rather than suffering from that. Anyhow, eradicating stress is impossible but, people can reduce stress by eating healthy food, practicing good life-style like yoga, meditation, having good interaction and relationship with family members.

**Scope for Future Research:**

This paper also has the sustainability or scope for future study, Stress can be studied among dual earners in the family. This study helps us to bring the opportunities and problems of dual earners into limelight.

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