

A
Project Report
On
A STUDY ON IMPACT OF STRESS ON MENTAL WELL
BEING

Submitted By

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DECLARATION

I (Name of Student) _____, of MBA-2 : Seat No
hereby declare that the Project work titled
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EXECUTIVE SUMMARY

This report deals the phenomenon of work related stress. It takes a gander at more critical hazard factors and whether they are identified with requests at work or to hierarchical angles. It likewise inspects the potential results of stress at individual, hierarchical and societal level. Work related stress has been recognised as a noteworthy reason for nonappearance from work and is related with sick wellbeing results and low execution in the organisation. Work related stress has been a developing concern both for workers and managers. It constitutes a noteworthy cost to organisations, specialists and society due to the related nonattendance from work and, now and again and conditions, expanded grimness. Work related stress is hard to gauge and assess as it is challenging to operationalise the idea. Much relies upon definitions and procedures chose. Trends on the incidence of work related stress have a tendency to change between organisations. Information gave in this report contains work related stress among representatives. Particular occupations appear to probably experience the ill effects of work related stress. Female specialists will probably report higher frequencies of stress than men. Age, then again, does not appear to have an unmistakable association with stress as concentrates from various nations introduce negating discoveries.

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Introduction

In our first paced society stress is very common. Now in a day all the people of world are suffering stress in job/work it may be job in work place or outside work place. Stress is unavoidable characteristic of life and work .In modern world stress has become pervading feature if people's life despite tremendous advancements in sciences and technology. Selye (1956) defined stress as "non-specific responses of the body to any demand made upon it stress at work resulting from creasing complexities if work and its divergent demand, has become a prominent feature of the modern organizations.

I have always been interested in psychiatry and mental health issues. In addition, I am passionate about primary care and whole-person care. I strongly believe that health includes physical, spiritual, mental, and emotional aspects. In addition, I know that mental health impacts physical health and physical health impacts mental health. Based on these interests, I wanted to do a project focusing on mental health issues in primary care.

Stress has been associated with every human life and is there to stay for all times to come. Right from birth every individual is undoubtedly exposed to various stressful situations. However, stress is not always bad. Some stress is always necessary to motivate and stimulate us. Hence, stress of certain level is very beneficial. Stress is a fact of every human life and mostly experienced by the working employees. It has become a great matter of concern for the employees of any organizations. The individuals working in the different field face stress at their own level because they have to update their knowledge continuously.

Thus, it is necessary that the management of every organizations to take remedial measure to overcome the negative effect of stress on their employees.

Stress from any source may affect an employee's health and their performance at work. Causes of workplace stress can be associated with a wide range of factors. The nature of the job or some aspects of the job may be potentially stressful. For example, there may be contact with members of the public whose behaviour can be unpredictable, may be even abusive or violent. This is especially relevant to working members working in the different sector with violent incidents in this sector becoming an increasingly serious problem. Other jobs by their very nature are dangerous with potential exposure to chemical, biological and physical hazards which can cause both short and long term health problems. Boring, repetitive and monotonous tasks can also be stressful.

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Just as of late has stress been viewed as a contributory factor to the efficiency and wellbeing expenses of organisations. As investigations of stress-related ailments and passings appear, stress forces a high cost on singular wellbeing and prosperity and in addition hierarchical profitability. There are books now, which audit the sources and employment related stress, the techniques used to evaluate levels and outcomes of word related stress and systems to defy stress and its related issues. In customary everyday presence people are subjected to a broad assortment of pressure. Basically there are in like manner a broad assortment of resources and strategies for adjusting to pressure. A portion of the time people adjust well and won't feel that the pressure is having any disagreeable effect upon them. At various conditions they will encounter issues in dealing with the situation and that is the time when we may use the articulation "stress". When stress is not under control both individual and organisation may suffer and it also said that job stress occurs from the work, condition of work, low morale among workers, work overload, unreasonable job demand, gender/race/age discrimination, low pay even when the employee is skilled, poor working conditions, long hours of work without break and work involving risk and danger. As a general rule, any circumstance that puts pressure is actually "stressful". Stress isn't really obnoxious or destructive. At the point when individuals can adapt palatably to the stress and observe it to be sure in its impact, they tend to utilise different words, for example, "Incitement" or "test".

Conceptual background

Theoretical backgrounds of the study:

Meaning of Stress management:

Stress management includes strategies proposed to furnish a man with compelling ways of dealing with stress for managing mental stress, with stress characterised as a man's physiological reaction to an interior or outer boost that triggers the battle or-flight reaction

stress management:

As indicated by Richard S Lazarus, stress is an inclination experienced when a man believes that "the requests surpass the individual & social assets the individual can activate."

Stress management is a wide range of strategies & psychotherapies went foactivatelling a man's level of stress, particularly constant stress, more often than not to improve regular working. In this specific situation, the term 'stress' alludes just to a stress with noteworthy negative results, or distress in the wording uphe1d by Hans Selye, instead of what he calls eustress, a stress whose outcomes are useful or something else. The term stress has been gotten from latin word "stringi" which intends to draw tight. The term used to allude to hardship, strain, misfortune or tribulation. It was utilised as a part of the eighteenth & nineteenth hundreds of years to signify constrain, weight, strain, or solid endeavours with reference to a protest or individual. Different terms have been synonymously utilised with stress, viz., uneasiness, disappointment, struggle, weight, strain & so forth. Stress on people ranges from individual everyday life to their

hierarchical exercises., industrialisation, rivalry, modernisation & expanding size of activities in the general public are causing expanding stresses. Individuals see stress when they can't get together to the ecological desires & feel a maverick inside themselves. Reliably expanding rate of psychosomatic & mental issue & feeling of disappointment & disappointment with life & large mirror the high stress being experienced by general population in present day world. Amid most recent two decade recurrence, seriousness & traverse of psycho-social stress have radically expanded. The essential reason being the massively changed physical & psychosocial condition of the contemporary society & way of life of individuals. Individuals' life in contemporary social orders has turned out to be more requesting, confused, mechanical & ward, & running by clock. Consistently expanding need & goals, solid rivalry, weights of meeting due dates & vulnerability of future & debilitated social emotionally supportive network have made the life of lion's share of individuals profoundly stressful in present day social orders.

TYPES of STRESS:

Eustress

Eustress can be characterised as a pleasant / remedial stress. Frequently, it's controlled stress that gives focused edge in execution related exercises like games, giving a discourse & so forth The term eustress was first utilised by endocrinologist (Selye 1983)⁴, when he distributed a model partitioning stress into two noteworthy classifications eustress & distress. In his article, Selye presumed that stress includes upgrades work (physical or mental, for example, through quality preparing or testing work) & it is thought about eustress. They can apply a sound impact on individual individuals. It gives one a sentiment satisfaction or happiness & furthermore makes

one amped up forever. Sadly, it is a kind of stress that happens for a brief timeframe. Eustress is regularly called the therapeutic stress since it enables a man to produce the best execution or most extreme yield.

Distress

Distress is most ordinarily alluded to sort of stress, having negative ramifications. It is terrible / negative stress. It is a stress issue that caused by unfavourable occasions & it frequently impacts a man's capacity to adapt. A few occasions prompting distress might be demise of an adored one, Financial issues, overwhelming work duty or workload, stressed relationship, unending sicknesses & so forth distress can be grouped further as intense stress & constant stress.

Hyperstress:

At the point when a man is pushed past what he or she can deal with, they should encounter hyper-stress circumstance. Hyper-stress comes about because of being over-burden / overworked. It resembles being stressed out. When somebody hyper-stressed, even easily overlooked details can trigger compelling passionate reaction. Individuals who are well on the way to experience the ill effects of hyper-stress might work moms who have a multi assignment, juggling amongst work & family imperatives / might be individuals under steady money related strains / individuals working in quick pace condition & so forth.

Hypostress:

Hypo-stress remains in coordinate inverse to hyper-stress. This is on the grounds that is one of those kinds of stress experienced by individual who always exhausted. Somebody in unchallenging work, for example, an assembly line labourer playing out a similar assignment again & again will frequently encounter hypo-stress. The impact of hypo-stress is sentiments of anxiety & an absence of motivation.

Word related stress:

Word related stress will be stress including work. It happens when individuals have obligations & requests at work with which they can't adapt, for an assortment of reasons. It happens when there is bungle between work desires & reality. Word related stress is identified with the activity put. Stress a characteristic factor an occupation or vocation. Getting it done, the nearness of stress can be a spark that desires the person to take a stab at greatness. Nonetheless, overabundance stress can prompt an absence of profitability, lost certainty, & the capacity to perform routine undertakings.

Occupational stress:

Occupation stress comes about because of different connections of the worker & nature of the work they play out their obligations, area, sexual orientation, condition, & numerous different components add to the development of stress. Occupation stress comes about because of the cooperation of the worker & the states of work. Views change on the significance of worker attributes opposed to working conditions as essential driver of employment stress. The disparity perspectives recommend varied approaches to counteract stress at work.

Dissimilitude in singular qualities, example, identity & adapting abilities can be essential in anticipating whether certain activity conditions will bring about stress. At the end of the day, what is stressful for one individual may not be issue for another person. This perspective underlies anticipation systems that emphasis on workers & approaches to enable them to adapt to requesting work conditions. When all is said in done, word related stress is caused by bungle between apparent exertion & saw remunerate, & a feeling of low control in a vocation with levels of popularity. low social he1p at work & employment

frailty can likewise increment work related stress. Psychosocial stressors are noteworthy reason for work related stress.

Sources of Occupational Stress:

In spite of the fact that work related stress at first emerges from constituent components of occupation & its psycho-physical condition, these variables are not intrinsically stressors. Truth be told, individual qualities of the worker & his intellectual evaluation of the activity factors in the framework of his ability & assets decide the degree of stress he would understand from a vocation factor or circumstance. Also, that is the reason one can just speculatively anticipate the intensity of the activity components / circumstances for causing stress however can't order or sum up any work-setting variable as a widespread stressor. Be that as it may, a few variables like occupation frailty, work over-burden, downgrade, loss of employment, extraordinary warmth or cool & so on are probably going to make stress the greater part of representatives. The different causes / wellsprings of stress can be arranged into four general classifications natural, authoritative, gathering & person.

- **Role conflict:**

Each individual is assuming fluctuated parts in their everyday life. Additionally, individuals assume different parts in the associations. At the point when individuals confront clashing requests in releasing their parts, it is called part strife. For instance, employee needs to assume the part of a true worker, a great chief, a spouse at home, a gushing father, understanding companion & so forth Role strife additionally emerges when a worker gets conflicting messages from various individuals about how to play out a job well. It is called intra part strife.

- **Workload:**

In the present focused work condition where cutting back is normal, less representatives are regularly required to work considerably like never before previously. This causes stress. Work over-burden is a significant basic issue in Japan that demise from overwork has its own particular name Karoshi. Much the same as finished work under work can likewise be very stressful. Work under load is a circumstance of accepting too little.

- **Working conditions**

Although the noteworthiness of individual differentiations can't be slighted, consistent evidence suggests that particular working conditions are unpleasant to by far most. Such affirmation battles for more important complement on working conditions as the key wellspring of business stretch, & for work overhaul as basic balancing activity strategy. Huge audits of working conditions, including conditions apparent as risk factors for work pressure, were driven to some extent states of the European Union in 1990, 1995, & 2000. Results showed period slant suggesting a development in work constrain. In 1990, the level of specialists specifying that they worked at high speeds no short of what one-fourth of their working time was 48%, growing to 54% of each 1995 & to 56% out of 2000. Correspondingly, half of specialists declared they conflict with tight due dates no short of what one-fourth of their working time in 1990, extending to 56% out of 1995 & 60% out of 2000. In any case, no change was noted from the period 1995 to 2000 (data not accumulated in 1990) in the level of specialists declaring satisfactory time to complete endeavours.

- **Workload:**

Managing workload can be stressful & fill in as a stressor for representatives. There are three parts of workload that be stressful

- 1 Quantitative workload / over-load having excess work to do than can be capable effortlessly.

- **Qualitative workload:**

Having work that is exorbitant

- 1y troublesome.

- Under-load: Having work that neglects to utilise worker's aptitudes & capacities.

Workload has been associated with different strains, including apprehension,

physiological reactions, for instance, cortisol, exhaustion, spinal agony, headache, & gastrointestinal issues.

- Economic factors: Economic elements that workers are looking in the 21st century have

been connected to expanded stress levels. Analysts & social observers have brought up that the PC & correspondences upheavals have made organisations more effective & profitable than any time in recent memory. This help in profitability in any case, has caused higher desires & more noteworthy rivalry, putting more stress on the employee.

- **Bullying:**

Bullying in workplace can likewise add to stress. This can be separated into five unique classifications

- Danger to calling status
- Danger to individual status

- Confinement
- Destabilisation i.e. absence of credit for work, insignificant undertakings & so forth.
- This as a result can make a threatening work condition for the representatives that, which thus, can influence their work ethic & commitment to the association.

- **Narcissism & Psychopathy:**

Thomas proposes that there has a tendency to be more elevated amount of stress with individuals who work / cooperate with narcissist, which thus builds non-appearance & staff turnover. Body finds a similar dynamic where there is corporate insane person in the association.

- **Workplace Conflict:**

Relational conflict among people at work has been seemed, by all accounts, to be a champion among the most routinely noted stressors for agents. Difficulty has been noted to be a pointer of the more broad thought of work environment incitement. It relates to various stressors that may co-happen, for instance, part conflict, part vulnerability, & workload. It in like manner relates to strains, for instance, pressure, hopelessness, physical reactions, & low levels of business satisfaction.

LITERATURE REVIEW

1. Stewart Collins in his book titled "Statutory Social Workers: Stress, Job Satisfaction, Coping, Social Support & Individual Differences" (2008) he has highlighted that healthy or unhealthy coping strategies for stress have gender difference & the importance of support in various forms within the work setting, whereas mutual group support accompanied by individual differences are linked to good self-esteem, personal hardiness & resilience.
2. Gbolahan & Gbadamosi in their research titled "Stress at Work: Any Potential Redirection from an African Sample" (2008) they conducted a study which explored the relationship among perceived stress, perception of sources of stress, satisfaction, core self-evaluation, perceived health & well being. Data were collected from 355 employees in Botswana. Result indicated that significant links existed between perceived stress, Satisfaction, Core self-evaluation & Well being.

3. Hampel, Petra; Meier, Manuela; Kummel, & Ursula in their article "School-Based Stress Management Training for Adolescents: longitudinal Results from an Experimental Study" (2008) they investigated the effectiveness of a school-based Universal preventive stress management training program for early & middle adolescents in comparison with a no-treatment control group. The experimental group scored higher on perceived self-efficacy compared to the control group at the follow-up assessment.

4. Richardson, K. M., & Rothstein, H.R. in their article titled "Effects of occupational stress management intervention programs" (2008) they provided an empirical review of stress management interventions, employing meta-analysis procedures. The results also revealed that relaxation interventions were the most frequent type of intervention. Further, there were a few stress interventions focused on the individual level. More specific results also indicated that cognitive-behavioural interventions produced larger effects than other types of interventions.

5. Magee, & Bill in their article titled "Stress, Anxiety & Anger about Home & Work" (2009) they suggested that mediate associations between the differentiated forms of work with matching effects at home. Their interference seems to play a relatively

limited role in maintaining the cross-domain association which is affected in either form of negative or positive.

6. Bushara Bano (2011)⁵⁵ empirically assesses the occupational stress among the employees of two important government organisations namely archaeological survey of India (ASI), Agra & District Treasury office of Agra. The analysis has been done using ORS scale. This scale comprises of potent stressors; Inter-role distance, Role Stagnation, Role Erosion Conflict, Role Erosion, Role Overload, Role Isolation, Personal Inadequacy, Self-role distance, Role Ambiguity, Resource Inadequacy indicate key findings as well. The finding reveals that the government employees are facing moderate level of stress. The research established that Resource inadequacy is the most potent stressor. It also identifies that Role Erosion & Role Expectation Conflict has a significant impact on the stress level of employees in different government organisations.

7. Pal, S., & Saksvik, P. In their article titled “Work-family conflict & psychosocial work environment stressors as predictors of job stress in a cross-cultural study” (2009) conducted a study on job stress on 27 Norwegian doctors & 328 nurses & 111 Indian doctors & 136 nurses. The result was that work-family conflict was not predictive of job stress in Norwegian doctors, but work-family conflict, high job demands, & low flexibility in working hours predict job stress in Norwegian nurses. For the Indian sample, job

stress was predicted by high family - work conflict & low social support in nurses & low job control in doctors. Hence, it seems to be overlapping & some differences in cultures when considering the role of demands, control, support, & flexibility in predicting strain.

8. P.S. Swaminathan, & Rajkumar S. in their work on —Stress levels in Organisations & their Impact on Employees' Behaviour (2013). They have conducted a study that focused the levels of stress among the age group, profession, different varieties of jobs, hours of work & the influence of work environment on the degree of stress faced by employees. Stress in an employees' individual in nature. This study indicates that, an optimum level in which every individual can perform with his full capacity & identified three conditions responsible for work stress they are 1) Role overload 2) Role self distance 3) Role stagnation.

9. Maki K, Vahtera J, Virtanen M, Elovainio M, Keltikangas- Järvinen L & Kivimaki M in their study titled "Work stress & new onset migraine in a female employee population" (2008) examined whether work stress, as indicated by the job strain model & the effort- reward imbalance model, predicts new-onset migraine among 19 469 female employees with no history of migraine at study entry. The proportion of new migraine cases attributable to high effort-reward imbalance was 6.2percentage. This study

suggested that the high effort-reward imbalance might function as a modifiable risk factor for new-onset migraine.

10. Amir Shani & Abraham Pizam (2009) —Work-Related Depression among Hotel Employees have conducted a study on the depression of work among hotel employees in Central Florida. They have found that, incidence of depression among workers in the hospitality industry by evaluating the relationship between the occupational stress & work characteristics.

Objectives

1. To study the job stress of employees.

2. To study the job stress of government and private employees.
3. To study the job stress of experiences of employees.
4. To suggest the way for management of the stress.

NEED FOR THE STUDY

Stress is the most common reaction given by the body due the day to day activities. Stress could actually interfere with the work, the dominant need of the study is to find out when the employee experiences stress, what causes the stress & how to manage the stress.

This policy aims to describe the value of maintaining a healthy and safe environment for all staff and acknowledge our duty of care, on both physical and mental health at work. We are committed to providing a supportive environment that maintains, fosters and actively promotes the health and wellbeing of employees. In order to achieve this, we aim

- Implementing procedures, processes and working practices designed to minimise the causes of stress and mitigating their effects
 - Making assessments of and monitoring the likelihood that something will go wrong in relation to significant stress causing factors in relation to the organisatio's operations, processes and business practices
 - Assessing in each, how serious are the likely consequences of these factors on organisation staff?
-
- The study is restricted to working people.

- The research study is conducted only on the data provided by the people who are working under private or government sector.

RESEARCH METHODOLOGY

Research Design

Research design constitutes the blueprint for the collection, measurement and analysis of data.

Data collection design

The survey consists of 13 main questions completed through an online self-completion questionnaire for data collection.

Current study is a descriptive study. Considering the research question and type of information needed for current study, the communication approach of data collection was used. The communication approach involves surveying or interviewing people and recording their responses for analysis.

Data collection Tools

Two tools were used for the present study they are as follows.

1. Personal Data Sheet
2. Job Stress Scale

Personal Data Sheet

A personal data sheet was prepared to collect the information from the person under experiment the personal data sheet contains detail about age, income, types of family, job experience types of job etc...

Job Stress Scale

In this I refer job stress scale from usdaw questionnaire, and made some changes according to questions. There are maximum five options in this scale.

Strongly disagree

Disagree

Neutral

Agree

Strongly agree

Data Collection technique:

Data was first entered into an excel sheet. It was then checked for accuracy and imported into SPSS datasheet. Here, the data was recoded and prepared for further analysis. Before testing the hypothesis, we had to ensure that the scales measured what they were expected to measure.

SOURCE OF DATA:

Primary Data: Collected from the employees through questionnaire in google form.

Sampling Design:

Sample method:

In current study, Convenience sampling is non-probability sampling and involves the selection of sample members based on easy availability or accessibility. Hence, non-probability convenient sampling method was used to reach the respondents in this study.

Sampling size: 82 respondents.

LIMITATIONS Of THE STUDY

- The study is restricted to working people in different sector.
- The research study is conducted only on the data provided by the staff.
- Some staff members hesitated to answer the questions.
- The research has been attempted to understand the stress & job performance of employees at different sectors

Data analysis and interpretation

The SPSS software version 20 was used to code and analyse the data collected through the questionnaire. The statistical analyses methods used are descriptive statistics, reliability test and regression analysis.

Descriptive analysis is used to comprehend the general profiles of respondents. The descriptive analysis is used to analyse the mean and standard deviation of independent variables and dependent variable. As for demographic data, the frequency and percentage will be used for computation.

Descriptive Statistics					
	N	Minimum	Maximum	Mean	SD
2. Age (in years) - ___	81	23.00	63.00	33.69	9.10
7. Total Work Experience (in years) - __	81	0.00	36.00	9.76	8.90
8. How long are you working in current organization? ___	81	0.00	30.00	7.68	8.10
9. How many days in a week do you work?	81	4.00	7.00	5.86	0.72
10. Average Weekly Working Hours - _	81	10.00	90.00	46.09	18.48
11. Your Annual	63	20000.00	3500000.00	595238.10	558747.50

Income (in Rs.)- ____					

1. Gender			
		Frequency	Percent
Valid	female	10	12.3
	male	71	87.7
	Total	81	100.0

3.Highest Educational Qualifications- (Please tick all that is applicable)			
		frequency	Percent
Valid	12th	2	2.5
	Diploma	5	6.2
	graduation	36	44.4
	post graduation	38	46.9
	Total	81	100.0

4.Are you married?			
		Frequency	Percent
Valid	no	28	34.6
	yes	53	65.4
	Total	81	100.0

12. Your Family type			
		Frequency	Percent
Valid	joint family	45	55.6
	nuclear family	36	44.4
	Total	81	100.0

1.1 Headaches"			
		Frequency	Percent
Valid	Never	39	48.1
	Often	4	4.9
	sometimes	38	46.9
	Total	81	100.0
1.2 Anxiety			
		Frequency	Percent
Valid	Never	43	53.1
	Often	5	6.2
	sometimes	33	40.7
	Total	81	100.0
1.3 Chest pain/palpitations			

		Frequency	Percent
Valid	Never	69	85.2
	often	1	1.2
	sometimes	11	13.6
	Total	81	100.0

1.4 Indigestion or nausea

		Frequency	Percent
Valid	Never	52	64.2
	Often	2	2.5
	Sometimes	27	33.3
	Total	81	100.0

1.5 Sleeplessness

		Frequency	Percent
Valid	Never	38	46.9
	Often	10	12.3
	Sometimes	33	40.7
	Total	81	100.0

1.6 Irritability

		Frequency	Percent
Valid	Never	34	42.0

	Often	7	8.6
	Sometimes	40	49.4
	Total	81	100.0

1.7 Backache

		Frequency	Percent
Valid	Never	30	37.0
	Often	14	17.3
	Sometimes	37	45.7
	Total	81	100.0

1.8 Neckache

		Frequency	Percent
Valid	Never	39	48.1
	Often	8	9.9
	Sometimes	34	42.0
	Total	81	M100.0

1.9 Stomach disorders

		Frequency	Percent
Valid	Never	49	60.5
	Often	5	6.2

	Sometimes	27	33.3
	Total	81	100.0

Interpretation:

In above table 48.1% employees select the never option and 46.9% employees go with the often option about the headache.

46.9% employees select the never about sleeplessness and 40.7% employees go with the sometimes option.

42% employees never feel irritability and 49.4% employees feel irritability and remaining employees says often about the irritability

42% people have neckache and 48.1% employee select never option.

60.5 % people choose never and 6.2% people choose often option and 33.3 % people choose sometimes option u the stomach disorders.

Instruction - Considering all the work you do in a day, mark the degree to which you agree or disagree to the following statements.

- 1. Strongly Disagree**
2. Disagree
3. Neutral (Neither agree or disagree) 4.agree

2. Do any of the following cause problems for you at work?
2.1 Noise

		Frequency	Percent
Valid	Agree	12	14.8
	Disagree	22	27.2
	Neutral	30	37.0
	Strongly Disagree	17	21.0
	Total	81	100.0

2.2 Poor /inadequate lighting

The present research closes by throwing light on effect of stress on employees & significance	The present research closes by throwing light on effect of stress on employees & significance	Percent
--	--	----------------

of stress management. It is extremely clear from the current descriptive & research	of stress management. It is extremely clear from the current descriptive & research	14	17.3
information that no causes for stress can be fathomed without legitimate & satisfactory	information that no causes for stress can be fathomed without legitimate & satisfactory	34	42.0
	Neutral	20	24.7
	Strongly Disagree	13	16.0
	Total	81	100.0

2.3 Excessive heat

		Frequency	Percent
Valid	Agree	11	13.6
	Disagree	33	40.7
	Neutral	19	23.5
	Strongly Disagree	18	22.2
	Total	81	100.0

2.4 Excessive cold			
		Frequency	Percent
Valid	Agree	12	14.8
	Disagree	35	43.2
	Neutral	24	29.6
	Strongly Disagree	10	12.3
	Total	81	100.0
2.5 Overcrowding			
		Frequency	Percent
Valid	Agree	15	18.5
	Disagree	33	40.7
	Neutral	16	19.8
	Strongly Disagree	17	21.0
	Total	81	100.0
2.6 Poor ventilation			
		Frequency	Percent
Valid	Agree	20	24.7
	Disagree	23	28.4
	Neutral	23	28.4
	Strongly Disagree	15	18.5

	Total	81	100.0
2.7 Dust or fumes			
		Frequency	Percent
Valid	Agree	16	19.8
	Disagree	28	34.6
	Neutral	24	29.6
	Strongly Disagree	13	16.0
	Total	81	100.0
2.8 Poor maintenance of equipment			
		Frequency	Percent
Valid	Agree	19	23.5
	Disagree	17	21.0
	Neutral	30	37.0
	Strongly Disagree	15	18.5
	Total	81	100.0

In above table there are 4 options agree, disagree, neutral, strongly disagree

Most of people select the neutral option for noise. Means sometimes most of employees are suffering from noise.

42% people select disagree option about poor/ inadequate lighting.

3. Do you find any of the following cause problems?			
3.1 Shiftwork			
		Frequency	Percent
Valid	Agree	20	24.7
	Disagree	17	21.0
	Neutral (Neither agree or disagree)	21	25.9
	Strongly Agree	6	7.4
	Strongly Disagree	17	21.0
	Total	81	100.0
3.2 Inadequate breaktimes/mealtimes			
		Frequency	Percent
Valid	Agree	29	35.8
	Disagree	25	30.9

	Neutral (Neither agree or disagree)	9	11.1
	Strongly Agree	7	8.6
	Strongly Disagree	11	13.6
	Total	81	100.0

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3.3 Unsocial hours

		Frequency	Percent
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Valid	Agree	25	30.9
	Disagree	22	27.2
	Neutral (Neither agree or disagree)	14	17.3
	Strongly Agree	11	13.6
	Strongly Disagree	9	11.1
	Total	81	100.0

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3.4 Very heavy workload

		Frequency	Percent
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Valid	Agree	25	30.9
	Disagree	11	13.6
	Neutral (Neither agree or disagree)	12	14.8
	Strongly Agree	22	27.2
	Strongly Disagree	11	13.6
	Total	81	100.0

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3.5 Unfair distribution of work			
		Frequency	Percent
Valid	Agree	28	34.6
	Disagree	21	25.9
	Neutral (Neither agree or disagree)	10	12.3
	Strongly Agree	12	14.8
	Strongly Disagree	10	12.3
	Total	81	100.0
3.6 Repetitive/boring work			
		Frequency	Percent
Valid	Agree	25	30.9
	Disagree	23	28.4
	Neutral (Neither agree or disagree)	10	12.3
	Strongly Agree	6	7.4
	Strongly Disagree	17	21.0
	Total	81	100.0
3.7 Meeting deadlines			
		Frequency	Percent
Valid	Agree	30	37.0
	Disagree	20	24.7

	Neutral (Neither agree or disagree)	10	12.3
	Strongly Agree	13	16.0
	Strongly Disagree	8	9.9
	Total	81	100.0

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3.8 Job insecurity, eg threat of redundancy

		Frequency	Percent
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Valid	Agree	22	27.2
	Disagree	22	27.2
	Neutral (Neither agree or disagree)	14	17.3
	Strongly Agree	8	9.9
	Strongly Disagree	15	18.5
	Total	81	100.0

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3.9 Poor supervision

		Frequency	Percent
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Valid	Agree	24	29.6
	Disagree	27	33.3
	Neutral (Neither agree or disagree)	14	17.3
	Strongly Agree	2	2.5
	Strongly Disagree	14	17.3
	Total	81	100.0

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3.10 Under-utilisation of skills			
		Frequency	Percent
Valid	Agree	23	28.4
	Disagree	27	33.3
	Neutral (Neither agree or disagree)	14	17.3
	Strongly Agree	6	7.4
	Strongly Disagree	11	13.6
	Total	81	100.0

24.7% employee have problem about the shift work and most of employee select the boaring and repeatative work near about 30% people select agree option for boaring work. 27.2%people feel job Insecurity. 29.6% people says there is no supervision.and for the meeting deadlines 37% employee go with the disagree option.34.6% employee agree with unfair socia work.

4. Regarding working relationships, do any of the following cause you problems?

4.1 Poor relations with supervisor

		Frequency	Percent
Valid	Agree	13	16.0
	Disagree	23	28.4
	Neutral (Neither agree or disagree)	21	25.9
	Strongly Agree	3	3.7
	Strongly Disagree	21	25.9
	Total	81	100.0

4.2 Poor relations with workmates

		Frequency	Percent
Valid	Agree	16	19.8

	Disagree	30	37.0
	Neutral (Neither agree or disagree)	11	13.6
	Strongly Agree	3	3.7
	Strongly Disagree	21	25.9
	Total	81	100.0

4.3 Harassment and/or discrimination

		Frequency	Percent
Valid	Agree	12	14.8
	Disagree	27	33.3
	Neutral (Neither agree or disagree)	12	14.8
	Strongly Agree	4	4.9
	Strongly Disagree	26	32.1
	Total	81	100.0

4.4 Impersonal treatment

		Frequency	Percent
Valid	Agree	14	17.3
	Disagree	25	30.9
	Neutral (Neither agree or disagree)	21	25.9
	Strongly Agree	2	2.5
	Strongly Disagree	19	23.5

	Total	81	100.0
4.5 Lack of communication from management			
		Frequency	Percent
Valid	Agree	22	27.2
	Disagree	26	32.1
	Neutral (Neither agree or disagree)	12	14.8
	Strongly Agree	8	9.9
	Strongly Disagree	13	16.0
	Total	81	100.0
4.6 Working with the public			
		Frequency	Percent
Valid	Agree	30	37.0
	Disagree	27	33.3
	Neutral (Neither agree or disagree)	11	13.6
	Strongly Agree	5	6.2
	Strongly Disagree	8	9.9
	Total	81	100.0

Few people have lack of communication from management. 17.3% employee have the problem about impersonal treatment. 37% people says

they suffer from stress because of working with the public. Near about 15% employee suffer from harassment.and 18% people have poor relations with workmates.

5. How much control do you feel you have over your job? Do you feel:

5.1 You are able to plan your own work

		Frequency	Percent
Valid	Agree	35	43.2
	Disagree	4	4.9
	Neutral (Neither agree or disagree)	12	14.8
	Strongly Agree	22	27.2
	Strongly Disagree	8	9.9
	Total	81	100.0

5.2 You can participate in decision making

		Frequency	Percent
Valid	Agree	38	46.9
	Disagree	5	6.2
	Neutral (Neither agree or disagree)	7	8.6
	Strongly Agree	25	30.9
	Strongly Disagree	6	7.4
	Total	81	100.0

5.3 You have some control over the pace/

		Frequency	Percent

Valid		2	2.5
	Agree	44	54.3
	Disagree	8	9.9
	Neutral (Neither agree or disagree)	10	12.3
	Strongly Agree	12	14.8
	Strongly Disagree	5	6.2
	Total	81	100.0

5.4 content of your work

		Frequency	Percent
Valid	Agree	39	48.1
	Disagree	7	8.6
	Neutral (Neither agree or disagree)	18	22.2
	Strongly Agree	14	17.3
	Strongly Disagree	3	3.7
	Total	81	100.0

5.5 You have no control at all

		Frequency	Percent
Valid	Agree	17	21.0
	Disagree	32	39.5
	Neutral (Neither agree or disagree)	13	16.0

	Strongly Agree	1	1.2
	Strongly Disagree	18	22.2
	Total	81	100.0

6. Do you feel you:			
6.1 Are underpaid			
		Frequency	Percent
Valid	Agree	21	25.9
	Disagree	31	38.3
	Neutral (Neither agree or disagree)	11	13.6
	strongly agree	10	12.3
	Strongly Disagree	8	9.9
	Total	81	100.0

6.2 Are undervalued			
		Frequency	Percent
Valid	Agree	14	17.3
	Disagree	32	39.5
	Neutral (Neither agree or disagree)	16	19.8
	strongly agree	9	11.1
	Strongly Disagree	10	12.3
	Total	81	100.0
6.3 Receive appreciation for good work			
		Frequency	Percent
Valid	Agree	39	48.1
	Disagree	6	7.4
	Neutral (Neither agree or disagree)	16	19.8
	strongly agree	14	17.3
	Strongly Disagree	6	7.4
	Total	81	100.0

7.How do you feel about your job in general? (select one)

		Frequency	Percent
Valid	I am completely happy and enjoy my job	39	48.1
	I have no interest at all in my work	3	3.7
	I sometimes feel dissatisfied but generally enjoy my job	27	33.3
	Most of the time I do not enjoy my work	12	14.8
	Total	81	100.0

8. If you feel you are under stress, please tick which you feel is the main contributory factor:

		Frequency	Percent
Valid	problems at home	22	27.2
	problems at work	59	72.8
	Total	81	100.0

10) During the past 3 weeks, how often have you been bothered by:			
10.1) Having little interest or pleasure in doing things?			
		Frequency	Percent
Valid	More than half the days	7	8.6
	Nearly Every Day	5	6.2
	Not at all	41	50.6
	Several days	28	34.6
	Total	81	100.0
10.2) Feeling down, depressed, or hopeless?			
		Frequency	Percent
Valid	More than half the days	7	8.6

	Nearly Every Day	3	3.7
	Not at all	47	58.0
	Several days	24	29.6
	Total	81	100.0

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10.3) Thoughts that you would be better off dead, or of hurting yourself?

		Frequency	Percent
Valid	More than half the days	5	6.2
	Nearly Every Day	3	3.7
	Not at all	64	79.0
	Several days	9	11.1
	Total	81	100.0

10.4)How often have you been bothered by feeling nervous, anxious, or on edge?

		Frequency	Percent
Valid	More than half the days	5	6.2
	Nearly Every Day	3	3.7
	Not at all	54	66.7
	Several days	19	23.5
	Total	81	100.0

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10.5) How often have you been bothered by not being able to stop or control worrying?

		Frequency	Percent
Valid	More than half the days	7	8.6
	Nearly Every Day	4	4.9
	Not at all	49	60.5
	Several days	21	25.9
	Total	81	100.0

11) In the last 4 weeks, have you had an anxiety attack – suddenly feeling fear or panic?

		Frequency	Percent
Valid	no	68	84.0
	yes	13	16.0
	Total	81	100.0

12) Has there ever been a period of time when you were not your usual self and. You felt so good or full of energy that other people thought you were not your normal self or it got you into trouble (unable to sleep, over-spending, gambling)?

		Frequency	Percent
Valid	no	62	76.5
	yes	19	23.5
	Total	81	100.0

13) You were so irritable that you shouted at people or started fights or arguments?

		Frequency	Percent
Valid	no	50	61.7
	yes	31	38.3
	Total	81	100.0

Findings

1. The cause of maximum stress appears to be the workplace.
2. Studies of stress show that most people have symptoms of headaches.
3. Repetition of work is a symptom. So it doesn't take much mind at work.
4. Many people have also reported that the lack of facilities in the workplace is a cause for stress.
5. Lack of communication in the workplace creates stress in many people.
6. It has been observed Majority of the Employees do not have unachievable deadlines.

7. has been observed Most employees strongly disagree that they are subject to personal harassment.
8. It has been observed Majority of the Employees feel happy with their job.
9. It has been observed Employees agree that its difficult to comfortable at sudden new replacement of area.
10. It has been observed employees enjoy their work.
11. It has been observed employees have stress at work place more than home.
12. It has been observed Most of the employees approve they are satisfied with working conditions.
13. It has been observed in this research some are not able to take sufficient breaks.

Conclusion

The present research closes by throwing light on effect of stress on employees & significance of stress management. It is extremely clear from the current descriptive & research information that no causes for stress can be fathomed without legitimate & satisfactory communication. As the stress at workplace has negative impacts, organisations need to recognise the requirement for battling, unraveling & preventing stress at workplace.

The examination has drawn out the association between (a) work stressors & work load (b) work stressors & working condition (c) work stressors & Job execution & (d) work stressors & mental health.

In the event that one component runs with the other component easily, the result will be helpful. Furthermore the significance of stress management has been underscored which will clear path for progress and increases to well being.

SUGGESTIONS

- The company needs to find out stressors in life of employees.
- Work should properly delegated to the employees to avoid overload of work, which could cause stress.
- The company needs to recover issue of stress faced by employees.
- Company needs to maintain good relationship with the employees to make the climate healthy.
- The company needs to provide recreational activities.
- The company needs to give information about stress adapting procedures to the employees.
- The company needs to provide assistance from the line Manager for the employees.
- The company needs to make workers feel secure when they are engaged with the Leadership.
- The company needs to provide enough breaks to employees so they will perform better.
- The company needs to guide the supervisors to think about the level of their workers.

- The company needs to organise the training of stress management techniques, but first of all explain about awareness to enjoy the present moment, not to think of past, no future.

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Annexures

QUESTIONNAIRE

Dear Respondent,

I am Rutuja R. Lamkanikar pursuing my M.B.A. from Savitribai Phule Pune. University. As a part of my curriculum this study is being conducted purely for the academic purpose.

All the information provided by you will be kept completely confidential.

Thank you in advance for your participation. I am extremely appreciative of your time and effort.

SECTION A – Demographic Profile

Please provide the following information

Name _____ (optional) _____ -

1. Gender –

Male

Female

2. Age (in years) - _____

3. Are you married?

4. **Highest Educational Qualifications-** (Please tick all that is applicable)

10th 12th Diploma

Graduation Please Specify _____

Post-Graduation Please Specify _____

Any other, please Specify _____

5. Designation – _____

6. Department/ Industry - _____

7. Total Work Experience (in years) - _____

8. How long are you working in current organization?

9. How many days in a week do you work?

4 days 5 days 6 days 7days

10. Average **Weekly** Working Hours - _____ Hours

11. Your Annual Income (in Rs.)– _____

12. Your Family type – Nuclear Family Joint Family

13. How many members are there in your family that stay with you?

Instruction - Please indicate the frequency with which you have felt in a following way during the past three months.

1.Never

2.Sometimes

3.Often

1. Do you ever suffer from any of the following?

	Statement	1	2	3
1.1	Headaches			
1.2	Anxiety			
1.3	Chest pain/palpitations			
1.4	Indigestion or nausea			
1.5	Sleeplessness			
1.6	Irritability			

1.7	Backache			
1.8	Neckache			
1.9	Stomach disorders			

Instruction - Considering all the work you do in a day, mark the degree to which you agree or disagree to the following statements.

1. Strongly Disagree
2. Disagree
3. Neutral (Neither agree or disagree)
4. Agree

2. Do any of the following cause problems for you at work?

	Statement	1	2	3	4
2.1	Noise				
2.2	Poor/inadequate lighting				
2.3	Excessive heat				
2.4	Excessive cold				
2.5	Overcrowding				
2.6	Poor ventilation				
2.7	Dust or fumes				

2.8	Poor maintenance of equipment				

3. Do you find any of the following cause problems?

1. Disagree
2. Neutral (Neither agree or disagree)
3. Agree
4. Strongly Agree

	Statement	1	2	3	4	5	
3.1	Shiftwork						
3.2	Inadequate breaktimes/mealtimes						
3.3	Unsocial hours						
3.4	Very heavy workload						
3.5	Unfair distribution of work						
3.6	Repetitive/boring work						
3.7	Meeting deadlines						
3.8	Job insecurity, eg threat of redundancy						
3.9	Poor supervision						
3.10	Under-utilisation of skills						

4. Regarding working relationships, do any of the following cause you problems?

1. Strongly Disagree
2. Disagree
3. Neutral (Neither agree or disagree)
4. Agree
5. Strongly Agree

	Statement	1	2	3	4	5
4.1	Poor relations with supervisor					
4.2	Poor relations with workmates					
4.3	Harassment and/or discrimination					
4.4	Impersonal treatment					
4.5	Lack of communication from management					
4.6	Working with the public					

5. How much control do you feel you have over your job? Do you feel:

1. Strongly Disagree
2. Disagree
3. Neutral (Neither agree or disagree)
4. Agree
5. Strongly Agree

	Statement	1	2	3	4	5
5.1	You are able to plan your own work					
5.2	You can participate in decision making					
5.3	for your own job					
5.4	You have some control over the pace/					
5.5	content of your work					
5.6	You have no control at all					

6. Do you feel you:

1. Strongly Disagree
2. Disagree
3. Neutral (Neither agree or disagree)
4. Agree
5. Strongly Agree

	Statement	1	2	3	4	5
6.1	Are underpaid					
6.2	Are undervalued					
6.3	Receive appreciation for good work					

7. How do you feel about your job in general? (select one)

	Statement					

6.1	I am completely happy and enjoy my job					
6.2	I sometimes feel dissatisfied but generally enjoy my job					
6.3	Most of the time I do not enjoy my work					
6.4	I have no interest at all in my work					

8. If you feel you are under stress, please tick which you feel is the main contributory factor:

Problems

Problems at home

9. Please list below what you feel are, the main causes of stress in your life.

10) During the past 3 weeks, how often have you been bothered by:

10.1) Having little interest or pleasure in doing things? *

Not at all

Several days

More than half the days

Nearly Every Day

10.2) Feeling down, depressed, or hopeless? *

Not at all

Several days

More than half the days

Nearly Every Day

10.3) Thoughts that you would be better off dead, or of hurting yourself? *

Not at all

Several days

More than half the days

Nearly Every Day

10.4) How often have you been bothered by feeling nervous, anxious, or on edge? *

Not at all

Several days

More than half the days

Nearly Every Day

10.5) How often have you been bothered by not being able to stop or control worrying? *

Not at all

Several days

More than half the days

Nearly Every Day

11) In the last 4 weeks, have you had an anxiety attack – suddenly feeling fear or panic? *

yes

no

12) Has there ever been a period of time when you were not your usual self and. You felt so good or full of energy that other people thought you were not your normal self or it got you into trouble (unable to sleep, over-spending, gambling)?

yes

no

13) You were so irritable that you shouted at people or started fights or arguments?

yes

no