

“A STUDY ON STRESS MANAGEMENT AT MOTHERSON AUTMOTIVE TECHNOLOGIES & ENGINEERING CHENNAI”

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Abstract

Stress produces numerous symptoms which vary according to persons, situations, and severity. These can include physical health decline as well as depression. The process of stress management is named as one of the keys to a happy and successful life in modern society. Although life provides numerous demands that can prove difficult to handle, stress management provides a number of ways to manage anxiety and maintain overall well-being.

Despite stress often being thought of as a subjective experience, levels of stress are readily measureable using various physiological tests, similar to those used in polygraphs.

Many practical stress management techniques are available, some for use by health practitioners and others for self-help, which may help an individual to reduce stress, provide positive feelings of being in control of one's life and promote general well-being.

The effectiveness of the different stress management techniques can be difficult to assess, as few of them have received significant attention from researchers. Consequently, the amount and quality of evidence for the various techniques varies widely. Some are accepted as effective treatments for use in psychotherapy, whilst others with less evidence favoring them are considered alternative therapies. Many professional organizations exist to promote and provide training in conventional or alternative therapies.

Key words:

Introduction

Stress is a general term applied to various mental and physiological pressures experienced by people feel in their lives. Stress may be defined as "a state of psychological and / or physiological imbalance resulting from the disparity between situational demand and the individual's ability and / or motivation to meet those demands."

Stress management refers to the wide spectrum of techniques and psychotherapies aimed at controlling a person's levels of stress especially chronic stress, usually for the purpose of improving everyday functioning.

In this context, the term 'stress' refers only to a stress with significant negative consequences, or distress in the terminology advocated by Hans Selye, rather than what he calls eustrases, a stress whose consequences are helpful or otherwise positive.

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It may seem that there's nothing we can do about stress. The bills won't stop coming, there will never be more hours in the day and our career and family responsibilities will always be demanding. But we have more control than we might think. In fact, the simple realization that we're in control of our life is the foundation of stress management. Managing stress is all about taking charge: of our thoughts, emotions, schedule, and the way we deal with problems.

Stress is inevitable. It walks in and out of our lives on a regular basis. And it can easily walk all over us unless we take action. Fortunately, there are many things we can do to minimize and cope with stress. Here are 10 ideas for handling stress without causing more strain and hassle.

1. Figure out where the stress is coming from.

Oftentimes, when we're stressed, it seems like a big mess with stressors appearing from every angle. We start to feel like we're playing a game of dodge ball, ducking and darting so we don't get smacked by a barrage of balls. We take a defensive position, and not a good one at that.

Instead of feeling like we're flailing day to day, identify what we're actually stressed about. Is it a specific project at work, an upcoming exam, a dispute with our boss, a heap of laundry, a fight with our family?

By getting specific and pinpointing the stressors in our life, we're one step closer to getting organized and taking action.

2. Consider what we can control-and work on that.

While we can't control what we are boss does, what we are in-laws say or the sour state of the economy, we can control how we react, how we accomplish work, how we spend we are time and what we spend we are money on.

The worst thing for stress is trying to take control over uncontrollable things. Because when we inevitably fail-since it's beyond our control-we only get more stressed out and feel helpless. So after we've thought through what's stressing us out, identify the stressors that we can control, and determine the best ways to take action.

Take the example of a work project. If the scope is stressing us out, talk it over with the supervisor or break the project down into step-wise tasks and deadlines.

Stress can be paralyzing. Doing what's within our power moves us forward and is empowering and invigorating

3. Do what we love.

It's so much easier to manage pockets of stress when the rest of our life is filled with activities we love. Even if our job is stress central, we can find one hobby or two that enrich our world. What are we passionate about? If we're not sure, experiment with a variety of activities to find something that's especially meaningful and fulfilling.

4. Manage the time well.

One of the biggest stressors for many people is lack of time. Their to-do list expands, while time flies. How often have we wished for more hours in the day or heard others lament their lack of time? But we've got more time than we think, as Laura Vander writes in her aptly titled book, *168 Hours: We Have More Time than We Think*.

We all have the same 168 hours, and yet there are plenty of people who are dedicated parents and full-time employees and who get at least seven hours of sleep a night and lead fulfilling lives.

Here are Vander seven steps to help us check off our to-do list and find time for the things we truly enjoy

5. Create a toolbox of techniques.

One stress-shrinking strategy won't work for all our problems. For instance, while deep breathing is helpful when we're stuck in traffic or hanging at home, it might not rescue us during a business meeting.

Because stress is complex, "What we need is a toolbox that's full of techniques that we can fit and choose for the stressor in the present moment," said Richard, A nationally certified coach and counselor and author of *Stress Less, Live More: How Acceptance & Commitment Therapy Can Help We Live a Busy Yet Balanced Life*.

Here's a list of additional techniques to help we build our toolbox.

6. Pick off the negotiable from our plate.

Review our daily and weekly activities to see what we can pick off our plate. As Vander asks in her book: Do our kids really love their extra-curricular activities, or are they doing them to please us? Are we volunteering for too many causes and so stealing time from the ones where we could make the most impact? Does our whole department really need to meet once per week or have that daily conference call?

Blonna suggested asking these questions: "Do mesh with my goals and values? Am I doing things that give my life meaning? Am I doing the right amount of things?"

Reducing our stack of negotiable tasks can greatly reduce our stress.

1.1.2 Objectives Of The Study:**Primary objectives:**

A study on stress management at "MOTHERSON AUTOMOTIVE TECHNOLOGIES AND ENGINEERING, CHENNAI".

Secondary objectives:

- To understand the employee stress in organization.
- To identify how often the employee facing stress situation at work place.
- To get more information about the employee stress in works satisfaction.
- To know if the employee get time to attend their personal oblige.

1.1.3 Need For The Study:

- ✓ To understand the employees stress in MOTHERSON PVT LTD.

- ✓ To reduce the employees stress in working hours.
- ✓ To relief the stress in employee working hours.
- ✓ The need of study in various types of stress in employee facing in working area.

1.1.4 Scope Of The Study:

- To know about the stress management in every organization.
- To be experienced on how to handle the stress in working hours.
- Employee to change one level to another level based on stress.
- To be reduced on working stress and analysis on strength and weakness about employee.

Review Of Literature

Amir Shani and Abraham Pizam (2015)

Conduct a study on the depression of work among hotel employees in Central Florida. They have confirmed the incidence of depression among workers in the hospitality industry by evaluating the relationship between the occupational stress and work characteristics.

Viljoen, J.P., and Rothmann (2015)

The results were that organizational stressors contributed significantly to ill health and low organizational commitment. Stress about job security contributed both physical and the psychological ill health. Low individual commitment to the organization was predicted by five stressors, namely work-life balance, overload, control, job aspects and pay.

Schmidt, Denise Rodrigues Costa; Dantas, Rosana Aparecida Spadoti; Marziale, Maria Helena Palucci and Laus,

This study aimed at evaluating the presence of occupational stress among nursing professionals working in surgical settings and investigating the relations between occupational stress and work characteristics.

Li-fang Zhang (2014)

He suggested that controlling the self-rating abilities of the participants, the conductive mostly conceptual change in teaching approach and their role insufficiency predicated that the much conceptual change in teaching strategy is negative.

Kayoko Urakawa and Kazuhito Yokoyam (2014)

Has resulted the adverse effects on mental health due to the job demand and job stress was positively associated with SOC (sense of coherence), the mental health status of males in the managerial work was adversely negative, where as it was positive among the female co-workers. Thus, SOC is an important factor determining the coping ability over the job stress for both the genders.

J.E. Agolla (2014)

Has a study among the police to find out work stress symptoms and coping strategies among the police service in Botswana. This study reveals that the police work stressors are; getting injured while on duty and the use of force when the job demands to do so, etc. The coping strategies were identified as exercising, socializing, healthy eating or diets, career planning and employee training.

Connolly, John F and Willock, Joyce and Hipwell, Michele and Chisholm, Vivienne (2013)

They describe and analyze that management standards for work related stress Kayoko Urakawa and Kazuhito Yokoyam, "Sense of Coherence (SOC) may Reduce the Effects of Occupational Stress on Mental Health Status among Japanese Factory Workers", *Journal of Industrial Health Occupational Stress Among Police Officers: The Case of Botswana Police Service*.

Chen, Wei-Qing; Wong, Tze-Wai;(2013)

Has suggested that gastric/ulcer like health problems, age, educational qualification, marital status has been positively associated with occupational stress and internal coping methods, but negatively associated with external/social coping methods.

Chang-qin Lu; Oi-ling Siu; Wing-tung Au (2013)

Has showing that managers in private enterprises experienced higher levels of occupational stressors and psychological strains than those in state-owned enterprises. Moreover, 'Organizational structure and climate' was also found to be a major stressor when predicting both psychological and physical strain in both economic sectors.

Stewart Collins¹⁶ "Statutory Social Workers: (2012)

He is highlighted that healthy or unhealthy coping Chen, Wei-Qing; Wong, Tze-Wai; Yu, Tak-Sun, "Direct and interactive effects of occupational stress and coping on ulcer-like symptoms among Chinese male off-shore oil workers", *American journal of industrial medicine*, Vol.52, Issue 6, pp.500-8. Chang-qin Lu; Oi-ling Siu; Wing-tung Au; Sandy S. W. Leung, "Manager's occupational stress in state-owned and private enterprises in the People's Republic of China", *The International Journal of Human Resource Management*, Volume 20, Issue 8, August 2009, pages 1670 – 1682. Stewart Collins, "Statutory Social Workers: Stress, Job Satisfaction, Coping, Social Support and Individual Differences", *British Journal of Social Work* 2008, Vol. 38 No. (6): pp. 1173-1193;

Richardson, K. M., and Rothsetin, (2012)

They provided an empirical review of stress management interventions, employing meta-analysis procedures. The results also revealed that relaxation interventions were the most frequent type of intervention. Further, there were a few stress interventions focused on the organizational level. More specific results also indicated that cognitive-interventions produced larger effects than other types of interventions.

Pal, S., and Saksvik, P. (2012)

Conduct a study on job stress on 27 Norwegian doctors and 328 nurses and 111 Indian doctors and 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, and low flexibility in working hours predict job stress in Norwegian nurses. For the Indian sample, job stress was predicted by high family-work conflict and low social support in nurses and low job control in doctors. Hence, it seems to be overlapping and some differences in cultures when considering the role of demands, control, support, and flexibility in predicting strain.

Nagesh, P. and Murthy, M. S. Narasimha (2011)

Has identified that the six factors contribute to workplace stress: demands of the job, control over work, support from colleagues and management, working, clarity of role, and organizational change. This paper also suggested measures in the form of training to enable organizations and individuals to manage stress at workplaces in general and IT call centers in particular. The paper is based on a study carried out in respect of a few selected IT call centers.

Research Methodology**Meaning of research:**

Research is a systematic and continues method of defining a problem, collecting the facts and analyzing them, reaching conclusion forming generalizations.

The systematic and objective identification, collection, analysis, dissemination, and use of information for the purpose of assisting management in decision making related to the identification related to solution to problems and opportunities.

The study of research methods provides manager knowledge and skill needed to solve the problems and meet the challenges of a fast-paced decision-making environment.

3.1 Significance Of The Study:

1. The present research helps to identify the current level of job stress among employees of the selected banks.
2. It helps to find out the major factors causing job stress among the bank employees.
3. The study also helps to find out the various methods of reducing job stress.
4. This study helps the top management to adopt the appropriate technique of reducing job stress of the employees.
5. The study is helpful for personnel managers to retain the talented workforce and implement the retrenchment strategy in banks.

3.2 Objectives Of The Study:

The purpose of the research is to discover answers to questions through the application of scientific procedures. The main aim of research is to find out the truth which is hidden and which has not been discovered as yet.

The main objectives of the present study conducted in banks are:

- To compare the level of job stress among the employees of selected banks.
- To compare the major factors causing job stress among the employees of selected banks.
- To identify the most preferable methods of reducing job stress.

3.3 Research Design:

A research design is considered as the framework or plan for a study that guides as well as helps the data collection and analysis of data. The research design adopted for this project is descriptive research.

3.4 Method Of Collection: **Primary data**

The Primary Data are those, which are collected by the questionnaire in the employee of the organization.

In this research Primary method of data collection is used to employees of the banks.

 Secondary data

Secondary data is to be provided the additional information about the stress management.

3.5 Sampling Method:

The sample size is determined by using pilot study of 150 samples. The sample size is

Calculated by,

$$\text{Sample size } (n) = r z^2 / p q / e^2$$

Where $z=1.96$ and $p=$ no stress, $q=$ more stress, $e=$ neutral

$$= (1.96)^2 (.9) (.1) / (.050)^2$$

$N=138$ Rounded on 150 members.

3.6 Statistical Tool Used:

The statistical tools are used for analyzing the data are:

- 1) PERCENTAGE ANALYSIS
- 2) COMPARATIVE ANALYSIS
- 3) TREND ANALYSIS

Research approach:

The research worker contacted the respondents personally with well-prepared sequentially arranged questions. The questionnaire is prepared on the basis of objectives of the study. Direct contact is used for survey, employees directly in order to collect data.

4. To test a hypothesis of a causal relationship between variables.

✓ **Sampling design:**

The researcher has used simple random sampling.

✓ **Collection of data:**

Most of the data collected by the researcher is primary data through personal interview, where the researcher and the respondent operate face- to face.

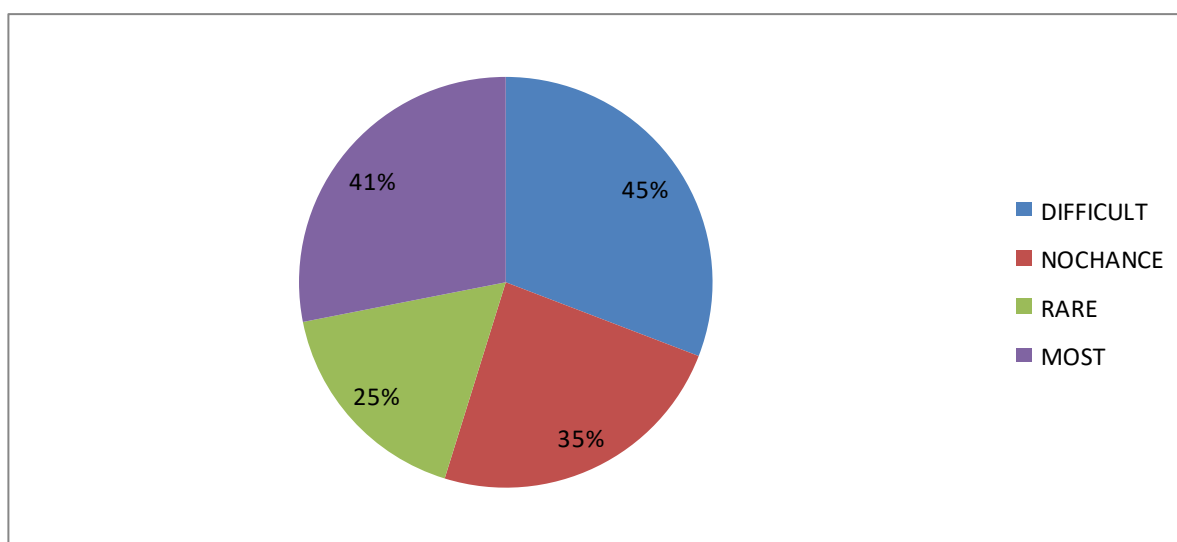
3.7 Limitations Of The Study:

1. Research work was carried out in one District of Chennai and India only the finding may not be applicable to the other parts of the country because of social and cultural differences.
2. The sample was collected using simple random techniques. As such result may not give an exact representation of the population.
3. Shortage of time is also reason for incomprehensiveness.
4. The views of the people are biased therefore it doesn't reflect true picture.
5. Error of leniency or error of strictness may have entered at some points.

TABLE 4.6 REDUCED STRESS AMONG YOUR SELF

PARTICULARS	RESPONDENTS	PERCENTAGE (%)
DIFFICULT	45	30
NO CHANCE	35	23
RARELY	25	17
MOSTLY	41	27
NO	4	3
TOTAL	150	100

CHART 4.6 REDUCED STRESS AMONG YOUR SELF

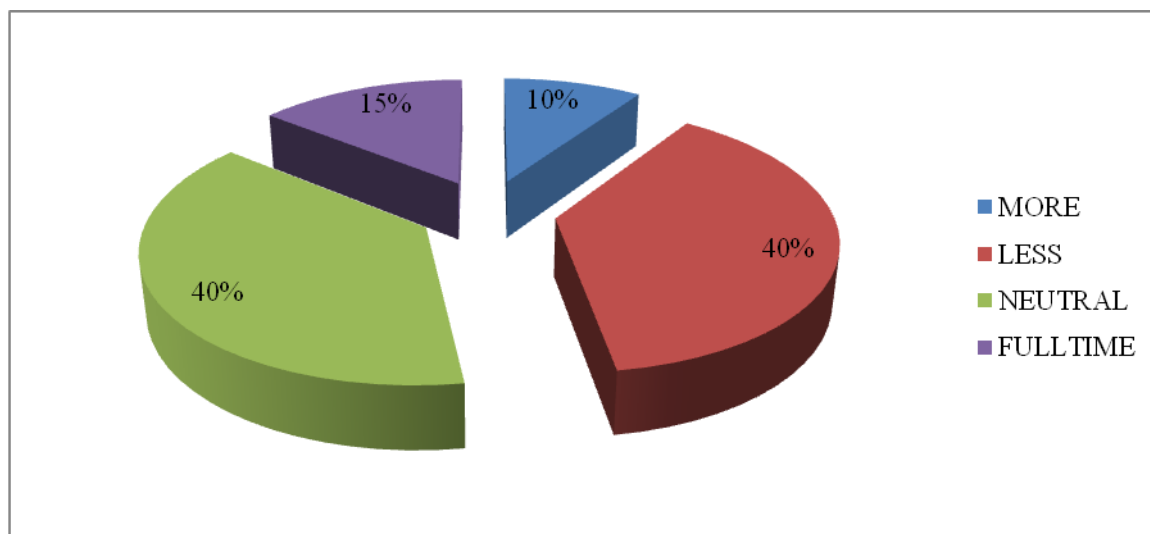
**Inference:**

From the above table of maximum of respondents on 45% of difficult stress reduced among yourself and the minimum of respondents on 4% of no particulars the remaining of respondents on 41% of most and 35% respondents of no change the only one remain respondents on 25% of rare system of stress reduced among yourself.

TABLE 4.7 STRESS IN WORKING AREA

PARTICULARS	RESPONDENTS	PERCENTAGE (%)
MORE	10	7
LESS	40	27
NEUTRAL	40	27
SOMETIMES	45	30
FULLTIME	15	9
TOTAL	150	100

CHART 4.7 STRESS IN WORKING AREA

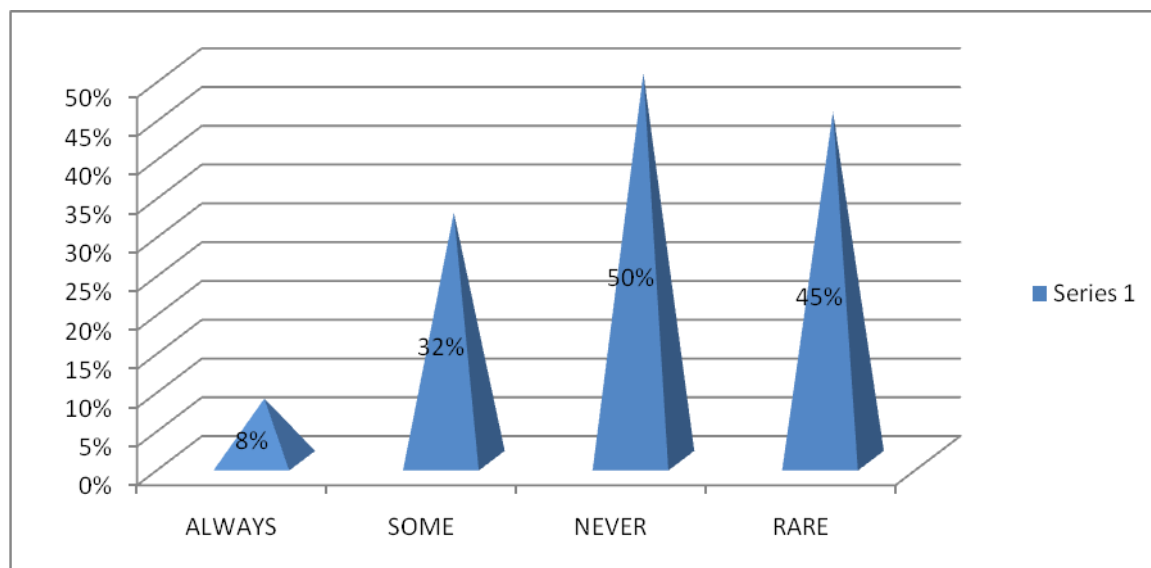
**Inference:**

Based on the table is inferred the majority of respondents on 45% of sometimes and the minority of the respondents on 10% of more and the remaining respondents on 40% two particulars of less and neutral the final respondents on 15% respondents of fulltime feel about stress in working area.

TABLE 4.8 ORGANIZATION SUPPORT

PARTICULARS	RESPONDENTS	PERCENTAGE (%)
ALWAYS	8	5
SOMETIMES	32	22
NEVER	50	33
RARE	45	30
NOTALL	15	10
TOTAL	150	100

CHART 4.8 ORGANIZATION SUPPORT

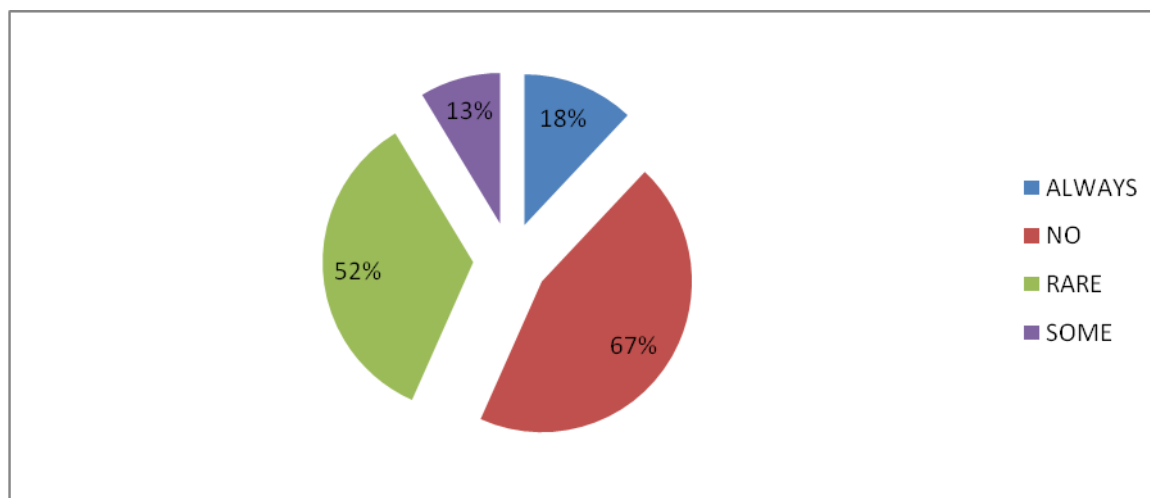
**Inference:**

From the above table of majority of the respondents on 50% of never in the organization support to the employers and the minority of respondents on 8% of always support to the organization in employers the remaining respondents on 45% of rare case and 32% of respondents on sometimes support to the organization.

TABLE 4.9 STRESS OUTSIDE ORGANIZATION

PARTICULARS	RESPONDENTS	PERCENTAGE (%)
ALWAYS	18	13
NO	67	45
RARELY	52	30
SOMETIMES	13	7
SITUATION	3	5
TOTAL	150	100

CHART 4.9 STRESS OUTSIDE ORGANOZATION

**Inference:**

Based on the table is inferred of the maximum of respondents on 67% of no stress in outside of the organization and the minimum of respondents on 3% of situation based of stress in outside of the organization the remaining respondents on 52% of rarely case on and the 18% respondents of always facing the stress in outside of the organization.

4.19 Statistical Tools**Chi- Square Test****Aim:**

Ho: There is significance difference between years of experience and stress relief program.

H1: There is no significance difference between years of experience and stress relief program.

Pooling method:

Q	E	(O-E)	(O-E) ²	(O-E) ² /E
19	11	8	64	5.8
39	47	-8	64	1.36
21	30	-9	81	2.7
11	9	2	4	0.44
10	3	7	49	6.33
			TOTAL	16.63

Formula:

$$X^2 = \sum (O-E)^2 / E$$

Expected frequency = row total – column total / grand total

Degree of freedom:

Degree of freedom = (n-1) = (5-1) = 4.

Calculated value = 16.63

Table value = (9.488) (At 5% level of significance)

CV>TV

16.63>9.488 Rejected H₀.

Conclusion:

It is accepted that there is significance difference between year of experience and stress relief program.

Tool:

Correlation co-efficient:

To correlate the relationship between the duration of job satisfaction and the salary satisfaction of mother son private limited.

X	Y	X ²	Y ²	XY
19	18	361	324	342
35	51	1225	2601	1785
48	43	2304	1849	2064
26	22	676	484	572
22	16	484	256	352
EX=150	EY=150	EX²=5050	EY²=5514	EXY=5115

$$R = \frac{NEXY - EXEY}{\sqrt{(NEX^2 - EX^2)(NEY^2 - EY^2)}}$$

$$R = 4.318$$

Conclusion:

The correlation co-efficient 4.318 the relationship between the duration of job satisfaction and the salary satisfaction of MOTHER SON RIVATE LIMITED.

Findings, Suggestion & Conclusion

5.1 Findings:

- Most of the respondents are always to the category of 3-6-year experience of the organization.
- Majority of the respondents of the working field.
- Maximum of the respondents of working for 9 to 10 in the company.
- Most of the respondents of neutral agree that the management conducting stress relief program.
- Majority of the respondent surfacing problem rarely on your organization.
- Maximum of the respondents of stress relief about your needs on difficulties.
- Most of the respondents of sometimes of stress in working area.
- Most of the respondents of never on organization support.

- Majority of the respondents on of say no that the stress on outside of the organization.
- The maximum of the respondents of satisfaction the salary package.
- The most of the respondents of the uncomfortable the performance disturbance.
- Most of the respondents of sometime of time balance of the employee life balance.
- The Majority of the respondents of sometimes of time management.
- The maximum of the respondents on of stress on target stress.
- Most of the respondents of daily on stress relief events.
- The majority of the respondents of may be on life balance.
- Majority of the respondents of never stress effect by the organization.
- Most of the respondents of not all on stress on organization.
- To find out the difference between years of experience and working hours by using chi square test.
- To find out the relationship between job satisfaction and salary satisfaction by using rank correlation coefficient.

5.2 Suggestions:

- From the study, it is recommended that the company has to reduce the working hour of the employees to reduce the worker's stress
- The company should organize one-day trip to reduce the stress of the employees.
- Counseling to the workers will reduce their stress.
- The superiors should see that they don't give more work load to workers.
- Organization to conducting the stress relief program in years only.
- Employees try to reduce the stress in among your own self.
- Organization to follow the government rules and regulation about employee welfare.
- Basic infrastructure available in working area and also available in safety.
- Organization thing about employee health and change the working environment.
- The employee working time period provides on below 9 hours.
- Every one six months to conducting the employee stress relief program.
- Employee should be satisfaction on job and salary packaging systems.
- Organization to be reduced the working pressure to the employee.
- Organization any time should be motivation of employee on award and reward system.
- Organization should be supported on employee in corrected way.

- The organization to be provided the travel facilities of employee to reduce the time management stress to the employee.

5.3 Conclusion:

The project work done in MOTHORSON PVT LTD, CHENNAI has given immense knowledge about stress management & its impact on the employees.

The period spent on the survey was useful one and came to know about various factors involved in stress inside the organization. The company has to take adequate steps to make their employees stress free.

Respondents agree that the management is taking measures to reduce the stress of the workers. The respondents rarely fight with their co-employees when they are in stress. The respondents feel that they have enough time to perform without any disturbance.

They are to be given the opportunity to learning something about the stress management and to get best experienced and knowledge and to develop my skills to really thank the organization.

Stress produces numerous symptoms which vary according to persons, situations, and severity. These can include physical health decline as well as depression. The process of stress management is named as one of the keys to a happy and successful life in modern society. Although life provides numerous demands that can prove difficult to handle, stress management provides a number of ways to manage anxiety and maintain overall well-being.

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