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A study on job stress among transport employees with reference to Coimbatore

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ABSTRACT

Job stress has become a common term in today's parlance. In every organisation, the main cause of low productivity appears to be stress at workplace. Employees need certain kind of motivation and job stress mitigating strategies to overcome the stress. This paper is focused to explore the major factors causing job stress and explains how it affects job performance of the employees working in Aavin, Coimbatore. There are different kinds of job stress prevailing in an employee's everyday life like workload, job security, autonomy, role conflicts, low salaries etc. In the present paper, the major factors considered are workload, job security, and work related to transport office. The paper investigates the impact of job stress related factors, viz. workload, job security, and shift work on employees' job performance. An attempt was made to bring out the job stress mitigating strategies that can be followed by employees and the employers to overcome their job stress and to improve their performance. The management can take necessary steps to control the job stress levels of employees to increase their job performance. They may provide counselling, meditation programme, incentives etc. which improve the performance of the employees in the long run.

INTRODUCTION

Job stress is an outcome or response to certain stimuli in the environment. Nowadays, job stress has become more apparent and leads to low morale of employees. The causes for job stress can be attributed to technological changes, competitive life styles and various other social factors. Job stress is a double edged sword; it can be both productive and counter-productive. It can be productive when it helps or motivates people to work more and perform well. It will allow them to explore opportunities and leads to enhanced job productivity. It can be counterproductive when an external factor create more pressure to work but does not lead to concrete outcome. Job stress is prevailing in every employee's day-to-day life and it impacts their job performance. The job stress can occur due to several factors like overwork, workload, low salaries, lack of incentives, motivation at work, recognition etc. Mäki et al.

(2008) in their study titled "Work stress and new onset migraine in a female employee population" analysed the outcome of stress on health issues. They posited that female employees encountered a new migraine as a result of more stress at job. They incorporated job strain model and effort reward imbalance model, and found around 19469 female employees with no history of migraine at study entry, to have encountered migraine. The proportion of new migraine cases was attributed to high effort-reward imbalance.

STATEMENT OF THE PROBLEM

Job stress in an organisation has a profound impact on performance of employees and has extensive practical and Economic consequences. Various studies have examined the relationship between job stress and job performance. There are various job stressors in the workplace like

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workload, job security, role, autonomy, shift work, low salaries, technological changes etc.

OBJECTIVES OF THE STUDY

- To identify the Demographic Profile of Respondents.
- To study the factors affecting stress among the employees

SCOPE OF THE STUDY

- This study helps to the future business
- The study will help to understand the ways to reduce the stress of the organization

LIMITATIONS OF THE STUDY

- Some of the evidence given by the respondent may be bias.
- Could not collect the data from all the employees of my office because of inflexible schedule of employees.
- Due to time constraints and lot of paper work we have collected data from limited of the organisation

LITERATURE REVIEW

Urska Treven, Sonja Treven & Simon Scrota Zizekin their research titled—Effective approaches to managing stress of employees (2011), have found that, where the workers are said to be stressed are more likely to be unsuccessful in their work. Various approaches of managing stress, good work organization and good management are the effective ways of preventing stress. They categorized stress broadly into three types; such as i) Transient Stress ii) Post Traumatic Stress Disorders (PTSD) and iii) Chronic Stress [1, 2].

Schmidt, Denise Rodrigues Costa; Dantas, Rosana Aparecida Spadoti; Marziale, Maria Helena Palucci and Laus, Ana Maria. In their work title on “Occupational stress among nursing staff in surgical settings” 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 [3].

P.S. Swami Nathan, Raj Kumar S. (2013)- He conducted a study that focused on the levels of stress among the age group, profession, different varieties of jobs, hours of work and the influence of work environment on the degree of stress faced by employees. Stress in an employee is very individual in nature. His study indicates about an optimum Level in which every individual can perform with his full capacity [4].

RESEARCH METHODOLOGY

Research design

A Master plan that specifies the method and procedures for collecting and analysing needed information.

Sample design

Sampling is the process of selecting a sufficient number of elements from the population. A Sample Design is a definite plan for obtaining a sample from the sampling frame. It refers to the technique or the procedure the researcher would adopt in selecting some sampling units from which inferences about the population is drawn.

Probability sampling

Probability Sampling is a sampling technique in which sample from a larger population is chosen using a method based on the theory of probability. For a participant to be considered as a probability sample, he/she must be selected using a random selection.

Convenience Sampling

Convenience sampling (also known as Availability Sampling) is a specific type of non-probability sampling method that relies on data collection from population members who are conveniently available to participate in study.

Size of the sample

The Sample size is 88

DATA COLLECTION METHOD

Primary data

These are data which are collected for the first time directly by the Researcher for the Specific study undertaken by him. In this research primary data are collected directly from the Respondent by using Questionnaire cum Enumeration Method.

Secondary data

These are data which are already collected and used by someone previously. The data's are collected from journals, magazines and websites.

STATISTICAL TOOLS USED

To analyse and interpret collected data the following simple percentage and ranking were used.

Simple percentage analysis

To analyse and interpret collected data the following simple percentage and ranking were used.

Formula

$$\text{Percentage} = \frac{\text{Number of respondents}}{\text{Total number of respondents}} \times 100$$

Chi- Square test

A Chi-Squared Test is a statistical hypothesis test where the sampling distribution of the test statistic is a chi-squared distribution when the Null Hypothesis is true. It is used to determine whether is a significant difference between the expected frequencies and the observed frequencies in one or more categories. The purpose of the test is to evaluate how likely it is that the Null Hypothesis is true, given the observations.

Formula

$$\chi_c^2 = \sum \frac{(O_i - E_i)^2}{E_i}$$

Where, O_i – Observed frequency
 E_i – Expected frequency

DATA ANALYSIS

The Respondents participated in the research are from diversified background with gender, age group, marital status and educational qualification, monthly income, job experience, family type.

Table No 1: Demographic profile of the respondents

Details of the Respondents		No. of. Respondents	Percentage
Age	Below 25 years	35	40
	25-30 years	53	60
	Above 50 years	0	0
	Total	88	100
Gender	Male	69	78
	Female	19	22
	Total	88	100
Marital Status	Married	60	68
	Unmarried	28	32
	Total	88	100
Educational Qualification	SSLC	19	22
	HSC	37	42
	UG	25	28
	PG	6	8
	Total	88	100
Monthly Income	Below 10,000/-	27	31
	Rs.10,000.20,000/-	60	68

	Above 20,000	1	1
	Total	88	100
Family type	Joint family	37	42
	Nuclear family	51	58
	Total	88	100
Experience	Fresher	11	13
	Below 2 years	29	33
	Above 4 years	47	54
	Total	88	100

INTERPRETATION

From this above table, it is evident that respondents are mostly 78% of the respondents are male, 22% are female. Marital Status of the respondents, 68% of the respondents are married, 32% of the respondents are unmarried. Age of the respondents, 40% of the respondents is below 25 years, 60% of the respondents are 25-30 years, and 0% of the respondents are above 50 years. Educational qualification of the respondents, 22% of the respondents are school level, 42% of the respondents are HSC, 28% of the respondents are UG, 8% of the respondents are PG. Monthly income of the respondents, 31% of the respondents are below 10000, 68% of the respondents are under 10000-20000, 1% of the respondents are above

20000. Family type of the respondents, 58% of the respondents are in nuclear family, 42% of the respondents are in joint family. Job experience of the respondents, 13% of the respondent's fresher's 33% of the respondents is below 2 years and 54% of the respondents are above 5 years.

CHI-SQUARE

Null Hypothesis H0

There is no significant relationship between age of the respondents and workload.

Alternative Hypothesis H1

There is a significant relationship between gender of the respondents and workload.

Table No 2: To identify the various factors which influence the employee for training & development

	Test Statistics	
	Gender of the respondent	
	workload	
Chi-Square	85.400a	44.614b
Df	2	4
Asymp. Sig.	.000	.000

a- 0 cells (.0%) have expected frequencies less than 5. The minimum expected cell frequency is 30.0.

b- 0 cells (.0%) have expected frequencies less than 5. The minimum expected cell frequency is 17.6

INTERPRETATION

It is evident from the result that calculated value is greater than table value and we reject null hypothesis that there is a significant relationship between age and job performance provided by g-plast Pvt ltd. so alternative hypothesis is accepted.

FINDINGS

1. There is a significant relationship between age of the respondent and performance.
2. Age group of the respondents 60% fall under the category of below 25-30 years.
3. 78% of the respondents fall under the gender group of male.
4. 68% was married among the 126 respondents.

5. 5.42% of the respondent's educational qualification is HSC.
6. 54% of the respondents experience is above 4 years.
7. 68% of the respondents are earnings below 10,000 -20000.
8. 58% of the respondents nuclear family

SUGGESTIONS

- The company should provide frequent counselling to the employees in order to overcome stress.
- The counselling should be focused on building up interpersonal relationship between the employees and supervisors.
- Make a time for hobbies, interests and relaxation.
- The organization should be providing a good environment to overcome for these factors.
- Company should implement certain changes in order to overcome stress in the workplace such as work load and periodic relaxation.

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- The employee also can try overcoming their stress through some of the exercise, yoga, meditation, and environment.

CONCLUSION

The important aspect of every organization is, Stress. Stress has become the most common cause of employees in all the industries. Stress can make an individual productive and constructive when it is identified and well managed. Positive attitude and meditation will be helpful for coping the stress. Thinking in a broader perspective of life will definitely change stress. There are many ways for managing stress, such as meditation, Yoga etc. The Negative stress or Distress kills the employees' positive attitude and it turns to absent, turnover, immoral, anxiety, depression, aggressive and so on. Hence, we will be successful if we make distress into eu-stress, our healthy lifestyle as well as organizational well-being will change.