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**A STUDY ON STRESS MANAGEMENT IN THE PANDEMIC SITUATION AT CHENNAI REGION**

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**INTRODUCTION**

Stress is a natural feeling of not being able to cope with specific demands and events. It can become a chronic condition if not treated in time. Stress can be motivating sometimes and it can even be essential to survival. The body's fight-or-flight mechanism tells a person when and how to respond towards the danger. However, when the body becomes triggered too easily, or there are too many stressors at one time, it can undermine a person's mental and physical health and become harmful.

Stress is the body's natural defence against predators and danger. It causes the body to flood with hormones that prepare its systems to evade or confront danger. People commonly refer to this as the fight-or-flight mechanism.

When humans face a challenge or threat, they have a partly physical response. The body activates resources that help people either stay and confront the challenge or get to safety as fast as possible.

Managing stress is all about taking charge: taking charge of your thoughts, your emotions, your schedule, your environment, and the way you deal with problems. The ultimate goal is a balanced life, with time for work, relationships, relaxation, and fun – plus the resilience to hold up under pressure and meet challenges head on.

**OBJECTIVES**

1. To study the effects of stress on professional life of employees.
2. To study the effects of stress on personal life of employees.

**SCOPE OF STUDY**

1. Managing stress helps to improve the professional and personal lives of employees.
2. This study helps to suggest necessary ways to cope with stress.

**NEED OF STUDY**

1. To understand why the employees feel stressed in the work place.
2. This study will result in prevention of grievances and ensure healthy work and personal life of employees.

**REVIEW OF LITERATURE**

Viljoen and Rothmann, have investigated the relationship between —occupational stress, ill health and organizational commitment (2010). They found that organizational stressors contributed significantly to ill health and low organizational commitment. Stress about job security contributed to both physical and psychological ill health. Low individual commitment to the organization was predicted by five stressors, such as Work-life balance, Overload, Control, Job aspects.

Amir Shani and Abraham Pizam(2011) —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 and work characteristics.

Kavitha in her research titled —Role of stress among women employees forming majority workforce at IT sector in Chennai and Coimbatore (2012), she has focuses on the organizational role stress for the employees in the IT sector. She found in her research that, women face more stress than men in the organization and she viewed to be more specific married women faces more stress than the unmarried women.

P.S. Swaminathan, & Rajkumar S. in their work on —Stress levels in Organizations and their Impact on Employees' Behaviour (2013). They have 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 employees' individual in nature. This study indicates that, an optimum level in which every individual can perform with his full capacity and identified three conditions responsible for work stress they are 1) Role overload 2) Role self-distance 3) Role stagnation.



Satija S. & Khan W. in their research work titled —Emotional Intelligence as Predictor of Occupational Stress among Working Professionals (2014). According to them Occupational Stress is as same as Job Stress that needs to be controlled at the workplace otherwise it will negatively effect on employee’s work attitudes &behaviour. This study investigates that, the relationship between Emotional Intelligence and Occupational Stress. This study revealed findings that, Emotional Intelligence is a most significant predictor of Occupational Stress.

Schmidt, Denise Rodrigues Costa (2015); and et al, in their work on —Occupational stress among nursing staff in surgical settingsl. They 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 have conducted a study on titled —Occupational stress and teaching approaches among Chinese academicsl (2016). Researcher suggested that, controlling the self-rating abilities of the participants, the Favorable conceptual changes in teaching approach and their role insufficiency predicated that the conceptual change in teaching strategy is negative.

Kayoko Urakawa and KazuhitoYokoyam (2017) in their work on —Sense of Coherence (SOC) may Reduce the Effects of Occupational Stress on Mental Health Status among Japanese Factory Workers has found the result i.e., adverse effects on mental health due to the job demand and job stress was positively associated with SOC, the mental health status of males in managerial work was adversely negative, whereas it was positive among the female co-workers. Finally, they found that, SOC is an important factor determining the coping ability over the job stress for both the genders.

Urška Treven, Sonja Treven & Simona Sarotar Zizek in their research titled —Effective approaches to managing stress of employeesl (2018), 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.

Khalid A. in his research titled —Role of Supportive Leadership as a Moderator between Job Stress and Job Performancel (2019), have found that, there is a direct relationship between stress and job performance in any organization. To improve the performance of an individual in an organization an employee should receive good support from their leaders. Therefore, a supportive leader can improve the performance of an employee even at unfavourable situations.

**RESEARCH METHODOLOGY**

Research methodology simply refers to the practical “how” of any given piece of research. More specifically, it’s about **how** a researcher **systematically designs a study** to ensure valid and reliable results that address the research aims and objectives. In other words, Research methodology is the specific procedures or techniques used to identify, select, process, and analyse information about a topic. In a research paper, the methodology section allows the reader to critically evaluate a study's overall validity and reliability.

**ANALYSIS USING KARL PEARSON’S CORRELATION:**

Correlation analysis is the statistical tool used to measure the degree to which two variables are linearly related to each other. Correlation measures the degree of association between two variables. The Pearson product-moment correlation coefficient is a measure of the strength and direction of association that exists between two variables measured on at least an interval scale. It is denoted by the symbol r.

$$\frac{N\sum XY - \sum X\sum Y}{\sqrt{N\sum X^2 - (\sum X)^2}\sqrt{N\sum Y^2 - (\sum Y)^2}}$$

**CHI- SQUARE TEST I – (Ψ<sup>2</sup>)**

- It is a measure of the difference between the observed and expected frequencies of the outcomes of a set of events or variables.
- It depends on the size of the difference between actual and observed values, the degrees of freedom, and the samples size.
- It can be used to test whether two variables are related or independent from one another or to test the goodness-of-fit between an observed distribution and a theoretical distribution of frequencies.



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

c=Degrees of freedom, O=Observed value(s), E=Expected value(s)

**NULL HYPOTHESIS**

The null hypothesis of the Chi-Square test is that no relationship exists on the categorical variables in the population; they are independent.

**ALTERNATE HYPOTHESIS**

Alternative hypothesis assumes that there is an association between the two variables. If the observed chi-square test statistic is greater than the critical value, the null hypothesis can be rejected.

**ONE WAY ANOVA**

The ANOVA tests the null hypothesis that samples in two or more groups are drawn from populations with the same mean values. To do this, two estimates are made of the population variance. The ANOVA produces an F-statistic, the ratio of the variance calculated among the means to the variance within the samples. If the group means are drawn from populations with the same mean values, the variance between the group means should be lower than the variance of the samples, following the central limit theorem. A higher ratio therefore implies that the samples were drawn from populations with different mean values.

**DATA ANALYSIS AND INTERPRETATION**

**CHI- SQUARE TEST I – (ψ<sup>2</sup>)**

Chi-square is the sum of the squared difference observed (o) and the expected (e) data (or the deviation, d), divided by the expected data in all possible categories.

**Null hypothesis (Ho):**

There is no relationship between working hours increased during work from home and Work from home increased productivity.

**Alternate hypothesis (H1):**

There is relationship between working hours increased during work from home and Work from home increased productivity.

**Case Processing Summary**

	Cases					
	Valid		Missing		Total	
	N	Percent	N	Percent	N	Percent
Work from home is stressful * working hours increased during work from home	99	99.0%	1	1.0%	100	100.0%

**Work from home is stressful \* working hours increased during work from home Cross tabulation**

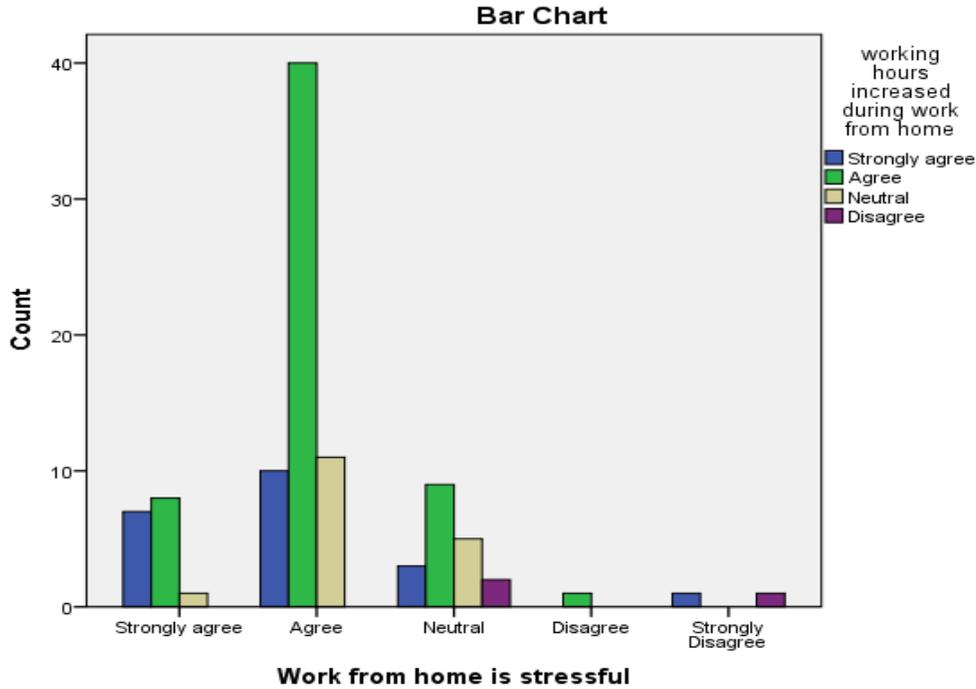
		working hours increased during work from home				Total
		Strongly agree	Agree	Neutral	Disagree	
Work from home is stressful	Strongly agree	Count 7	8	1	0	16
		% within Work from home is stressful 43.8%	50.0%	6.2%	0.0%	100.0%
	working hours increased during work from home	Count 33.3%	13.8%	5.9%	0.0%	16.2%



	% of Total	7.1%	8.1%	1.0%	0.0%	16.2%
	Count	10	40	11	0	61
Agree	% within Work from home is stressful	16.4%	65.6%	18.0%	0.0%	100.0%
	% within working hours increased during work from home	47.6%	69.0%	64.7%	0.0%	61.6%
Neutral	% of Total	10.1%	40.4%	11.1%	0.0%	61.6%
	Count	3	9	5	2	19
	% within Work from home is stressful	15.8%	47.4%	26.3%	10.5%	100.0%
	% within working hours increased during work from home	14.3%	15.5%	29.4%	66.7%	19.2%
Disagree	% of Total	3.0%	9.1%	5.1%	2.0%	19.2%
	Count	0	1	0	0	1
	% within Work from home is stressful	0.0%	100.0%	0.0%	0.0%	100.0%
	% within working hours increased during work from home	0.0%	1.7%	0.0%	0.0%	1.0%
Strongly Disagree	% of Total	0.0%	1.0%	0.0%	0.0%	1.0%
	Count	1	0	0	1	2
	% within Work from home is stressful	50.0%	0.0%	0.0%	50.0%	100.0%
	% within working hours increased during work from home	4.8%	0.0%	0.0%	33.3%	2.0%
Total	% of Total	1.0%	0.0%	0.0%	1.0%	2.0%
	Count	21	58	17	3	99
	% within Work from home is stressful	21.2%	58.6%	17.2%	3.0%	100.0%
	% within working hours increased during work from home	100.0%	100.0%	100.0%	100.0%	100.0%
	% of Total	21.2%	58.6%	17.2%	3.0%	100.0%

Chi-Square Tests			
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	31.364 <sup>a</sup>	12	.002
Likelihood Ratio	22.559	12	.032
Linear-by-Linear Association	7.680	1	.006
N of Valid Cases	99		

a. 15 cells (75.0%) have expected count less than 5. The minimum expected count is .03.



Degree of Freedom= (5-1) \*(5-1)  
= 4\*4= 16

Calculated value = 31.364

Tabulated value = 26.296

Z = Z cal > Z tab

Z = 31.364 > 26.296

Hence, the alternate hypothesis [H1] is accepted

**INFERENCE:** Since the calculated value is greater than the tabulated value, we accept the alternate hypothesis and hence there is relationship between works from home is stressful and working hours increased during work from home.

**ONE-WAY ANOVA CLASSIFICATION**

**Null hypothesis (Ho):** There is a significant difference between gender and too much work allotted to me.

**Alternate hypothesis (H1):** There is no significant difference between gender and too much work allotted to me.

**Descriptive**

don't have sufficient time to complete my work

	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		
					Strongly agree	27		
Agree	53	2.02	.930	.128	1.76	2.28	1	4
Neutral	14	2.50	1.092	.292	1.87	3.13	1	4
Disagree	6	2.67	.816	.333	1.81	3.52	2	4
Total	100	2.06	.952	.095	1.87	2.25	1	4



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Test of Homogeneity of Variances

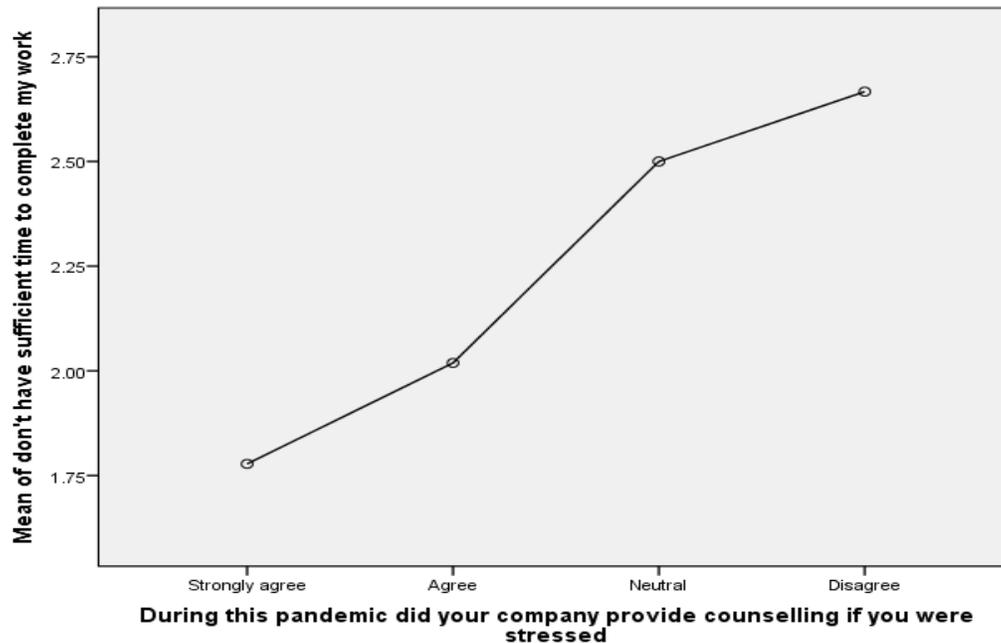
don't have sufficient time to complete my work

Levene Statistic	df1	df2	Sig.
.728	3	96	.538

ANOVA

don't have sufficient time to complete my work

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	7.159	3	2.386	2.777	.045
Within Groups	82.481	96	.859		
Total	89.640	99			



Tabulated value = 2.70

Calculated value = 2.777

F = F cal > F tab      F = 2.777 > 2.70

Hence, the alternate hypothesis [H1] is accepted.

**INFERENCE:** Since the calculated value is greater than the tabulated value, we accept the alternate hypothesis and hence there is no significant difference between experience and satisfied with present salary in job.

ANALYSIS USING KARL PEARSON'S CORRELATION

Correlation analysis is the statistical tool used to measure the degree to which two variables are linearly related to each other. Correlation measures the degree of association between two variables.

**Null hypothesis (H0):** There is positive relationship between very long working hours and too much work allotted to me.

**Alternate hypothesis (H1):** There is no positive relationship between very long working hours and too much work allotted to me.



Correlations

		Long working hours	Too much work allotted
Long working hours	Pearson Correlation	1	.181
	Sig. (2-tailed)		.072
	N	100	100
Too much work allotted	Pearson Correlation	.181	1
	Sig. (2-tailed)	.072	
	N	100	100

$$r = \frac{N\sum XY - \sum X \sum Y}{\sqrt{N\sum X^2 - (\sum X)^2} \sqrt{N\sum Y^2 - (\sum Y)^2}}$$

r = 0.181

INFERENCE: Since r is positive, there is positive relationship between very long working hours and too much work allotted to me.

FINDINGS

1. Repetitive and monotonous work causes stress.
2. Insufficient time to complete work causes stress.
3. Constantly pressured to perform well at work causes stress.
4. Lack of rest breaks in between work to relax causes stress.
5. Having lack of control over the work assigned causes stress.
6. Giving unrealistic targets to achieve causes stress.
7. The pace of work dictated by superior causes stress.

SUGGESTIONS

1. Flexible working hours can be introduced.
2. Sufficient time given to complete certain targets.
3. Not being constantly pressured by superiors.
4. Superiors should try be more empathetic.

CONCLUSION

The stress of employees is within the optimal range for performance and the stress builds can be controlled. The common responses given by employees under stress are heavy workload, working overtime, low pay package, lack of training etc. The organisation should take care of it employees' wellbeing and should give them a sense of satisfaction. That would be a very effective way of eradicating stress.