

**A Study on Stress Management with Special Reference to The Perya Peak Tea Factory  
Ltd, Mananthavady, Wayanad**

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**Abstract**

Human resources are considered as the most important resource in any organization because it can function only through people. The success of an organization depends upon the ability of its human resources. HRM is an organizational function that deals with the issues related to people such as compensation, hiring, performance management, organizational development, safety, wellness, benefits, employees motivation, communication, administration and training.

This study is conducted to know about the efficiency of stress management in Peria Peak Tea Factory, Wayanad. This study helps to find the different measures taken by the management to reduce stress among the employees and the various causes for stress in the organization. This study will be helpful for management to know the various unidentified causes of stress situations, to take corrective measures to reduce those unidentified stress situations.

**Key Words:** Performance Management, Stress Management, Communication, Motivation

**1. INTRODUCTION**

Employees are the main resource of every organization. So the organizations have responsibility to give good facilities to the employees who are working in the organization. If the organization does not provide good facilities to their employees then it will lead to develop stress among them.

Stress is a physical or psychological stimulus that can produce mental tension or physiological reaction that may lead to illness. Stress will affect basic performance of the employees. This will also affect the productivity of the organization as well. So the organization has to take good measures to reduce stress among the employees.

Stress may occur because of bad working conditions, lack of supervision, lack of good training, etc. so the organization has to eliminate this kind of stressful situations.

The word stress is defined by the Oxford dictionary as "a state of affair involving demand on physical or mental energy". It is a condition or circumstance which can disturb the normal physical and mental health of an individual. In medical terms stress is described as "a physical or psychological stimulus that can produce mental tension or physiological reaction that may lead to illness". According to Richard S. Lazarus, "stress is a condition or feeling experienced when a person perceives that demand exceeds the personal social

resource the individual is able to mobilize."R.S Schuler defines stress as "A dynamic condition in which an individual confronted with an opportunity, constraint or demand related to what he or she desires and the individual able to mobilize."

## 2. STATEMENT OF THE PROBLEM

This study about "stress management" is an attempt to find out the various stress management techniques provided by the company, and gather information about the various reasons for arising stress situation among employees in the company.

## 3. OBJECTIVES OF THE STUDY

- To identify the factors causing stress among employees.
- To find the different measures taken by the management to reduce stress.

## 4. RESEARCH METHODOLOGY

Research methodology is a method to solve the research problem systematically. It involves gathering data, use of statistical techniques, interpretations and drawing conclusions about research data. Keeping in view the objectives of the study, data is collected from different sources.

### 4.1 Sample design

The samples are collected from Peria peak tea factory, Wayanad, and collected data from samples using questionnaire.

#### a) SAMPLE POPULATION AND SIZE

Due to time and resource constraint the sample size is taken as 30 for the survey from the total population (100) employees.

#### b) SAMPLING TECHNIQUE OR SAMPLING METHOD

Simple random sampling method is used for selecting samples from the total population.

## 4.2 Sources of data

There are two methods used for data collection.

1. Primary data.
2. Secondary data.

### a) Primary data

Primary data are those which are collected by way of

- Visiting the company.
- Questionnaire.

### b) Secondary data

Secondary data are collected from sources which have been already creating for the purpose of first time use and future use. Like

- News paper
- Journals
- Web sites
- Books company records, etc.

## 5. REVIEW OF LITERATURE

**Bucurean Mirela S Costin Madalina - Adriana** [2011] Organizational Stress and its impact on work performance. Now a days in times of economic crisis, most managers or entrepreneurs have to cope with a lot of new job challenges which can easily transform in to stressors. Work related stress is of growing concern because it has significant economic implications for the organizations. Even if some stress is a normal part of life, excessive stress can influence one's productivity, health and emotions and it has to be taken under control. When people lose confidence, they refuse to take responsibilities. They get quickly irritated, they are unsatisfied of their job, their performance will be very low and the organization will be in danger. Fortunately, most managers and entrepreneurs know which stress main

symptoms are and have the necessary knowledge for managing and reducing it before it can affect employee's daily work. Stress can have an impact both on the organizational well fare and on personal behaviour of supervisors or employees, that's why, the ability of managing it can make the difference between the jobs.

**Urska Treven, Sonja Treven & Simona Sarotar Zizek** in 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.

**Gowri Shanker and K. Keerthi** [2010] The impact of stress on low level of employees of star hotel with special reference to Chennai. Stress is normal part of life that can either help us learn and grow or can cause us significant problem. It is a condition or feeling experienced when a person perceives that "demand exceeds the personal and social resources the individual able to mobilize". The extra organizational stress, organizational and group stress were perceived to be the stressful. The study help to identify the level of stress, stress due to changing working condition, source of stress at work and provide suitable suggestion to reduce it. The major finding is that extra – organizational and group stress mostly affected the stress level of employees.

**D.R. Rutter and M.J. Lovegrove** in their research titled “Occupational stress and

its predictors in radiographers”, (2009) they conducted a study to establish the level of occupational stress in UK NHS radiographers, and to examine its causes. The result was significantly lower in the mammography group than in the others. However, the junior staff reported low level stress due to role ambiguity, role conflict and work problems and the superintendents reported a high level stress; but the effects were sometimes buffered by social support from colleagues.

**Kayoko Urakawa and Kazuhito Yokoyam** in their journal “Sense of Coherence (SOC) may Reduce the Effects of Occupational Stress on Mental Health Status among Japanese Factory Workers” (2009) 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 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.

**Richardson, K. M., and Rothsetin, 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 organizational level. More specific results also indicated that cognitive-behavioural interventions produced larger effects than other types of interventions.

Noblet, Andrew; LaMontagne, Anthony D. conducted a study on “The role of workplace health promotion in addressing job stress” (2006). The enormous human and economic costs associated with occupational stress suggested that initiatives designed to prevent and /or reduce employee stress should be high on the agenda of

Workplace Health Promotion (WHP) program. The aim of the second part of this study is a detailed description of what the comprehensive approach to stress prevention/reduction looks like in practice and to examine the means by which WHP can help develop initiatives that address both the sources and the symptoms of job stress.

## 6. DATA ANALYSIS AND INTERPRETATION

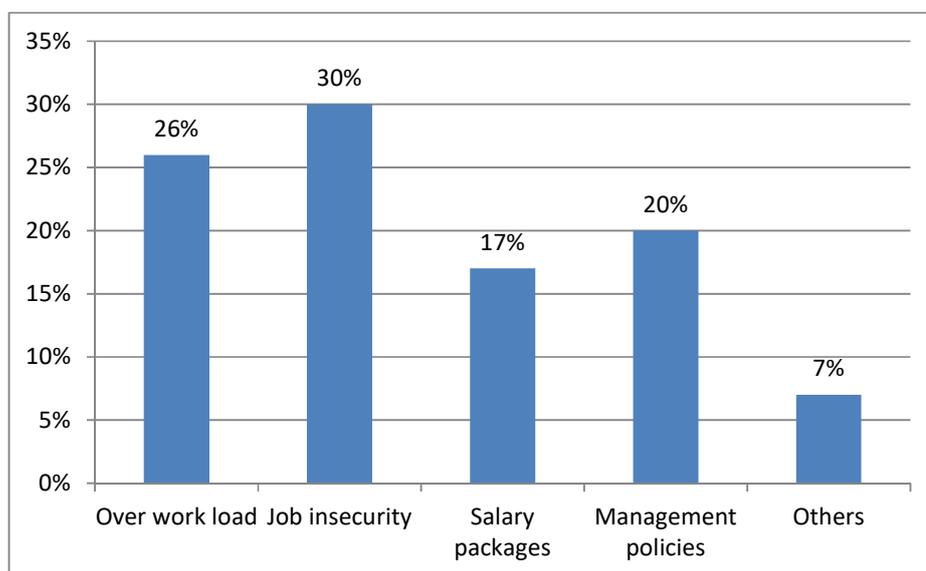
Table No 6.1

Main causes of stress at work place.

Causes	No. Of Respondents	Percentage
Over work load	8	26
Job insecurity	9	30
Salary Package	5	17
Management Policies	6	20
Others	2	7
Total	30	100

Figure No 6.1

Main causes of stress at work place.



**Interpretation:** The above table showing the main causes of stress in the organization. 26% of the respondents agree that over work load is the reason for stress. 30% of respondents say job insecurity is the reason

for stress.17% respondents say that salary packages is the reason for stress. 20% respondents agree that management policy is the main reason for stress.7% of respondents says other reasons for stress.

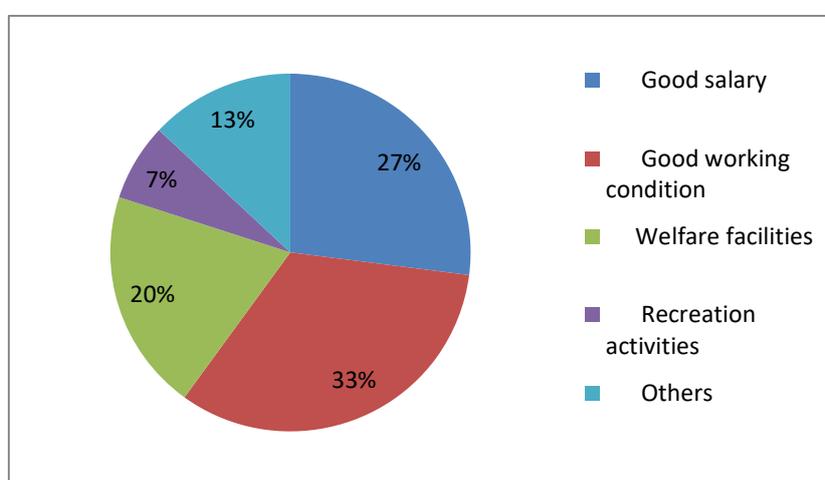
Table No 6.2

Measures taken by the management to reduce stress

Measures	No. Of. Respondents	Percentage
Good salary	8	27
Good working condition	10	33
Welfare activities	6	20
Recreation activities	2	7
Others	4	13
<b>Total</b>	<b>30</b>	<b>100</b>

Figure No 6.2

Measures taken by the management to reduce stress



**Interpretation:** the above table shows measures taken by the management to reduce stress. 27% of respondents say management provides good salary, 33% say good working condition, 20% say welfare facilities, 7% say recreation activities and 13% of respondents say others.

**7. FINDINGS**

- The study reveals that 30% respondents agrees that work overload is the reason for stress and 27% says job insecurity is the reason for stress and 17% say salary package is the reason and 20% say management policy is the reason for stress

- 68% of respondents agree that management provide safety facilities to the employees.
- Majority of respondents agrees that company provides good working conditions for reducing stress among employees in the work place.

**8. SUGGESTIONS**

- ❖ The company wants to improve their working environment.
- ❖ Company need to increase their remuneration for employees for motivating them.
- ❖ They need to provide more break times to employees while continuous work.

- ❖ Provide more training to employees to give good guidance to do the work efficiently.

## 9. CONCLUSION

The study was conducted at the Peria peak tea factory, Wayanad. From this study I found that majority of employees are satisfied in their work. Management needs improve their working condition to eliminate stress among employees. This study will helpful for the management to

know the efficiency of stress management in the organization. It also helps to know employees opinion about the organization. Every organization needs employees to do run the organization. The organization needs to provide good facilities with stress for them to work. Stress is a physical or psychological stimulus that can produce mental tension or physiological reaction that may lead to illness. So the management needs to reduce stress among employees to run smoothly.

## 10. REFERENCES

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