

Stress Management : A Case study of Employees in ONGC, Karaikal.

Author:K.SARAVANAN Research Scholar

Co Author:Dr.K.MuthuLakshmi Associate Professor of Commerce

Bishop Heber College(Autonomous)Trichy -17

Email : saravanakarnan@yahoo.in Mobile: 9965367363

Abstract

This paper examines the level of stress management among Oil and Gas Natural Corporation employees, Karaikal. Further, this study explores the level of effect personal factors on stress management. The stress management is measured using the dimension of respectful and responsible behavior, managing and communicating work, managing individual in a team and managing difficult situations. Stress can be defined as a reaction to a stimulus that disturbs our mental balance. It has its existence in everybody's life nowadays. Stress refers to the strain from the conflict between our external environment and us, leading to emotional and physical pressure. Stress can't be avoidable, but one can learn how to manage it. The data is collected using questionnaires from 80 Oil and Natural Gas Corporation employees who are randomly selected from the ONGC, Karaikal. Then analyzed by using Statistical Package for Simple Percentage analysis.

Keywords: Stress, Stress Management, workplace stress, conflict.

INTRODUCTION

Stress is simply the body's non-specific response to any demand made on it. Stress is not by definition synonymous with nervous tension or anxiety. Stress provides the means to express talents and pursue happiness. It can also cause exhaustion and illness, either physical or psychological, heart attack or accidents. The important thing to remember about stress is that certain forms are normal and essential. The result of continuing stress may because disruption is one or more of the following areas of health, physical, emotional, spiritual and social.

Stress is emotional and physical strain caused by our response to pressure from the outside world. Common stress reactions include tension, irritability, inability to concentrate and a variety of physical symptoms that include headache and a fast heart beat.

Stress is the general term applied to the pressure of people to feel in life. The term stress can be defined in various ways. Stress may be an internal state which can be caused by physical demands on the body such as disease, accidents, extremes of temperature, professional hazard and so on, or by environmental and social situation which are evaluated as potentially harmful, uncontrollable or exceeding our resources for coping (Morgan et al.1993).

SCOPE OF THE STUDY

"A study on stress management of employees in Oil and Natural Gas Corporation (ONGC), Karaikal" deals with various coping strategies to reduce stress among executives. The executives follow these strategies; they feel healthier and improve their psychological well being. These strategies being down blood pressure and feel relaxation. The various strategies of stress management reduces tension, pain, headache another physical and psychological aspects. This study reduces the frustration of executives and create congenial atmosphere in an organization. The findings and suggestions of this study may give clear idea on the coping strategies followed by executives or not whenever executives follow this coping strategy, they may be benefited and it helps them to promote physically and psychologically. So, this study is concentrated performance and organizational benefits.

Stress management constitutes an important tool of an organization. Employees at all may have stress in their work life on a continuous basis. Such stress may make harm for the employees and to the organization. So it is necessary to manage stress.

Stress management is essential for employees to carry out their current and future assignment effectively and efficiently. This study helps the working people and company about how to overcome the stress and how to treat the stressful employees in the organization.

STATEMENT OF THE PROBLEM

The experience of stress at workplace is an important area of investigation because of its potential effects on the well-being and productivity of the individuals. The importance of research into stress processes has been made clear by increasing about the negative consequences of stress on the physical and mental health. It is basically an organizational problem necessitating an in-depth study of the nature and magnitude of the relations of organizational stresses in the work environment. An understanding of the effect of such stresses on the performance of employees is bound to help in the organization of work to suit employees' requirements, which will necessarily result in employees' revised attitude towards work.

A study focusing on the interaction of these two factors, and investigating how certain individual characteristics moderate the relationship between stress and strain in individuals in order to ensure general well-being and human contentment is therefore much in need.

Particularly the problem assumes deeper dimension of relevance in the case of the managerial staff of the ONGC on whom the functioning and effectiveness of the banks depend to a large extent. Today's manager in general is by far the busiest in history. The growth of so many companies, the increasingly multinational nature of business, the new social responsibilities pressing on corporation, and the constantly proliferating web of government regulations have placed a larger load on the managers than their predecessors had to bear. Their work environment both global and local. They need to respond continuously to these changes, which forebode more uncertainty and ambiguity in the future. They adjust, adapt, and attempt to find new structures and policies to meet changing constraints and opportunities, which result in stress.

IMPORTANCE AND RELEVANCE OF THE STUDY

Stress is the "wear and tear" our bodies experience as we adjust to the continually changing environment; it has physical and emotional effects on us and can create positive or negative feelings. As a positive influence, stress can help to compel us to action; it can result in a new perspective. As a negative influence, it can result in feeling of distrust rejection anger and depression, which in turn can lead to health problems such as headaches, upset, stomach rushes, insomnia, ulcers, high blood pressure, heart disease and stroke with the death of the loved one, the birth of child, a job promotion, or a new relationship, we experience stress as we readjust our lives.

REVIEW OF LITERATURE

Dr.Keith Davis And Dr.John W.Newstrom (1985) Stress is a condition of strain on one's emotion's thought processes, and Physical condition. When it is excessive, it can threaten one's ability to cope with the environment, "stress" is the general term applied to the pressures people feel in life. As a result of these pressures, employees develop various symptoms of stress that can harm their job performance. People who are stressed may become nervous and develop chronic worry. They are easily provoked to anger and are unable to relax. They may be uncooperative or use alcohol or drugs excessively. These conditions occur from other causes also, but they are common symptoms of stress.

Dr.M.J.Mathew (1993) Stress has a variety of meaning to people in the workplace. To the production manager in a chemical plant, it may be the tension of missing the shipping date of a large order for a major customer. To the business executive, it may be frustration associated with the inability to acquire sufficient short-term loans from banks to cover the operating needs, and so on.

In the words of szilagyi and Wallace, stress is an internal experience that creates a psychological or physiological imbalance within an individual and result from factors in the external environment, the organization, or the individual.

Anthony D'Souza (1993) Today's leaders not only live and work at a faster pace but they must also deal with uncertainty and change. They need effective methods for coping with the kind of stress that affects anyone in leadership positions. People popularly identify managing directors or chief executive officers

(CEO) as those most susceptible to stress and disease. However, people at all levels of management find themselves exposed to comparable pressures.

Stephen P. Robbins (2005) Most of us are aware that employee stress is an increasing problem in organizations. Friends tell us they're stressed out from greater workloads and having to work longer hours because of downsizing at their company. Parents talk about the lack of job stability in today's world and reminisce about a time when a job with a large company implied lifetime security. We read surveys in which employees complain about the stress created in trying to balance work and family responsibilities. In this section we'll look at the causes and consequences of stress, and then consider what individuals and organizations can do to reduce it.

Stephen Palmer and Kristina Gyllensten (2005) did a study of review of literature to evaluate research relating to the role of gender in the level of workplace stress. A further aim was to review literature relating to stressors of particular relevance to working women. These stressors included, multiple roles, lack of career progress and discrimination and stereotyping. Much of the research indicated that women reported higher levels of stress compared to men. However, several studies reported no difference between the genders. Furthermore, the evidence for the adverse effects of multiple roles, lack of career progress and discrimination and stereotyping was inconsistent. Their review concluded that the evidence regarding the role of gender in workplace stress and stressors was inconsistent. Limitations of the research were highlighted and implications for practice were discussed.

Stress is a dynamic condition in which an individual is confronted with an opportunity, constraint, or demand related to what he or she desires and for which the outcome is perceived to be both uncertain and important. This is a complicated definition. Let's look at its components more closely.

Stress is not necessarily bad in and of itself. Although stress is typically discussed in a negative context, it also has a positive value. It's an opportunity when it offers potential gain. Consider, for example, the superior performance that an athlete or stage performer gives in "clutch" situations. Such individuals often use stress positively to rise to the occasion and perform at or near their maximum. Similarly, many professionals see the pressures of heavy workloads and deadlines as challenges that enhance the quality of their work and the satisfaction they get from their job.

Dr.C.B.Gupta (2006) Stress is an inevitable part of today's fast life. In this age of globalization and liberalization of the economy, competition among organizations has increased. Managers attempt to outperform one another to reach the top. Therefore, modern organizations are facing the problems of executive stress and burnout. Individuals and organizations have to pay economic and human cost due to their problems. Stress is the order of the day and it is impossible to be entirely without stress.

The word stress is derived from the Latin 'stringers' which means "to draw tight". Some define stress as the non-specific response of the body to any demands made on it. When the demands on an individual exceed his capability and adjustment resources stress occurs. Stress is different from anxiety which is a state of uncertainty. It is also different from frustration which is blocked goal attainment.

Tamizharasi and Dr. Uma Rani (2014), it is concluded that as the competitive environment, technological advancements, HR Practices, economic development, social developments are taking place day by day. Consequently, every employee is expected to work for long hours, perform multiple jobs, available for 24 hours in seven days. These reasons give a mentally as well as physical problems to the employees. When these problems increase, then it gives a pressure, strain, anxiety, tension, trauma to the employees and ultimately the productivity of the employee's decreases. More ever women get high stress than men.

OBJECTIVES OF THE STUDY

1. To find out the causes of stress existing among employees in ONGC.
2. To find out the stress related factors among the employees.
3. To study the awareness or stress management.
4. To find out preventive measure to a void stress management.

METHODOLOGY

A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure. The research has adopted descriptive research design to undertake the study on stress management of employees in Oil and Natural Gas Corporation limited, Karaikal. The researcher has collected the opinion of the executives of

ONGC about the stress, causes and effects of its and portrays the responses of employees descriptively in this study.

Sampling Techniques

The sampling technique adopted was Stratified Random Sampling Technique. The population for this study consists of the ONGC employees in the Karaikal. The choice of respondents included in the survey is chosen at random and 80 ONGC employees were taken up as the sample.

DATA COLLECTION

Primary data- Primary data was collected through interviews and use of questionnaires to gather accurate information.

Secondary data- Secondary data was obtained from available sources such as text books, journals, on-line published articles, information from the local newspapers and internet search engines among others.

Questionnaire- Questionnaires had both open and close-ended questions which required specific answers. The respondents selected the correct options, ticked and wrote the correct answers where appropriate, for those who could read and write. For those who were unable to read and write, interviews were conducted using the questionnaires.

Interviews – Interviews were determined beforehand while others arose during the course of the conversation. The interviews were also done on individual- oriented basis to allow expression of personal viewpoints. The researcher used face to face interviews because of the following reason; provision of firsthand information, Rice data collection, Cost effective, speedy and Ability the questions, clears doubts and adds new questions where necessary.

DATA ANALYSIS AND INTERPRETATION

TABLE NO : 1 AGE WISE CLASSIFICATION

S.NO	AGE	NO.OF RESPONDENTS	PERCENTAGE
1.	20-25	7	8.75
2.	26-30	12	15
3.	31-35	22	27.5
4.	36-40	30	37.5
5.	40 and above	9	11.25
	TOTAL	80	100

This shows that 8.75 per cent of respondents belongs to the age of 20-25, whereas 15 per cent of respondents belongs to the age group of 26-30, whereas 27.5 per cent of respondents belongs to the age group of 31-35, where of 37.5 per cent of respondents belongs to the age group of 36-40, and 11.21 per cent of respondents belongs to the age group of 40 and above.

TABLE NO: 2 EXPERIENCE WISE CLASSIFICATION

S.NO	SCALE	NO.OF RESPONDENTS	PERCENTAGE
1.	0-5	13	16.25
2.	6-10	17	21.25
3.	10-15	12	15
4.	15-20	20	25
5.	20 and above	18	22.5
	TOTAL	80	100

It shows that 16.25 per cent of respondents are having 0-5 years of experience, 21.25 per cent of respondents are having 6-10 years of experience, 25 per cent of respondents are having 15-20 years of experience, 15 per cent of respondents are having 10-15 years of experience. 22.5 per cent of respondents are having 20 and above years of experience.

TABLE NO: 3 PRESSURE TO WORK FOR LONG HOURS AND UNREALISTIC TIME PRESSURE

S.NO	SCALE	NO.OF RESPONDENTS	PERCENTAGE
1.	Strongly agree	34	42.5
2.	Agree	26	32.5

3.	Cannot say	7	8.75
4.	Disagree	8	10
5.	Strongly disagree	5	6.25
	TOTAL	80	100

It shows that, 42.5 per cent of respondents strongly agree that their pressured to work for long hours and unrealistic time pressure 7.5 per cent of respondents strongly disagree that they are not pressured to work for long hours.

TABLE 4: OPINION ABOUT THE COMPLETION OF THE WORK WITHIN THE SPECIFIED TIME

S.NO	SCALE	NO.OF RESPONDENTS	PERCENTAGE
	Strongly agree	43	53.75
	Agree	27	33.75
	Cannot say	-	-
	Disagree	7	8.75
	Strongly disagree	3	3.75
	TOTAL	80	100

It is clear from the survey that 53.75% of them strongly agree that they can complete the work at time, 33.75 % of them agree that they can complete work at time, 3.75% of them strongly disagree that they cannot complete the work in time, 8.75% of them disagreed the completion of job in time.

TABLE NO: 5 WORK OVERLOAD

S.NO	SCALE	NO.OF RESPONDENTS	PERCENTAGE
1.	Strongly agree	56	70.00
2.	Agree	17	21.25
3.	Cannot say	-	-
4.	Disagree	4	5.00
5.	Strongly disagree	3	3.75
	TOTAL	80	100

It is observed from the survey that 70% of the respondents are strongly agreed overloaded with work, 21.25% of them agree that they workload, 8.75% of the respondents say that they are not overloaded with work.

TABLE NO: 6 FAMILY STRESS

S.NO	SCALE	NO.OF RESPONDENTS	PERCENTAGE
1.	Strongly agree	8	10
2.	Agree	15	18.75
3.	Cannot say	19	23.75
4.	Disagree	26	32.5
5.	Strongly disagree	12	15
	TOTAL	80	100

It shows that 18.5 per cent of respondents agree that their family problems causes stress, while 10 per cent of respondents strongly disagree that they are not stressed due to family problems.

TABLE NO: 7 STRESS REDUCTION BY YOGA AND EXERCISE

S.NO	SCALE	NO.OF RESPONDENTS	PERCENTAGE
1.	Strongly agree	52	65
2.	Agree	24	30
3.	Cannot say	-	-
4.	Disagree	4	5
5.	Strongly disagree	-	-
	TOTAL	80	100

It shows that 65 per cent of respondents strongly agree that their stress gets reduced by yoga and exercise, were as 30 per cent of respondents disagree that their stress are not reduced by yoga and exercise.

TABLE NO: 8 STRESS REDUCTION BY PRAYER AND MEDITATION

S.NO	SCALE	NO.OF RESPONDENTS	PERCENTAGE
1.	Strongly agree	56	70
2.	Agree	20	25
3.	Cannot say	-	-
4.	Disagree	4	5
5.	Strongly disagree	-	-
	TOTAL	80	100

It shows that 70 per cent of respondents strongly agree that their stress gets reduced by prayer and meditation, were as 5 per cent of respondents disagree that their stress are not reduced by prayer and meditation.

TABLE NO: 9 LACK OF COMMUNICATION SKILL DUE TO STRESS

S.NO	SCALE	NO.OF RESPONDENTS	PERCENTAGE
1.	Strongly agree	22	27.5
2.	Agree	21	26.25
3.	Cannot say	17	21.25
4.	Disagree	14	17.5
5.	Strongly disagree	6	7.5
	TOTAL	80	100

It shows that 27.5 per cent of respondents strongly agree that lack of communication skill due to stress and 7.5 per cent of respondents strongly disagree that they doesn't have lack of communication skill due to stress.

TABLE NO: 10 ENVIRONMENT PROBLEMS IN STRESS

S.NO	SCALE	NO.OF RESPONDENTS	PERCENTAGE
1.	Strongly agree	27	33.75
2.	Agree	35	43.75
3.	Cannot say	6	7.5
4.	Disagree	7	8.75
5.	Strongly disagree	5	6.25
	TOTAL	80	100

It shows that 43.75 per cent of respondents agree that the environmental problems causes stress, and 6.25 per cent of respondents strongly disagree that the environmental problems doesn't cause stress.

TABLE NO: 11 IRRATIONAL ALLOCATION IN STRESS

S.NO	SCALE	NO.OF RESPONDENTS	PERCENTAGE
1.	Strongly agree	43	53.75
2.	Agree	24	30
3.	Cannot say	1	1.25
4.	Disagree	2	2.5
5.	Strongly disagree	10	12.5
	TOTAL	80	100

It shows that 53.75 per cent of respondents strongly agree they feel stress while being irrationally allocated were as 12.5 per cent of respondents strongly disagree that they stressed due to irrationally allocation.

TABLE NO:12 MEDICINAL AND HEALTH PROBLEMS DUE TO STRESS

S.NO	SCALE	NO.OF RESPONDENTS	PERCENTAGE
1.	Strongly agree	35	43.75
2.	Agree	20	25
3.	Cannot say	14	17.5
4.	Disagree	7	8.75
5.	Strongly disagree	4	5

	TOTAL	80	100
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It shows that 43.75 per cent of respondents strongly agree that stress causes medicinal and health problems. While 5 per cent of respondents strongly disagree stress doesn't cause medicinal and health problems.

TABLE NO: 13 SLEEP AND STRESS

S.NO	SCALE	NO.OF RESPONDENTS	PERCENTAGE
1.	Strongly agree	42	52.5
2.	Agree	24	30
3.	Cannot say	1	1.25
4.	Disagree	5	6.25
5.	Strongly disagree	8	10
	TOTAL	80	100

It shows that 52.5 per cent of respondents strongly agree that stress spoils sleep while 10 per cent of respondents strongly disagree that they not disturbed from sleep.

TABLE NO: 14 RELAXATION

S.NO	SCALE	NO.OF RESPONDENTS	PERCENTAGE
1.	Strongly agree	60	75
2.	Agree	9	11.25
3.	Cannot say	-	-
4.	Disagree	-	-
5.	Strongly disagree	11	13.75
	TOTAL	80	100

It shows that 75 per cent of respondents strongly agree that they are relaxing by going to hill stations and going to home town, while 13.75 per cent of respondents strongly disagree in relaxation.

TABLE NO:15 SMOKING AND DRINKING REDUCES STRESS

S.NO	SCALE	NO.OF RESPONDENTS	PERCENTAGE
1.	Strongly agree	32	40
2.	Agree	19	23.75
3.	Cannot say	5	6.25
4.	Disagree	8	10
5.	Strongly disagree	16	20
	TOTAL	80	100

It shows that 40 per cent of respondents strongly agree that smoking and drinking reduce stress, were as 20 per cent of respondents strongly disagree that smoking and drinking doesn't reduce stress.

TABLE NO: 16 DOES HOBBIES RELIEVE STRESS

S.NO	SCALE	NO.OF RESPONDENTS	PERCENTAGE
1.	Strongly agree	26	32.5
2.	Agree	16	20
3.	Cannot say	7	8.25
4.	Disagree	15	18.75
5.	Strongly disagree	16	20
	TOTAL	80	100

It shows that 32.5 per cent of respondents strongly agree that their daily hobbies relieve stress and 8.25 per cent of respondents doesn't want to say anything.

FINDINGS AND CONCLUSION

- It is found that the most of the respondents are having clear knowledge about what the management is expecting from their work.
- They know how to execute their job and they are agreed that they are given privileges to take break whenever they required.
- The researcher found that there is a dead line to complete the assigned job.

- The researcher found that they are having pressure to work for long hours.
- The researcher found that family problems working environment problem irrational allocation of work are causing stress.
- The researcher found that lack of communication medicinal and health problems, reductions sleep timing are arising due to stress.
- The researcher found that doing physical exercise, meditation and yoga will reduce the stress.
- The researcher found that going to moving and entertainment clubs or picnic with their families also reduce stress.
- Doing work creatively also reducing risk.

CONCLUSION

This study was conducted at a Oil and Natural Gas Corporation, Karaikal. Main aim of own study to find out various reasons for stress and various stress level of employees. This study levels that the employees faced stress in working area due to work pressure and inter personal conflicts. In this study we conclude employees stress is affecting the behavior and morale of an employee. But stress can be controlled and reduced by motivation. Positive stress can in due every employee to work hard. Negative stress is dangerous and it will give harmful effect to the organization. Stress can be reduced by proper encouragement, proper motivation, adequate wage structure, proper infrastructure, and counseling.

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