**CHAPTER I**

**INTRODUCTION**

**1.1 INTRODUCTION**

Stress is a common phenomenon experienced by individuals in the workplace, and women employees are no exception. Women face a range of unique challenges in the workplace, including gender-based discrimination, unequal pay, and a lack of representation in leadership roles, which can contribute to increased stress levels.

There are several factors that can influence the stress levels of women employees. One of the primary factors is work-life balance, as women often face additional responsibilities outside of work, such as caring for children or elderly relatives. This can lead to feelings of overwhelm, exhaustion, and burnout, which can negatively impact job performance and overall well-being.

Another factor that can contribute to stress levels is workplace culture and environment. Women may face gender-based discrimination or harassment, which can create a hostile work environment and contribute to feelings of anxiety and stress. In addition, a lack of diversity and inclusion in the workplace can lead to feelings of isolation and contribute to stress levels.

The demands and expectations of the job itself can also impact stress levels, as women may face additional pressure to prove themselves and overcome gender-based stereotypes and biases. This can lead to feelings of insecurity, self-doubt, and stress, which can negatively impact job performance and overall well-being.

Finally, external factors such as financial concerns, family responsibilities, and societal expectations can also contribute to stress levels for women employees. These factors can create additional pressures and responsibilities outside of work, which can make it difficult to manage stress and maintain a healthy work-life balance.

Overall, the factors influencing stress levels among women employees are complex and multifaceted, and require a comprehensive approach to address. By addressing the underlying causes of stress and implementing strategies to support women employees, organizations can create a more supportive and inclusive work environment, which can help to reduce stress levels and promote well-being.

**Workplace Culture:** Adjusting to the workplace culture, whether in a new company or not, can be intensely stressful. Making oneself adapt to the various aspects of workplace culture such as communication patterns of the boss as well as the co-workers, can be lesson of life. Maladjustments to workplace cultures may lead to subtle conflicts with colleagues or even with superiors. In many cases office politics or gossips can be major stress inducers.

 **Job Insecurity:** Organized workplaces are going through changes under intense economic transformations and consequent pressures. Reorganizations, takeovers, mergers, downsizing and other changes have major stressors for employees, as companies try to live up to the competition to survive.

**High Demand and Performance:** Unrealistic expectations, especially in the time of corporate reorganizations, which sometimes puts unhealthy and unreasonable pressures on the employee, can be a tremendous source of stress and suffering. Increased workload extremely by long working hours and intense pressures to perform at peak levels all the time for the same pay, can actually leave an employee physically and emotionally drained.

**Technology:** The expansion of technology – computers, pagers, cell phones, fax machines and the internet has resulted in heightened expectations for productivity speed and efficiency, increasing pressures on the individual worker to constantly operate at peak performance levels. Workers working with heavy machinery are under constant stress to remain alert. In this case both the worker and their family members live under constant mental stress.

**Personal or Family Problems:** Employees going through personal or family problems tend to carry their worries and anxieties to the workplace. When one is in a depressed mood, his unfocused attention or lack of motivation affects his ability to carry out job responsibilities. Absence of reciprocal and joint emotion management within family is a nagging stressor for women.

**1.2 SIGINIFCANCE OF THE STUDY**

* To find out root causes of stress in your personal life and professional life.
* To examine the soundness of the methods followed in reducing the stress.
* Learn healthy ways to relieve stress and reduce its harmful effects.
* Examine their influence on the existing pattern of stress management.
* Who are the more effecting person in the family.
* How they are balancing family and professional as women.

**1.3 STATEMENT OF THE PROBLEM**

The present problem is to study on stress on women employees in selected Kannur Co-operation. Today most of the working women are experiencing stress at work. Balancing of work and family life became difficult for every women employee in any sector. Most of the times women employees are facing a lot of stress and it creates a massive problem. Stress Management can enable employees to improve their family and personal life. Hence the study is aimed to find out predominant factors that causing stress and to enable with them proper stress management techniques.

**1.4 OBJECTIVES OF THE STUDY**

The following are the objectives of the study:

* To know the level of stress on working women.
* Determine the primary factors contributing to stress among women employees in various professional settings.
* To investigate how work demands impact the work-life balance of women employees, and explore strategies to address these challenges.
* To study the factors influencing affecting stress on working women.
* To identify the impact of stress on women employees.

**1.5 SCOPE OF THE STUDY**

The study to ensure fairly an adequate representation of all working women’s surrounding area of the Kannur Co-operation only.

**1.6 RESEARCH METHODOLOGY**

Research methodology is a method that can used to solve research problems. It helps to studying how research is done scientifically. It explains why a research has been undertaken, how the research problem has been explained, what data have been collected, how to calculate and use various statistical measures.

**1.6.1 SAMPLING TECHNIQUE:**

Simple random sampling has been adopted to elicit the required information from the respondents.

**1.6.2 SAMPLING SIZE:**

The number of sampling units selected from the population is called the size of the sampling. In this project the sample size selected for the study was 50 respondents.

**1.6.3 SAMPLING UNIT:**

The sample unit is limited to women employees in Kannur Co-operation

**1.6.4 SOURCES OF DATA:**

**PRIMARY DATA**

Primary data refers to the first-hand information collected by the researcher, specific to the research problem. It includes using primary data collection tools such as personal interview etc. The primary data was collected from the respondents by administering a structured questionnaire.

**SECONDARY DATA**

Apart from the primary data collected the data is also collected from various magazines, websites etc.

**TECHNIQUES OF ANALYSIS**

Simple percentage method has been used as a tool of analysis. The results are presented using tables and charts.

Percentage of respondents = No. of respondents/Total no. of respondents\*100.

**1.7 LIMITATION OF THE STUDY**

* The study is limited to working women in Kannur Co-operation only.
* The respondents were reluctant to give information due to their busy schedule .
* Research is not been carried out for the extended period of time.
* Managers and employees hesitate to reveal all the information.

**1.8 CHAPTER SCHEME**

The study has been arranged into 4 chapters.

* The first chapter deals with introduction, statement of the problem, objectives, scope, research methodology and limitations of the study.
* The second chapter deals with Review of literature
* The third chapter deals with theoretical frame work.
* The third chapter includes analysis and interpretation of collected data.

**CHAPTER II**

**REVIEW OF LITERATURE**

**2.1 REVIEW OF LITERATURE**

**Abrol (1990)** discussed about, Every person wants more and more for the attainment of pleasure, due to this competition is increased in every field of life and this competition generates stress among people no doubt the competition is must but we don't ignore its result in the recent years as more and more women are coming to take on many jobs. But these women college teachers facing various challenges, one is stress and stress is one cause of coronary heart disease. Stress is common among the career women at workplace. Nowadays the percentage of coronary heart disease is increased among Women College teachers the main causes are work related stress, value conflict, type of work, standard of living, nutrition, lack of physical exercise.

**K.Chandrasekar (2011)** found that environmental factors are conducive to work and he also found that factors that affect attitude of employees to work are- interpersonal relationships control over environment, shift, emotional factors, job assignment, overtime duty, extended work.

**Rajasekhar and Sasikala (2013)** concluded that employed women face stress due to family responsibilities, job insecurity, workplace culture and high demand of job performance. They also concluded that effective management of stress involves preparing role occupants to understand the nature of stress, directing stress for productive purposes, and making role occupants to understand their strength and equipping them to develop approach strategies for coping with stress.

**Balaji (2014)** studied various factors which could lead to work family conflict and the stress undergone by women employees. He concluded that married women employees experience work family conflict due to the number of hours worked outside the home, flexible or in flexible working hours, size of the family and number of dependents of the family. These factors have severe consequences for the psychological distress and well-being of married working women.

**Bhuvaneshwari (2013)** revealed that stress in married working women is caused due to various family and official commitments, harassments at work place, working for long hours and improper work life balance. These factors lead to stress in working women such as prolonged headaches, hypertension and obesity. She also concluded that stress can be relieved from balancing work and family, from institutional support, by spending time with the family and performing physical exercises.

**Stephen (2005)** discovered work overload, uncooperative patients, criticism, negligent co-workers, lack of support from supervisors, and difficulties with physicians are the factors that cause stress among the nurses. They also suggested that interventions to reduce stress might improve interpersonal and motivational aspects of job performance.

 **Dr. A. Chandra, Balaji, Kishore (2015)** studied the relationship between self-esteem and stress, the factors that create stress among gold collar employees in Chennai city and the effect of stress on the health of the employees. Their study revealed that most of the female married employees are experiencing high level of stress compared to men and unmarried employees. From the data it is concluded that there is no significant relationship between self-esteem and stress.

Again this study is done by **Ramanaiah and Subramanian (2008)** on gold collar employees of Chennai city to know the level of stress they are experiencing. According to them the employees are under high level of stress and there exists a negative relationship between marital status and stress. They concluded that stress among female employees is due to role isolation, inter role distance and role overload.

**CHAPTER III**

**THEORETICAL FRAMEWORK**

**3.1 THEORETICAL FRAMEWORK**

Employee stress means is the stress that one gets from working at his job. Chief reasons are idealistic short term goals, surprising responsibility- sharing and high expectations. While the job themselves might not be stress- inducing, the way it is done and the working atmosphere are vital factors in generating stress. Employee stress is also connected to pressure from seniors and peers and in the lack of care from colleagues. When office stress is not measured and appropriately channelized, it can make a lot of coping issues and unreliability. According to The Random House Dictionary, stress can be defined as physical, mental, or emotional strain produced by a condition or an amount of event. Stress is altered for different people, so it is significant to talk stress inversely. Occasionally it may be problematic to manage with workplace stress, but the abilities of managing stress alter from one person to person.

In circumstances where doesn’t cause any psychological or physical damage, it still accounts of big drops in productivity. Stressed out employees yield reduced presentations, are less open, and engage in higher absence. Stress is the adverse reaction what people experience due to excessive pressure or other types of demand placed on them. The generally accepted definition today is one of the interactions between the situation and the individual. Stress is often a misunderstood and misinterpreted resulting into avoidable problems.

The textile industry in India is an extremely well organized sector, garment manufacturer, exporters, suppliers and wholesalers are the gateway to an enterprising clothing apparel industry in India. In recent times, organizational life is quite stressful. The new technologies, global competition, and competitive pressures have multiplied the sufferings of employees in textile industry. Work has a major influence on the health and well-being of individuals. In order to boost their competitiveness, companies often set target of productivity and innovation, which exerts increased pressure on workers, can lead to stress related health problems.

Occupational stress is generally considered to be the consequence of negative imbalance between job demands and job resources experienced by the worker. Besides health consequences and compensatory behaviors (e.g. alcoholism, smoking or eating disorders, etc.), occupational stress have a negative effect on companies, such as increased absenteeism and employee turnover, decreased productivity and rising health care costs. Stress is defined as “a state of psychological and physiological imbalance resulting from the disparity between situational demand and the individual’s ability and motivation to meet those needs.”Stress is defined in terms of its physical and physiological effects in a person, and can be a mental, physical, or emotional strain. It occurs when a demand exceeds an individual’s coping ability and disrupts his or her psychological equilibrium. It occurs in workplace when an employee perceives a situation to be too strenuous to handle, and therefore threatening to his or her well-being.

The textile industry is the largest manufacturing industry and it has a good reputation in global supply chain also. Organization wants to achieve excellence by optimally utilizing their human capital. Socio-technical complexity of working systems along with high level of expectation, with workplace stress management has become an area of deep concern where textile sector is no exception. It is highly important to address stress related issues so that organizations can capitalize benefits related to their human resource by ensuring their well- being at all levels. People in involved in management, are expected to be vulnerable to stress because of their critical role in organizations.

**CAUSES OF STRESS**

Stress has positive and negative value. It is an opportunity when it offers potential gain. Some stress can be good, and some can be bad. Stephen P.Robbins12 said that challenge stress or stress associated with challenges in the work environment operates quite differently from hindrance stress, or stress that keeps from reaching goals. The early evidence suggests that challenge stress has fewer negative implications than hindrance stress. Stress is associated with demands and resources. Demands are responsibilities, pressures, obligations, and even uncertainties that individuals face in the workplace. Resources are things within an individual’s control that can be used to resolve the demands. The following figure explains the causes of stress briefly:

**CONSEQUENCES OF STRESS**

Stress shows itself in a number of ways. An individual who is experiencing a high level of stress may develop high blood pressure, ulcers, irritability, and difficulty in making routine decisions, loss of appetite, accident proneness, and so on. These can be subsumed under three general categories such as physiological, psychological, and behavioral symptoms.

**a) Physiological symptoms**

Most of the early concern with stress was directed at physiological symptoms. Stephen P. Robbins19 said that much research have been done in the health and medical sciences with respect to stress. This led to the conclusion that stress could create changes in metabolism, increase heart and breathing rates, increase blood pressure, bring on headaches, and induce heart attacks.

The link between stress and particular physiological symptoms is not clear. But recently, some evidence suggests that stress may have harmful physiological effects. The Hindu20 newspaper survey revealed that Chennai traffic police are getting more physiological problems due to their nature of work. Frequently they used to get eye problem because of dusty air and more strain because of long hours and continuous vigil, glare of powerful vehicles head light at night times and so on.

The Times of India21 newspaper has published information about Chennai city traffic police that they face diabetes threat. These statistics from several health camps show that the disease is high among the city police forces and at least one in every five policemen in the city could be suffering from the disease. While the prevalence of diabetes in Chennai is about 15 percent, it is estimated to be 20 percent in the police service. The Hindu22 newspaper published information that blood circulation is getting affected for Chennai traffic police personnel because of over work load.

**b) Psychological symptoms**

Stress can cause dissatisfaction in job and life. Job dissatisfaction is the simplest and most obvious psychological effect of stress. But stress shows itself in other psychological states such as tension, anxiety, irritability, boredom, and procrastination. Stephen P. Robbins23 says that the evidence indicates that when people are placed in jobs that make multiple and conflicting demands or in which there is a lack of clarity about the incumbent’s duties, authority, and

responsibilities, both stress and dissatisfaction are increased. Similarly, the less control people have over the pace of their work, the greater is stress and dissatisfaction. According to The Times of India24 newspaper survey the Chennai traffic police are facing more psychological problem because of over workload, poor work environment, and insufficient manpower. Nearly 800posts in the Chennai city traffic police have been lying vacant for the last one year. The following lack of facilities land to increase stress level of Chennai traffic police.

1. Lack of signal points at major junctions

2. Lack of power back up for signals at junctions

3. Lack of basic amenities like drinking water, toilet and so on

4. Insufficient number of traffic police persons at important places

5. Lack of modern communication system

6. Lack of basic equipments like night jacket, batons, mask, rain coat, bumboat, higher official influence, poor facilities and so on.

**c) Behavioral symptoms**

Behavior-related stress symptoms include changes in productivity, absence and turnover, as well as changes in eating habits, increased smoking or consumption of alcohol, rapid speech, fidgeting, and sleep disorders. The low and moderate levels of stress stimulate the body and increase ability to react. They are those who often perform their tasks better, more intensely, or more rapidly. But too much stress places unattainable demands on a person which result in lower performance. Even moderate levels of stress can have a negative influence on performance over the long term as the continued intensity of the stress wears down the individual and saps energy resources. Chennai traffic police performance decreased because of long work hours. Some of the Chennai traffic police personnel because lackadaisical due to lack of facilities in work, narrow roads and poor road condition and so on. People and vehicle population increase day by day but road facilities have not yet improved. The traffic snarls make traffic police do overtime work.

**POTENTIAL SOURCES OF STRESS**

There are three categories of potential stressors such as environmental, organizational, and personal factors.

**Environmental factors**

Environmental uncertainty influences the design of an organization’s structure, it also influences stress level among employees in an organization. Changes in the business cycle create economic uncertainties. When this is contracting, people become anxious about their job security. Political uncertainties like threats and changes can induce stress. According to economy The Hindu13 news paper survey the technological changes and poor work environment factors can cause stress for traffic police. The following work environment is affecting Chennai traffic police adversely.

* Job exposed to high levels of air pollution.
* Job environment is often too hot.
* Job environment is often very dusty.
* Job environment is often very noisy.
* Glare of powerful head lights during nights.
* Nervousness due to high-speed vehicles, moving all around.
* No protection from weather.
* Disturbed mood when witnessing accidents.
* Political influence and so on.

**Organizational factors**

The poor organizational factors cause stress among the employees such as pressures to avoid errors or complete tasks within a limited time, work overload, a demanding and insensitive boss and unpleasant coworkers and soon. It has categorized these factors around task, role and interpersonal demands. The Chennai traffic police are not satisfied with their organizational factors because of more work load, lack of man power, lack of understanding between subordinate and superior. Task demands factors are related to a person’s job. It includes the design of the individual’s job, working conditions, and the physical work layout. Working in an overcrowded room or in a visible location where noise and interruptions are constant can increase anxiety and stress. According to Times of India Newspaper14 survey Chennai traffic police task demands are very high because of insufficient manpower and rapidly increasing number of vehicles. This survey also indicates that Chennai city’s noise pollution is increasing day by day. If it is not yet controlled very soon people will lose hearing ability. Chennai traffic police used to get anxiety because of high speed vehicles, more number of accidents, highly polluted environment and overcrowd. Role demands relate to pressures placed on a person as a function of the particular role he or she plays in the organization. Role conflicts create expectations that may be hard to reconcile or satisfy. Role overload is experienced when the employee is expected to do more than time permits. Role ambiguity is created when role expectations are not clearly understood and the employee is not sure what he or she is to do.

According to Times of India Newspaper15 survey Chennai traffic police personnel are not able to do alternate work during emergencies because of lack of manpower. Nearly 95 percent of traffic police come to duty even on their weekly holidays. Interpersonal demands are pressures created by other employees. Lack of social support from colleagues and poor interpersonal relationship can cause stress, especially among employees with a high social need. Chennai traffic police have good relationship within peer level but this good relationship does not exist between superiors and subordinates. This poor relationship causes stress for them. A continual violation of traffic rules and regulations by public creates more tension and work stress.

**Personal factors**

The family issues, personal economic problems, and inherent personality characteristics encompass the employee’s personal life. Chennai traffic police are not able to do justice to their family responsibility because of long work hours. Both the family duties and individual’s official work are affected. National surveys consistently show that people hold family and personal

relationships such as marital difficulties, the breaking relationship, and discipline troubles with children as the result of stress. These sorts of relationship problems degrade work performance. According to DeccanChronicle16 Newspaper survey the work demand is very high for traffic police in Chennai city because of excessive traffic congestion, bad roads, lack of manpower, and vast increase of vehicles. Employees can perform very well when they have the optimum workload. In this parameter, traffic police have too much of work in Chennai city. Work is also heavy due to the nature of work like standing in hot sun for long hours and moving here and there continuously and so on. Traffic police are getting tired even during short working hours because of constant vigil for long hours. The followings are the important reasons which create over workload.

1. Continuously increasing vehicle population.

2. Traffic jams.

3. Poor maintenance of vehicles resulting in sudden breakdowns on the road that creates more traffic jam.

4. Managing security for VIPs.

5. Narrow road, poor road condition, digging roads for public utilities like telephone cable, water supply, electricity, drainage and so on.

6. No provision for pedestrians on some roads. Besides, encroachments on pedestrian paths create traffic jam.

7. Erratic cattle and pets movement on the road.

8. Public and party meetings/functions/processions on the roadsides

that affect the smooth flow of traffic.

9. Accidents and collisions.

10. Brazen violation of traffic rules.

**Individual differences**

Some people thrive on stressful situations, while others are over whelmed by them. People’s ability differs in handling stress. According to Stephen P. Robbins17 the following six variables have been found to be relevant moderators. Those are perception, job experience, social support, belief in locus of control, self-efficacy, and hostility. The employees react in response to their perception of reality rather than to reality itself. Therefore, perception moderates the relationship between a potential stress condition and an employee’s reaction. The experience on the job tends to be negatively related to work stress.

Employees who remain for a long time in an organization eventually develop coping mechanisms to deal with stress. Senior members of the organization are more likely to be fully adapted and so experience less stress, because of rich work experience.

The social support is cordial relationships with coworkers or supervisors that can buffer the impact of stress. The social support acts as a palliative, mitigating the negative effects of even high-strain jobs. Chennai traffic police are getting more work stress because of increasing number of traffic rule violators. It gives them more tension in their work. Public support is very much needed for any kinds of social work. Many accidents happen because of violating traffic rules.

There are two types of violators; known and unknown violators. In Chennai city most of traffic violations are done by known violators. Traffic violations are increasing every year. Violating traffic rule not only gives extra work load but also de-motivates traffic police. The Chennai traffic police personnel’s involvement and performance get affected because of having poor image of traffic police among public and distorted information provided by print and broadcast media. According to Mr. Sunil Kumar IPS, Additional Commissioner of Police in Chennai traffic division in as statement published in Times of India18 newspaper most of the accidents took place in Chennai city because of traffic violation.

**STRATEGIES AND METHODS FOR MANAGING STRESS**

Stress is common to everyone. Stress is your reaction to any change that requires us to adjust or respond. It is important to remember that we can learn to control stress, because stress depends upon our manner of response to stressful events. Our bodies are designed to feel stress and react to it. It keeps us alert and ready to avoid danger. It is not always possible to avoid or change events that may cause stress. We can feel trapped and feel helpless to cope when stress persists. The body begins to break down and illnesses can occur. The key to coping with stress is identifying stressors in life and learning ways to direct and reduce stress. According to Derek Rollinson27 coping strategies are classified into two types such as individual level strategies and organizational level strategies. It is briefly explained below.

Stress in an unavoidable feature of life and work. Stress hits all in personal as well as work life. A little stress is good as it keeps a person motivated and focused. But too much of stress is detrimental and it must be coped up. Stress can be managed by identifying the sources, and recognizing the reactions to stress and job demands The term coping is used in reference to perpetual, cognitive or behavioral responses that are used in managing, avoiding or controlling situations that could be regarded as difficult (Folk man & Lazarus, 1984). Coping refers to the different methods used by a person to manage his/her stressful situation.

**Individual level strategies**

Some persons naturally have more resistance power to cope with stress than others. The following methods help the individual to cope with stress that they experience.

**1. Relaxation Techniques**

One of the greatest problems for the person suffering from stress is that he or she finds it hard to relax. This technique can help in this respect and is likely to be beneficial. The person could force himself or herself to take a holiday or even be ordered to do so. In addition, there are a number of easily taught relaxation techniques that can be used such as breathing exercises, muscle relaxation and meditation. The meditation technique is more beneficial to physical and mental states.

**2. Physical Exercise**

Regular physical exercise such as jogging, walking and workout in fitness centers and are helpful. They not only improve blood circulation but also lower blood pressure, muscle tension and cholesterol levels. It has subtler effects.

The feeling of general well-being can help to combat some of the symptoms of stress when people are relaxed; they tend to sleep more soundly. It provides periods of intense relaxation and enables a person to marshal reserves of energy.

**3. Biofeedback**

This is a technique of learning to monitor one’s own bodily functioning such as taking pulse rate, check own breathing rate and so on, sometimes with the help of instruments. In biofeedback people are also taught elementary ways of controlling certain body functions, such as heart rate, muscle tension and blood pressure, which can help alleviate some of the symptoms of stress.

**4. Assertiveness Training**

This training method helps to learn to reappraise stressful situations and address root causes of problems. Assertiveness should not be confused with aggression. The assertive person is more likely to stand his or her ground and refuse to be trampled on, whereas aggression is more likely to be an attempt to trample on someone else. Helping someone to be more assertive is perhaps the one technique that can encourage people to adopt a more problem-focused approach to stress, and this type is highly beneficial in the long term.

**5. Behavioral Self-control**

The aim here is usually to get people to analyze and take control of their own actions. In this case it is to identify ways in which their behavior gives rise to stress. One technique is for people to learn how to manage their time more effectively and priorities work tasks. Another is for people to learn to recognize situations that put them under stress and make plans for handling them so that the situations are less stressful.

**6. Social Support**

Social support is one of the best moderators of stress. It is used as a way of coping with stress by discussing stressful situations with colleagues, peers, family members and friends. The social

support gives good beneficial effect to reduce stress. The beneficial effects of work-based support are much greater because the recipient feels that people can more readily appreciate the problems.

**7. Professional Help**

If all the above methods fail to help a person to come out of stress, then the level of stress has gone beyond the point. It means he/she is in a dangerous condition. It must be remembered that it is the severest form of stress. It can be so debilitating that people may be incapable of working out what to do to alleviate their symptoms. In this situation even the most devoted friends or family members fail to cure the stress and their well-intentioned interventions may actually do harm. The sensible thing to do is that of taking guidance from professional clinical experts. A wide variety of clinical techniques are available such as counseling, psychotherapy, behavioral therapies, hypnotherapy on sight-oriented approaches, virtual reality exposure therapy, electro convulsive therapy, repetitive trans cranial magnetic stimulation, vogues’ nerve stimulation and so on. These clinical treatments give highly positive outcomes for those under severe stress. It tends to lower anxiety level and people come to view their job more positively.

**Organizational level strategies**

Organizational stressors affect large numbers of employees. It affects employees mentally as well as physically. If it is prolonged, then it affects employees’ performance and growth of the organization. In order to avoid or reduce employees’ stress, the organization should identify stress creating factors and take necessary steps to eradicate stress by way of changing the rules, regulations and organizational strategies.

1. Reducing tasks

2. Redesigning work environments

3. Using more flexible work schedules

4. Using more participative management styles

5. Involving employees in drawing up career development plans

6. Involving employees in establishing their work goals

7. Providing social support and feedback

8. Building cohesive teams

9. Establishing fair employment and rewards practices and so on.

**CHAPTER IV**

**DATA ANALYSIS AND INTERPRETATION**

**TABLE NO.4.1**

**SATISFACTION TOWARDS CURRENT JOB**

|  |  |  |
| --- | --- | --- |
| PARTICULARS | NUMBER OF RESPONDENTS | PERCENTAGE OF RESPONDENTS |
| HIGHLY SATISFIED | 2 | 4 |
| SATISFIED | 33 | 66 |
| DISSATISFIED | 11 | 22 |
| HIGHLY DISSATISFIED | 4 | 8 |
| TOTAL | 50 | 100 |

SOURCE: PRIMARY DATA

**CHART NO.4.1**

**SATISFACTION TOWARDS CURRENT JOB**

**INTERPRETATION:-**

From the above table, it can be seen that 4% of the respondents i.e. women employees are highly satisfied, 66% of the women employees are satisfied, 22% are dissatisfied and 8% are highly dissatisfied with their current job.Hence it is understood that majority of the women employees are satisfied with their job.

**TABLE NO.4.2**

**JOB SECURE**

|  |  |  |
| --- | --- | --- |
| PARTICULARS | NUMBER OF RESPONDENTS | PERCENTAGE OF RESPONDENTS |
| VERY SECURE | 40 | 80 |
| MODERTELY SECURE  | 9 | 18 |
| INSECURE | 1 | 2 |
| TOTAL | 50 | 100 |

SOURCE: PRIMARY DATA

**CHART NO.4.2**

**JOB SECURE**

**INTERPRETATION:-**

From the above table, it can be seen that 80% of the respondents said that their job is very secure. 18% of them said that their job is moderately secure and 2% said that job is insecure.

**TABLE NO.4.3**

**FACE ANY KIND OF STRESS AT WORKPLACE**

|  |  |  |
| --- | --- | --- |
| PARTICULARS | NUMBER OFRESPONDENTS | PERCENTAGE OFRESPONDENTS |
| YES | 50 | 100 |
| NO | 0 | 0 |
| TOTAL | 50 | 100 |

SOURCE: PRIMARY DATA

**CHART NO.4.3**

**FACE ANY KIND OF STRESS AT WORKPLACE**

**INTERPRETATION:-**

From the above chart, it can be interpreted that 100% of the working women are of the opinion that they face some kind of stress at workplace.Hence, it can be inferred that women employees are facing stress.

**TABLE NO.4.4**

 **WORK PLACE FACTORS CAUSING STRESS**

|  |  |  |
| --- | --- | --- |
| PARTICULARS | NUMBER OFRESONDENTS | PERCENTAGE OF RESPONDENTS |
| WORK OVERLOADAND PRESSURE | 28 | 56 |
| LACK OF CONTROLOVER WORK | 7 | 14 |
| UNCLEAR MANAGEMENTAND MANAGEMENT STYLE | 8 | 16 |
| POOR SOCIALSUPPORT | 7 | 14 |
| TOTAL | 50 | 100 |

SOURCE: PRIMARY DATA

**CHART NO.4.4**

**WORKPLACE FACTORS CAUSING STRESS**

**INTERPRETATION:-**

From the above chart it can be interpreted that 56% of the respondents are facing stress due to work overload and pressure, 14% of the respondents are facing stress dueto lack of control over work, 16% from unclear management and management style and 14% due to poor social support.Hence, majority of the women employees are facing stress due to work overload and pressure**.**

**TABLE NO.4.5**

**PERSONAL PROBLEMS AFFECT JOB OF RESPONDENTS**

|  |  |  |
| --- | --- | --- |
| PARTICULARS | NUMBER OFRESPONDENTS | PERCENTAGE OF RESPONDENTS |
| ALWAYS | 11 | 22 |
| SOMETIMES | 33 | 66 |
| NEVER | 6 | 12 |
| TOTAL | 50 | 100 |

 SOURCE: PRIMARY DATA

**CHART NO.4.5**

**PERSONAL PROBLEMS AFFECT JOB OF RESPONDENTS**

**INTERPRETATION:-**

Above table shows that 22% of working women’s personal problems always affects their job activity, 66% of them responded that their personal problems sometimes affect job activity and 12% responded that their personal problems never affect their job activity.

**TABLE NO.4.6**

**WORKING ENVIRONMENT AND CONDITIONS**

|  |  |  |
| --- | --- | --- |
| PARTICULARS | NUMBER OFRESPONDENTS | PERCENTAGE OF RESPONDENTS |
| SATISFACTORY | 24 | 48 |
| DISSATISFACTROY | 15 | 30 |
| CANT SAY | 11 | 22 |
| TOTAL | 50 | 100 |

SOURCE: PRIMARY DATA

**CHART NO.4.6**

 **WORKING ENVIRONMENT AND CONDITION**

**INTERPRETATION:-**

From the above chart, it can be seen that 48% of the women employees rates that the working environment and conditions is satisfactory, 30% rates the working environment and conditions is dissatisfactory and the remaining 22% has not rated.Hence it can be concluded that, for the majority of the women employees the working environment and conditions is satisfactroy.

**TABLE NO.4.7**

**WORK PERFORMANCE IMPROVE IF CONDITIONS WERE CHANGED**

|  |  |  |
| --- | --- | --- |
| PARTICULARS | NUMBER OF RESPONDENTS | PERCENTAGE OF RESPONDENTS |
| YES | 46 | 92 |
| NO | 4 | 8 |
| TOTAL | 50 | 100 |

SOURCE: PRIMARY DATA

**CHART NO.4.7**

**WORK PERFORMANCE IMPROVE IF CONDITIONS WERE CHANGED**

**INTERPRETATION:-**

 From the above chart, it can be interpreted that 92% of the women employees feel that their work performance would improve if the conditions were changed, and the remaining 8% of the women employees do not feel so. Hence, it can be inferred that majority of the women employees agree that their work performance would improve if the conditions were changed.

**TABLE NO.4.8**

**JOB EFFECTING RESPONDENT’S FAMILY**

|  |  |  |
| --- | --- | --- |
| PARTICULARS | NUMBER OFRESPONDENTS | PERCENTAGE OF REPONDENTS |
| ALWAYS | 12 | 24 |
| SOMETIMES | 34 | 68 |
| NEVER | 4 | 8 |
| TOTAL | 50 | 100 |

SOURCE: PRIMARY DATA

**CHART NO.4.8**

**JOB AFFECTING RESPONDENT’S FAMILY**

**INTERPRETATION:-**

From the above chart, it can be interpreted that 24% of the respondents job always affect their family, 68% of respondents job sometimes affect their family and 8% of them opinioned that their job never affects their family. Hence, majority of the women employees are of the opinion that their job is sometimes affecting their family.

**TABLE NO.4.9**

**RELATION BETWEEN RESPONDENTS AND THE CO-WORKERS**

|  |  |  |
| --- | --- | --- |
| PARTICULARS | NUMBER OF RESPONDENTS | PERCENTAGE OF RESPONDENTS |
| GOOD | 28 | 56 |
| BAD | 5 | 10 |
| CAN’T SAY | 17 | 34 |
| TOTAL | 50 | 100 |

SOURCE: PRIMARY DATA

**CHART NO.4.9**

**RELATION BETWEEN RESPONDENTS AND THE CO-WORKERS**

**INTERPRETATION:-**

 From the above chart, we can interpret that 56% of the women employees maintain a good relationship with the co-workers, 10% of them maintain a bad relationship and 34% can’t say about the relationship between them. Hence, majority of the women employees maintain a good relationship with the co-workers.

**TABLE NO.4.10**

**CONSIDER DEADLINE A SOURCE OF STRESS**

|  |  |  |
| --- | --- | --- |
| PARTICULARS | NUMBER OF RESPONDENTS | PERCENTAGE OF RESPONDENTS |
| ALWAYS | 23 | 46 |
| SOMETIMES | 26 | 52 |
| NEVER | 1 | 2 |
| TOTAL | 50 | 100 |

SOURCE: PRIMARY DATA

**CHART NO.4.10**

**CONSIDER DEADLINE A SOURCE OF STRESS**

**INTERPRETATION:-**

 From the above chart, it can be interpreted that 46% of women employees always considers deadlines as a source of stress, 52% of them sometimes considers deadlines as a source of stress and 2% never considers so. Hence, it can be inferred that majority of the women employees sometimes considers deadline a source of stress.

**TABLE NO.4.11**

**TRANSFER OR JOB ROTATION WILL LEAD TO STRESS**

|  |  |  |
| --- | --- | --- |
| PARTICULARS | NUMBER OF RESPONDENTS | PERCENTAGE OF RESPONDENTS |
| STRONGLY AGREE | 9 | 18 |
| AGREE | 33 | 66 |
| DISAGREE | 4 | 8 |
| STRONGLY DISAGREE | 4 | 8 |
| TOTAL | 50 | 100 |

SOURCE: PRIMARY DATA

**CHART NO.4.11**

**TRANSFER OR JOB ROTATION WILL LEAD TO STRESS**

**INTERPRETATION:-**

 The above chart shows that 18% of the women employees strongly agree, 8% disagree, and 8% strongly disagree while 66% agree that transfer or job rotation will lead stress. Hence it can be concluded that majority of the women employees agree that transfer or job rotation will lead to stress.

**TABLE NO.4.12**

**STRESS RELIEF METHOD SEEN WORKING IN THE ORGANIZATION**

|  |  |  |
| --- | --- | --- |
| PARTICULARS | NUMBER OF RESPONDENTS | PERCENTAGE OF RESPONDENTS |
| ENTERTAINMENT | 6 | 12 |
| SOCIAL SUPPORT NETWORKS | 5 | 10 |
| PARTICIPATE IN INTERACTIVESESSION WITH EMPLOYEES | 7 | 14 |
| ALL OF THE ABOVE | 27 | 54 |
| NONE OF THE ABOVE | 5 | 10 |
| TOTAL | 50 | 100 |

SOURCE: PRIMARY DATA

**CHART NO.4.12**

**STRESS RELIEF METHOD SEEN WORKING IN THE ORGANIZATION**

**INTERPRETATION:-**

 From the above table, 12% of women employees opinioned that entertainment is the best stress relief method seen in their organization, about 10% opinioned social support networks, where 14% opinioned participate in interactive session with employees, 54% opinioned all of the above and 10% none of the above. Hence majority says that entertainments, social support network, participation in interactive session with employees are all seen in their organization.

**TABLE NO.4.13**

**WORK FOR MORE THAN TEN HOURS ON A WORKING DAY**

|  |  |  |
| --- | --- | --- |
| PARTICULARS | NUMBER OF RESPONDENTS | PERCENTAGE OF RESPONDENTS |
| ALWAYS | 6 | 12 |
| SOMETIMES | 36 | 72 |
| NEVER | 8 | 16 |
| TOTAL | 50 | 100 |

SOURCE: PRIMARY DATA

**CHART NO.4.13**

**WORK FOR MORE THAN 10 HOURS ON A WORKING DAY**

**INTERPRETATION:-**

 The above table shows 12% of the women employees work for more than 10 hours on a working day, 72% sometimes and 16% never do so. Hence it is clear that majority of the women employees sometimes work for more than 10 hours on a working day.

**TABLE NO.4.14**

**OVERTIME OR LONG WOKING HOURS MAKE RESPONDENTS FEEL STRESSFUL**

|  |  |  |
| --- | --- | --- |
| PARTICULARS | NUMBER OF RESPONDENTS | PERCENTAGE OF RESPONDENTS |
| YES | 45 | 90 |
| NO | 5 | 10 |
| TOTAL | 50 | 100 |

SOURCE: PRIMARY DATA

**CHART NO.4.14**

**OVERTIME OR LONG WORKING HOURS MAKE RESPONDENTS STRESSFUL**

**INTERPRETATION:-**

 Here 90% of the women employees feel that overtime or long working hours make them feel stressful while 10% don’t feel so.Hence, it can be interpreted that majority of the women employees opinioned that overtime or long working hours make them feel stressful.

**TABLE NO.4.15**

**RESPONDENTS ROLE IN THE ORGANIZATION IS APPRECIATED**

|  |  |  |
| --- | --- | --- |
| PARTICULARS | NUMBER OF RESPONDENTS | PERCENTAGE OF RESPONDENTS |
| ALWAYS | 16 | 32 |
| SOMETIMES | 30 | 60 |
| RARELY | 4 | 8 |
| TOTAL | 50 | 100 |

SOURCE: PRIMARY DATA

**CHART NO.4.15**

**RESONDENTS ROLE IN THE ORGANIZATION IS APPRECIATED**

**INTERPRETATION:-**

 From the above table it can be interpreted that 32% of the women employees feel that their role in the organization is always appreciated, while 60% feel that their role is appreciated only sometimes and 8% feels rarely.Hence, majority of women employee’s opinioned that their role in the organization is sometimes appreciated.

**TABLE NO.4.16**

**NEGATIVE FEEDBACK INCREASE YOUR STRESS**

|  |  |  |
| --- | --- | --- |
| PARTICULARS | NUMBER OF RESPONDENTS | PERCENTAGE OF RESPONDENTS |
| ALWAYS  | 15 | 30 |
| SOMETIMES  | 30 | 60 |
| NEVER  | 5 | 10 |
| **TOTAL** | **50** | **100** |

SOURCE: PRIMARY DATA

**CHART NO.4.16**

**NEGATIVE FEEDBACK INCREASE YOUR STRESS**

**INTERPRETATION: -**

Above table and graph shows that 60% of the respondents opined that negative feedback sometimes increases their stress. 30% of the respondents opined that negative feedback always increases their stress. 10% of the respondents opined that negative feedback never increases their stress.

**TABLE NO.4.17**

**ORGANIZATION PROVIDE HEALTH AND WELLNESS PROGRAMS TO SUPPORT EMPLOYEES' WELL-BEING**

|  |  |  |
| --- | --- | --- |
| PARTICULARS | NUMBER OF RESPONDENTS | PERCENTAGE OF RESPONDENTS |
| REGULARLY  | 34 | 68 |
| OCCASIONALLY  | 10 | 20 |
| RARELY  | 6 | 12 |
| **TOTAL** | **50** | **100** |

SOURCE: PRIMARY DATA

**CHART NO.4.17**

**ORGANIZATION PROVIDE HEALTH AND WELLNESS PROGRAMS TO SUPPORT EMPLOYEES' WELL-BEING**

**INTERPRETATION: -**

Above table and graph shows that 68% of the respondents said that organization regularly provide health and wellness programs to support employees well-being. 20% of the respondents said that organization occasionally provide health and wellness programs to support employees well-being. 12% said that the organization rarely provide health and wellness programs to support employees well-being.

**TABLE NO.4.18**

**SATISFIED WITH THE TRAINING AND DEVELOPMENT OPPORTUNITIES PROVIDED BY THE ORGANIZATION**

|  |  |  |
| --- | --- | --- |
| PARTICULARS | NUMBER OF RESPONDENTS | PERCENTAGE OF RESPONDENTS |
| HIGHLY SATISFIED  | 18 | 36 |
| SATISFIED  | 14 | 28 |
| NEUTRAL  | 10 | 20 |
| DISSATISFIED  | 5 | 10 |
| HIGHLY DISSATISFIED  | 3 | 6 |
| **TOTAL** | **50** | **100** |

SOURCE: PRIMARY DATA

**CHART NO.4.18**

**SATISFIED WITH THE TRAINING AND DEVELOPMENT OPPORTUNITIES PROVIDED BY THE ORGANIZATION**

**INTERPRETATION:-**

Above table and graph shows that 36% of the respondents highly satisfied with the training and development opportunities provided by the organization. 28% of the respondents satisfied and 20% have neutral opinion. 10% dissatisfied and 6% of the respondents highly dissatisfied with it.

**TABLE NO.4.19**

**ENGAGE IN SOCIAL ACTIVITIES OR HAVE SUPPORT NETWORKS WITHIN THE WORKPLACE**

|  |  |  |
| --- | --- | --- |
| PARTICULARS | NUMBER OF RESPONDENTS | PERCENTAGE OF RESPONDENTS |
| REGULARLY  | 30 | 60 |
| OCCASIONALLY  | 18 | 36 |
| RARELY  | 2 | 4 |
| **TOTAL** | **50** | **100** |

SOURCE: PRIMARY DATA

**CHART NO.4.19**

**ENGAGE IN SOCIAL ACTIVITIES OR HAVE SUPPORT NETWORKS WITHIN THE WORKPLACE**

**INTERPRETATION: -**

Above table and graph shows that 60% of the respondents regularly engage in social activities or have support networks within the workplace. 36% of the respondents occasionally engage in social activities or have support networks within the workplace. 4% of the respondents rarely engage in social activities or have support networks within the workplace.

**TABLE NO.4.20**

**TO WHAT EXTENT DO YOU FEEL SUPPORTED BY YOUR ORGANIZATION IN MANAGING WORK-RELATED STRESS**

|  |  |  |
| --- | --- | --- |
| PARTICULARS | NUMBER OF RESPONDENTS | PERCENTAGE OF RESPONDENTS |
| STRONGLY AGREE | 23 | 46 |
| AGREE | 18 | 36 |
| DISAGREE  | 7 | 14 |
| STRONGLY DISAGREE  | 2 | 4 |
| **TOTAL** | **50** | **100** |

SOURCE: PRIMARY DATA

**CHART NO.4.20**

**TO WHAT EXTENT DO YOU FEEL SUPPORTED BY YOUR ORGANIZATION IN MANAGING WORK-RELATED STRESS**

**INTERPRETATION**

Above table and graph shows that 46% of the respondents strongly agreed that they feel supported by their organization in managing work-related stress. 36% agreed, 14% of the respondents disagreed and 4% of the respondents strongly disagreed that they feel supported by their organization in managing work0related stress.

**CHAPTER V**

**FINDIGNS, SUGGESTION AND CONCLUSION**

**5.1 FINDINGS**

* 66% of the women employees are satisfied with their current job.
* 80% of the respondents said that their job is very secure.
* 100% of the working women are of the opinion that they face some kind of stress at workplace.
* 56% of the respondents are facing stress due to work overload and pressure
* 66% of them responded that their personal problems sometimes affect job activity
* 48% of the women employees rates that the working environment and conditions are good
* 92% of the women employees feel that their work performance would improve if the conditions were changed
* 68% of respondents job sometimes affect their family
* 56% of the women employees maintain a good relationship with the co-workers,
* 52% of them sometimes considers deadlines as a source of stress
* 66% agree that transfer or job rotation will lead stress
* 54% opinioned all of the above is the best stress relief method seen in their organization
* 72% sometimes the women employees sometimes work for more than 10 hours on a working day.
* majority of the women employees opinioned that overtime or long working hours make them feel stressful.
* 60% feel that their role is appreciated only sometimes
* 60% of the respondents opined that negative feedback sometimes increases their stress.
* 68% of the respondents said that organization regularly provide health and wellness programs to support employees well-being
* 36% of the respondents highly satisfied with the training and development opportunities provided by the organization
* 60% of the respondents regularly engage in social activities or have support networks within the workplace

**5.2 SUGGESTIONS**

* Adequate support must be extended from the top to make the women employees feel safe and secure. This will enhance their moral of work and efficiency.
* The grievance handling procedures should be made more transparent so as to increase the confidence level of employees and reduce their anxiety and tension related to their jobs.
* Introduce more job oriented training programs, which can improve female employee skill and their confidence to work effectively.
* Growth opportunities should be strengthened at all levels of employees.
* The employees should become knowledgeable about the impact of stress so that they can anticipate the stressful periods and plan accordingly in advance.
* Relationship with in the organization should be strengthened.
* Increase holidays of employees to reduce family oriented stress.
* The social support system should be strengthened so as to reduce tension of women employees.
* Undertake stress audit at all levels in the organization to identify the areas of stress for improving the conditions of job.

**5.3 CONCLUSION**

The problem of Stress is inevitable and unavoidable in the organizational sectors. A majority of the female employees face severe stress-related ailments and a lot of psychological problems. Hence, the management must take several initiatives in helping their female employees to overcome its disastrous effect. Since stress in women employees is mostly due to excess of work pressure and work life imbalance, the organization should support and encourage taking up roles that help them to balance work and family. The productivity of the work force is the most decisive factor as far as the success of an organization is concerned. The productivity in turn is dependent on the psychological well-being of all the employees. In an age of highly dynamic and competitive world, human being is exposed to all kinds of stressors that can affect him/her on all realms of life. The growing importance of interventional strategies is felt more at organizational level. This particular research was intended to study the impact of occupational stress on female employees belonging to Kannur Co-operation. Although certain demerits were met with the study, every effort has been made to make it much comprehensive.

**BIBLIOGRAPHY**

**BOOKS:**

1. Venugopal. K, D., & Assis Koroth, A. (2014). Organizational behavior.
2. Selye, H. (1975). Confusion and Controversy in the Stress Field. Journal of Human Stress, 1(2), 37-44.
3. Vinod, A. (2015). Entrepreneurship Development. Central Cooperative Press.
4. Swaminath, P., & Rajkumar S, D. (2013). Stress levels in organizations and their impact on employee’s behavior (pp. 79-88). BVIMR Management.

**WEBSITES**

* [www.google.com](http://www.google.com)
* [www.slideshare.com](http://www.slideshare.com)
* [www.scholars.com](http://www.scholars.com)
* Stress management (English, hardcover, Chakravarty Ajanta)
* A Complete Guide Managing Stress(Dr. Bimal Chhajer)

**QUESTIONNAIRE**

**FACTORS INFLUENCING STRESS LEVEL OF WOMEN EMPLOYEES IN KANNUR CO-OPERATION**

Name:

Age:

Gender :

1. Are you satisfied with your current job?
2. Highly satisfied
3. Satisfied
4. Neutral
5. Dissatisfied
6. Highly dissatisfied
7. How secure do you feel in your current position?
8. Very secure
9. Moderately secure
10. Insecure
11. Do you face any kind of stress at workplace?
12. Yes
13. No
14. What are the workplaces factors causing stress for you?
	1. Work overload and pressure
	2. Lack of control over work
	3. Unclear management and management style
	4. Poor social support
	5. Others
15. Does your personal problems affect your job activity?
16. Always
17. Sometimes
18. Never
19. What can you say about your working environment and conditions?
	1. Satisfactory
	2. Dissatisfactory
	3. Can’t say
20. Will your work performance improve if the conditions were changed?
	1. Yes
	2. No
21. Does your job effects respondent’s family?
	1. Always
	2. Sometimes
	3. Never
22. How is the relationship between you and your co-workers?
	1. Good
	2. Bad
	3. Can’t say
23. Do you consider deadline a source of stress?
	1. Always
	2. Sometimes
	3. Never
24. Whether transfer or job rotation will lead to stress?
	1. Strongly agree
	2. Agree
	3. Disagree
	4. Strongly disagree
25. What is the stress relief method that you have seen working in your organization?
26. Entertainment
27. Social support networks
28. Participate in interactive session with employees
29. All of the above
30. None of the above
31. Do you work for more than 10 hours on a working day?
	1. Always
	2. Sometimes
	3. Never
32. Do you think overtime or long working hours make you feel stressful?
	1. Yes
	2. No
33. Do you feel that your role in your organization is appreciated?
	1. Always
	2. Sometimes
	3. Never
34. While evaluating your performance by others, does the negative feedback increase your stress?
	* 1. Always
		2. Sometimes
		3. Never
35. Does your organization provide health and wellness programs to support employees' well-being?
36. Regularly
37. Occasionally
38. Rarely
39. How satisfied are you with the training and development opportunities provided by your organization?
40. Highly satisfied
41. Satisfied
42. Neutral
43. Dissatisfied
44. Highly dissatisfied
45. How often do you engage in social activities or have support networks within the workplace?
46. Regularly
47. Occasionally
48. Rarely

20. To what extent do you feel supported by your organization in managing work-related stress?

1. Strongly agree
2. Agree
3. Disagree
4. Strongly disagree