

STRESS MANAGEMENT BY EMPLOYEES AT MIND TREE LTD: A STUDY

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Abstract: The study is completely focused to Information and Technology Sector. IT is a boom that has brought its own set of challenges. One of the most important challenges is stress. Research deals with “Stress Management” as carried out in Mind Tree Limited. In this report, I have studied & evaluated the stress management as carried out in the company. Stress is associated with every human life. Stress is considered as strain from between external environment and us. It is also considered as biological reactions. It is impossible to survive without stress either being student or working adult. Workplace stress occurs when there is a gap between job demands and individual capabilities, needs, wants, resources etc. These factors may lead to poor performance. The nature and the process of work in a Mind Tree Limited is competitive and hectic that often leads to stress. Stress is threat to the employees of the organization and stress management is assumed as of great importance in any organization. Stress is a part of day-to-day living. In our daily lives, we are often exposed to various situations that produce stress. However, if the stress is high, it can result into serious health and mental issue. Hence, this report completely explains in depth about the stress and its management in a Mind Tree Limited.

Keywords: Stress, Workplace, Performance, Employees, Male and Female.

1. INTRODUCTION

The study will tell us the impact of stress at work place. Stress is complex concept. It can be routine, short term or long term. Sometimes employees can cope up well with stress, deal with the situation and at other times they will have difficulty to deal with various situations. Stress is basic fact of every human life and is mostly experienced by the IT Professionals. The employees working in IT sector face a lot of stress because they have to walk hand in hand with the updates continuously, dealing and delivering client/customer requirements. Stress is not always a bad concept. Stress is sometimes considered as a motivation for the employees in an organization and sometimes may lead to mental and health issues. Hence, certain level of stress is beneficial. This study makes an attempt to study stress amongst the IT employees. Thus, it is necessary that every IT organization should take some measure to overcome the stress and its negative impact on employees.

2. LITERATURE REVIEW

Richardson - He says that stress has different levels of hierarchy i.e. primary, secondary and tertiary. He delivered a speech to all the employees about how to manage stress by giving various training and relaxation programs.

K.S Sathyanarayanan - The author says that employees are satisfied and happy with working hours given to them by the company provided that company should conduct some stress-free programs to eliminate the level of stress.

Gladies J. J. - The author described the relationship between organization climate and job stress amongst women working in IT companies. They feel that how to manage stress is very critical matter that has to be developed in IT companies to reduce the causes of stress.

Erica M - The author says that exercise is the only component to manage stress. Exercise will be beneficial to reduce stress that will further help to improve the mental and the physical health of the employees. Stress management programs should be conducted timely by the psychologist or health care service providers.

Yusof, Latif, Ismail, Azidin, and Razak - These authors say that employers should frame some policies that would minimize the stress level so that the productivity of the organization is not harmed.

Geeta Kumari and K.M Pandey - These authors concluded that 93% of the employees are mostly in stress because of deadlines. Stress on mind causes anxiety, anger, mood swings, and lack of confidence. Most of employees in software companies have started losing self-control in their life.

Ipseeta Satpathy - The author investigated that stress is a challenge for organization because organization with stressed employees are more likely to be unsuccessful. She concluded that stress is mainly due to work pressure, physical and mental harassment, fear of losing job, working hours, environment, society, improper definition of roles, and demand for innovation.

Younghyeon Nam - The author says that stress has been concluded as factor of risk that will result into various diseases such as gastrointestinal, diabetes and indigestion. He derived a relationship between stress and indigestion.

Masasaran Bamba - The author revealed that lots of stress will make employees feel various disorders, lack of concentration, absenteeism, grievances, increase in turnover rate that will greatly reduce the efficiency and effectiveness of the employees as well as of the organization.

Dr. V. Antony Joe Raja - The author found out that stress is not always bad. It all depends upon how we take it as. Many a times a stress is self-generated because of over thinking. One should be able to recognize the stress and must manage it accordingly.

Objectives of the study:

- To understand the common symptoms of the stress.
- To analyze the stress management techniques used by the employees.
- To recommend strategies to cope with the stress.

Scope of the Study:

This study emphasizes on the stress management in a Mind Tree Limited. The study on the stress management is limited within the organization. The study is carried out on the employees of the organization both on male and female. This study tells about the various symptoms of the stress. Hence, this study gives us the awareness and techniques to be gained for managing stress which will also increase the productivity and empower employees at different levels.

Research Design:

Problem Statement: The study on stress management has pioneered the research on stress which is getting effected to employees. Richardson - He says that stress has different levels of hierarchy i.e. primary, secondary and tertiary. He delivered a speech to all the employees about how to manage stress by giving various training and relaxation programs.

3. RESEARCH METHODOLOGY

Research methodology is defined as an activity to identify the solution for the problems and take appropriate decision using a systematic method. It also refers to the search of knowledge. The primary aim of research is to discover, interpret and the development of methods. It is a search of information on a specific topic.

Sources of Data:

- Primary data - Primary data is a data which is obtained by the researcher with his/her own efforts that were not previously available. Primary data includes researcher's personal observation, experience, counseling, interviewing of the respondents.
- Secondary data - Secondary data are those data that are readily available information. They can be gathered from magazines, books, websites, library, institutions, journals etc.

Sampling:

Sampling refers to the process of collecting or choosing respondents for the study.

Sampling Type:

There are two types of sampling i.e. probability sampling and non-probability sampling. Probability sampling is used for selecting the population.

Sampling Frame:

Total number of employees from Mind Tree Limited are 50 respondents.

Sampling Unit:

Sample will be drawn from all departments.

Sample Size:

The total sample size was 50 selected from the employees working in Mind Tree Limited.

Analysis Technique:

Random Sampling and Questionnaire technique selected by researcher to collect the data from respondents.

Data Presentation: BAR CHART

Findings:

Finding is on the base of data collection and interpretation presented in the data analysis and interpretation.

1. 50% employees agree towards the fact that stress has lot of impact towards health.
2. 43% employees agree that working for overtime causes stress.
3. 35% employee's opinion are decrease in job satisfaction is the main reason where performance get affected due to stress.
4. 25% employees states that they take leaves when under stress.
5. 40% employees agree that planning of work activities help to manage their work that makes them stress free.
6. 45% employees feel that there is a neutral free flow of communication to discuss stress with higher level and stress management facilities.
7. 50% employees manage stress at lower level.

Limitation of the study:

- The study is limited within Mind Tree Limited.
- The sample size is limited to 50.
- This study does not focus on other parameters of the organization apart from stress.
- Validity of information.

Suggestion and Recommendation:

1. As most of the human resources feel stress at workplace, both employee and employer should understand each other.
2. Employees working in a company should make sure that they don't compromise health against stress as managing stress should be considered as first priority.
3. The company should be supportive and must considered employees problems as their problems. Employees must be given enough time to complete their task and expectation level should be based upon employee's experience.
4. Employees should say no to proposed request that will make them stress. The employees should also accept the fact that some professional aspects of organization can be control.

5. Company should conduct stress management facilities, free flow of communication, proper appraisal system, rewards and recognition.
6. Company should make sure that disputes and conflicts should be avoided and solved to maintain peace.
7. In an organization, work should not be excess. The employees should be able to manage their personal life as well as professional life.

4. CONCLUSION

Stress is feeling and is perceived as a challenge to individual's physical and mental state. Management of stress help employees to reduce it and become healthy. Stress is different for different employees and every employee have their own way to manage stress. The way to manage stress is considered as a key for employees and as well organization.

1. The study concludes that stress has a huge impact on health.
2. Employees feel irritated, face back pain problem, sleep more and intakes coffee when they are under stress which is considered as a low level to manage stress.
3. The research concludes that most of the employees are ready to work under stress but will demand for extra pay or leaves.
4. It also concluded that most of the employees want growth opportunities to reduce stress instead of being at one place.
5. The analysis also reveals that there is neutral free flow of communication to discuss stress with higher level but still sometimes the discussions may not be effective to reduce stress.
6. The research also highlights that employees job satisfaction is affected because of politics and conflicts that leads to stress.
7. Since stress in IT Sector in more due to excess of work pressure. Stress in unavoidable and employees face different types of stress. So the organization should take initiative to support and encourage their employees.

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