A STUDY ON STRESS MANAGEMENT OF EMPLOYEES OF IT FIELD WITH REFERENCE TO INFOPARK, KAKKANAD

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In partial fulfilment of requirement for the

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BONAFIDE CERTIFICATE

This is to certify that the project **"A STUDY ON STRESS MANAGEMENT OF EMPLOYEES OF IT FIELD WITH REFERENCE TO INFOPARK KAKKANAD"** is a work done by **LENA ROJAN (200021065323), METTY SHIGHA (200021065325), SONA G (200021065337)** in partial fulfilment of the requirement for the degree of **Bachelor of Commerce** under my guidance and supervision. It is further certifying that this dissertation or part thereof has not been submitted elsewhere for any other degree.

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DECLARATION

We further declare that this work has not formed the basis for the award of any academic qualification, fellowship or other similar title of any other university or board.

We **Lena Rojan, Metty Shigha and Sona G** hereby declare that the project entitled **'A STUDY ON STRESS MANAGEMENT OF EMPLOYEES OF IT FIELD WITH REFERENCE TO INFOPARK KAKKANAD'** is recorded of work done by us under the guidance of Mrs. ASHA JOHN, Hod of department of commerce, Bharata Mata College Thrikkakara and is submitted to Mahatma Gandhi University, in partial fulfilment of the requirement for the award of degree of Bachelor of commerce.

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CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION TO STUDY

Stress is defined as a state of emotional or physical stress. It can be triggered by any incident or idea that causes you to feel dissatisfied, furious, or anxious. Your body's reaction to a challenge or demand is called stress. Stress may be beneficial in brief spurts, such as when it helps you escape danger or make a deadline. Employers must obey the law; doing so helps to reduce and relieve workplace stress. Sexual harassment, for example, is one form of workplace stress. Stress management refers to a wide range of approaches that assist people control their stress levels. The goal of stress management is to enhance an employee's daily functioning and promote job happiness. It is normal to be stressed. Stress management offers a range of strategies to help you better deal with stress and difficulty (adversity) in your life. Managing stress can help you lead a more balanced, healthier life. Stress is an automatic physical, mental and emotional response to a challenging event. Due to globalization of the Indian economy and encouraging government policies, the Information Technology (IT) industry in India has got a remarkable boost. In the IT industry a continuous pressure can be seen among IT professionals to provide effective services efficiently and have to be cost effective.IT professionals are prone to develop a lot of health related problems due to constant physical and mental stress of their work. Acid peptic illness, alcoholism, asthma, diabetes, weariness, tension headache, hypertension, insomnia, irritable bowel syndrome, psychoneurosis, sexual dysfunction, and skin disorders such as psoriasis, lichen planus, urticaria, pruritus, neurodermatitis, and others are frequent health problems caused by stress. Globalization and privatization play significant roles, as do job instability, uncertainty about future employment opportunities, and the rapid obsolescence of skills. The IT industry has grown to be one of India's fastest growing industries.Strong demand in recent years has positioned India as one of the world's fastest growing IT marketplaces. Any profession has goals, and a person feels stressed when those goals are unattainable and they are unable to manage a certain circumstance.The human body attempts to adapt to new circumstances or the changing environment around him. The body exerts extra effort throughout this process, resulting in stress. Stress disrupts the body's regular functioning. In the post-liberalization period, the Indian IT sector has witnessed tremendous expansion. IT firms strive to maximize manpower utilization in order to fulfill their objectives. Uncontrollable stress produces psychological issues. Over 50% of IT professionals are dealing with stress-related issues.The primary sources of stress in this industry are an excessive workload

and excessive working hours. Employees are becoming increasingly stressed at work. Workplace stress is increasingly seen as a legitimate health and safety problem. Stress management is becoming increasingly popular, particularly in the IT sector. There is no such thing as a job that is free of stress. Everyone at work has tension and anxiety while they carry out their responsibilities.The information technology industry, which is the backbone of the country's economy, is not unusual. Employees in the IT sector have incredibly tedious jobs.According to the research, a huge number of employees are under stress as a result of their job, and the causes of this stress include lengthy working hours, an ineffective incentive system, role conflict, a lack of job autonomy, organizational culture, and so on. The primary cause is a lack of managerial support for employees. Employees may detect a variety of signs suggesting excessive levels of stress. However, if these signs are not detected early on, they can lead to major health problems in employees such as depression, heart difficulties, diabetes, and so on.Because of significant job stress, most employees are unable to spend time at home or with family, affecting not just their health but also their personal lives. However, with the aid of good management strategies, the bankers' stress level may be greatly lowered.

1.2 SCOPE OF THE STUDY

Stress is a complex problem in the IT industry, and the underlying reasons are difficult to comprehend. This research is being conducted to investigate the elements that lead to stress among IT employees. The key stress factor has a direct impact on employee productivity at work. As a result, personnel should be aware of the factors that contribute to stress. Once the criteria are recognised, the task may be completed efficiently and successfully. Employee stress can be reduced, but it cannot always be avoided. As a result, the effective release strategy must be used in this investigation. Employees can lessen stress by utilizing an efficient release mechanism. Employees may devote more time to issue solving and work. There are several types of successful releasing methods. As a result of this discovery, it is critical to distinguish the ways that may be utilized to successfully reduce stress, which helps to improve productivity, create work harmony, and minimize stress factors experienced by employees

1.3 RELEVANCE OF THE STUDY

To study the effectiveness of stress management of employees of the IT field at Infopark by examining the employee perception of various stress management methods, and to identify the areas that needed to be improved and to suggest measures to improve conditions of stress levels of employees.

1.4 OBJECTIVES

- To learn about the stress levels of IT staff.

- To examine the techniques adopted by employees to overcome stress.

- To analyze how employees Stress levels affect their family life.

- To evaluate the impact of occupational stress on an employee's physical & mental health.

1.5 METHODOLOGY

The study is primarily descriptive, based on primary data. Info Park, Kakkanad is the intended audience.A sample of 50 participants was drawn from the InfoPark in Kakkanad. For sample selection, random sampling was utilized. The study made use of both primary and secondary data. The questionnaire approach is used to acquire primary data. Secondary data are ones that have been gathered and released by someone else for this reason. They are generally in the form of finished items. For this study, secondary data was gathered through books and the internet.

1.6 LIMITATIONS

- One of the most significant limitations was the unwillingness of people to provide information and participate in interviews.

- Another restriction was that the study only covered Info Park, Kakkanad, and the information gathered could not be used as a definitive key.

- Employees were unwilling to freely express their opinions.

- The study's sample size is limited to 50 employees. As a result, findings cannot be generalised

CHAPTERISATION

This study is presented in four chapters.

Introduction

The first chapter deals with the brief introduction to study. It represents statement of the problem, significance, objectives, methodology and chapterisation.

Review of Literature

This chapter provides both a review of past material and a conceptual review.

Analysis and Interpretation of data

This chapter is the subject matter of the study which gives a detailed analysis of data.

Findings, Suggestions and Conclusion

The fourth chapter is the final and concluding chapter. In this chapter a summary of findings and a set of suggestions are provided

CHAPTER 2
REVIEW OF LITERATURE

REVIEW OF LITERATURE

A researcher conducts and surveys the linked literature in order to examine the current state of a certain research issue. From the survey of literature, a researcher may determine the amount of work previously done on his research topic that has not yet been touched, or that is yet to be conducted.

Cobb (1975) - Has the opinion that, "The responsibility load creates severe stress among workers and managers."If the individual manager is unable to cope with the increasing duties, it may result in a variety of physical and psychological illnesses.

Subha and shakeel (2009) - Described "Higher level of stress existed with no managerial concern for solution consequently lowering the employee performance, staking organizational reputation and loss of skilled employees, these situations call for immediate concern from organization management for employing effective stress management practices to increase employee satisfaction and overall employee performance." Work overload and time pressure to finish too much work in a short period of time are major sources of stress that reduce employee performance.

N Kathirvel (2009) -People experience stress as a reaction to excessive pressure or other sorts of demand imposed on them. It appears when they are concerned about their ability to cope. Stress is a demand placed on the mind's and body's adaptive capacity.

Bashir U & Ramay M. I. (2010)-The association between job stress and job performance on bank employees in Pakistan was investigated. The study uses data from graduate, senior workers, including managers and customer service officers, of a well-known expanding bank in Pakistan to examine the purpose model in connection to workplace stress and its influence on job performance. The findings reveal that job stress considerably reduces an individual's performance. The findings show that organizations should foster a supportive culture within their working environments.

Kodavatiganti K & Bulusu V (2011) - The association between job stress and job performance on bank employees in Pakistan was investigated. The study uses data from graduate, senior workers, including managers and customer service officers, of a well-known expanding bank in Pakistan to examine the purpose model in connection to workplace stress and its influence on job performance. The findings reveal that job stress considerably reduces an individual's performance. The findings show that organizations should foster a supportive culture within their working environments.

Gladies J. J. & Kennedy V (2011) - The author discovered a substantial relationship between organizational climate and job stress among women working in Indian IT businesses. Learning how to handle stress, he believes, is a critical topic that should be explored in IT organizations in order to decrease or eliminate the sources of stress and poor working conditions.

Sinha V. and Subramanian K.S. (2012) - According to the study, different levels of organizations encounter distinct types of organizational role stress. It also claims that stress is impacted by several elements such as a lack of resources, inadequacy inside a person, role overload, role stagnation, role isolation, and role expectation.

Khalid A. (2012) - In each organization, there is a clear link between stress and work performance. To boost an employee's performance in an organization, their leaders should provide them with adequate assistance. As a result, even in unfavorable circumstances, a supportive boss may boost an employee's performance.

Kavitha (2012) - The paper focuses on the organisational role stress experienced by IT personnel. It also emphasises that women experience higher stress than males in the organisation, with married women facing more stress than unmarried women.

A. Y. Tatheer (2013) - Majority of the bankers of Pakistan claim that they are highly stressed because of their jobs that not only affect their performance in banks but also equally affect their health and personal life. They also declare that the organizational politics and bureaucracy are the main reasons for stress in their banks.

P.S. Swaminathan & Rajkumar S. (2013) - He performed a study that looked at the levels of stress across different age groups, professions, job types, working hours, and the impact of the work environment on the amount of stress encountered by employees. Employee stress is very individualistic. His research suggests that there is an ideal level at which every individual can function to the best of his ability. He has identified three variables that contribute to job stress: a) role overload, b) role self distance, and c) role stagnation.

Satija S. & Khan W. (2013) - According to him, Occupational Stress is the same as Job Stress in that it must be managed in the workplace or it will severely impact employees' ability to mitigate the connection between Emotional Intelligence and Occupational Stress. His research found that Emotional Intelligence is a strong predictor of Occupational Stress.

Charu M. (2013) -He argued that greater levels of stress are directly linked to the quality of life for IT professionals. He highlighted a few characteristics that directly impact the quality of work life, including a fair pay structure, consistent role expectations, supervisory support, a pleasant work environment, job capability fit, role autonomy, and stress. The biggest source of anxiety among IT sector colleagues is the fast shift in technology.

Satpathy, Patnaik and Mitra (2014) - The amount of stress in the IT sector was investigated. Individuals working in information technology experience additional stress since they must constantly refresh their expertise. The various contributing factors and associated attributes for stress discovered are- sources of job stress that are linked to job dissatisfaction, job satisfaction is directly related to stress and organisational culture, significant correlation between organisational climate and job stress, higher stress is directly proportional to quality of work life of IT professionals, direct relationship between stress and job performance, married women face more stress as compared to single women

Anbarasan and Jaganath (2014) - Stress was investigated at a lower level. (Administrative employees, team leaders, employees) Stress was discovered to be a big problem, and the results were utilised to develop ways for lowering employee stress levels, and so suggestions were made to increase the company's efficiency. Companies were advised to reduce stress levels by reducing heavy workloads, providing proper training to employees regarding the tasks they perform, providing a good working environment to employees that provides a pleasant feeling to the employees, recognising and rewarding employees for their efforts, and motivating employees to work more effectively.

Nair Krishnan (2016)- A study on stress in the IT industry indicated that respondents are comfortable with the environment in which they work and are pleased with the excellent teamwork among employees. Employees are satisfied with their working hours since they work the night and morning shifts. To keep staff happy and engaged, the organization might focus on various stress management programmes. And they believe that the personnel are under mild stress, which might help them enhance their working habits.

Bahl (2016)- It was shown that stress management at the individual level contributes significantly to overall stress management. Though employees recognise the importance of exercise, games, and walking in helping individuals manage stress, the findings indicate that exercise is not taken seriously by the respondents. However, it is encouraging to see that individuals, on an individual level, have been able to handle stress more effectively than organizational initiatives and interventions.

CHAPTER -3

THEORETICAL FRAMEWORK

3.1 Stress in general

Numerous academics have defined the term stress. Fletcher described one of the definitions as a "continuous process that involves individuals interacting with their environments, evaluating the circumstances they find themselves in, and attempting to deal with any problems that may arise." When a person is under pressure and is unable to handle it, that circumstance is referred to as stress. Additionally, stress suggests a direct adverse effect on both the individual and the organization by weakening the achievement of the initial aims. Stress not only compromises the health and welfare of employees, but it also has a negative impact on the standing and productivity of the company. The detrimental effects of stress include job discontent and employees who are unwilling to complete their tasks. The company's drawbacks include a decline in output, high employee turnover, and poor work quality.

A person can control their stress levels using a wide range of approaches known as stress management. The goal of stress management is to enhance an employee's daily functioning and boost job happiness. Stress is a typical feeling. To help you deal with stress and difficulties (adversity) in your life more effectively, stress management provides a variety of solutions. You can live a more balanced, healthier life by controlling your stress. Stress is a natural physical, mental, and emotional reaction to a difficult situation. The Indian IT industry has expanded significantly since the country's liberalization. The goal-oriented IT organizations strive to make the best use of their human resources. Because of the constant tension, this leads to psychological issues. More than 50% of IT professionals struggle with stress-related issues. The primary causes of stress in this industry are an excessive workload and an excessive amount of working time.

3.2 SCOPE OF STRESS MANAGEMENT:

The goal of this study is to determine the types of stress that employees at all levels of the company experience and how well-prepared they are psychologically to handle them. This will help researchers understand how employee stress affects the company as a whole. Stress is a relatively typical issue in today's competitive environment. It is a condition in which a person's normal mental and physical health might be jeopardized. Stress is linked to two factors: limitations and demand. The limits keep us from accomplishing what we want. The demand, on the other hand, alludes to the loss of something wanted. The human body attempts to adapt to new circumstances

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or the changing environment around him. The body exerts extra effort throughout this process, resulting in stress. Stress disrupts the body's regular functioning.Stress isn't always bad. It enables the individual to perform effectively in the workplace. As a result, we may define stress as the body's nonspecific response to any pressure placed on it. Stress can lead to heart attacks and car accidents. The crucial thing to remember is that some stress is natural and necessary. In the post-liberalization period, the Indian IT sector has witnessed tremendous expansion. IT firms strive to maximize manpower utilization in order to fulfill their objectives. Uncontrollable stress produces psychological issues. Over 50% of IT professionals are dealing with stress-related issues. The primary sources of stress in this industry are an excessive workload and excessive working hours.

Objectives

Following are the objectives of stress management:

Helps to increase individual productivity and responsibility: Stress management improves individual employee productivity and fosters a positive working environment. It causes a significant shift in staff responsibility.

Create better team communication and morale: Team communication is essential in the operation of an IT firm; stress management aids in the development of excellent team communication, which has an impact on the overall performance of the organization. Stress management can also help to boost one's confidence

To improve customer satisfaction: It is an inescapable aspect in the efficient operation of a business. Customer pleasure leads to corporate success. Customer satisfaction surveys and ratings can assist a firm in determining how to improve.

Helps in reducing personal stress: Employees' personal stress can be decreased with good stress management. Employees can have a fulfilling personal life.

Connecting better to family and friends: Employees can maintain strong and joyful connections with family and friends if stress is managed effectively. Because every employee is a social creature who has a family life, stress management assists them in creating a better social life.

3.3 Occupational Stress

Endocrinologist Hans Selye coined the term "stress" in the 1930s to describe physiological reactions in experimental animals. He then enlarged and popularized the term to encompass the perceptions and behaviors of individuals attempting to adapt to everyday circumstances. In Selye's definition, "stress" refers to the organism's reaction, while "stressor" refers to the perceived danger. Stress may be both positive and detrimental. Eustress is an adaptive reaction that prompts the activation of internal resources to confront obstacles and achieve goals. Laypeople typically use the term stress to describe any perceived challenges in life. It also became a euphemism, a means of addressing issues and gaining sympathy from others without being directly confessional. It encompasses a wide spectrum of events, from moderate discomfort to serious disorders that can lead to catastrophic health collapse. In general, any occurrence or scenario that falls between these two extremes might be classified as stressful. Stress symptoms might be cognitive, emotional, physical, or behavioral. Poor judgment, a general negative outlook, excessive worrying, moodiness, irritability, agitation, inability to relax, feeling overwhelmed, lonely or isolated, depressed, aches and pains, diarrhea or constipation, nausea, dizziness, chest pain, rapid heartbeat, eating too much or too little, sleeping too much or too little, withdrawing from others, procrastinating or neglecting responsibilities, using alcohol, cigarettes, or drugs

Sources of Occupational Stress

Though occupational stress is caused by elements of the job and its psychosocial environment, these elements are not intrinsically stressful. In reality, the employee's personal qualities and cognitive evaluation of job variables within the context of his capacity and resources influence the amount of stress he would experience from a workplace element or circumstance. (Srivastava, A.K. 1999:33).As a result, no work environment characteristic can be classified or generalized as a universal stressor. Stress caused by employment elements or situational circumstances varies from person to person and is mediated by the employee under study's personal characteristics.

Furthermore, the employee's psychological and behavioral specializations become persistent causes of stress for him.

Most researchers have identified workplace stressors, and various methodologies have been utilized to categorize these causes into a meaningful model. Cooper and Marshal (1978) found approximately 40 interacting elements that might be attributed to job stress. They classified these and recommended six key sources of workplace stress. This model remains a solid basis for discussing the idea.

These six major categories are:-

Factors related to the work

Position in the organization

Workplace relationships

Career advancement

Organizational culture and environment,

Interaction of the organization with the outside world (Extra organizational).

Consequences of Stress

Excessive job stress is well recognised as a factor of increasing dissatisfaction with one's employment. Although stress is seen to be required for personal growth, development, and performance, it may be taxing on the individual. The majority of stress researchers have determined that stress increases the likelihood of bad emotional experiences, producing considerable deterioration in an individual's adjustment, behavioral effectiveness, and health.

Walter Cannon (1914) and Hans Selye (1920) were the first to investigate the nature of the stress reaction. More lately, there has been a strong emphasis on the health consequences of job stress for both people and organizations. This worry is based on the notion that strong or prolonged activation of the stress response might lead to a variety of health issues. Organizational stress research has mostly focused on the emotional, behavioral, and health effects of workplace stress (Ivancevich & Matteson 1980).

Employees are affected psychologically and physiologically by prolonged intense stress. Stress may excite an individual to boost performance at a modest level, but it begins to impede

performance when its intensity reaches a disruptive level, which varies depending on the qualities of the focus person and the activity being performed. Stress causes a rise in serum and cholesterol levels, blood pressure, heart rate, adrenalin levels, and respiration rates. A range of psychosomatic disorders can emerge as a result of persistent high levels of stress. The stressors of work impact several aspects of workplace behavior, including performance, job satisfaction, absenteeism, and turnover. Schuler (1980) classified all job-related repercussions into three categories: psychological, bodily, and behavioral symptoms.

3.4 Individual Response to Stress

The response to stress is often classified as physiological, psychological, or behavioural in the stress literature. When an employee perceives a stressful circumstance, an instant response is produced. There are a range of sensations, many of which are unpleasant and reflect the individual's temperament and environmental variables. These strains are viewed as unfavourable outcomes of stresses. Aside from their unfavourable character, certain strains may have extra negative effects on individual task performance and well-being. Individual variations influence the kind, number, and intensity of stresses that an individual develops (Cox, 1985).

Personal strain is thought to be the result of occupational stress factors, according to Osipow and Davis (1988), and it manifests as vocational, physical, interpersonal, and psychological strain.

Behavioural reactions to stressful events are some of the indicators of professional strain. Boredom, fear lack of interest, poor attention, and increased accident proneness are examples. These signs will have an immediate impact on the organization. Job discontent, for example, can lead to decreased productivity (Sutherland, Fogarty, & Pithers, 1995).

Stress-related psychological symptoms include initial shock and disbelief, followed by defensive reflexes, denial, blame, and, finally, acceptance. Strain responses can be short-term or long-term, moderate or severe, depending on the length of the causes, their severity, and the individual's capacity to heal and manage. Physical and physiological signs of strain include: Physical strain is most likely to arise as a result of role overload, role insufficiency, and responsibility, according to Osipow and Davis (1988), who utilised self-report indices to determine the effect of stress on strain symptoms.

Physiological Problems

Stress, according to studies in health and medical sciences, can cause changes in metabolism, higher heart and breathing rates, elevated blood pressure, migraines, and heart attacks. High blood pressure, alterations in blood eosinophils, and higher cholesterol are all indicators of physical or physiological strain (Harrison, 1978). In their review, Downs et al. (1990) said that stress has been linked to cardiovascular disease, hypertension, ulcers, asthma, and migraine headaches. Physiological strain, according to Edward and colleagues (1998), also includes higher blood pressure and impaired immune system function.

Psychological Problems

Job-related stress can lead to job discontent, tension, worry, boredom, and procrastination. According to Harrison (1978), strain is defined as a divergence from typical responses, and psychological strain includes responses such as job dissatisfaction, depression, poor self-esteem, and unresolved difficulties. In their assessment of occupational stress, Downs, Driskill, and Window (1990) observed that stress can cause melancholy, hostility, exhaustion, irritability, moodiness, boredom, low self-esteem, accident withdrawal, and burnout. Dissatisfaction, anxiety, diphoria, complaints of sleeplessness, and restlessness were also mentioned by Harrison as signs of psychological pressure.

Behavioral Problems

Changes in productivity, absenteeism, and turnover, as well as changes in food habits, increased smoking or alcohol use, and sleep difficulties, are all behavioural signs of stress. According to Quick et al. (1987), behavioural changes are among the earliest and most immediately recognised indications of stress rise. Arguments and conflicts over petty topics, uncommunicativeness, withdrawal of affection, increased cigarette smoking, increased alcohol and recreational drug misuse, and frequent use of healthcare facilities are some of the prevalent behavioural impacts of stress. An individual under stress may or may not exhibit all of these symptoms. Cognitive analyses of stress reveal that each person's behavioural response may be unique, depending on the person's ability to tolerate cognitive and biologic demands, the duration of externally controlled

stimulation, or the ability to control the duration of stressors through coping and defensive cognitive processing.

3.5 Minor Physical and Behavioral Symptoms

A variety of physical signs that typically present prior to the development of major stress-related disease have been found. Lack of appetite, sleeplessness, nervous twitches, headaches, elevated blood pressure, nail biting, and indigestion are some of the symptoms. When modest physical manifestations of stress arise, it is critical to deal with the stressors appropriately in order to prevent an escalation in physiological strain symptoms (Cooper et al. 1988).

Cardio-vascular disease

A substantial amount of study has been conducted on the relationship between job stress and health, specifically the occurrence of cardiovascular disease (Jones and Bright 2001). When the stress response system is engaged repeatedly, it causes unneeded harm to the cardiovascular system. Increased blood pressure and fatty acid deposits can lead to heart attacks and reduced blood supply to the extremities (Rodin and Salovey, 1989).

Immune System Disease

The body defends itself against infection in two ways: To begin, antibodies are released, which bind invading infections, making them inactive and removing them from the body. Second, a more aggressive defense is employed, in which immune cells aggressively eliminate invading organisms such as tumors and viruses. The immune cells of the body are white blood cells that are created and stored in the bone marrow. Stress affects the body's capacity to regulate the daily variations between the two immunological responses, increasing the likelihood of illness (Clow, 2001). Khatri, Chausouria, and Uduppa (1977) investigated the psychological elements of stress in 25 cancer patients and did biochemical analyses of blood and sick tissues, concluding that cancer cases were associated with psychosocial stress.

A lot of research has found a link between stressors and colds. Cold stress has an influence on physiological alterations in bodily fluids and hematology, according to Rama Sarma et al. (1977) and A.G Datta (1977) studies. Jones and Bright (2001) discovered that emotional distress was connected with an increased risk of infection.

Interpersonal Symptoms of Stress

Humans require social interaction as a basic requirement. Interpersonal contact or interaction may occur at work in the form of official and informal meetings, talks, and engagement with seniors, peers, subordinates, customers, and members of the general public. The degree of pressure and tension experienced by employees is determined by their own perspective of the circumstance and their comfort in working with others. Stress is increased by both extended solitude and excessive interpersonal engagement. Underload and overload of interpersonal interaction can cause negative emotional reactions, excessive conflict, restlessness, and anxiety, all of which must be managed in order to prevent mental and physical sickness (Gherman, 1981).

3.6 Organizational Effect of Stress

An employee in a company performs in line with the different relevant expectations of others around him. His success in the organisation is determined by his task activities, behavioural settings, and "interpersonal connectedness" pattern.

Such employment duties might sometimes threaten to surpass the occupant's capabilities and cause stress. Personal traits and experiences have a large effect on emotional, physiological, and behavioural reactions to stress, which can affect an individual's performance in the workplace.

Stressful working conditions can have a negative impact on job satisfaction; the stresses of the job life develop negative attitudes about various aspects of the job in the focal employee, which eventually generates a feeling of job dissatisfaction in the employee (Cooper et al. 1988); Kahn et al. (1964), Srivastava and Jagadish (1983), Luhadia (1991).

Employee and management morale is typically an organisational pressure that necessitates an organization-wide response. It will result in lower production and excessive turnover, resulting in financial losses and a dent in the organization's bottom line (Cooper et al. 1988).

Stress and performance are commonly considered and seen to have a negative connection. Individual work performance increases with rising stress levels, up to a point. However, regular and severe job-related stress always leads to a visible decline in employee performance (Kahn et al., 1965; McGrath, 1976; Beehr and Newman, 1978; Srivastava and Krishna, 1991).

Occupational stress has been linked to employee alienation, as well as a high percentage of absenteeism and turnover. These workplace behaviours have been recognised as stress symptoms (Akestedt, 1976; Schuler, 1980). Though absenteeism and turnover help employees to avoid difficult situations, they are costly to the organisation. These expenses include the price of new recruiting and training, as well as the costs of diminished production and greater oversight. Absenteeism not only reduces production but also lowers an employee's motivation, exacerbating pre-existing difficulties (Matteson & Ivancievich, 1987).

Organisational psychologists in India and elsewhere have conducted several research studies to investigate the link between job participation and job stress. According to this research, there is a negative relationship between job stress and job participation (Madhu and Hargopal and Ravikumar1979).

Another result of work stress is determination in the overall efficacy of the organisation. Allen, Hitt, and Greer (1982) discovered a negative link between stress and perceived organisational performance in their study. Banerjee (1990) discovered a substantial negative link between role stress and many variables of perceived organisational efficiency in another study.

3.7 Stress Management of Employees of Info Park, Kakkanad

Info Park Kochi, a fantastic location to locate your IT/ITES business in Kochi, with all of the world-class infrastructures expected of an IT Park. The Park, which was founded in 2004, is the single point of contact for establishing your IT/ITES business. Founded in Kochi with the goal of developing infrastructure for IT/ITES companies in the Central Kerala Region. Kakkanad is located on the eastern edge of Kochi. Infopark has over 50000 people and over 400 enterprises that play a key role in the IT sector. Stress has an impact on all employees.

It is inescapable in our industry. The organisation should improve the working environment for its employees in order for them to manage stress and operate efficiently and successfully. There are several strategies to manage stress.Infopark assists employees in reducing stress so that they may be more productive. They provide several amenities for employee convenience, such as

transportation, entertainment, and a pleasant working atmosphere. Employees in information technology (IT) are frequently stressed at work and are predisposed to health problems as a result. The IT sector is one with tremendous workloads and several challenges such as role recognition, gender discrimination, and a lack of suitable incentives. There is a lot of stress in information technology, which leads to lower productivity and work happiness, which results in lower production. According to the report, one-third of IT workers work more than the required number of hours each week.Because organisations often employ the best optimisation of available Human resources, technical organisations are infamous for having fast-paced work environments that deliver stress-oriented work. As a result, employees strive to better their level of living and reputation so that their jobs become permanent. According to the study, work stress has a little impact on personal health but manifests itself in the individual's work, resulting in job dissatisfaction and misunderstandings with coworkers. Employee stress is becoming a significant issue in the IT business due to cutthroat competition. The pressure to perform at any cost frequently drives employees to quit the organisation in the middle, which adds to the company's costs. Every firm invests a lot of money training their employees, which might be squandered if they leave suddenly. At the moment, there is no solution to alleviate the industry's burden. This type of strain is only going to get worse as technology and new age services become more widely available. As a result, the industry has resolved to confront the issue rather than ignore it.

One of the most prevalent prevailing variables that every human faces is stress. Stress has become a major health issue in the twentieth century. Stress impacts not just people, but also their career, family, and mental and physical health. Stress may be both positive and detrimental. When there is good stress, it develops confidence and the ability to do something; when there is negative stress, it creates sadness. Work stress is present in many industries, but IT workers suffer a disproportionate amount of stress when compared to colleagues in other fields. Among all fields in the country, the IT industry is the fastest growing.

 The IT sector's contribution to GDP is roughly 7.7%, demonstrating its importance in the Indian economy. It is vital to thoroughly examine the stress experienced by employees who are comparatively larger than any other employees who are employed in diverse areas. One type of stress occurs when a work is incomplete and cannot be completed within the time frame specified.

Occupations might ask for a lot and have certain deadlines for when things should be completed. A few jobs need employees to have a life outside of work.

Meeting client deadlines and keeping track of many errands might be stressful on occasion. Stress is common in software firms because of the nature of the work, such as night hours, accomplishments, objectives, and work overload. Stress in the organisation generates demand for the organisation, which is felt by everyone in the business, with an emphasis on the stress of women encountered by employees. People working in the IT field experience a variety of health issues as a result of job overload, as well as physical and emotional stress.

Kivimaki (2014) examined the relationship between organisational downsizing and subsequent musculoskeletal disorders in employees, as well as changes in psychological and behavioural risk factors associated with stress and overwork.

How can we handle stress in healthy ways?

Stress serves a crucial function in that it allows us to react swiftly to dangers and avert harm. Long-term stress, on the other hand, may result in mental health issues (such as anxiety and depression) or increasing physical health problems. According to a substantial body of evidence, increasing stress levels impair your capacity to manage physical disease. While no one can escape all stress, you can learn to manage it in ways that maximize your ability to recover.

Eat and drink in order to improve your health. Some people try to relieve stress by consuming alcohol or overeating. These acts may appear to be beneficial in the short term, but they may actually increase stress in the long run. Caffeine also can compound the effects of stress. Consuming a healthy, balanced diet can help to combat stress.

Exercise on a regular basis. Exercise has been proved to be a potent stress reliever in addition to having physical health advantages. Consider non-competitive aerobic exercise, weight lifting, or movement exercises such as yoga or Tai Chi, and establish realistic objectives for yourself. Aerobic exercise has been found to release endorphins, which are natural compounds that help you feel better and stay cheerful.Stop using cigarettes and nicotine-containing goods. Nicotine users frequently refer to it as a stress reliever. Nicotine, on the other hand, causes additional stress on the body by raising physical arousal and decreasing blood flow and respiration.

Learn and apply relaxing methods. Taking time to relax every day aids in stress management and protects the body from the impacts of stress. Deep breathing, visualization, gradual muscular relaxation, and mindfulness meditation are some of the strategies available. There are several online and mobile applications that give instruction on these techniques; while some need a fee, many are free.Stress causes should be reduced. If you're like most people, you may have too many requests and not enough time. These are mostly demands that we have made for ourselves. You may free up time by practising time-management skills such as asking for help when necessary, setting priorities, pacing oneself, and scheduling time for self-care.

Examine your values and commit to them. No matter how hectic your life is, the more your actions represent your values, the better you will feel. When selecting activities, consider your values. Make your case. It's alright to say "No" to time and energy demands that will put too much strain on you. You are not always required to fulfil the expectations of others.

Set attainable goals and expectations. It's okay—and even healthy—to admit that you can't be successful at everything all at once. Consider the things you can control and concentrate on accepting the ones you can't.

There are several other methods you can use to relax or reduce stress, including:

Exercising your deep breathing.

Meditation.

Meditation about mindfulness.

Muscles are gradually relaxed.

Relaxation through mental images.

Music relaxation.

Biofeedback

Symptoms of Stress

Some of the symptoms of stress at workplace are as follows:

Absenteeism, avoiding job obligations, coming late, leaving early, and so forth. Work performance deterioration, more error-prone work, memory loss, and so on. blaming, overreacting, fighting, being upset, worrying, and so forth. Health deterioration, an increase in accidents, and so forth. Improper food habits (overeating or undereating), excessive smoking and

drinking, insufficient sleep, and so forth. It is so critical to have appropriate stress management measures in place in order to limit and regulate the negative effects of stress on employees and their performance.

3.8 Strategies for Managing Stress

Employees that are stressed out at work have a detrimental influence on their health, performance, and behaviour in the workplace. Thus, stress must be adequately handled in order to avoid these negative outcomes. The following are some stress-management techniques:

Organizational strategies for managing stress

Encourage greater organisational communication with staff to avoid job ambiguity/conflict. Employee attitudes may be influenced via effective communication. Managers can utilize better indicators and symbols that employees will not misinterpret. Encourage workers to take part in decision-making. This will alleviate role tension. Increase employees' independence, meaningful and timely feedback, and accountability. Organisational objectives should be practical, motivating, and specific. Employees must be provided feedback on how well they are progressing towards these objectives. Promote decentralisation. Have a fair and equitable incentive and compensation system. Encourage work rotation and enrichment. Make your workplace a just and safe place to work. Have an efficient hiring and orientation process. Recognise and reward employees for meeting and surpassing their goals. Individual stress management solutions include the following:

Employees should create a daily "to-do" list, prioritize the acts on the list, and schedule their actions appropriately. Take frequent pauses at work to unwind. Employees that use efficient time management may reach their goals on schedule, meet job challenges, and prevent stress. Put in the effort. Strive to attain your goals, but not at the expense of your family, health, or peers. Participate in physical activities. It improves blood circulation, keeps you active, and takes your mind off job demands. Encourage a healthy way of life.Get enough sleep, drink lots of water, and eat healthily. Encourage relaxing activities such as yoga, music listening, and meditation. Employees should approach their work with optimism. They should avoid interactions with personnel that have a negative approach. Employees should be emotionally intelligent at work. At work, they should be

self-aware, self-confident, and self-control. Employees should develop social support. They should have close relationships with reliable peers who can listen to their issues and build their confidence. This social network will assist employees in dealing with stress. Employee counseling is an excellent method for reducing employee stress. Employees may learn about their strengths and how to enhance them, as well as their flaws and how to eradicate them, through therapy. They can also establish techniques for modifying their behaviour. Employees are also provided career advice, which helps to reduce their career ambiguity. Find a pleasant activity to relieve tension, such as laughing, playing tennis or golf. Don't get too caught up with yourself. Turn your attention to the outside world. Assist others. This will relieve some of your stress.

ADVANTAGES

> ➢ Better sleep.

> ➢ Maintain a healthy weight.

> ➢ Get ill less frequently.

> ➢ Feel better faster when you do get sick.

> ➢ Reduce muscular strain.

> ➢ Improve your mood.

> ➢ Improve your relationships with family and friends.

DISADVANTAGES

> ➢ Controlling your emotions becomes tough when you are stressed.

> ➢ Stress can lead to sickness.

> ➢ Stress may have an impact on your relationship with another person.

> ➢ Stress may wreak havoc on your teeth and gums.

> ➢ Stress may wreak havoc on your heart.

- ➢ Stress can cause weight gain.

- ➢ Stress might cause you to appear older.

- ➢ Your immune system is weakened by stress.

Possible Signs of Stress

- ▪ Anxiety

- ▪ Back ache

- ▪ Diarrhoea or constipation

- ▪ Depression

- ▪ Feeling fatigued.

- ▪ Headaches

- ▪ Blood pressure that is too high

- ▪ Relationship issues

- ▪ Breathing difficulty

- ▪ Neck stiffness

- ▪ Having difficulty sleeping

- ▪ stomach ache

- ▪ Gain or loss of weight

Tips for Dealing with Stress

- ● Don't be concerned about things you can't change.

- ● Prepare as much as you can for stressful occasions, such as a job interview.

- ● Consider change to be a constructive challenge rather than a danger.

- ● Work on resolving problems with others.

- When you require assistance, ask for it.

- Set attainable goals at home and at work.

- Exercise on a regular basis.

- Get adequate sleep and eat well-balanced meals.

- Deep breathing, meditation, and other relaxation techniques should be used.

- Make time for activities that you like.

# CHAPTER -4
DATA ANALYSIS AND INTERPRETATION

ANALYSIS AND INTERPRETATION

Data analysis is the act of analysing, cleaning, manipulating, and modelling data in order to identify important information, offer conclusions, and enhance decision-making. Data analysis includes several dimensions and methodologies, including a wide range of techniques under many titles in various business, scientific, and social science sectors. Data mining is a type of data analysis approach that focuses on predictive modelling and knowledge finding rather than just descriptive reasons.

Data interpretation precedes data analysis, and data analysis is inextricably tied to data visualisation and distribution. It is a part of most people's everyday lives. The process of making meaning of numerical data that has been collected, examined, and presented is known as interpretation. Statistical analysis is a popular way of evaluating numerical data, and inferential statistics is the activity of analysing and interpreting data in order to make predictions. Customers who are well-informed understand the significance of appraising the reasonableness of data interpretations and projections by taking into account sources of bias such as sampling processes or misleading questions, margins of error, confidence intervals, and incomplete interpretations.

4.1 Gender:

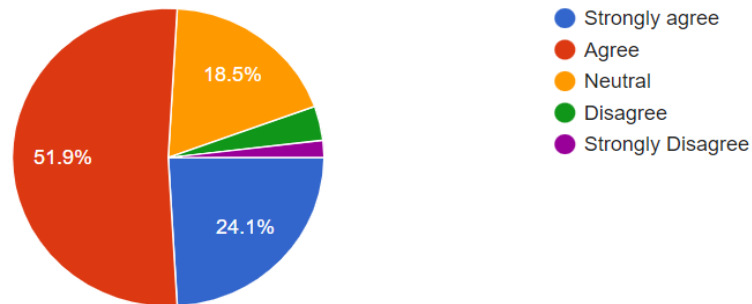| OPTION	NO. OF RESPONDENTS	PERCENTAGE
Male	20	37%
Female	34	63%
Prefer not to say	0	0%
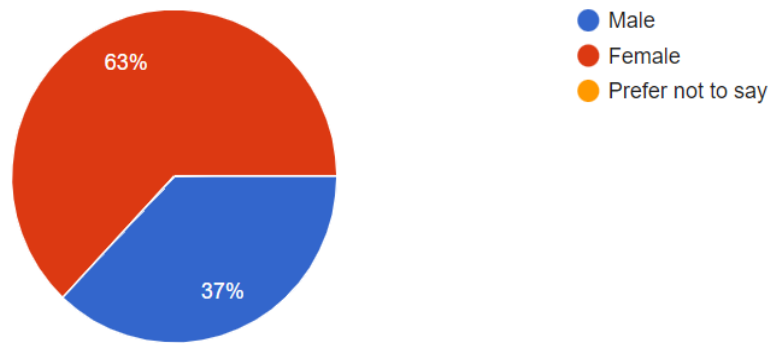
Interpretation:

From the above table it is found that majority of the respondents i.e., 63% were female, 37% are male.

4.2 Relaxation reduce stress

OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly Agree	13	24.1%
Agree	28	51.9%
Neutral	10	18.5%
Disagree	2	3.7%
Strongly Disagree	1	1.9%

Interpretation:

From the above chart it is understood that 24.1% employees strongly agree that relaxation reduce stress, 51.9% of them also agreed with the statement, 18.5% of them stands neutral, 3.7% of them disagree and remaining 1.9% strongly disagree.

4.3 Spending time with your family reduces the stress

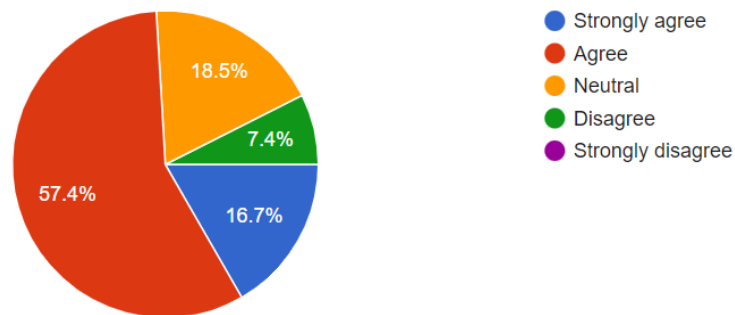| OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Strongly agree	17	31.5%
Agree	26	48.1%
Neutral	9	16.7%
Disagree	2	3.7%
Strongly disagree	0	0%
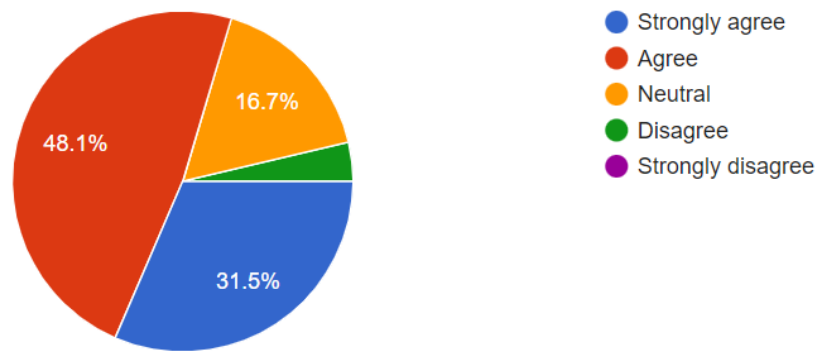
Interpretation:

From the above table, it is clear that 31.5% employees strongly agree that spending time with family reduce stress, 48.1% of them also agreed with the statement, 16.7% of them are of neutral opinion, the remaining 3.7% of them disagrees the statement.

4.4 Improving working condition reduces the stress

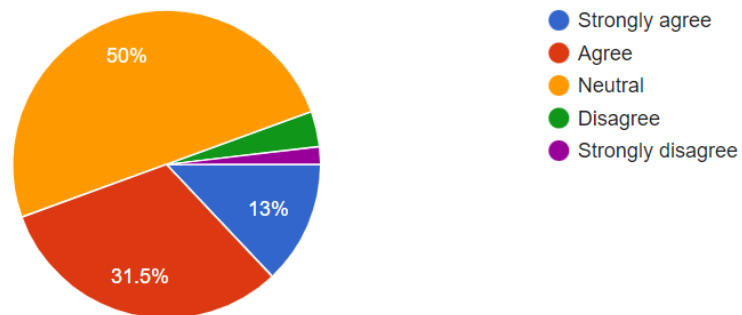| OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly agree	9	16.7%
Agree	31	57.4%
Neutral	10	18.5%
Disagree	4	7.4%
Strongly disagree	0	0%

Interpretation:

From the above chart, we can understand that 16.7% employees strongly agree and 57.4% employees agrees the statement, 18.5% of them stand neutral and the remaining 7.4% disagree with the statement.

4.5 Rational allocation of work reduces the stress

| OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly agree	7	13%
Agree	17	31.5%
Neutral	27	50%
Disagree	2	3.7%
Strongly disagree	1	1.9%

Interpretation:

From the above chart, it is understood that 13% of employees strongly agree that rational allocation of work reduce stress, 31.5% of them also agrees with the statement, 50% of them are of neutral opinion, 3.7% disagrees the statement and the remaining strongly disagrees.

4.6 Training and development programs helps to cope up with new technology reduce the stress

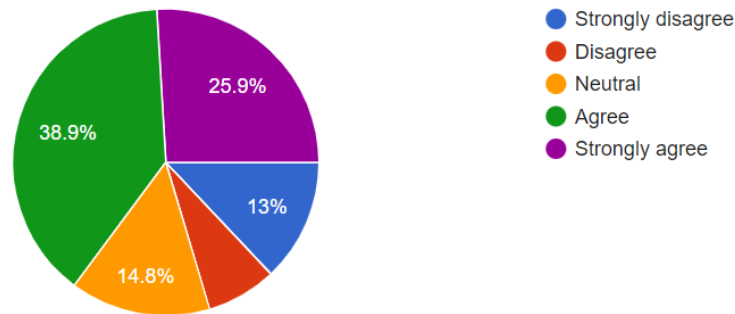| OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Strongly disagree	6	11.1%
Disagree	6	11.1%
Neutral	16	29.6%
Agree	24	44.4%
Strongly agree	2	3.7%
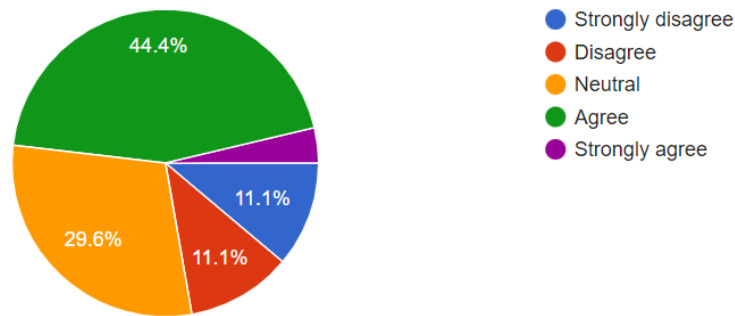
Interpretation:

From the above chart, we can interpret that 11.1% employees strongly agree that training and development program help to cope up with new technology reduces stress, 11.1% of them also agreed with the statement, 29.6% of the employees stands neutral, 44.4% of them agrees the statement, 3.7% of the remaining strongly disagree the statement.

4.7 Lack of co-operation increase the stress

| OPTIONS	NO.OF RESPODENTS	PERCENTAGE
Strongly disagree	7	13%
Disagree	4	7.4%
Neutral	8	14.8%
Agree	21	38.9%
Strongly agree	7	25.9%

Interpretation:

From the above chart, we can interpret that 13% employees strongly disagree that lack of co-operation reduce the stress, 7.4% of them also disagreed with the statement, 14.8% of the employees stands neutral, 38.9% of them agrees the statement, 3.7% of the remaining strongly agree the statement.

4.8 Family problems cause stress at workplace

| OPTIONS	NO OF RESONDENTS	PERCENTAGE
Strongly disagree	3	5.6%
Disagree	2	3.7%
Neutral	11	20.4%
Agree	22	40.7%
Strongly agree	16	29.6%
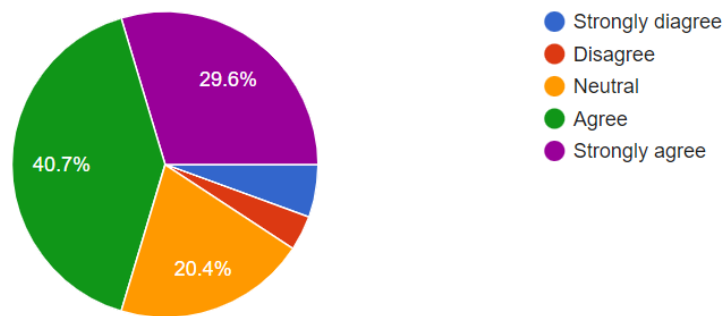
Interpretation:

From the above chart, it is clear that 29.6% employees strongly agree that family problems cause stress, 40.7% of them also agreed with the statement, 20.4% of the employees stand neutral, 3.7% of them disagree with the statement, 5.6% of the remaining strongly disagree.

4.9 Health problems does cause work stress

| OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly disagree	2	3.7%
Disagree	3	5.6%
Neutral	9	16.7%
Agree	28	51.9%
Strongly agree	12	22.2%
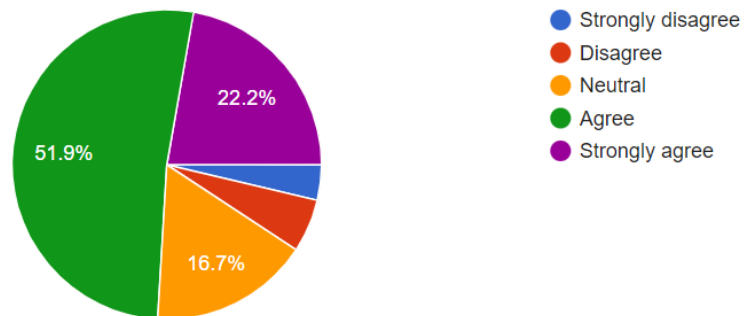
Interpretation:

From the following chart, we can understand that 3.7% of the employees strongly disagree that health problems cause stress, 5.67% disagree the same, 16.7% stand neutral, 51.9% agree with the statement, 22.2% of employees strongly agree with the statement.

4.10 Exercise and yoga reduce stress

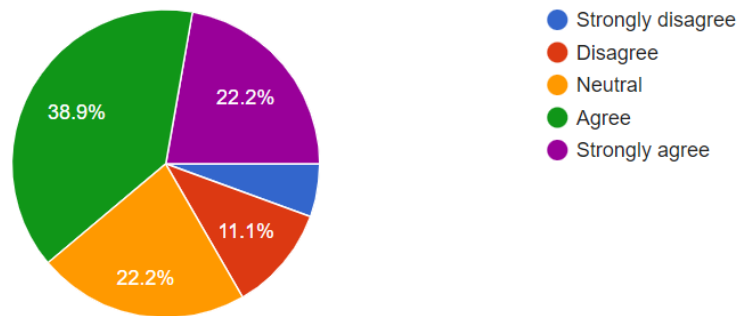| OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Strongly disagree	1	1.9%
Disagree	4	7.4%
Neutral	11	20.4%
Agree	26	48.1%
Strongly agree	12	22.2%
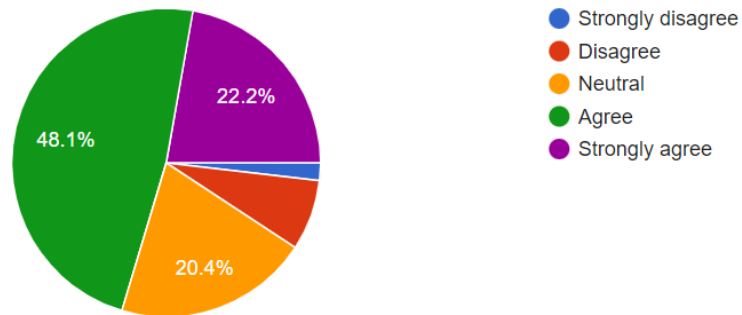
Interpretation:

From the above chart it is understood that 1.9% employees strongly disagrees that yoga and physical exercise reduce stress, 7.4% also disagrees with the statement, 20.4% of the employees has neutral opinion, 48.1% of them agrees, 22.2% of employees strongly agrees with the statement.

4.11 Lack of communication cause stress

| OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly disagree	3	5.6%
Disagree	6	11.1%
Neutral	12	22.2%
Agree	21	38.9%
Strongly agree	12	22.2%

Interpretation:

From the above chart, it is understood that 5.6% of the employees is of opinion that lack of communication cause stress, 11.1% disagrees with the statement, 22.2% is of neutral opinion, 38.9% agrees with the statement, 22.2% strongly agrees.

4.12 Upper management pressure is the main reason for stress

| OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Strongly disagree	2	3.7%
Disagree	4	7.4%
Neutral	15	27.8%
Agree	24	44.4%
Strongly agree	9	16.7%
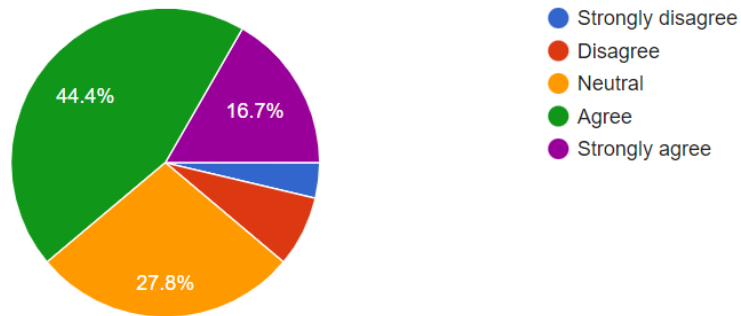
Interpretation:

About 3.7% of employees strongly disagrees that upper management pressure is the main reason for stress, 7.4% of them also disagrees, 27.8% of the respondents stands neutral, 44.4% agrees and 16.7% strongly agrees with the statement.

4.13 I have time to rest outside of work

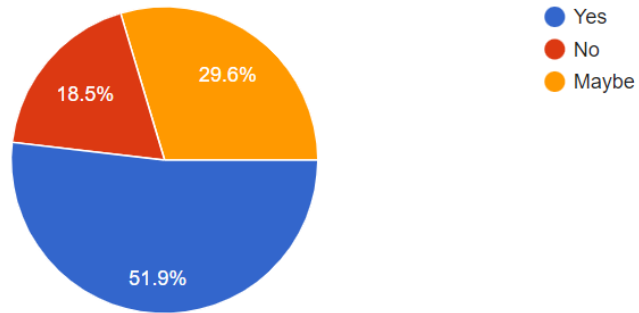| OPTIONS	NO. OF RESPONDENTS	PERCENTAGE
Strongly disagree	3	5.6%
Disagree	8	14.8%
Neutral	26	48.1%
Agree	17	31.5%
Strongly agree	0	0%
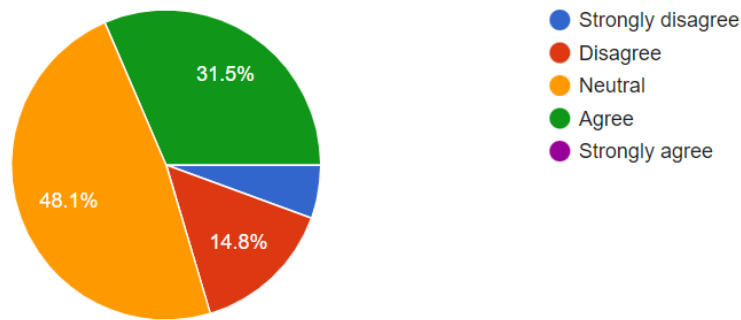
Interpretation:

From the above chart, 5.6% of employees strongly disagrees with the statement, 14.8% disagrees 48.1% is of neutral opinion,31.5% agrees with the statement

4.14 Do you require of stress management sessions at your workplace

| OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Yes	28	51.9%
No	10	18.5%
Maybe	16	29.6%

Interpretation:

From the following chart, it is understood that stress management session are required for more than half of the employees and 18.5% does not require it.

4.15 I am satisfied with the pace of my work

| OPTIONS	NO OF RESPONDENTS	PERCENTAGE
Strongly disagree	1	1.9%
Disagree	4	7.4%
Neutral	28	51.9%
Agree	20	37%
Strongly agree	1	1.9%
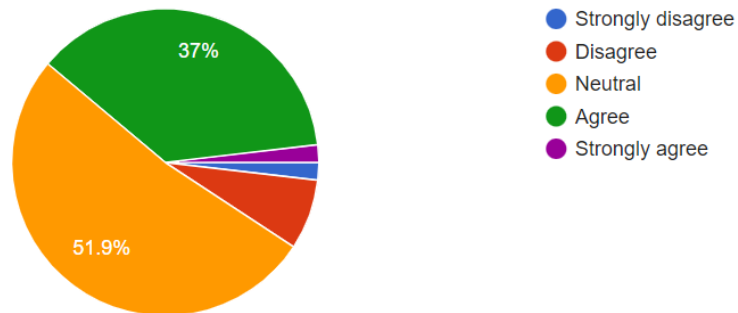
Interpretation:

From the following chart, 1.9% of employees strongly agree and strongly disagrees the statement, 7.4% disagrees the statement, 51.9% is of neutral opinion, 37% agrees with the statement.

4.16 I get ample opportunity to develop my aptitude and proficiency properly

	NO OF RESPONDENTS	PERCENTAGE
1	3	5.6%
2	1	1.9%
3	0	0%
4	5	9.3%
5	14	25.9%
6	7	13%
7	6	11.1%
8	9	16.7%
9	5	9.3%
10	4	7.4%
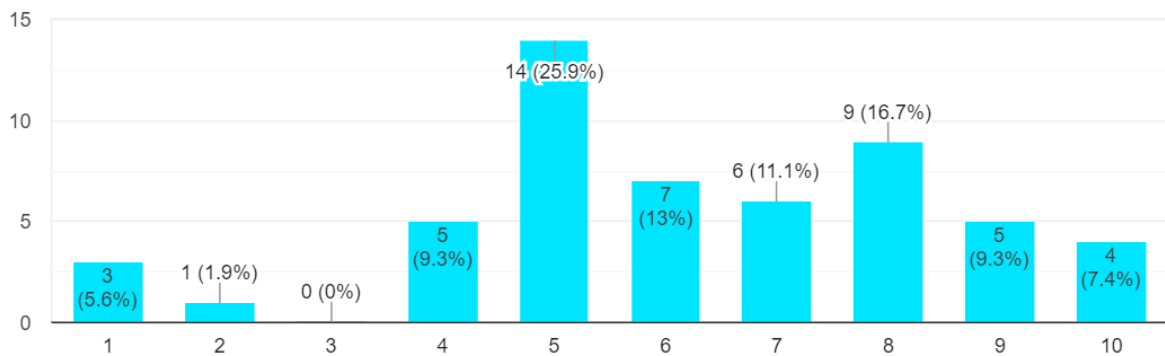
Interpretation:

From the following table it can be concluded that 16.7% of employees get very good opportunities to develop their proficiency and aptitude and 1.9% of employees get very poor opportunities.

CHAPTER 5
FINDINGS AND SUGGESTIONS

5.1 FINDINGS

1. Majority of the respondents were female
2. Majority of the respondents are from the south.
3. More than half of the respondents agree that relaxation reduces stress.
4. The majority of respondents believe that spending time with family relieves stress.
5. 58% of respondents believe that better working conditions lessen stress.
6. 50% respondents has neutral opinion that rational allocation of work reduce stress
7. Less than half of those polled believe that training and development programmes aid in adapting to new technologies. lessen stress
8. 38% of respondents rarely feel lack of cooperation in office
9. Less than half of respondents agree that family problem cause stress
10. 52% of respondents agrees that health problems cause stress.
11. Majority of respondents agree that physical exercise and yoga reduce stress
12. Only 38% of respondents stated that lack of communication cause stress
13. Upper management pressure is cited as the primary source of stress by 44.4% of respondents.
14. Half of the respondents has neutral opinion that they have time to spend outside the work
15. 51% of respondents require stress management sessions at the workplace.
16. 51% of respondents are not satisfied with their pace of work
15. 24% of respondents enjoy reward and recognition in workplace

5.2 SUGGESTIONS

1.It is advised that the organisation assign one assignment at a time and allow enough time to accomplish the objectives so that the employees may function at their best without feeling rushed.
2. It is suggested that it should focus more on providing stress management skills to the age range of 20-29, owing to inexperience.
3. It is advised that the organisation hold frequent recreational programmes such as departmental get-togethers, parties on occasions such as employee birthdays, departmental successes, cultural events, sports, pleasure excursions, and so on.
4. It is suggested that the organisation strengthen interpersonal ties among employees from various departments by bridging the gap between superiors and subordinates. These can go a long way towards alleviating stress.
5. It is suggested that the firm organise frequent meditation, yoga, transcendental meditation, and stress management camps or programmes.
It is suggested that the organisation implement a few modifications at work, such as timely goals, distributed workloads, flexible working hours, and occasional relaxation.
6. It is advised that the organisation give periodic counselling to stressed-out personnel.

7. Employee job rotation is encouraged by the organisation since doing the same task over and over causes boredom. Job rotation may be used as an effective method to alleviate stress by creating more interest in work, which will lead to higher employee performance.

5.3 CONCLUSION

This study was conducted on IT employees, with a focus on Infopark Kakkanad. The fundamental purpose of this study is to understand how to deal with stress. According to the study's findings, stress may be managed and regulated in a number of ways with the cooperation of both employees and the company. Yoga and meditation, relaxation, physical exercise, massage treatment, hydrotherapy, laughing therapy, behavioural self-control, networking, increasing the task at hand, and involvement in other hobbies or sports, among other things, can be used to cure stress.

Because stress is an adaptive response to a variety of external situations that result in physical, behavioural, and emotional deviation for organisational participants, management must provide employees with the necessary steps to overcome stress, as well as information about the negative causes of stress and its effects on achieving goals as well as their personal goals. To enhance working circumstances, management should provide good policies and constructive ideas to human resources.

ANNEXURE

A STUDY ON STRESS MANAGEMENT OF EMPLOYEES OF IT FIELD WITH REFERENCE TO INFOPARK, KAKKANAD

Name:
Age:
Email:

QUESTIONAIRE

1. Which part of India are you from?

- North

- South

- East

- West

2. Gender

- Male

- Female

- Other

3. Relaxation reduce the stress?

- Strongly agree

- Agree

- Neutral

- Disagree

- Strongly Disagree

4. Spending time with your family reduces stress?

- Strongly agree

- Agree

- Neutral

- Disagree

- Strongly Disagree

5. Improving working conditions reduce the stress?

- Strongly agree

- Agree

- Neutral

- Disagree

- Strongly Disagree

6. Rational allocation of work reduces stress?

- Strongly agree

- Agree

- Neutral

- Disagree

- Strongly Disagree

7. Training & Development programs help to cope up with new technology and reduce the stress?

- Strongly disagree

- Disagree

- Neutral

- Agree

- Strongly agree

8. Do you feel a lack of cooperation in the office?

- Strongly disagree

- Disagree

- Neutral

- Agree

- Strongly agree

9. Family problems cause stress?

- Strongly disagree

- Disagree

- Neutral

- Agree

- Strongly agree

10. Health problems does cause work stress.

- Strongly disagree

- Disagree

- Neutral

- Agree

- Strongly agree

11. Physical exercise & yoga reduce stress?

- Strongly disagree

- Disagree

- Neutral

- Agree

- Strongly agree

12. Lack of communication cause stress?

- Strongly disagree

- Disagree

- Neutral

- Agree

- Strongly agree

13. Does the upper management pressure main reason for stress?

- Strongly disagree

- Disagree

- Neutral

- Agree

- Strongly agree

14. I have time to rest outside my work.

- Strongly disagree

- Disagree

- Neutral

- Agree

- Strongly agree

17. How much do you think stress management session are required?

- Yes

- No

- Maybe

18. I am satisfied with the pace of my work.

- Strongly disagree

- Disagree

- Neutral

- Agree

- Strongly agree

19. I get ample opportunity to develop my aptitude and proficiency properly.

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