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## Stress management of employees with reference to ONGC Ltd., Karaikal

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### Abstract

Stress has become significant due to dynamic social factors and changing needs of life styles. Stress is a man's adaptive reaction to an outward situation which would lead to physical, mental and behavioral changes. Even though stress kills brain cells, not all stresses are destructive in Nature. Appropriate mounts of stress can actually trigger passion for work, tap latent abilities and even ignite inspirations. The study throws light on the widespread silent problem by name 'stress', which gave rise to acute dysfunctions and are called many diseases, increase divorce Rates and other harassments. The work stress is found in all professions. Stress can make a person productive and constructive, when it is identified and well managed. The focus of the paper is to study the stress level of employees a survey of 40 employees of the companies.

This research study was conducted to find out the factor causing stress among employees and to know how they cope up with stress. The primary data has been collected through a questionnaire method. Work related stress costs organization billions of dollars each year through sickness, turnover and absenteeism.

**Keywords:** stress, work pressure, employee's opinion regarding stress.

### 1. Introduction

The stress has been called "the invisible". It is a disease that may affect you, your organization and any of the people in it, so you cannot afford to ignore it. Evolution of the stress Garden of Eden began as a tranquil stress environment. However, when Adam was given the tantalizing chance to eat the forbidden fruit he was thrust into mankind's first stressful situation. Adam was offered a choice and as we know decision-making is the breeding ground for conflict, frustration and distress.

Employers should provide a stress-free work environment recognizes where stress is becoming a problem for staff and take action to reduce stress. Stress in the workplace reduces productivity, increases management pressures and makes people ill in many ways evidences of which is still increasing. Workplace stress affects the performance of the brain, including functions of work performance, memory, concentration and learning. In the UK over 13 million working days are lost every year because of stress. Stress is believed to trigger 70% of visits to doctors and 85% of serious illnesses (UK has stress statistics). Stress at work also provides a serious risk of litigation for all employers and organizations carrying significant liabilities for damages, bad publicity and loss of reputation. Dealing with stress-related claims also consumes vast amounts of management time. So there are clearly strong economic and financial reasons for organizations to manage and reduce stress at work aside from the obvious humanitarian and ethical considerations. If you are suffering from stress yourself the stress management guidelines here are just as relevant.

### 2. Scope of the study

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

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

The researcher undertakes the study entitled "stress management of employees – a study with special reference to oil and natural gas corporation Ltd, Cauvery asset, Karaikal", with a view to analyze different factors which influences and contribute to the overall stress management and to diagnose the stress and the strategies handled by the employees to overcome stress.

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### 3. Objectives of the study

1. To study the awareness about stress management among the employees of oil and natural gas corporation limited, Cauvery asset, Karaikal.
2. To identify the various factors which give stress to the employees in oil and natural gas corporation limited, Cauvery asset, Karaikal.
3. To find out additional ways required to make the employees stress free.
4. To suggest various measures to improve the stress management of employees working in oil and natural gas corporation limited, Cauvery asset, Karaikal.

### 4. Methodology

Research can be described as an organized system, database, critical, objective, scientific inquiry or investigation into a specific problem, undertaken with the purpose of findings answers or solution to it.

A research design is the program that guides the investigator in the process of collecting, analyzing and interpreting observations. It prescribes the boundaries, the method of gathering data and guides the researcher to proceed in the right direction. In this study descriptive method was adopted.

A descriptive study is undertaken in order to ascertain and be able to describe the characteristic of the variable of interest in a given situation. The goal of the descriptive study is to offer to the researcher a profile or to describe relevant aspects of the phenomena of interest of an individual, organizational, industry oriented or other perspectives. The descriptive study helps to,

- a) Understand the characteristics of a group in a given situation.
- b) Think systematically about aspects in a given situation.
- c) Offer ideas for further problem and research.
- d) Help to make certain simple decision.

### 5. Method of data collection

#### 5.1 Primary data

No matter what the basic design of a research study, it is necessary to collect accurate data to achieve the best results. Questionnaire and observation are the two basic methods of collecting data and they vary in the quality of information they produce.

#### 5.2 Secondary data

The secondary data were collected from internet, magazines, journals, books, etc.

#### 5.3 Area of research

The area of research is to only in Oil and Natural Gas Corporation Limited, Cauvery asset, Karaikal.

### 6. Sampling design and technique

#### 6.1 Sampling procedures

The study method was followed by convenience sampling, a procedure which is a random sampling method. Non-probability sampling procedure does not afford any business for estimating probability that each item in the population is being included in the sample.

In the convenient sampling technique, based on the sample it is selected to the convenience and choice of the researches.

### 6.3 Sampling unit

Every questionnaire answered by an individual was taken to be an individual sample.

### 6.4 Sample size

A sample of 40 respondents was selected by using a convenience sampling technique and great care was taken to include the welfare measures provided and in which way the welfare measures are useful to the officers and different levels of workers who are covered.

### 7. Limitations of the study

1. The study is limited to human resource management only. No reference is made about productivity, cost of production, financial management etc.
2. The study is restricted to ONGC limited only. No comparison is made between other similar companies in the industry.
3. Personal opinion of the workers is the base for the present study. Therefore chances of personal bias in the opinion cannot be ruled out.
4. The results of the study cannot be generalized to other units due to demographical differences.
5. The study is only for a short period, i.e. 1 month.

### 8. Data analysis and interpretation

**Table 1:** Employee's opinion about work pressure to Work for long hours

Sl. No.	Particulars	No. Of respondents	Percentage (%)
1	Strongly agree	4	10.0
2	Agree	13	32.5
3	Cannot say	9	22.5
4	Disagree	12	30.0
5	Strongly disagree	2	5.0
	<b>Total</b>	<b>40</b>	<b>100</b>

Source: primary data

The above table is shows that out of 40 respondents, 10 percentages of respondents are giving the opinion as strongly agree, 32.5 percentages of respondents are giving the opinion as agree, 22.5 percentages of respondents are giving the opinion as cannot say, 30 percentages of respondents are giving the opinion as disagree and 5 percentages of the respondents are giving the opinion as strongly disagree with regard to the work pressure to work for long hours.

**Table 2:** Employee's opinion about their preference at Doing work

Sl. No.	Particulars	No. Of respondents	Percentage (%)
1	Strongly agree	7	17.5
2	Agree	22	55
3	Cannot say	6	15
4	Disagree	4	10
5	Strongly disagree	1	2.5
	<b>Total</b>	<b>40</b>	<b>100</b>

Source: primary data

The above table is shows that out of 40 respondents, 17.5 percent of respondents are giving the opinion as strongly agree, 55percent of respondents are giving the opinion as agree, 15percent of respondents are giving the opinion as cannot say, 10percent of respondents are giving the opinion as disagree and 2.5 percent of the respondents are giving the opinion as strongly disagree with regard to the preference at doing work.

**Table 3:** Employee’s satisfaction regarding flexible Working time

Sl. No.	Particulars	No. Of respondents	Percentage (%)
1	Strongly agree	8	20
2	Agree	12	30
3	Cannot say	7	17.5
4	Disagree	10	25
5	Strongly disagree	3	7.5
	<b>Total</b>	<b>40</b>	<b>100</b>

Source: primary data

The above table is shows that out of 40 respondents, 20 percentages of respondents are giving the opinion as strongly agree, 30 percentages of respondents are giving the opinion as agree, 17.5 percentages of respondents are giving the opinion as cannot say, 25 percentages of respondents are giving the opinion as disagree and 7.5 percentages of the respondents are giving the opinion as strongly disagree with regard to the flexible working time.

**Table 4:** Employee’s satisfaction regarding cordial relationships with colleagues

Sl. No.	Particulars	No. Of respondents	Percentage (%)
1	Strongly agree	17	42.5
2	Agree	17	42.5
3	Cannot say	2	5
4	Disagree	1	2.5
5	Strongly disagree	3	7.5
	<b>Total</b>	<b>40</b>	<b>100</b>

Source: primary data

The above table shows that out of 40 respondents, 42.5 percentages of respondents are giving the opinion as strongly agree, 42.5 percentages of respondents are giving the opinion as agree, 5 percentages of respondents are giving the opinion as cannot say, 2.5 percentages of respondents are giving the opinion as disagree and 7.5 percentages of the respondents are giving the opinion as strongly disagree with regard to the cordial relationships with colleagues.

**Table 5:** Employee’s satisfaction regarding Encouragement by boss

Sl. No.	Particulars	No. Of respondents	Percentage (%)
1	Strongly agree	15	37.5
2	Agree	17	42.5
3	Cannot say	4	10
4	Disagree	2	5
5	Strongly disagree	2	5
	<b>Total</b>	<b>40</b>	<b>100</b>

Source: primary data

The above table shows that out of 40 respondents, 37.5 percentages of respondents are giving the opinion as strongly agree, 42.5 percentages of respondents are giving the opinion as agree, 10 percentages of respondents are giving the opinion as cannot say, 5 percentages of respondents are giving the opinion as disagree and 5 percentages of the respondents are giving the opinion as strongly disagree with regard to the encouragement by boss.

**Table 6:** Employee’s opinion regarding stress caused By family problem

Sl. No.	Particulars	No. Of respondents	Percentage (%)
1	Strongly agree	2	5
2	Agree	14	35
3	Cannot say	6	15
4	Disagree	14	35
5	Strongly disagree	4	10
	<b>Total</b>	<b>40</b>	<b>100</b>

Source: primary data

The above table shows that out of 40 respondents, 5 percentages of respondents are giving the opinion as strongly agree, 35 percentages of respondents are giving the opinion as agree, 15 percentages of respondents are giving the opinion as cannot say, 35 percentages of respondents are giving the opinion as disagree and 10 percentages of the respondents are giving the opinion as strongly disagree with regard to the stress caused by family problems.

**Table 7:** Employee’s opinion regarding physical exercise And yoga reduces stress

Sl. No.	Particulars	No. Of respondents	Percentage (%)
1	Strongly agree	8	20
2	Agree	21	52.5
3	Cannot say	7	17.5
4	Disagree	2	5
5	Strongly disagree	2	5
	<b>Total</b>	<b>40</b>	<b>100</b>

Source: primary data

The above table shows that out of 40 respondents, 20 percentages of respondents are giving the opinion as strongly agree, 52.5 percentages of respondents are giving the opinion as agree, 17.5 percentages of respondents are giving the opinion as cannot say, 5 percentages of respondents are giving the opinion as disagree and 5 percentages of the respondents are giving the opinion as strongly disagree with regard to the physical exercise and yoga reduces stress. Therefore most of the respondents are giving the opinion as agree.

**Table 8:** Employee’s opinion regarding stress reduced By family members

Sl. No.	Particulars	No. Of respondents	Percentage (%)
1	Strongly agree	12	30
2	Agree	21	52.5
3	Cannot say	3	7.5
4	Disagree	2	5
5	Strongly disagree	2	5
	<b>Total</b>	<b>40</b>	<b>100</b>

Source: primary data

The above table shows that out of 40 respondents, 30 percentages of respondents are giving the opinion as strongly agree, 52.5 percentages of respondents are giving the opinion as agree, 7.5 percentages of respondents are giving the opinion as cannot say, 5 percentages of respondents are giving the opinion as disagree and 5 percentages of the respondents are giving the opinion as strongly disagree with regard to the stress reduced by family members.

**Table 9:** Employee's opinion regarding stress Affects sleep

Sl. No.	Particulars	No. Of respondents	Percentage (%)
1	Strongly agree	5	12.5
2	Agree	23	57.5
3	Cannot say	7	17.5
4	Disagree	4	10
5	Strongly disagree	1	2.5
	<b>Total</b>	<b>40</b>	<b>100</b>

Source: primary data

The above table shows that out of 40 respondents, 12.5 percentages of respondents are giving the opinion as strongly agree, 57.5 percentages of respondents are giving the opinion as agree, 17.5 percentages of respondents are giving the opinion as cannot say, 10 percentages of respondents are giving the opinion as disagree and 2.5 percentages of the respondents are giving the opinion as strongly disagree with regard to the stress affects sleep.

**Table 10:** Employee's opinion regarding health problems Due to stress

Sl. No.	Particulars	No. Of respondents	Percentage (%)
1	Strongly agree	1	2.5
2	Agree	7	17.5
3	Cannot say	15	37.5
4	Disagree	12	30
5	Strongly disagree	5	12.5
	<b>Total</b>	<b>40</b>	<b>100</b>

Source: primary data

The above table shows that out of 40 respondents, 2.5 percentages of respondents are giving the opinion as strongly agree, 17.5 percentages of respondents are giving the opinion as agree, 37.5 percentages of respondents are giving the opinion as cannot say, 30 percentages of respondents are giving the opinion as disagree and 12.5 percentages of the respondents are giving the opinion as strongly disagree with regard to the health problems due to stress.

## 9. Findings, suggestions and conclusion

### 9.1 Findings

1. Therefore most of the respondents are agree that their working hours is one of a cause for their work pressure.
2. Therefore most of the respondents are agree that, they have their own choice about preference at work.
3. Therefore most of the respondents are disagree.
4. Therefore most of the respondents are agree that flexible working time reduce stress.
5. Therefore most of the respondents are agree that, they are satisfied with the relationship with their colleagues.
6. Therefore most of the respondents are encouragement boss. Most of the respondents are satisfied about the encouragement given by their boss.
7. Therefore most of the respondents were replied that, their family problem would not cause stress.
8. Therefore most of the respondents are agree that physical exercise and yoga reduces stress.
9. Therefore most of the respondents are agree that, their work environment causing stress.
10. Therefore most of the respondents are agree that, their stress was got reduced by their family members.
11. Therefore most of the respondents are agree that, stress affects their sleep.

12. Therefore most of the respondents were replied that stress would not cause any health problems.

### 9.2 Suggestion

1. The company has to take necessary steps regarding working hours and fine tune work schedule to reduce complexity at work pressure.
2. Instead at traditional working style company should adopt flexibility work model. It should encourage employee's production a lot. In turn work pressure may get rid of.
3. Company should encourage stress reducing programs such as physical exercise, yoga relaxation centre in side company campus, family outing.
4. The management should follow proper channel for all its communication. Due to lack of proper communication work is get disturbed in turn stress will occur.
5. Management has to develop and maintain a good work environment for the better outcome at productivity.
6. Management should ensure allocation at work should be in a proper manner irrespective at all employees to avoid unwanted huddles in routine working process.
7. Management should give special attention to employees those who are working for away from their family and provide them leave to meet their family at specified intervals.

## 10. Conclusion

In today's competitive business environment all the business organizations are very raged in way in achieving their objective. Unless otherwise the existing market of the organization is acquired by its real firms.

Due to this working process is totally oriented and in turn it causes immense stress among working individuals irrespective at all the key areas in an organization. Valuable human capital is must for every organization to cope up all its functions in a right direction. So the management must give more priority stress free working environment. The management should take into consideration what are all the suggestions given in this study to manage the stress. If the management applies the recommendation it is sure ONGC should be a stress free organization and gain more in all perspectives across the globe.

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