

Analysis of Employees on Stress Management at KSRTC Tumkur Division

Pralhad.P.Rathod

Associate Professor,
Dept. of Business Administration,
Visvesvaraya Technological
University,
Jnana Sangama,
Belagavi, India



E. Vanajakshi

Assistant Professor,
Dept. of Commerce,
University College of Arts,
Tumkur University,
Tumkur, Karnataka, India

Abstract

Karnataka State Road Transport Corporation (KSRTC) manages the public bus transport in Karnataka. It was established in 1961 with the objectives of providing adequate, affordable, accessible, efficient and properly coordinated, effective road transport services. Karnataka state road transport system is showing a progressive improvement in all the spheres, with KSRTC.

Job stress can be defined as the harmful, physical and emotional responses that occur when the requirements of the job do not match the capabilities, or needs of the worker

Managing stress is all about taking charge of your thoughts, emotions schedule, environment and the way you deal with problems. The ultimate goal is a balanced life, with time for work, relationships, relaxation and fun-plus the resilience to hold up under pressure and meet challenges head on.

Keywords: Employees, Stress, Cope, Managing, Family.

Introduction

Karnataka State Road Transport Corporation (KSRTC) manages the public bus transport in Karnataka. It was established in 1961 with the objectives of providing adequate, affordable, accessible, efficient and properly coordinated, effective road transport services. Karnataka state road transport system is showing a progressive improvement in all the spheres, with KSRTC being the leading one, which has not only satisfied the customers within the state but also the people of neighbouring states.

In a medical or biological context stress is a physical, mental, or a emotional factor that causes bodily or mental tension. Stress can be external which may be from the environment, psychological or social situations or internal which may sue to illness or from medical procedure.

Job stress can be defined as the harmful, physical and emotional responses that occur when the requirements of the job do not match the capabilities, or needs of the worker. Job stress can let to poor health and even injury. Stress can manifest itself in both a positive and a negative way. Stress is said to be positive when the situation offers an opportunity for one to gain something. Eustress is often used as motivator since in its absence the individual lacks that 'edge' necessary for peak performance. It is negative when stress is associated with heart disease, alcoholism, drug abuse, marital breakdowns, absenteeism, child abuse, and a lot of other social, physical, organizational and emotional problems.

Statement of the Problem

The researcher has find out the nature of stress and how to manage it with special reference to KSRTC. Through this research the researcher hopes to identify the physiological, psychological and behavioural problems which affecting the employees of KSRTC.

Objectives of the study:

1. To understand the psycho-social behavior of the respondents.
2. To assess the type and level of stress experienced by the respondents in their workplace.
3. To study the possible causes of stress experienced by the respondents in their work place.

Scope of the Study

This study entitled "Nature of Stress and its Management Mechanism" is carried out among employees of various Departments in KSRTC, Tumkur. This study is helpful for the employees to manage their stress levels. It is also helpful for the personnel managers and executives as a guide for decision making, while attempting to reduce the stress level among employees.

Sources and Tools of Data Collection

Both primary and secondary data were used for the study.

Primary Data

Primary data was gathered through a semi-structured questionnaire.

Secondary Data

Secondary data was gathered through published sources such as books, journals, magazines and internet.

Universe of the study

All the employees of KSRTC, comprised the universe of this study. The total strength of the employees is five hundred. The employees selected for answering questionnaire was based primarily on quality and deep insights needed for the study.

Stress Management: How to Reduce, Prevent and Cope with Stress

Stress is something which cannot be treated with medicine and said that " from now on you are stress free". Stress exists in every bit of one life which always over rule our confidence. But one thing we need to be assured is that we have the control button with us. Once the person realizes the fact that the control button is with him will be the foundation of stress management.

Managing the stress is nothing but controlling our thoughts process, our emotions and how we deal with the problems. Once we start attaining a balance in our life one can enjoy a successful life with time for family, self, and work where in one becomes capable of facing any challenges in life.

Review of Literature

1. A study was conducted in the metro city of Hyderabad, Telangana on International agricultural research institutes (IARI) and information technology (ITS) sector including 150 employers from each the study involved assessment of stress among employers and its impact on health and performance through questionnaire . It was concluded that stress among ITS employers were significantly more than IARI employers and that the stress had an impact on their performance as well as health.
2. Ahmed arij carried out a study to assess the factors causing stress among working women in Pakistan through review of literature various stressors were found to be common stressors. But in the present study sexual harassment, pure behavior, lack
3. Of opportunity for promotions was formal to be dominant stressors.
4. A review of studies conducted to assess the various factors causing stress among employers and its management was done by Rahul sharma, which included studies from 1920 to 2013 and listed around 13 factors and its management. It was concluded that the current working

environment, stress was found to be uprooted and various measures are being employed to uproot and deep root it.

5. A review was carried but to find the causes of stress, its effects and role of interventions, shows lot of studies being conducted in the regard but still there is a need to do lot of research on stress mgmt as there is no clear intervention to reduce stress. The review stresses on the establishment of participatory based mgmt. intervention frame work.
6. The paper has considered 203 papers for review from 1998 to 2017 to study the various factors causing stress and strategies to compute the same.
7. It was seen the stress at work place not only affected the performance but also their health, family life and social life was also affected. A list of strategies was given in the review to open with stress,

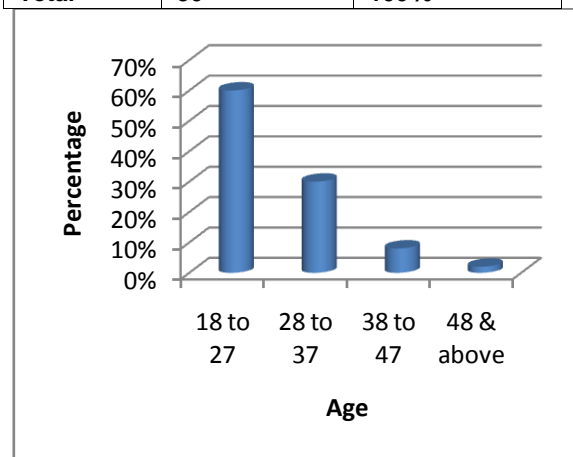
Analysis and Interpretation of Data Psycho-social Profile of the Respondents

Analysis

In the above table reveal that out of 50 respondents there are 30 employees were belongs to 18 to 27 age group, 15 employees are belongs to 28 to 37 age group, 04 employees belongs to 38 to 47 and 01 of employees belongs to 48 and above

Table 1: Age Group of the Respondents:

Age	No of Respondents	Percentage
18 to 27	30	60%
28 to 37	15	30%
38 to 47	04	8%
48 & above	01	2%
Total	50	100%



Interpretation

Form the above analysis the majority of young worker are contract labor and recently recruited.

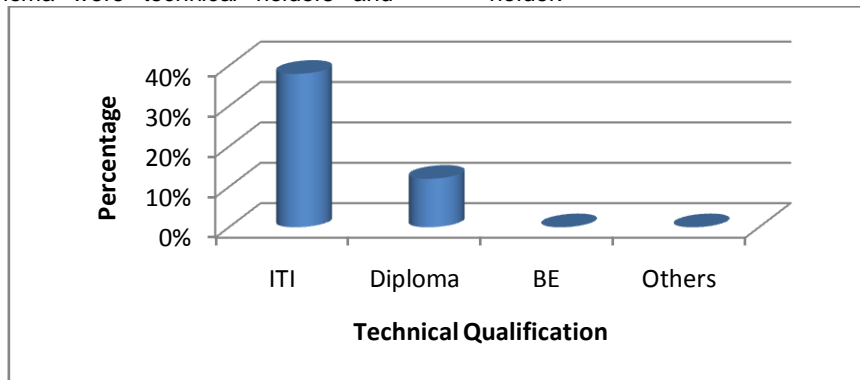
Table2: Qualifications of the Respondents

Technical Qualification			Non-technical Qualification		
Qualification	No of Respondents	Percentage	Qualification	No of Respondents	Percentage
ITI	19	38%	Below 10th	0	00%
Diploma	6	12%	SSLC	13	26%
BE	0	0%	PUC	5	10%
Others	0	0%	Degree	7	14%
Total	25	50%	Total	25	50%

Analysis

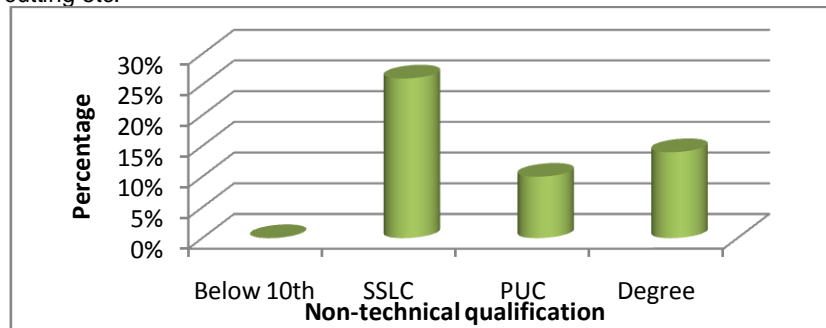
In the above table out of 50 respondents majority of 38% of respondent are ITI, 12% of respondents Diploma were technical holders and

remaining 26% of respondents are SSLC, 26% of respondent are Below 0, 0% of respondents are PUC and 14% of respondents are Degree were technical holder.



Interpretation

The above analysis majority of employees are ITI Technical holder, because their nature of work related to painting, cutting etc.



Interpretation

From the above analysis the majority of respondents SSLC Non-Technical holder.

Table3: Economic Status of the Respondents

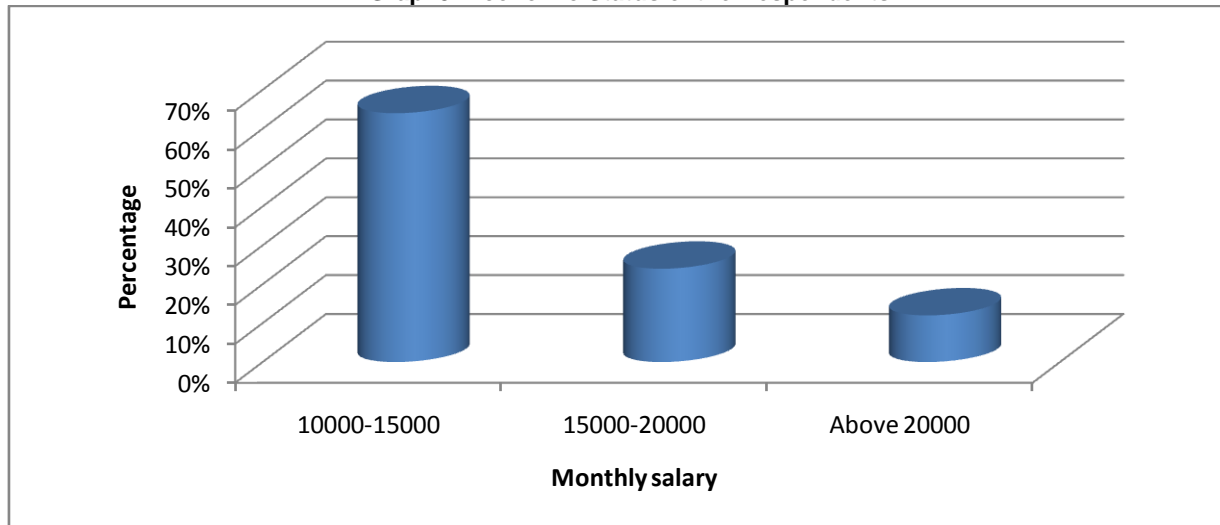
Monthly salary	No of Respondents	Percentage
10000-15000	32	64%
15000-20000	12	24%
Above 20000	06	12%
Total	50	100%

Analysis

The data pertaining to the monthly salary of the respondents shows that 64% of the respondents draw monthly salary of Rs. 10000-15000. This could

be because they are semi skilled and are paid only the maximum wages. The respondents drawing Rs 20,000 and above are permanent workers with higher skill set

Graph3: Economic Status of the Respondents



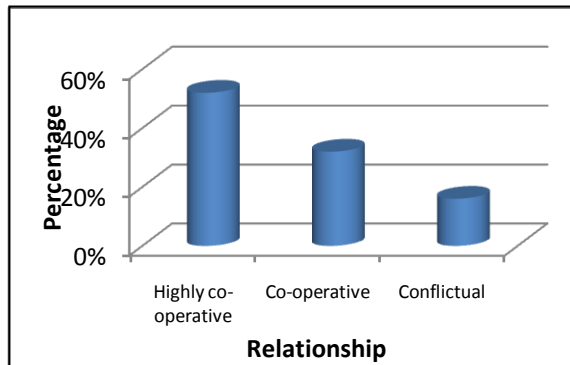
Interpretation

The above analysis shows that Majority of employees of the respondents draw monthly salary of Rs. 10000-15000

Type and Level of Stress Experienced by the Respondents

Table 4: Relationship with Co-employees

Relationship	No of Respondents	Percentage
Highly co-operative	26	52%
Co-operative	16	32%
Conflictual	8	16%
Total	50	100%



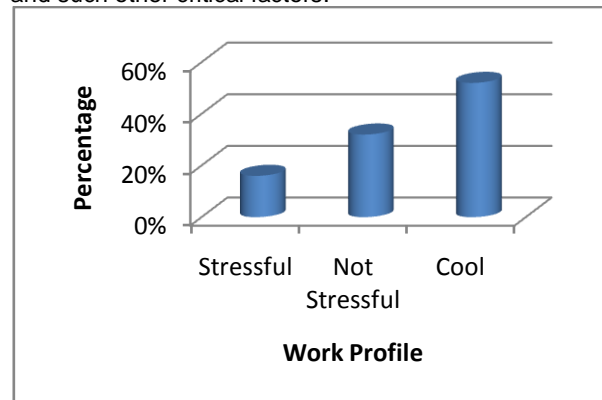
Interpretation

This shows that most of the respondents enjoy good interpersonal relationship in their work place, which is very essential for stress-free work environment.

Table5: Work Profile of the Respondents as a Cause of Stress

Work Profile	No of Respondents	Percentage
Stressful	8	16%
Not Stressful	16	32%
Cool	26	52%
Total	50	100%

The above table reveals that 16% of respondents are stressful, 32% of respondents are not stressful, 52% respondents are cool. This could be because of work pressure, unrealistic deadlines and such other critical factors.



Interpretation

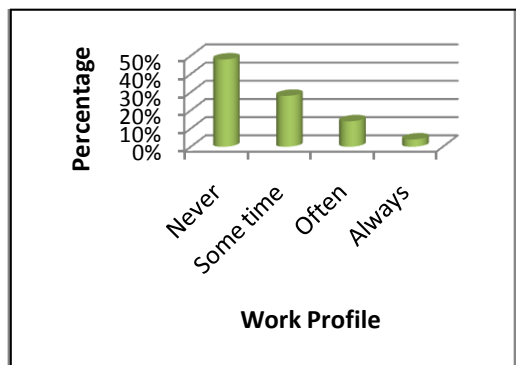
The majority of employees are cool in work pressure, unrealistic deadlines and such other critical factors.

Table6: Opinion on Whether Job is Boring Because of Stress

Daily Routine Work	No of Respondents	Percentage
Never	24	48%
Some time	14	28%
Often	07	14%
Always	05	10%
Total	50	100%

Analysis

In the above table indicates that there is 48% of the respondents are never feeling their job is very boring because of working stress, about 28% of the respondents are some times, 14% of respondents are always have experienced the stress of 1 to 3 times a month.



Interpretation

The above analysis shows that although their stress that majority of the respondents have experienced 1 to 3 times in a week. This could be because sometimes company gives deadlines to them to increase the production.

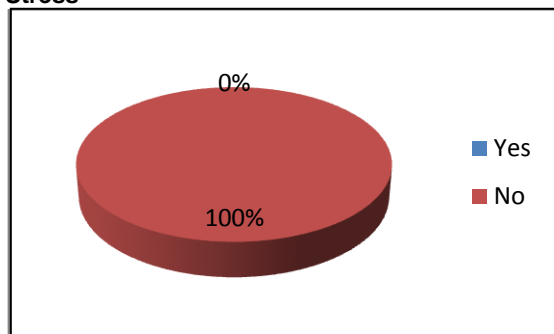
Table 7: Occupational Diseases as Source of Stress

Response	No. of Respondents	Percentage
Yes	20	40%
No	30	60%
Total	50	100%

Analysis

Above table indicates that they have no any occupational diseases. It could be because that company furnishing good health and safety measures to them.

Graph 8: Occupational Diseases as Source of Stress



Interpretation

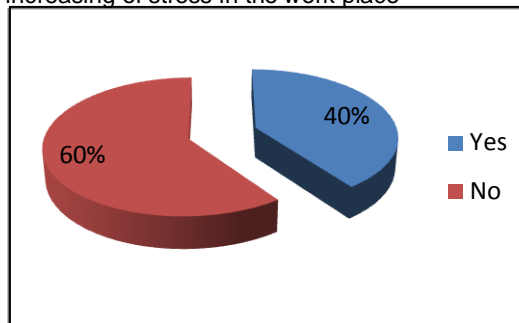
Above analysis indicates that majority they have no any occupational diseases. It could be because that company furnishing good health and safety measures to them.

Possible Causes of Stress Experienced by the Respondents

Table 8: Family Problem Increasing Stress in Workplace

Measures	No of Respondents	Percentage
Personal measures	12	24%
Professional measures	38	76%
Total	50	100%

The above table reveals that 40% of respondents are agreed that their family problem can responsible for increasing of stress in the work place. It may because of their family problem such as death of family member, family economic status directly effect to their work place. 60% of respondents are not agreed that their family problem can responsible for increasing of stress in the work place



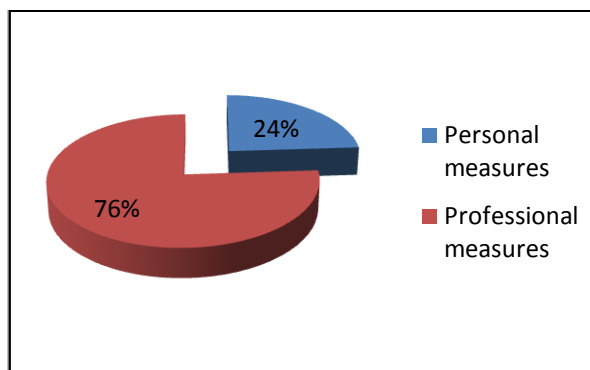
Effectiveness of Stress Management Mechanism Employed by the Respondents

Table9: Measures Adapted to Control Stress in the Workplace

Response	No. of Respondents	Percentage
Yes	00	00%
No	50	100%
Total	50	100%

Interpretation

Above table indicates, 24% of respondents were agreeing that to adopt their good personal measures to control the stress. This makes them to have willingness, accepted new challenges, developed new interest and also stimulated them to do work willingly. 76% said that their professional measures help them to control for stress. It could be the cause to control their stress.



Interpretation

The majority of employees said that their professional measures help them to control for stress. It could be the cause to control their stress

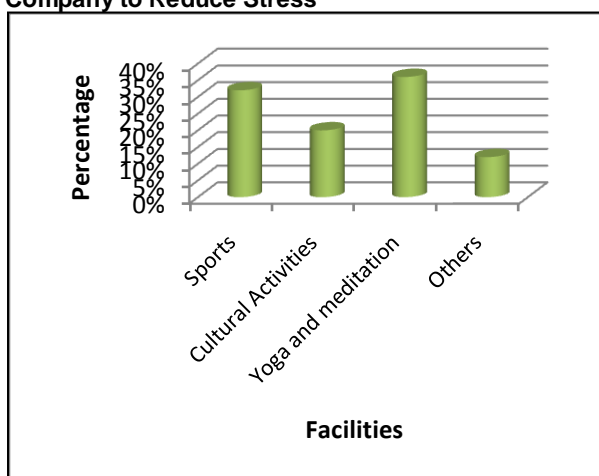
Table 10: Recreational Facilities Provided by the Company to Reduce Stress

Facilities	Frequency	Percentage
Sports	16	32%
Cultural Activities	10	20%
Yoga and meditation	18	36%
Others	6	12%
Total	50	100%

Analysis

The above table reveals 32% of respondents having sports, 20% of respondents having Cultural Activities 36% of respondents having, yoga and meditation programmes from their company.

Graph10: Recreational Facilities Provided by the Company to Reduce Stress



Interpretation

The above analysis shows that majority of employees having yoga and meditation programmes from their company.

Review of Litretuture

1. A study was conducted in the metro city of Hyderabad, Telangana on International agricultural research institutes (IARI) and information technology (ITS) sector including 150 employers from each the study involved assessment of stress among employers and its impact on health and performance through questionnaire . It was concluded that stress among ITS employers were significantly more than IARI employers and that the stress had an impact on their performance as well as health.
2. Ahmed arij carried out a study to assess the factors causing stress among working women in Pakistan through review of literature various stressors were found to be common stressors. But in the present study sexual harassment, pure behavior, lack
3. of opportunity for promotions was formal to be dominant stressors.
4. A review of studies conducted to assess the various factors causing stress among employers and its management was done by Rahul sharma, which included studies from 1920 to 2013 and listed around 13 factors and its mgmt.It was

concluded that the current working environment, stress was found to be duprooted and various measures are being employed to uproot and deep root it.

5. A review was carried but to find the causes of stress, its effects and role of interventions, shows lot of studies being conducted in the regard but still there is a need to do lot of research on stress mgmt as there is no clear intervention to reduce stress. The review stresses on the establishment of participatory based mgmt. intervention frame work.
6. The paper has considered 203 papers for review from 1998 to 2017 to study the various factors causing stress and strategies to compute the same.
7. It was seen the stress at work place not only affected the performance but also their health, family life and social life was also affected. A list of strategies was given in the review to open with stress,

Major Findings

1. Majority of the respondents belong to 18 to 27 age group and the same frequency is 28 to 37 age group.
2. Majority of the respondents are having non technical because majority of the work related loading, painting, stamping etc.
3. Majority of the respondents said that they are highly co-operative with the employees and their work profile is not so stressful.
4. Majority of respondents says that their job is boring because of the stress. .
5. In the afternoon hours 50% of the respondents are facing the stress level.
6. Majority accepted their stress is increasing because of their family problems and sometime 90% of stress increases because of their lack of knowledge.
7. Majority of the respondents say 'Yes' their work environment adds to stress.
8. The major consequence for stress in physiological problem is feels sleep disturbance 47.5%, difficulty in concentration 15% and also short tempered character. May be nervousness and tension 70% and depression in job satisfaction in psychological problems. Absenteeism is 47.5% and 17.5% safety problem feeling in behavioral problem.

Effectiveness of Stress Management Mechanism Employed by the Respondents

1. Majority of the respondents control their stress by watching TV, 15% of respondents controlled their stress by playing with their children.
2. Majority of respondents accepted that they are adopted by their personal measures to control the stress in work place and 85% agreed that their team work help to reduce stress.
3. Majority of respondents cannot say that yoga and meditation reduce stress.

Suggestions

Employees have to concentrate much on cordial relationship with their co-employees at work to have strong co-ordination between them. And the

employees frequently experience stress due to many factors but death of family members and financial problems have been specified as the most important causes of stress. Thus, both the management and workers must strive to reduce stress during working hours to increase productivity through better performance and higher efficiency. Management in the present era is not a simple task. The demands for quality, competition from competitors, here and abroad, require a shift in management style..

Conclusion

An individual cannot avoid the stress causing workload, but by practicing stress management techniques one prepare oneself mentally, to face the consequences and such skills and techniques which best suit the individuals are developed over a period of time with great patience, practice and probability. Managing stress is more than just coping. It is learning to cope with adoptability, effectively, considering "over work" to "catch up" with things will result in a various circle and lead to frustration. The "work a holism" do not give time to family and avoids being at work. They don't try to reason out what is causing them over work, but always tries to reduce the work load

References

Books

- Agarwal, R. 2001. *Stress in life and work*. Sage Publication, New Delhi.
- Albrecht, K. 1979. *Stress and the manager*. Prentice Hall of India, New Delhi.
- Grow, J R; Brother, T; Newell, J D. 1989. *Fundamentals of psychology*. Himalaya Publishing House, Bombay.
- Guptha, S.2008. *Stress Management*. Putney Publication, UK.
- Jerald and Grenberg.2006. *Comprehensive stress Management*. Bhagwadgita publications, New Delhi.

Kothari, C.K. 2006. *Research Methodology*. Viswaprakashan, New Delhi.

Pai,S. 2011. *Stress Management*. Himalaya publishing house, Bombay.

Article

Afrabahmed, amjab Hussain, Muhamed Qaiser Saleem, atal, *technological journal, university of Emg and Technology (UET) . Taxila, Pakistan 2015 vol 20 work place stress: A critical in sight of causes, effects and interventions.*

Arif A, Naveed S and Aslam R (2017) *Factors causing stress among Pakistan working women. Pakistani administration review, 1(3), 159-174.*

.Int .journalof Richa Buman, Dr TulseeGiri Goswami . *a systematic literature review of work stress MGMT Studies .Vol 5 . Issue 3 (9) 2018, 112 -132.*

Ref:-study on the causes of stress among the employers in IT sector its effect on the employers performance at the workplace with special reference to international agriculture research institute Hyderabad:-A comparative analysis. Vaidya rajesh, kumara nil. *Int.Journal of Mgmt.2016.76.98 vol (7)*

Rahul sharma, Sangeetha Tauhari, vijaysingh . *Stress techniques and management: A review. Journal of literature languages and linguistics. An In pure reviewed Journal 2015 vol 13. 184-189.*

Stress: Can we cope? Deccan chronicle, article, 2008.

Internet

www.stress.org

www.mindtools.com.