



ACHARYA INSTITUTE OF TECHNOLOGY

(Affiliated to Visvesvaraya Technological University, Belagavi, Approved by AICTE, New Delhi and Accredited by NBA and NAAC)

Date: 25/05/2018

CERTIFICATE

This is to certify that **Mr. Venkatesh J** bearing USN **1AY16MBA86** is a bonafide student of Master of Business Administration course of the Institute 2016-18 batch, affiliated to Visvesvaraya Technological University, Belgaum. Project report on “**A Study on Stress Management at Mindtree Technologies Ltd,**” Bangalore is prepared by him under the guidance of **Prof. Kisholoy Gupta**, in partial fulfillment of the requirements for the award of the degree of Master of Business Administration, Visvesvaraya Technological University, Belgaum, Karnataka.

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Date: 26-03-2018

CERTIFICATE

We are pleased to certify that Mr. VENKATESH J (1AY16MBA86) has successfully completed the project report work commenced from 15th January 2018 to 24rd March 2018 in the project report entitled as "A STUDY ON STRESS MANAGEMENT AT MINDTREE TECHNOLOGIES LIMITED" Bangalore, for the period of 10 weeks.

We wish him best wishes to his future

For Mindtree Technologies Limited

For **MINDTREE TECHNOLOGIES INC**

M. V. G. S.
Human Resources

HR. DEPT.

DECLARATION

I, Venkatesh J, hereby declare that the Project report entitled "A STUDY ON STRESS MANAGEMENT AT MINDTREE TECHNOLOGIES LIMITED" with reference to "Mindtree technologies limited, Bangalore" prepared by me under the guidance of Prof. Kisholoy Gupta, faculty of M.B.A Department, Acharya Institute of Technology and external assistance by Mr. Fayaz Khan, Human resources, Mindtree technologies ltd. I also declare that this Project work is towards the partial fulfilment of the university Regulations for the award of degree of Master of Business Administration by Visvesvaraya Technological University, Belgaum. I have undergone a summer project for a period of ten weeks. I further declare that this Project is based on the original study undertaken by me and has not been submitted for the award of any degree/diploma from any other University / Institution.

Place: Bangalore

Date: 29/05/2018



Signature of the student:

ACKNOWLEDGEMENT

It's my pleasure to offer my deep gratitude to AIT Principal **Dr. S. S. Pillai**, this project wouldn't be possible without the constant support and help of individuals and organizations. I would like to pull out my honest thanks to all of them.

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Venkatesh J

1AY16MBA86

TABLE OF CONTENTS

S.NO	CONTENTS	PG. NO.
	EXECUTIVE SUMMARY	I
1.	CHAPTER 1	1
1.1	INTRODUCTION TO HRM	2
1.2	INTRODUCTION TO STRESS	3
1.3	COMPANY PROFILE	14
2.	CHAPTER 2	28
2.1	REVIEW OF LITERATURE	29
3.	CHAPTER 3	36
3.1	STATEMENT OF THE PROBLEM	37
3.2	NEED FOR THE STUDY	37
3.3	OBJECTIVES OF THE STUDY	38
3.4	SCOPE OF THE STUDY	38
3.5	LIMITATIONS OF THE STUDY	39
3.6	RESEARCH METHODOLOGY	39
3.7	HYPOTHESES FRAMEWORK	39

3.8	RESEARCH DESIGN	40
4.	CHAPTER 4	42
4.1	DATA ANALYSIS AND INTERPRETATION	43
5.	CHAPTER 5	71
5.1	FINIDINGS, RECOMMENDATIONS AND CONCLUSION	72
	BIBLIOGRAPHY	75

LIST OF TABLES

SL No	PARTICULARS	Page No
1.	TABLE -1 Table Representing Employees Opinion on Completion of Work	43
2.	TABLE – 2 Table Representing Psychological Working Condition of the Organization	45
3.	TABLE -3 Table Representing Employees Satisfaction Regarding Pay Package	47
4.	TABLE -4 Table Representing Employees Opinion about Job	48
5.	TABLE – 5 Table Representing Employees Opinion On Overloading Of Work	50
6.	TABLE -6 Table Representing Employees Opinion on Stress Faced	51
7.	TABLE – 7 Table Representing Employees Opinion on Level of Stress Faced	53
8.	TABLE – 8 Table Representing Employees Opinion on Physical Inconvenience Due	55
9.	TABLE – 9 Table Representing Employees Opinion On Kind Inconvenience Suffered	57
10.	TABLE – 10 Table Representing Employees Opinion On Strategies Taken Personally	59
11.	TABLE – 11 Table representing employee’s kinds of strategies taken personally to	61
12.	TABLE – 12 Table Representing Employees Opinion on Strategies Taken By the	63
13.	TABLE – 13 Table Representing Employees Opinion About Stress Level In Night Shift	64

14.	TABLE – 14 Table Representing Employees Opinion About Counseling To Reduce	67
15.	TABLE – 15 Table Representing Employees Opinion on Kinds of Strategies That Can	69

LIST OF CHARTS

SL No	PARTICULARS	Page No
1.	CHART -1 CHART Representing Employees Opinion on Completion of Work	44
2.	CHART – 2 CHART Representing Psychological Working Condition of the	46
3.	CHART -3 CHART Representing Employees Satisfaction Regarding Pay Package	48
4.	CHART -4 CHART Representing Employees Opinion about Job	49
5.	CHART – 5 CHART Representing Employees Opinion On Overloading Of Work	51
6.	CHART -6 CHART Representing Employees Opinion on Stress Faced	52
7.	CHART – 7 CHART Representing Employees Opinion on Level of Stress Faced	54
8.	CHART – 8 CHART Representing Employees Opinion on Physical Inconvenience	56
9.	CHART – 9 CHART Representing Employees Opinion On Kind Inconvenience	58
10.	CHART – 10 CHART Representing Employees Opinion On Strategies Taken	60
11.	CHART – 11 CHART representing employee’s kinds of strategies taken personally to	62
12.	CHART – 12 CHART Representing Employees Opinion on Strategies Taken By the	64
13.	CHART – 13 CHART Representing Employees Opinion About Stress Level In Night	66

14.	<p style="text-align: center;">CHART – 14</p> <p>CHART Representing Employees Opinion About Counseling To Reduce</p>	68
15.	<p style="text-align: center;">CHART – 15</p> <p>CHART Representing Employees Opinion on Kinds of Strategies That</p>	70

EXECUTIVE SUMMARY

This project gives us a detailed idea of what are stress and also its definition. For more detailed study, the types of the stress are also defined. In the beginning of the project you will find:

- Introduction to Human resource
- Introduction and Definition of stress
- Stress in biological terms
- What is stress?
- Coping with stress at work place.
- Stress management
- Workplace stress
- Reducing stress

After the theoretical part I have included the research part. The research work includes:

- Questionnaire's

The research includes the research methodology which contains the information as follows:

- Research objectives
- Sampling (types and methods of sampling)
- Research instrument
- Data analysis and interpretation
- Employee's opinion to reduce stress.
- Research flowchart
- Time consideration
- Limitation of survey
- Advantages and disadvantages of written questionnaire
- Finding

CHAPTER 1
INTRODUCTION

CHAPTER 1

1.1: INTRODUCTION TO HRM

Human Resource Management is an art of managing people at work in such a manner that they give their best to the organization. In simple word human resource management refers to the Quantitative aspects of employees working in an organization.

Human Resource Management is also a management function concerned with hiring, motivating, and maintains people in an organization. It focuses on people in organization.

organizations are not mere bricks, mortar, machineries or inventories. They are people. It is the staff that runs and manages organizations.

HRM involves the application of management functions and principles. The functions and principles are applied to acquisitioning, developing, maintain, and remunerating employees in organizations.

Decisions relating to employees must be integrated. Decision on different aspect of employees must be consistent with other human resource decisions.

Decision made must influence the effectiveness of organization. Effectiveness of an organization must result in betterment of services to customers in the form of high-quality product supplied at reasonable costs.

HRM functions is not confined to business establishment only. They are applicable to non-business organizations too such as education, health care, recreation etc.

The scope of HRM is indeed vast. All major activities in the working life of his or her entry

into an organization until he or she leaves-come under the purview of HRM. Specifically, the activities included are HR planning, job analysis and design, recruitment and selection, orientation and placement, training and development, performance appraisal and job evaluation, employee and executive remuneration, motivation and communication, welfare, safety and health, industrial relations and the like.

HRM is a broad concept Personnel management and human resource development is a part of HRM.

Before we define “Human Resource Management”, it seems good to first define heterogeneous in the sense that they differ in personality, perception, emotions, values, attitudes, motives, and modes of thoughts.

Human resource management plays an important role in the development process of modern economy. In fact it is said that all the development comes from the human mind.

“Human Resource Management is a process of producing development, maintaining and controlling human resources for effective achievement of organization goals.”

1.2: INTRODUCTION TO STRESS:

Importance of the study:

20th century has been regarded as the period of incredible change in human history. Philosophers and scientists have given various names to this period. Peter Drucker has called it “The Age of Discontinuity”, John Galbraith has called it “The Age of Future Shock” and Hari Albrecht called it “The Age of Anxiety”.

Stress has become the 21 century buzz word, from the high pervading corporate class to the cradle of teaching infants’ nurseries we find this word liberally used. Stress is part of modern

life. Various events in life cause stress, starting with the birth of a child and enduring with the death of a dear one.

Urbanization, industrialization and the increase scale of operations in society are some of the reasons for rising stress. It is an inevitable consequence of socio-economic complexity and to some extent, its stimulant as well. People experience stress as they can no longer have complete control over what happen in their lives. The telephone goes out of order, power is shut down, water supply is disrupted, children perform poorly at school etc. we feel frustrated and then stressed.

The word stress is derived from a Latin word “stringere”, meaning to draw tight. From the view point of physical sciences, the phenomena of stress are evident in all materials when they are subjected to “force, pressure, strain or strong-front”. Every material steel, rock or wood has its own limit up to which it can withstand stress without being damaged.

Similarly human beings can tolerate certain level of stress. Stress is highly individualistic in nature. Some people have high levels of stress tolerance for stress and thrive very well in the face of several stressors in the environment. In fact, some individuals will not perform well unless they experience a level of stress which activates and energizes them to put forth their best results.

For every individual there is an optimum level of stress under which he or she will perform to full capacity. If the stress experience is below the optimum level, then the individual gets bored, the motivational level of work reaches a low point and it results to careless mistakes, forgetting to do things and thinking of things other than work during work hours and also leads to absenteeism which may ultimately lead to turnover. If on the other hand, stress experience is above the optimum level, it leads to too many conflicts with the supervisor or leads to increase of errors, bad decisions and the individual may experience insomnia, stomach problems, and psychosomatic illness.

The present world is fast changing and there are lots of pressures and demands at work.

These pressures at work lead to physical disorders. Stress refers to individual's reaction to a disturbing factor in the environment. It is an adaptive response to certain external factor or situation or what can be called environmental stimuli as reflected in an opportunity, constraint or demand the outcome of which is uncertain but important. In short stress is a response to an external factor that results in physical, emotional, behavioral deviations in a person.

Stress is an all pervading modern phenomenon that takes a heavy toll of human life. Different situations and circumstances in our personal life and in our job produce stress. Those can be divided into factors related to the organization and factors related to the person which include his experience and personality traits. Job related factors are work overload, time pressures, poor quality of supervision, insecure political climate, role conflict and ambiguity, difference between company values and employee values. Person related factors are death of spouse or of a close friend, family problems, change to a different line of work, prolonged illness in the family, change in social activities, eating habits, etc.,

Personality traits are 'Type A' personality. They are impatient, ambitious, competitive, aggressive, and hardworking. They set high goals and demands of themselves and others. And they are particularly prone to stress inducing anticipatory emotions such as anxiety.

Definition of Stress:

Hans Selye was one of the founding fathers of stress research. His view in 1956 was that "stress is not necessarily something bad – it all depends on how you take it. The stress of exhilarating, creative successful work is beneficial, while that of failure, humiliation or infection is detrimental." Selye believed that the biochemical effects of stress would be experienced irrespective of whether the situation was positive or negative.

Since then, a great deal of further research has been conducted, and ideas have moved on. Stress is now viewed as a "bad thing", with a range of harmful biochemical and long-term effects. These effects have rarely been observed in positive situations.

The most commonly accepted definition of stress (mainly attributed to Richard S Lazarus) is that stress is a condition or feeling experienced when a person perceives that "demands exceed the personal and social resources the individual is able to mobilize." In short, it's what we feel when we think we've lost control of events.

Stress In Biological terms:

Stress is a biological term which refers to the consequences of the failure of a human or animal body to respond appropriately to emotional or physical threats to the organism, whether actual or imagined.

Types of Stress:

- **Eustress:**

This is a positive form of stress, which prepares your mind and body for the imminent challenges that it has perceived. Eustress is a natural physical reaction by your body which increases blood flow to your muscles, resulting in a higher heart rate..

- **Distress**

It is a negative form of stress. This occurs when the mind and body is unable to cope with changes, and usually occurs when there are deviations from the norm.

- **HyperStress**

This is another form of negative stress that occurs when the individual is unable to cope with the workload.

- **Hypostress**

Lastly, hypo stress occurs when a person has nothing to do with his time and feels constantly bored and unmotivated. This is due to an insufficient amount of stress; hence some stress is inevitable and helpful to us.

COPING WITH STRESS AT WORK PLACE

With the rapid advancement of technology, the stress faced at work has also increased. Many people dread going to work, hence the term “Monday Blues” came into use.

What is the reason for this? There is partly the fear from being retrenched in bad times, leading to greater job insecurity on the part of those who remain. Undoubtedly, occupational stress is one of the most commonly cited stressors faced by people all over the world.

Whilst some stress is good for motivation and increasing efficiency, too much stress can result in negative impacts such as reduced effectiveness and efficiency. More and more people are feeling isolated and disrespected at work, and this has led to greater occupational stress. Many companies have taken to consulting experts and professionals on ways to increase connectedness and motivation of their employees.

Some companies organize parties and make their employees feel valued at work. These are measures to motivate employees and help them to feel secure at their jobs, translating into greater productivity. However, not all companies have such measures in place, and some have not gotten it quite right. Hence, it is up to you to make sure that you can cope with stress at your workplace, and use it to help you work better.

Step 1: Raising Awareness

Help yourself to identify when you are facing rising levels of stress, tipping the scales from positive to negative. This is important, as being able to identify signs of being stressed can help you to take steps to ensure that your overall quality of life does not drop.

Step 2: Identify the Cause

You need to be able to analyze the situation and identify what is causing the rise in stress. These stressors can be external and internal. External stressors refer to things beyond your control, such as the environment or your colleagues at work. Internal stressors refer to your own thinking and attitude. Often, we only start reacting to stress when a combination of stressors working together exceeds our ability to cope. Keep a diary or a list of events that have caused you to feel strong negative emotions, or that are likely stressors. This will help you to identify the causes of your stress.

Step 3: Coping with Stress

In order to deal with the situation that is causing you stress, you need to calm your mind and body so as to stave off the reactions and cope with it in a positive way. This can be through different methods, such as taking time off. If a situation is triggering your stress and you are unable to calm down, remove yourself from it. Go outside and take a walk to calm down. Alternatively, you can try implementing relaxation techniques such as deep breathing. If it is an internal stressor, stop your thought process until you are able to deal with it logically.

The key to making these 3 steps work for you is to practice them. These are not instantaneous solutions, and you need to condition your mind and practice them so that you can implement it when you are feeling stressed.

Stress management is the need of the hour. However hard we try to go beyond a stress situation, life seems to find new ways of stressing us out and plaguing us with anxiety attacks. Moreover, be it our anxiety, mind-body exhaustion or our erring attitudes, we tend to overlook causes of stress and the conditions triggered by those. In such unsettling moments we often forget that stressors, if not escapable, are fairly manageable and treatable.

Stress, either quick or constant, can induce risky body-mind disorders. Immediate disorders such as dizzy spells, anxiety attacks, tension, sleeplessness, nervousness and muscle cramps can all result in chronic health problems. They may also affect our immune, cardiovascular and nervous systems and lead individuals to habitual addictions, which are inter-linked with stress.

Like "stress reactions", "relaxation responses" and stress management techniques are some of the body's important built-in response systems. As a relaxation response the body tries to get back balance in its homeostasis. Some hormones released during the 'fight or flight' situation prompt the body to replace the lost carbohydrates and fats, and restore the energy level. The knotted nerves, tightened muscles and an exhausted mind crave for looseness. Unfortunately, today, we don't get relaxing and soothing situations without asking. To be relaxed we have to strive to create such situations.

Workplace Stress:

Workplace stress is the harmful physical and emotional response that occurs when there is a poor match between job demands and the capabilities, resources, or needs of the worker. Stress-related disorders encompass a broad array of conditions, including psychological disorders (e.g., depression, anxiety, post-traumatic stress disorder) and other types of emotional strain (e.g., dissatisfaction, fatigue, tension, etc.), maladaptive behaviour's (e.g. aggression, substance abuse), and cognitive impairment (e.g., concentration and memory problems). In turn, these conditions may lead to poor work performance or even injury. Job stress is also associated with various biological reactions that may lead ultimately to compromised health, such as cardiovascular disease.

Stress is a prevalent and costly problem in today's workplace. About one-third of workers report high levels of stress. One-quarter of employees view their jobs as the number one stressor in their lives. Three-quarters of employees believe the worker has more on-the-job stress than a generation ago. Evidence also suggests that stress is the major cause of turnover in organizations.

Causes of Workplace Stress:

Job stress results from the interaction of the worker and the conditions of work. Views differ on the importance of worker characteristics versus working conditions as the primary cause of job stress. The differing viewpoints suggest different ways to prevent stress at work. According to one school of thought, differences in individual characteristics such as personality and coping skills are most important in predicting whether certain job conditions will result in stress—in other words, what is stressful for one person may not be a problem for someone else. This viewpoint leads to prevention strategies that focus on workers and ways to help them cope with demanding job conditions. Although the importance of individual differences cannot be ignored, scientific evidence suggests that certain working conditions are stressful to most people. Such evidence argues for a greater emphasis on working conditions as the key source of job stress, and for job redesign as a primary prevention strategy. Personal interview surveys of working conditions, including conditions recognized as risk factors for job stress, were conducted in Member States of the European Union in 1990, 1995, and 2000. Results showed a trend across these periods suggestive of increasing work intensity. In 1990, the percentage of workers reporting that they worked at high speeds at least one-fourth of their working time was 48%, increasing to 54% in 1995 and to 56% in 2000. Similarly, 50% of workers reported they work against tight deadlines at least one-fourth of their working time in 1990, increasing to 56% in 1995 and 60% in 2000. However, no change was noted in the period 1995–2000 (data not collected in 1990) in the percentage of workers reporting sufficient time to complete tasks. A substantial percentage of Indians work very long hours. By one estimate, more than 26% of men and more than 11% of women worked 50 hours per week or more in 2000. These figures represent a considerable increase over the previous three decades, especially for women. According to the Department of Labor, there has been an upward trend in hours worked among employed women, an increase in extended work weeks (>40 hours) by men, and a considerable increase in combined working hours among working couples, particularly couples with young children.

Signs of Workplace Stress:

Mood and sleep disturbances, upset stomach and headache, and disturbed relationships with family; friends and girlfriends or boyfriends are examples of stress-related problems. The effects of job stress on chronic diseases are more difficult to see because chronic diseases take a long time to develop and can be influenced by many factors other than stress. Nonetheless, evidence is rapidly accumulating to suggest that stress plays an important role in several types of chronic health problems-especially cardiovascular disease, musculoskeletal disorders, and psychological disorders.

Prevention:

A combination of organizational change and stress management is often the most useful approach for preventing stress at work.

How to Change the organization to Prevent Job Stress

- Ensure that the workload is in line with workers' capabilities and resources.
- Design jobs to provide meaning, stimulation, and opportunities for workers to use their skills. Clearly define workers' roles and responsibilities.
- Give workers opportunities to participate in decisions and actions affecting their jobs.
- Improve communications-reduce uncertainty about career development and future employment prospects.
- Provide opportunities for social interaction among workers.
- Establish work schedules that are compatible with demands and responsibilities outside the job.
- Discrimination inside the workplace. (e.g. nationality and language)

REDUCE YOUR STRESS

1. Job analysis:

The first of the action-oriented skills that we look at is Job Analysis. Job Analysis is a key technique for managing job overload – an important source of stress.

To do an excellent job, you need to fully understand what is expected of you. While this may seem obvious, in the hurly-burly of a new, fast-moving, high-pressure role, it is oftentimes something that is easy to overlook.

By understanding the priorities in your job, and what constitutes success within it, you can focus on these activities and minimize work on other tasks as much as possible. This helps you get the greatest return from the work you do, and keep your workload under control.

Job Analysis is a useful technique for getting a firm grip on what really is important in your job so that you are able to perform excellently. It helps you to cut through clutter and distraction to get to the heart of what you need to do.

2. **Thought Awareness:**

Thought Awareness is the process by which you observe your thoughts and become aware of what is going through your head.

Another more general approach to Thought Awareness comes with logging stress in your Stress Diary. When you analyze your diary at the end of the period, you should be able to see the most common and the most damaging thoughts. Tackle these as a priority using the techniques below.

3. **Rational Thinking:**

The next step in dealing with negative thinking is to challenge the negative thoughts that you identified using the Thought Awareness technique. Look at every thought you wrote down and challenge it rationally. Ask yourself whether the thought is reasonable. What evidence is there for and against the thought? Would your colleagues and mentors agree or disagree with it?

When you challenge negative thoughts rationally, you should be able to see quickly whether the thoughts are wrong or whether they have some substance to them. Where there is some substance, take appropriate action. However, make sure that your negative thoughts are genuinely important to achieving your goals, and don't just reflect a lack of experience, which everyone has to go through at some stage.

4. Opportunity Seeking:

By now, you should already be feeling more positive. The final step is to prepare rational, positive thoughts and affirmations to counter any remaining negativity. It can also be useful to look at the situation and see if there are any useful opportunities that are offered by it.

By basing your affirmations on the clear, rational assessments of facts that you made using Rational Thinking, you can use them to undo the damage that negative thinking may have done to your self-confidence.

If appropriate, write these affirmations down on your worksheet so that you can use them when you need them.

As well as allowing you to structure useful affirmations, part of Positive Thinking is to look at opportunities that the situation might offer to you. In the examples above, successfully overcoming the situations causing the original negative thinking will open up opportunities. You will acquire new skills, you will be seen as someone who can handle difficult challenges, and you may open up new career opportunities. Make sure that identifying these opportunities and focusing on them is part of your positive thinking.

1.3: COMPANY PROFILE

COMPANY HISTORY – MINDTREE TECHNOLOGIES LIMITED

OVERVIEW

Mindtree delivers digital transformation and technology services from ideation to execution, enabling Global 2000 clients to outperform the competition. “Born digital,” Mindtree takes an agile, collaborative approach to creating customized solutions across the digital value chain. our deep expertise in infrastructure and applications management turns IT into a strategic asset. Whether you need to run your business more efficiently or accelerate revenue growth, Mind tree can get you there.

We were incorporated as Mindtree Consulting Private Limited on August 5, 1999 by a group of ten individual promoters of which three of them invested through an entity incorporated in Mauritius.

In January 2000, an investment of Rs. 169 million was made by way of subscription to Equity Shares of our Company in our first round of funding by LSO Investment (P) Limited, a Promoter company promoted by three of our Promoters, and Walden Software Investments Limited (managed by Walden International), Amalgamated Holdings Limited and Vaitarna Holdings Private Limited. Shares held by Amalgamated Holdings and Vaitarna Holdings Private Limited was transferred to Global Technology Ventures Limited by Board meeting held on April 25, 2000.

In August 2001, Capital International Global Emerging Markets Private Equity Fund LP, Global Technology Ventures Limited and certain of our Promoters invested a further Rs.590 million in our Company in a second round of funding by subscribing to convertible preference shares.

In October 2001, Franklin Templeton Holding Limited invested a sum of Rs.75.5 million into our Company by subscribing to our preference shares. Subsequently, AIG offshore Systems Service Inc., one of our clients also subscribed to Equity Shares and warrants in our Company.

We are structured into two business units that focus on software development "IT Services and R&D Services. We have clients that range from Fortune 10 companies to enterprise software organizations. We have offices across USA, United Kingdom, Germany, Switzerland, United Arab Emirates, India, Singapore, Australia and Japan. We were incorporated as MindTree Consulting Private Limited on August 5, 1999 by a group of ten individual promoters of which three of them invested through an entity incorporated in Mauritius.

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In August 2001, Capital International Global Emerging Markets Private Equity Fund LP, Global Technology Ventures Limited and certain of our Promoters invested a further Rs.590 million in our Company in a second round of funding by subscribing to convertible preference shares.

In October 2001, Franklin Templeton Holding Limited invested a sum of Rs 75.5 million into our Company by subscribing to our preference shares. Subsequently, AIG offshore Systems Service Inc., one of our clients also subscribed to Equity Shares and warrants in our Company.

We are structured into two business units that focus on software development " IT Services and R&D Services. We have clients that range from Fortune 10 companies to enterprise software organizations. We have offices across USA, United Kingdom, Germany, Switzerland, United Arab Emirates, India, Singapore, Australia and Japan. We were incorporated as MindTree Consulting Private Limited on August 5, 1999 by a group of ten individual promoters of which three of them invested through an entity incorporated in Mauritius.

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We are structured into two business units that focus on software development "IT Services and R&D Services. We have clients that range from Fortune 10 companies to enterprise software organizations. We have offices across USA, United Kingdom, Germany, Switzerland, United Arab Emirates, India, Singapore, Australia and Japan.

MindTree was incorporated in the year 1999 by a group of 10 industrial professionals who came from Cambridge Technology Partners, Lucent Technologies and Wipro and this team was led by Ashok Soota.

Mindtree has formed successful business and technology alliances with big companies like Microsoft, Hewlett Packard, oracle, Bluetooth SIG, Intel, IBM, SAP, orange, Sun Microsystems and many more.

The client list includes name like Getronics, Sonoco, ABB, Elance, Symantec, while consumer goods major Samsung is among others.

In early 2011, Ashok Soota, the co-founded of the company and the executive chairman, quit the company to start another venture.

MISSION AND VISION STATEMENT:

Mission: Mindtree mission is to generate successful customers, happy people and innovative solutions, reiterating that the two most important stakeholders are its customers and its people. The company believes that happy people leads to happy customers and that the innovative solutions are a means of contributing to the success of its customers.

Vision: To work towards an ecosystem that can fulfil the social, economic and environmental needs of present and future generations.

KEY EVENTS AND MILESTONES

Date Event

October 2006 Signed a letter of intent for expansion of facilities in the SEZ in Chennai.

September 2006 Land acquired in Bhubaneshwar for expansion of facilities.

July 2006 Development centre launched in Chennai.

June 2005 Acquisition of Linc Software Services Private Limited.

February 2005 West Campus development centre opened in Bangalore.

September 2004 Acquisition of the software division of ASAP and ARPSL.

January 2004 Execution of contract with AIG offshore Systems Service Inc. for supply of IT Services.

October 2001 Investment by Franklin Templeton Holding Limited.

December 2001 Commencement of IT outsourcing partnership with Volvo Information Technology.

August 2001 Investment by Global Technology Ventures Limited, Walden Software Investments Limited and Capital International Global Emerging Markets Private Equity Fund LP in second round of funding.

January 2000 Investment by Walden Software Investments Limited, Amalgamated Holdings Limited and Vaitarna Holdings Private Limited in first round funding.

August 1999 Formation of MindTree with two customers and commitment of funding of US\$9.5 million at its inception.

2007 - Mindtree Consulting Limited has informed that "Ms.Usha T N, is appointed as Company Secretary of the Company w.e.f. 23rd July, 2007 in terms of section 383A and is also appointed as Compliance officer".

2008

- MindTree Ltd has appointed Mr.Janakiraman S as Additional Director of the Company by the Board of Directors at their Meeting held on July 16, 2008.

- MindTree Ltd has appointed Professor David B Yoffie as Additional Non-Executive Director of the Company with effect from December 01, 2008. Prof. David B Yoffie would hold the status of an Independent Director on the Board of the Company.

- Company name has been changed from MindTree Consulting Ltd to MindTree Ltd.

2009

- Mindtree Limited has appointed "Mr. Rajesh S Narang has been appointed as Company Secretary of MindTree Limited with effect from 14th July, 2009 and holds the responsibilities as enumerated under clause 47 of the Listing Agreement. Ms.Usha T N ceased to be the Company Secretary and will hold the position of Compliance officer of the Company".

--Registered office of the Company has been shifted to Global Village, RVCE Post, Mysore Road, Bangalore – 560059

2010

- MindTree has signed a pact with Carlyle Group, one of the world's largest private equity firms. MindTree will provide IT infrastructure management and support services for Carlyle's global data centres. They would monitor and manage all of Carlyle's IT production servers at Carlyle's data centres in the US, the UK and Hong Kong, as well as its disaster recovery data centre in Virginia. MindTree will also monitor and manage file servers located in Carlyle offices throughout the world, as well as other classes of hardware and applications.
- Mindtree Ltd, the IT solutions firm, bagged a contract from government's Unique Identification Project (UID) for application development and maintenance services.
- MindTree Ltd launches Security Services to Help Businesses Solidify and Execute Their Security and Compliance Strategies.

2011

- MindTree Ltd - MindTree Launches Contract Pricing Framework.
- MindTree Ltd - MindTree Expands RUBIC Family of Business Int.
- MindTree Ltd - MindTree Recognized Among Top 10 outsourcing.
- MindTree Ltd has informed BSE regarding a Press Release titled "MindTree's Assist Technologies Program wins a Manthan Awards South Asia 2010".
- MindTree Ltd has informed BSE regarding a Press Release dated March 23, 2011 titled "Mindtree teams up with R V College of Engineering (RVCE) to take Industry Closer to Academia".

2012

- MindTree Ltd has informed BSE regarding a Press Release dated January 26, 2012 titled "MindTree Kalinga commences project activity with one Earth ceremony".

- MindTree Ltd has informed BSE regarding a Press Release dated March 07, 2012 titled "MindTree Wins Prestigious Corporate Governance Awards".

-Mindtree and KPN join Hands to build Cloud Services Aggregation Platform.

- Investors give thumbs-up to MindTree on better-than-expected.

- MindTree Ltd - MindTree ranked among the top 5 global R&D services providers.

- MindTree Ltd has informed BSE regarding a Press Release dated November 13, 2012 titled "Governor Rick Scott attends the Grand opening of Mindtree Limited's first U.S. Delivery Center".

2013 -Mindtree wins Gainesville Chamber Business of the Year award for its Innovative Practices. -MindTree bags corporate governance award from World Finance and Asiamoney - Mindtree wins corporate governance awards for the second consecutive year -Mindtree ranked among the top global product engineering service providers by Zinnov research and analysis -Mindtree launches Gladius- a video management software for advanced surveillance.

2014 -Mindtree to introduce new practices for testing in a connected world -Mindtree and SAP announce first Managed Mobility offering in Australia -Mindtree expands leadership team in DACH region -Mindtree opens a new US delivery center in Redmond, Washington -I Got Garbage (IGG) - The technology platform for waste management is now open for Bangalore citizens -ING Vysya selects Mindtree as a strategic digital partner -Mindtree Helps LAPIS Semiconductor Launch Next Generation Bluetooth Smart Chips" -MindTree has announces bonus in the ratio of 1:1

2015 -Mindtree Enables Next Generation Bluetooth® Low Energy Chips at Cypress - Mindtree Named a Top 10 outsourcing Service Provider in EMEA by ISG -MindTree completes acquisition of Relational Solutions Inc -flydubai selects Mindtree as a strategic technology partner -MindTree enters into strategic partnership with flydubai -Mindtree selected by Molnlycke Health Care for SAP Application Management -Mindtree Launches Global Learning & Software Delivery Center -Mindtree named in the leadership zone in Zinnov's Global Product Engineering Service Provider Ratings

2016 - Mindtree to acquire Magnet 360, a Salesforce Platinum Consulting Partner. - The Company issue of Bonus Shares to the holders of Equity Share/s of the Company in the ratio of 1:1 (i.e., one Bonus Equity Share of Rs. 10/- each, for every one fully paid up Equity Share of Rs. 10/- each held). - Mindtree signs service integration capabilities agreement with Sandvik". - MindTree concludes acquisition of Magnet 360 - Mindtree launches IPv6 Stack for Bluetooth Smart - Mindtree launches next-gen managed services framework.

2017 - - Mindtree Launches US Network operations Center - Mindtree Recognized as a Global Leader in Digital Services by Zinnov - Mindtree Recognized by Independent Research Firm as a Continuous Testing Service Provider Leader - Mindtree Recognized as Leader in Application Development and Maintenance Services by ISG - Mindtree opens U.S.-Based "Digital Pumpkin" - Mindtree Announces Elevation to Business Partner Status in the Adobe Solution Partner Program - Mindtree takes ETA MELCO Elevator Co. L.L.C , live on SAP S/4HANA - Mindtree Announces Integrated Services for Creating Efficient IT - Mindtree's ATLAS for SAP to Accelerate Transition to SAP HANA-Powered Digital Platforms - Automation Complements In-Store Human Assistance for Next Level of Shopping Experience across Age and Gender - Mindtree wins Sitecore Experience Award for 2016 in Marketing Agility category - Mindtree positioned in Leadership Zone for Publishing, Broadcasting and Education in Zinnov Zones 2016 – Media & Technology - Mindtree (Relational Solutions), has been included in the Market Guide for Trade Promotion Management and optimization for the Consumer Goods Industry by Gartner

Services

IT Services– Under this it provides services such as Application Maintenance Services, Business Intelligence, Mainframe and System I, Infrastructure Management and Technical Support, etc. The company caters services to industries like capital market, banking and financial services, Insurance, manufacturing, Retail and Travel and transport.

Research and Development services– MindTree provides various services such as IP Led Services, Semiconductor and hardware engineering, Software Engineering and testing. It offers these services to industries like Automotive, Communication Systems, Industrial System, Medical Electronics, etc.

Awards

- 2012
Selected by WASL procurement team as 'Best Supplier in the IT– Software services Category' in December 2012. This award is an endorsement of all the hard work the SAP practice, IG has put in over the years to make various projects a success.
- Selected by Forbes Asia as one of the 200 Best Under A Billion companies of 2012. From a list of 15,000 companies, the screening was done based on sales growth, earnings growth and return on equity in the past 12 months and over three years.
- 2012 NASSCoM IT user award in Social Media Adoption in an Enterprise category for the intranet application, PeopleHub.
- Second runner–up in the Peoples Green Award category as part of the TCS World 10K marathon that was held in Bangalore, 2012.
- Best corporate governance in India for 2012 by the World Finance magazine.
- In 2011– MindTree Limited for the fourth consecutive year, won the Asian Most Admired Knowledge Enterprise (MAKE) Award issued by Teleos, in association with The KNOW Network.

- MindTree Launches Contract Pricing Framework.
- Ranked #3 in India in the Best overall for Corporate Governance category in Asiamoney corporate governance poll, 2011.
- Ranked among the top 100 global outsourcing companies in a study by Global Services Media and NeoAdvisory in 2011.
- Selected as the EPG Communication & Collaboration Partner of the year 2011 by Microsoft.
- Ranked 19 in the list of top 25 best employers in India and ranked second among the IT companies by AON Hewitt best employers' survey 2011.
- 2010 – MindTree Ltd launches Security Services to Help Businesses Solidify and Execute Their Security and Compliance Strategies.
- In 2009, MindTree was ranked among the top 5 global R&D service providers by Zinnov Management Consulting Pvt. Ltd
- MindTree received the BML Munjal Award, for being the best Indian private sector company in the area of Learning and Development, in February 2008.
- MindTree was named among the world's top 100 outsourcing service providers by the International Association of outsourcing Professionals 2007.
- In 2007, MindTree was declared the Number 1 Most Admired Knowledge Enterprise in India by Teleos, in association with the KNOW Network.

SWOT ANALYSIS :

Strengths

- Highly skilled, English speaking manpower.

- Cheap workforce than their Western counterparts. According to MINDTREE, the wages difference is as high as 70-80 per cent when compared to other counterparts.
- Lower attrition rates.
- Dedicated workforce aiming at making a long term career in the area.
- Round-the clock benefit for companies due to the huge time difference.
- Lower response time with efficient and effective service.

Weaknesses

- Recent months have seen a rise in the level of attrition rates among IT workers who are quitting their jobs to pursue higher studies. Of late workers have shown a tendency not to pursue IT as a full-time career.
- The cost of telecom and network infrastructure is much higher in India than in the US.

Opportunities

- To capitalise and encash on the already established image of India being portrayed as the most favoured IT destination in the world.
- Opportunities for Indian companies to work closely with Governments and assure their concerns and issues
- India can be branded as a quality IT destination rather than a low-cost destination.

Threats

- The anti-outsourcing legislation in the India.
- Three more states in the India are planning legislation against outsourcing.
- Workers in Indian IT sectors have protested against outsourcing of work to other BPO companies.
- Other IT destinations could have an edge on the cost factor.

FINANCIAL STATEMENT:

BalanceSheet MindTree Ltd.					
Rs (in Crores)					
Particulars	Mar'17	Mar'16	Mar'15	Mar'14	Mar'13
Liabilities	12 Months	12 Months	12 Months	12 Months	12 Months
Share Capital	168.00	167.80	84.10	41.70	41.50
Reserves & Surplus	2589.80	2248.60	1927.10	1599.20	1272.20
Net Worth	2757.80	2416.40	2011.20	1640.90	1313.70
Secured Loan	.00	40.00	.00	.00	21.70
Unsecured Loan	95.50	1.80	2.30	2.70	3.20
TOTAL LIABILITIES	2853.30	2458.20	2013.50	1643.60	1338.60
Assets					
Gross Block	978.80	935.50	898.00	705.70	636.80
(-) Acc. Depreciation	598.40	495.90	435.40	362.10	377.90
Net Block	380.40	439.60	462.60	343.60	258.90
Capital Work in Progress	19.20	23.20	35.40	49.60	57.10
Investments	1453.50	1115.30	645.60	534.90	427.10
Inventories	.00	.00	.00	.00	.00
Sundry Debtors	806.10	882.50	679.80	600.40	450.80
Cash and Bank	225.00	192.40	366.90	117.50	123.80
Loans and Advances	595.20	623.50	455.80	453.70	373.30
Total Current Assets	1626.30	1698.40	1502.50	1171.60	947.90
Current Liabilities	516.60	603.00	428.00	294.80	241.20

Provisions	109.50	215.30	204.60	161.30	111.20
Total Current Liabilities	626.10	818.30	632.60	456.10	352.40
NET CURRENT ASSETS	1000.20	880.10	869.90	715.50	595.50
Misc. Expenses	.00	.00	.00	.00	.00
TOTAL ASSETS(A+B+C+D+E)	2853.30	2458.20	2013.50	1643.60	1338.60

Rs (in Crores)

CHAPTER 2
REVIEW OF LITERATURE

CHAPTER - 2

2.1: REVIEW OF LITERATURE

Review of literature is the study of the prevalent materials related to the topic of research. This helps the researcher to get a clear idea about the particular field. It is further intended to serve as a means of exchanging information with the hope that it could prevent further duplications of the respondents to determine what is already known from similar research. The knowledge of other research literature is very important for researchers, to check their findings in line with the findings of the previous studies.

Chaudhary (1990) ⁴ examined in his study on, “A study of relationship between job satisfaction and stress of bank officers “with 100 bank officers stated that no significant differences were observed between higher and lower age groups on role stress dimensions. The overall indices of role stress and job satisfaction were found to be negatively correlated in higher as well as lower age groups of bank officers.

Cummins (1990)⁵ in his study on “Job Stress And The Buffering Effect of Supervisory Support”, suggested role conflict and role ambiguity, heavy work load, underutilization of skills, resource inadequacy and lack of participation as the main categories of work stressors. “Are you killing yourself “a research paper by Dastur (199)⁶ stated that work group climate is a cause of managerial stress and the perceived power is the 2nd most potent cause of managerial stress. Role ambiguity did not arise as a significant cause of stress in this study. Thus negative group climate and powerlessness may be the dominant causes of stress experienced by Indian Managers.

Beena and Poduval (1991) ⁷ in their study on “Role stress and role efficacy “studied gender differences in relation to work stress with age as an independent variable. The samples

consisted of 50 first level executives of a large industrial organization. The findings of the study indicated that stress experience of the executives increased with advancing age. Sex was also found to be a major factor affecting the stress conditions.

Bharathi, Nagarathinam and Reddy (1991)⁸ in their study on “Effect of occupational stress on job satisfaction”, found that occupational stress was significantly related to job satisfaction. Greater stress accompanied with lower satisfaction.

McDonald and Korabic (1991)⁹ Conducted a study entitled “sources of stress and way of coping among male and female managers studying stress and coping among managers”, among Ten male managers in a low stress group and 10 female managers in a high stress group. The researcher liked to find the reactions of the respondents under described stressful work related situations and how they coped with them. It was revealed that women worked more likely than men to report that prejudice, discrimination tight work and unnecessary interference in work were found to be the sources of stress.

Lawless (1991)¹⁰ found that nine out of ten employees felt that it was the employer’s responsibility to reduce worker’s stress and provide health plan that covers stress illness. He emphasized that employees have no doubt that stress related illness and disability should be taken seriously. Employees expect substantive action by their employer and hold their employer, financially responsible for the consequences of the job stress.

John Schoper (1993)¹⁵ explained that stress is a widespread generalized response of the body to various environments like physical or social situations, which causes the stress responses of the body. The physical, environmental and social cause of stress levels are termed as ‘stressors’. 75% of the bodily diseases are said to be stress related. Changes in one’s lifestyle will also cause stress.

Akinnusin (1994)¹⁷ investigated the relationship between organizational and job stress. It was

found that women showed greater behavioral stress than men did. Most of the reactions are positively related to the desire to either quit the organization or temporarily withdraw from work.

ACTU (1997)²² conducted a study and found that stress at work is the hidden hazard in Australia's work places. over 8000 unionists responded to the stress survey and the major causes of stress were identified: They are management issues including lack of communication and consultation, increased workloads, job insecurity and lack of restructuring, poor working conditions, insufficient training, inadequate staff and resources and long hours of work

Chand and Sethi (1997)²³ found in a study on "organizational Factors in Development of Work Stress", a significant positive relationship between job related strain and role overload and role conflict. This was found in a study on 150 junior management officers who work in banks. Factors such as role ambiguity, under-participation and predicted role stress were also experienced by the respondents. This study however has been undertaken to study the organizational factors of stress only. The factors such as individual factors, physical factors and extra – organizational factors have not been considered. ²² ACTU – The Indian Journal of Industrial

Ahmed et al. (1998) ²⁷ in a study titled "Stress and coping strategies among executives technocrats" found that men preferred a defensive style more often than women. They found no relationship for age, number of dependants, income, drinking /smoking habits and health with the strategies used for coping with stress.

In his study on "work motivation, job stress and employee's wellbeing", Luolu (1999) ²⁸ has investigated the relationship between occupational stressor (job demands distraction, and inter personal conflicts) ;and strain (job satisfaction and mental health);and impact of two potential moderating variables i.e., work motivation (intrinsic vs. extrinsic) and social

support from colleagues, superiors, friends and families. 300 working adults were interviewed. Intrinsic work motivation was positively related to overall job satisfaction whereas extrinsic motivation was positively related to depression both superior's support and family support were negatively related to depression, anxiety, and somatic symptoms, the study concluded.

Durbury and Higgins (2000)³⁰ mentioned in their study related to "Work life balance in the new millennium: Where are we?" that there are psychological path- way through which stress is transmitted between work and family. The process involves active cognitive processing, behavioural sequences, and social transactions. It is apparent that spill overs of stress from work to family and from family to work is not uncommon, that occurs in both directions and is not restricted to males or females, or persons of one class, culture or level.

Elovainio et al. (2001)³⁵ found on their research entitled "job control and occupational strain" highlights the organisational justice, evaluations, job control and occupational strain" have an impact on stress and strain, if the employees perceive organizational justice. In other words, it may not be job control, but the employee's perception of fairness that has the resulting impact on stress.

Pareek (2002)³⁸ in his studies on "Training instrument in HRD" found that organizational role is a position in an organization, which is defined by the expectations of the significant people therein. Role occupant performs certain functions to fulfil his/her role expectations. This concept of organizational role and occupation thereof has inherent potentials for stress.

Collins and Gibbs (2003)⁴⁰ examined the sources of stress –related symptoms among police officers and measured the prevalence of significant associated mental ill health in their study on "Stress In Police officers : A Study of origins, Prevalence and Severity of Stress – Related Symptoms Within a Country Police Force". The study conducted on 1206 police

officers revealed that occupational stressors ranking most highly within the population were not specific to policing, but the organizational issues such as the demand of work impinging upon home life, lack of consultation and communication, lack of control over workload, inadequate support and excess work load in general were the main causes of stress.

Zrid et al. (2004)⁴¹ in their study entitled “New York State care Manager Survey, Urban and rural difference in Job activities, job stress and job satisfaction” concentrated on the quality of working life of care managers in urban and rural community mental health Program in New York State. The objectives were to describe specific job activities and examine differences in the perceptions of job stress and Job satisfaction. Urban care managers attributed greater job stress intensity and frequency than did rural workers to stressors relating to collaborating and coordinating services.

Bennet et al. (2005)⁴² conducted a study on “Burnout, psychological morbidity, job-satisfaction and stress” Their studies also reported that burn out and job related stress are most responsible factors for job dis-satisfaction, decision to quit the job and reducing the number of working hours.

Shukla (2007)⁴⁶ stated in his research on “The 4-lane express way to stress management” that stress defined as a form of tension or strain in the body or the mind for which there is no release or outlet. When one person is caught under the bondage of stress, he is like a car in the neutral gear with the accelerator on, trying to exert internally, but unable to do so.

Fernandes et al. (2008)⁴⁹ mentioned that stress experienced in organizational roles were studied in 486 executives in public and private sector banks in Goa. Pareek’s organizational role stress (ORS) scale was used to measure ten types of role stress. The sample was divided into three parts as short, medium, and long, on the basis of the length of service of the respondents. Analysis of variance (ANOVA) was used to find out if significant differences prevail in stress experiences among short, medium, and long tenure groups. For the total and

for the six types of role stress, long tenure groups experienced the minimum stress, medium tenure group experienced a medium level stress and the short tenure group experienced the maximum stress, pointing to the existence of a negative relationship between length of service and role stress.

Daisy Chauhan (2009)⁵¹ has mentioned in her research on “Effect of Job Involvement on Burnout” that a person may arrive at exhaustion without going through the alarm stage and therefore may fail to develop resistance to or mechanisms for dealing with stress.

Neelamegam R. (2010)⁵⁴ in his article entitled “Work Stress Among Bank Employees of Dindigul District Central Co-operative Bank, Tamil Nadu : A Study”, conducted with a sample survey of 230 numbers of employees working in Dindigul District Central Co-operative Bank (DDCCB). The result says that majority of 55.4% of the respondents have normal level of stress and for 44.6% stress has become a problem. Respondent who were in the age group of 35-50 years experienced more stress than others do. Employees in clerical cadre (16.2%) were experiencing more stress. It has been found from the study that the employees felt that their hard work and skill were not recognized even after their strenuous work.

Brahma (2011)⁵⁶ Many Human Resource managers are currently busy chasing employees and their managers to get performance appraisals completed. Many businesses are blooming and there is the looming threat of employee shortage that naturally leads to stress among the existing employees.

Anandamurugan (2010)⁷⁹ stated in the publication on “Tips for stress management – A guide to coping with stress – Effective ways to beat stress” that a strong family unit develops the tools to solve stressors, reducing stress for the entire family. Problems that pressurize families may be either be individual stressors that are carried over to the whole family such as school suspension, addiction, mental disorder or physical illness or family crisis.

A review on the previous studies on stress among the employees is necessary to know the areas already covered. This will help to find our new areas uncovered and to study them in depth. The earlier studies made on stress among the employees are briefly reviewed here.

The research study of Jamal M finds that job stressors were significantly related to employees' psychosomatic problems, job satisfaction, unproductive time at the job, and absenteeism. Type A behavior was found to be an important moderator of the stress outcome relationship.

A. P. and J. M. Atieh, argues that it is not safe to assume that job conditions that have an adverse impact on affective reactions to the job will also have a negative impact on overall subjective well-being.

Fienmann views stress as a psychological response state of negative effect characterized by a persistent and a high level of experienced anxiety or tension.

Recent research into the interaction between the mind body show that we may place our body on stress 'alert' quite unconsciously, because of our psychological and emotional attitudes to stress. Anticipatory emotions like impatience, anxiety, and anger can produce the same nerve impulses and chemical reactions as being faced with a concrete challenge. So when faced with a stressful situation, we must either use up the energy created by the body to challenge or learn how to "turn off", the response using a conscious relaxation technique.

Hans Seyle, the endocrinologist, whose research on General Adaptation Syndrome (GAS), for the first time, revealed how human beings adapt themselves to emotional strives and strains in their lives. According to him emotional stress occurs in three important stages.

1. Alarm reaction stage
2. Resistance stage
3. Exhaustion stage.

CHAPTER 3
RESEARCH DESIGN

3.1: STATEMENT OF THE PROBLEM

Whatever be the nature of the job, stress is inevitable in today's fast paced world; some level of stress is acceptable rather necessary to bring out the best in a worker, but when the stress level exceeds the limits then problems set in. While stress is common for all types of jobs, it is important to see that stress levels are extremely high in some categories of jobs. Business process outsourcing (IT SECTORS) is a broad term referring to outsourcing in all fields. A IT SECTORS differentiates itself by either putting in new technology or applying existing technology in a new way to improve a process.

Business Process outsourcing (IT SECTORS) is the delegation of one or more IT-intensive business processes to an external provider that in turn owns, administers and manages the selected process based on defined and measurable performance criteria. Business Process outsourcing (IT SECTORS) is one of the fastest growing segments of the Information Technology Enabled Services (ITES) industry. Few of the motivation factors as to why IT SECTORS is gaining ground are:

- Factor Cost Advantage
- Economy of Scale
- Business Risk Mitigation
- Superior Competency
- Utilization Improvement

3.2: NEED FOR THE STUDY

The present study mainly aims to study the occupational stressors of IT SECTORS employees and the techniques they adapt to overcome their stress. The effectiveness of the techniques is also evaluated.

The IT SECToRS industry has ushered in an era of economic freedom and the importance of this cannot be ignored or underestimated especially in a country like India where human resource is abundantly available. The world is becoming flatter day by day and advancement in technology has really given a very big boost to some industries especially the IT SECToRS industry in a very big way. Thomas Friedman identifies Collapse of the Berlin Wall, Netscape, Workflow software, uploading, outsourcing, offshoring, supply chaining, insourcing, informing and virtual communication as the ten major flatteners.¹³ It is no exaggeration to say that for the average middle class English speaking Indian the IT SECToRS industry has opened up an endless avenue of potential possibilities. Surely the IT SECToRS industry along with its related industries like the KPI (Knowledge Processing Industry) is here to stay.

3.3: OBJECTIVES OF THE STUDY

Primary objective:

- To undergo an in-depth study about the stress among the employees of Mindtree Pvt. Ltd.

Secondary Objectives:

- To identify the factors causing stress among the employees.
- To find out the level and kind of stress among the employees.
- To study about the effects of stress on employees in Mindtree Pvt. Ltd.
- To identify the coping strategies to manage stress.

3.4: SCOPE OF THE STUDY

The present world is fast changing and there are lots of pressures and demands at work. These pressures at work lead to physical disorders. Stress refers to individual's reaction to a disturbing factor in the environment. Hence this study would help the organization to know the factors of stress and to reduce the stress in employees. Since it is a well-known fact that healthy employee is a productive employee.

3.5: LIMITATIONS OF THE STUDY

- > The employees were reluctant to give correct information.
- > Even though the employees gave correct information during the unstructured interview conducted, they gave positive answer while answering the questionnaire.
- > As the study was done within a limited time, investigator could not select a sufficiently large sample for the study.

3.6: RESEARCH METHODOLOGY

The Research methodology used in the study was descriptive research design. It includes surveys and fact-finding requires of different kinds. The major purpose of description research designs, as it exists at present. The main characteristic of this method is that the researcher has no control of variables; we can report only what has happened or what is happening.

3.7: HYPOTHESES FRAMEWORK

Ho: The association between type of job and stress level at Mindtree technologies ltd is insignificant.

H1: The association between type of job and stress level at Mindtree technologies ltd is significant.

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As per the results of survey conducted, the relationship between type of job and stress level is not significant but since the survey result is 0.43 which is very near to 0.5 we can conclude that higher the challenging job more will be the stress.

3.8: RESEARCH DESIGN

A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to the research purpose with economy in procedure.

- . A well-structured questionnaire is framed.
- . Data is collected from the employees in Mindtree Technologies Pvt Ltd.
- . Findings are made and necessary recommendations are given.

Research Tool:

A structured questionnaire has been prepared to get the relevant information from the respondents. The questionnaire consists of a variety of questions presented to the respondents for their despondence.

SAMPLING TECHNIQUE

- **Population:**

Survey is made to different level of employees of Mindtree Technologies PvtLtd, Bangalore. 50 Employees are taken into consideration from the organization.

- **Sample Unit:**

The target population is employees of Mindtree Technologies Pvt Ltd. of various ages, sex, caste religious and designations.

- **Sampling Method:**

The sampling type is non-probability which involves deliberating selections of particular units constituting a sample, which represents the universe.

DATA SOURCES

There are two types of data collection namely primary data collection and secondary data collection.

1. Primary data:

The primary data is defined as the data, which is collected for the first time and fresh in nature, and happen to be original in character through field survey.

Primary data collection, you collect the data yourself using methods such as interviews and questionnaires. The key point here is that the data you collect is unique to you and your research and, until you publish, no one else has access to it.

There are many methods of collecting primary data and the main methods include:

- . Questionnaires
- . Interviews
- . Observation
- . Case-studies
- . Diaries
- . Critical incidents
- . Portfolios.

2. Secondary data:

The secondary data are those which have already been collected by someone else and have been passed through statistical process. The secondary data for this study are already available in the firm's internal records, annual report, brochures, and company's website.

DATA COLLECTION METHOD:

The data collection method used in this research is survey method. Here the data are systematically recorded from the respondents.

CHAPTER 4

ANALYSIS AND INTERPRETATION

CHAPTER – 4

4.1: DATA ANALYSIS & INTERPRETATION

Table 1

Table Representing Employees opinion on Completion of Work

EMPLOYEES OPINION ON COMPLETION OF WORK	NO. OF RESPONDENTS	% OF RESPONDENTS
Yes	17	34
No	21	42

Analysis:

It is observed from the survey that 34% of the employees feel that they can complete the work within the given time and 42% feel that the work cannot be completed within the given time.

Inference:

It is clear from the above analysis that a majority, i.e. 42% of the employees feel the work is huge and cannot be completed in the given time.

CHART 1

Chart Representing Employee opinion on Completion of Work

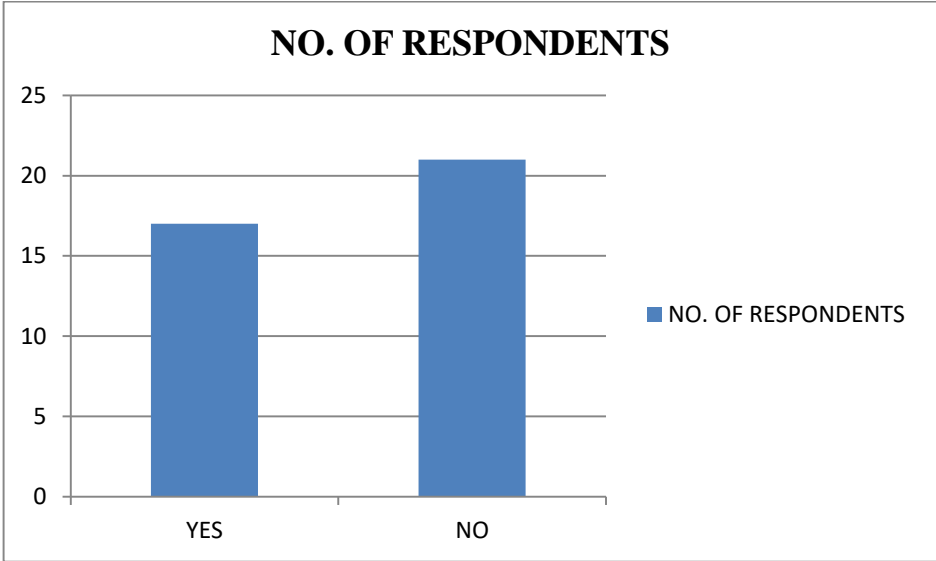


TABLE 2

Table Representing Psychological Working Condition of the Organization

PSYCHOLOGICAL WORKING CONDITION	No. OF RESPONDENTS	% OF RESPONDENTS
Satisfied	27	54
Neutral	15	30
Dissatisfied	8	16

Analysis:

It is found from the survey that 54% of the employees are satisfied with the working conditions at the organization, 30% are neither satisfied nor dissatisfied and 16% are dissatisfied with the physical conditions

Inference:

From the analysis of the table, it is observed that 54% of the employees are satisfied with the physical working conditions.

CHART 2

Chart Representing Employee Satisfaction on Psychological Working

Condition of the organization

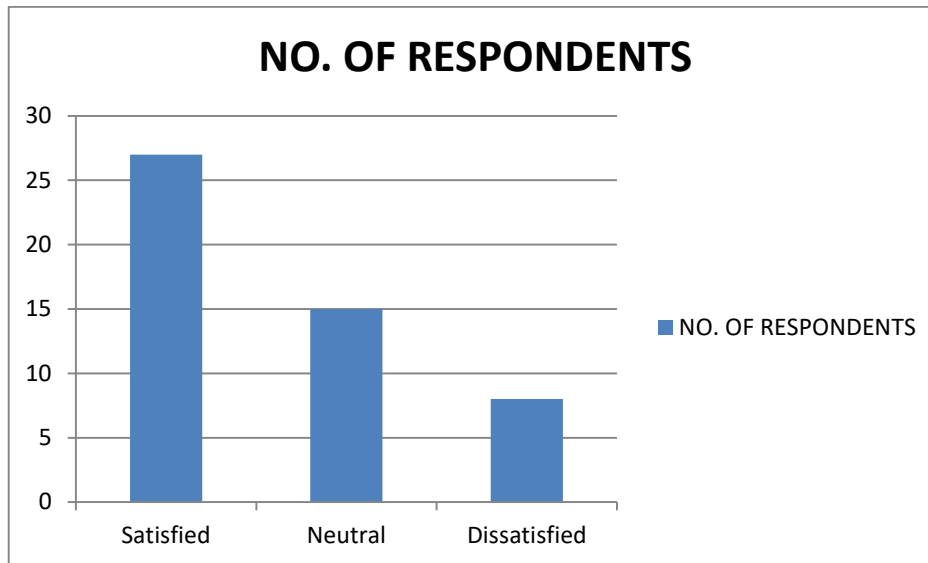


TABLE 3

Table Representing Employees Satisfaction Regarding Pay Package

SATISFACTION REGARDING PAY	NO. OF RESPONDENTS	% OF RESPONDENTS
Satisfied	31	62
Neutral	12	24
Dissatisfied	7	14

Analysis:

It is evident from the survey that 62% are satisfied with their pay scale, 24% are neither satisfied nor dissatisfied and 14% are dissatisfied with their pay scale.

Inference:

It is evident from the analysis that most of the employees are satisfied with their pay scale.

CHART 3

Chart Representing Employees Satisfaction Regarding Pay Package

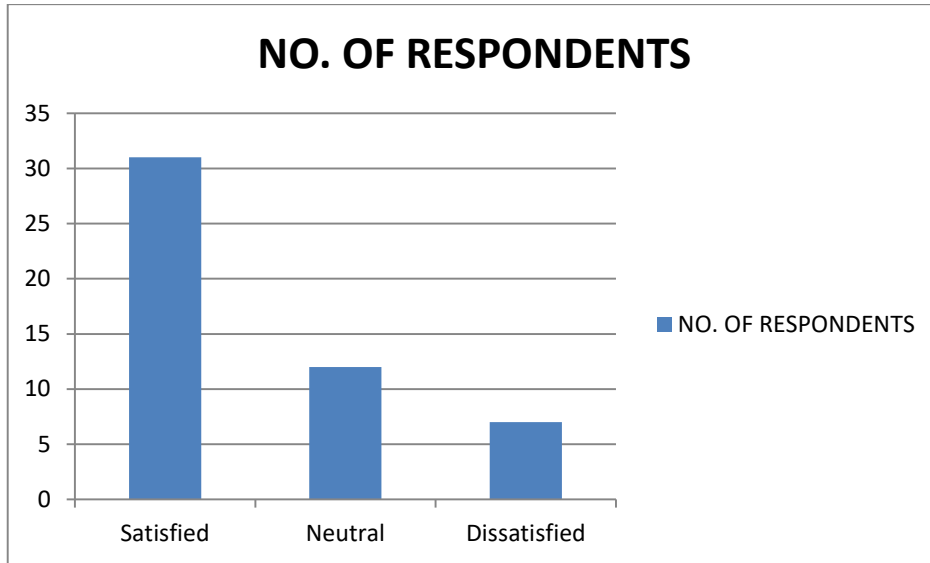


TABLE 4

Table Representing Employees opinion about Job

PARTICULARS	NO. OF RESPONDENTS	% OF RESPONDENTS
Challenging	18	36
Interesting	26	52
Boring	6	12

Analysis:

It is observed from the survey that 36% of the respondents feel the job challenging, 52% of them feel it interesting and 12% of the respondent feel it boring.

Inference:

From the analysis we can find out that most of them (56%) feel that the job is interesting and only a few feel that it boring.

CHART4

Chart Representing Employees opinion About Job

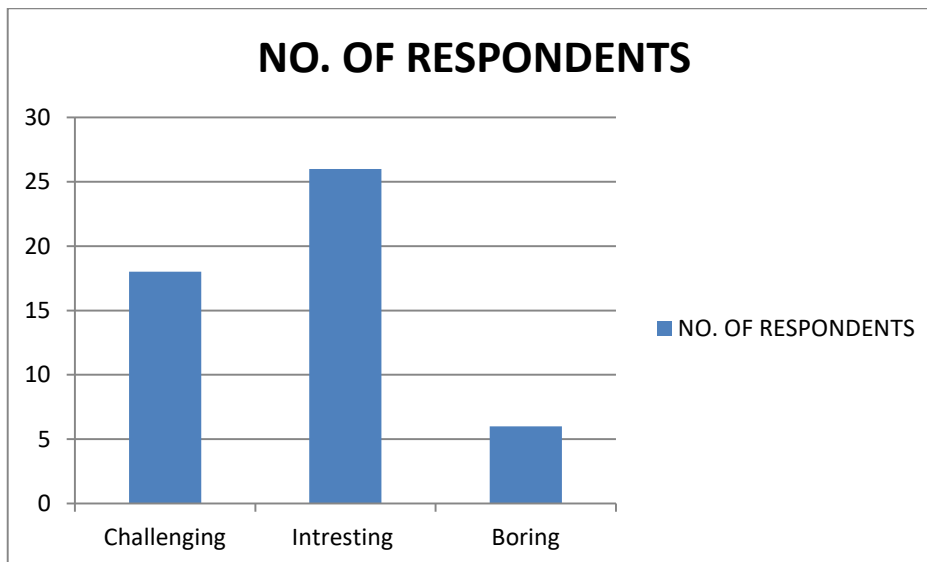


TABLE 5

Table Representing Employees opinion on overloading of Work

PREFERENCE	NO. OF RESPONDENTS	% OF RESPONDENTS
Agree	24	48
Disagree	17	34
No Comments	9	18

Analysis:

It is observed from the survey that 48% of the respondents are overloaded with work, 18% didn't comment on it and 34% of the respondents said that they are not overloaded with work.

Inference:

It can be seen that 48% of the employees feel that they are overloaded with work.

CHART 5

Chart Representing Employees opinion on overloading of Work

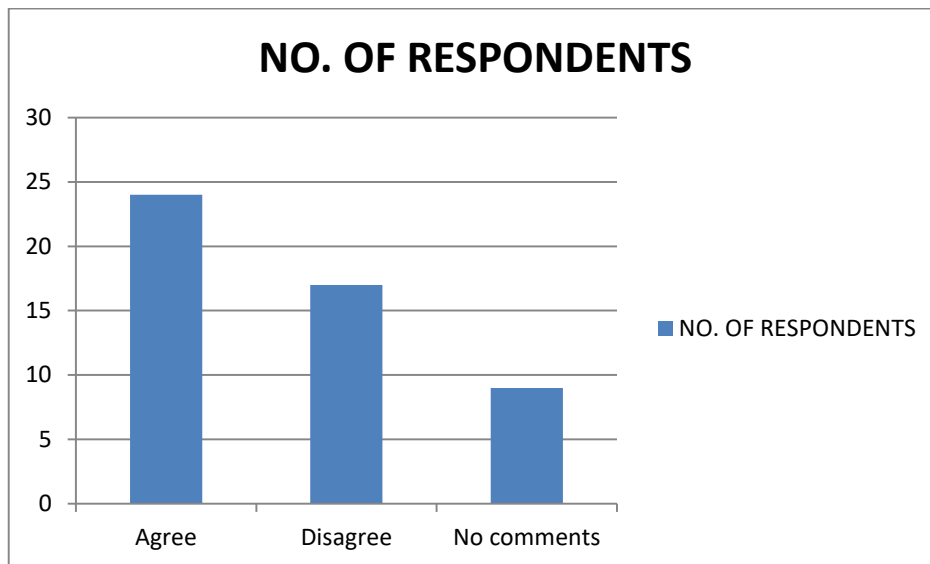


TABLE 6

Table Representing Employees opinion on Stress Faced

PREFERENCE	NO. OF RESPONDENTS	% OF RESPONDENTS
Physical	11	22
Mental	15	30
Both	24	48

Analysis:

It is found from the survey that 22% of them suffer physical stress, 30% of them suffer mental stress and the remaining 48% of them suffer from both the stress.

Inference:

It is clear that the majority of the employees (48%) suffer from both physical and mental stress.

CHART 6

Chart Representing Employees opinion on Type of Stress Faced

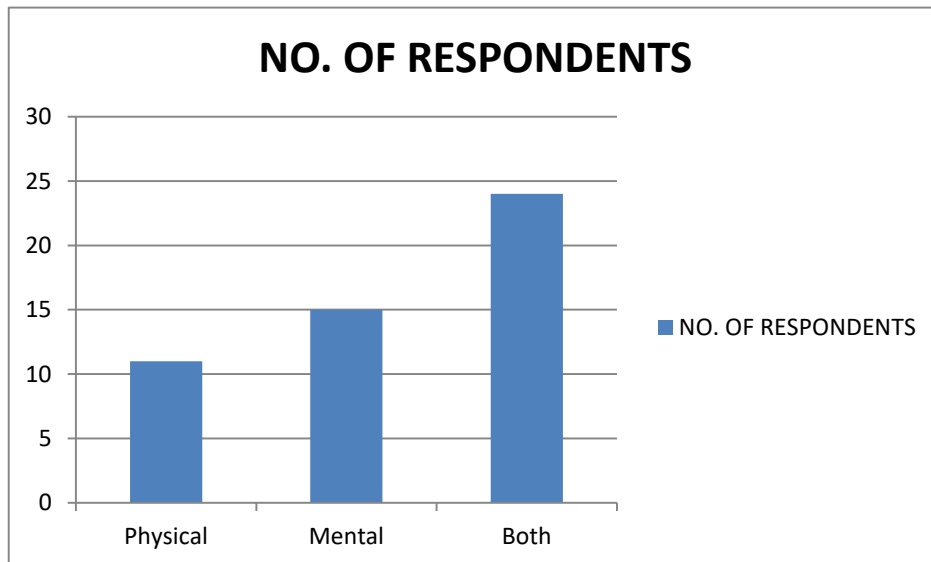


TABLE 7

Table Representing Employees opinion on Level of Stress Faced

LEVEL OF STRESS FACED	NO. OF RESPONDENTS	% OF RESPONDENTS
High	8	16
Moderate	22	44
Low	20	40

Analysis:

It is found from the survey that 44% of the respondents have moderate level of stress, 40% of the respondents have low level of stress, and only 16% of the respondents have high level of stress.

Inference:

It can be seen that 44% of the employees have moderate level of stress.

CHART 7

Chart Representing Employees opinion on Level of Stress Faced

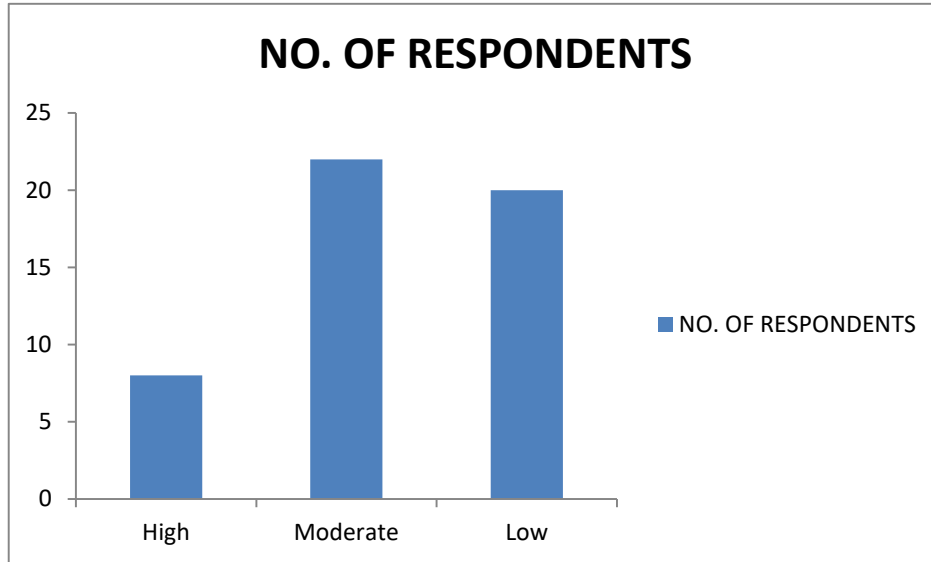


TABLE 8

Table Representing Employees opinion on Physical Inconvenience Due To Stress

PREFERENCE	NO. OF RESPONDENTS	% OF RESPONDENTS
Yes	28	56
No	22	44

Analysis:

It is evident from the survey that 56% of the respondents suffer from physical inconvenience due to stress and 44% of the respondents do not suffer stress.

Inference:

From the above findings it is clear that most of the respondents are facing physical inconvenience.

CHART 8

Chart Representing Employees opinion on Physical Inconvenience Suffered Due To the Job

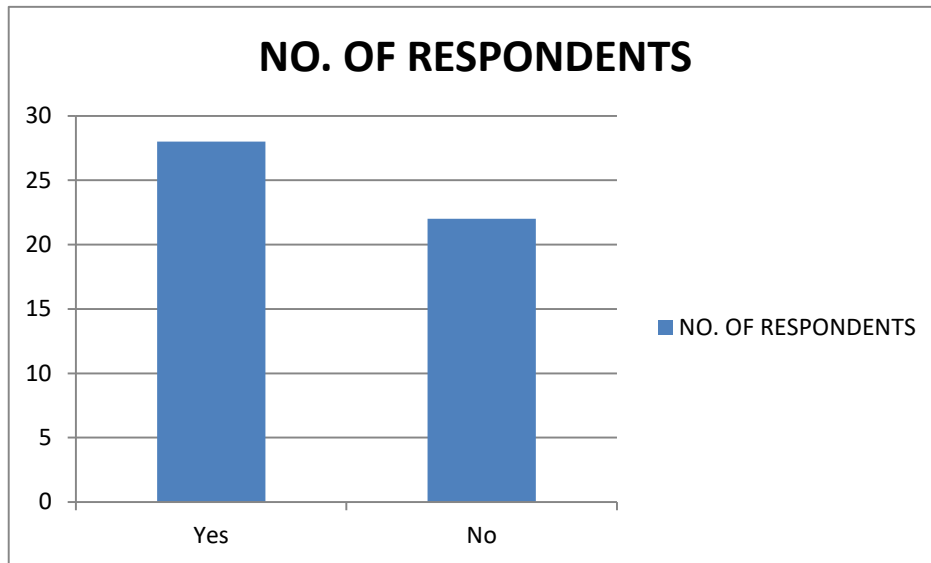


TABLE 9

Table Representing Employees opinion on Kind of Inconvenience Suffered Due To the Job

KIND OF INCONVENIENCE SUFFERED	NO. OF RESPONDENTS	% OF RESPONDENTS
Headache	28	56
High blood pressure	12	24
Hypertension	10	20

Analysis:

It is observed from the survey that most of the respondents, 56% suffer from headache and second comes the high blood pressure (24%) due to stress, then comes the hypertension with 20%

Inference:

From the above data collected most of the respondents suffer from headache.

CHART 9

Chart Representing Employees opinion on Kind on Physical Inconvenience Suffered Due To the Job

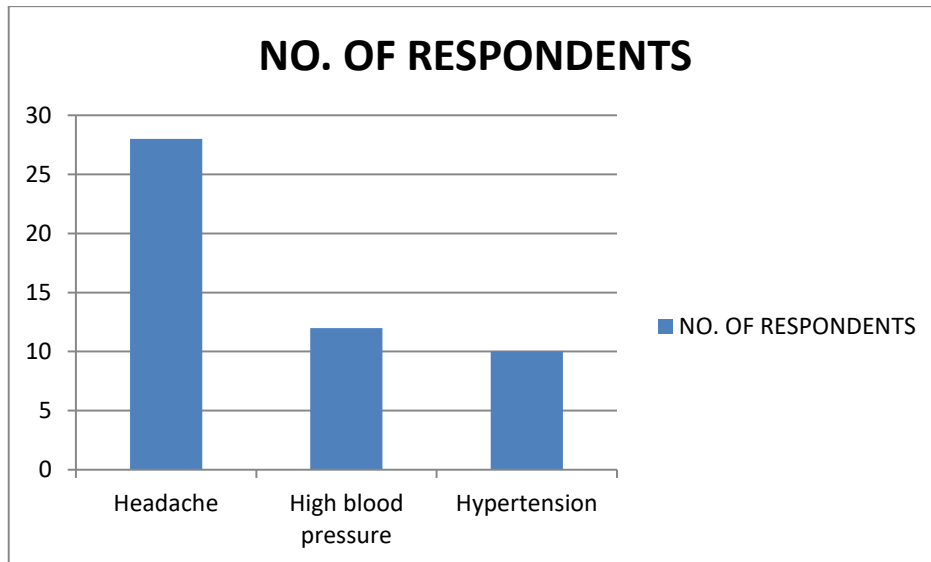


TABLE 10

Table Representing Employees opinion on Strategies Taken Personally To Manage Stress

STRATEGIES TAKEN	NO. OF RESPONDENTS	% OF RESPONDENTS
Yes	31	62
No	19	38

Analysis:

It is clear from the survey that 62% of the employees are personally managing stress and 38% of them don't.

Inference:

It is clear that most of the employees personally manage stress.

CHART 10

Chart Representing Employees opinion on Strategies Taken Personally To Manage Stress

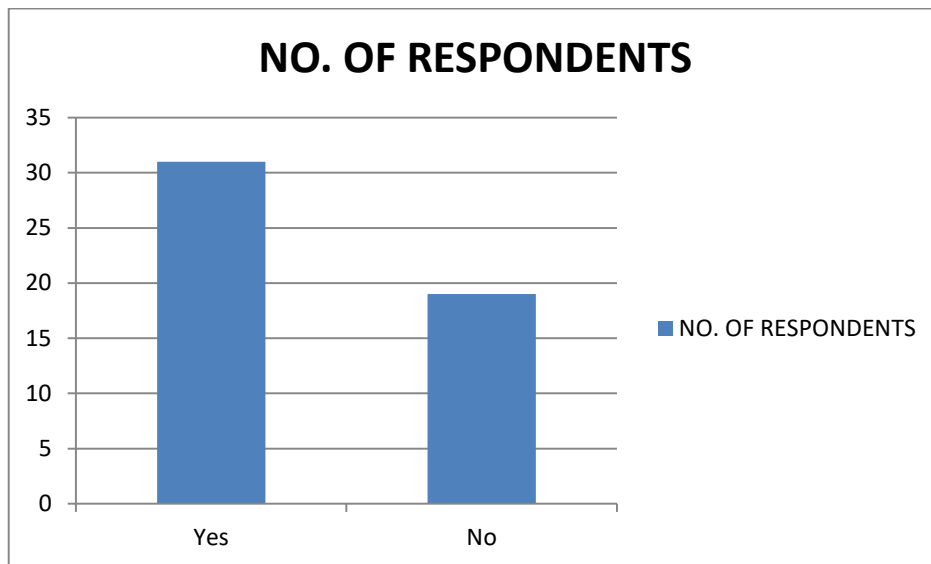


TABLE 11

Table Representing Employee's Kinds of Strategies Taken Personally to Manage Stress

KINDS OF STRATEGIES ADOPTED	NO. OF RESPONDENTS	% OF RESPONDENTS
Exercise	15	30
Meditation	11	22
Listening to music	24	48

Analysis:

It is observed that 30% of the employees have adopted exercise, 22% of them have been meditating and the final 48% of the employees have adopted music as their stress buster.

Inference:

From the above analysis it can be noted that a greater majority of people consider listening to music as a stress buster

CHART 11

Chart Representing Employees Kinds of Strategies Taken Personally to Manage stress

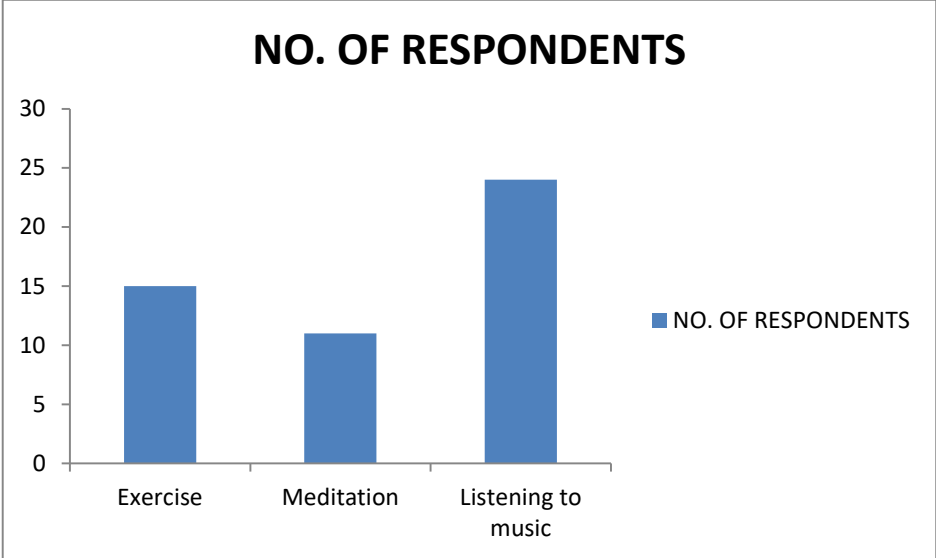


TABLE 12

Table Representing Employees opinion on Strategies Taken By the Company to Manage Stress

STRATEGIES ADOPTED BY COMPANY	NO. OF RESPONDENTS	% OF RESPONDENTS
Yes	14	28
No	36	72

Analysis:

It is evident from the survey that 28% of the respondents agree that their organization is helping them in overcoming stress, and the 72% of them feel that the organization is doing nothing to help employees overcome stress

Inference:

From the above analysis, it is clear that 72% of the employees feel that the organization is doing nothing to help employees overcome stress.

CHART 12

Strategies Taken By the Company To Manage Stress

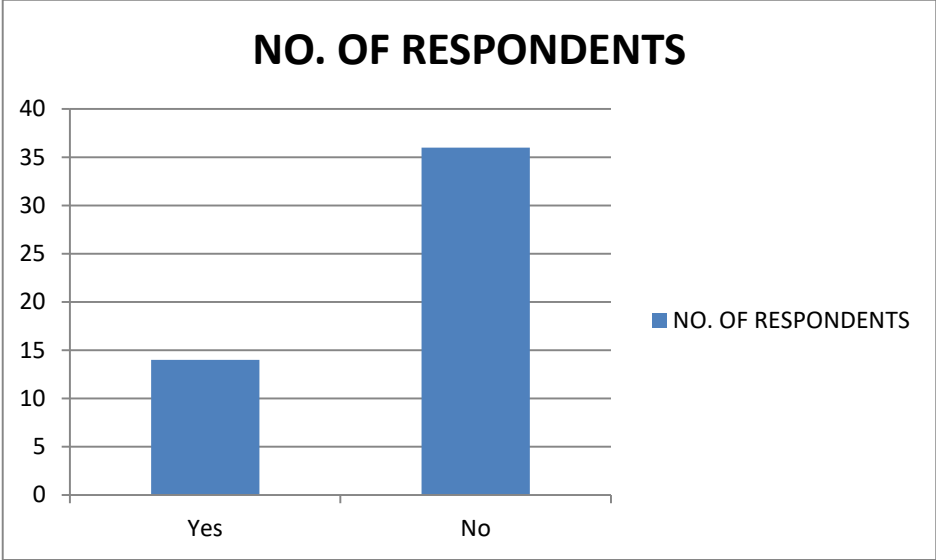


TABLE 13

**Table Representing Employees opinion about Stress Level In Night Shift
Compared To Day Shift**

PARTICULARS	NO. OF RESPONDENTS	% OF RESPONDENTS
High	29	58
Moderate	15	30
Low	6	12

Analysis:

From the above we can find that 58% of them agree that they have high amount of stress due to night shift, 30% of them have moderate level of stress due to night shifts and 12% say that they have low level of stress due to night shift.

Inference:

It is noted that 58% of employees agree that they have high amount of stress due to night shift.

CHART 13

Chart Representing Employees opinion about Stress Level in Night Shift compared to Day Shift

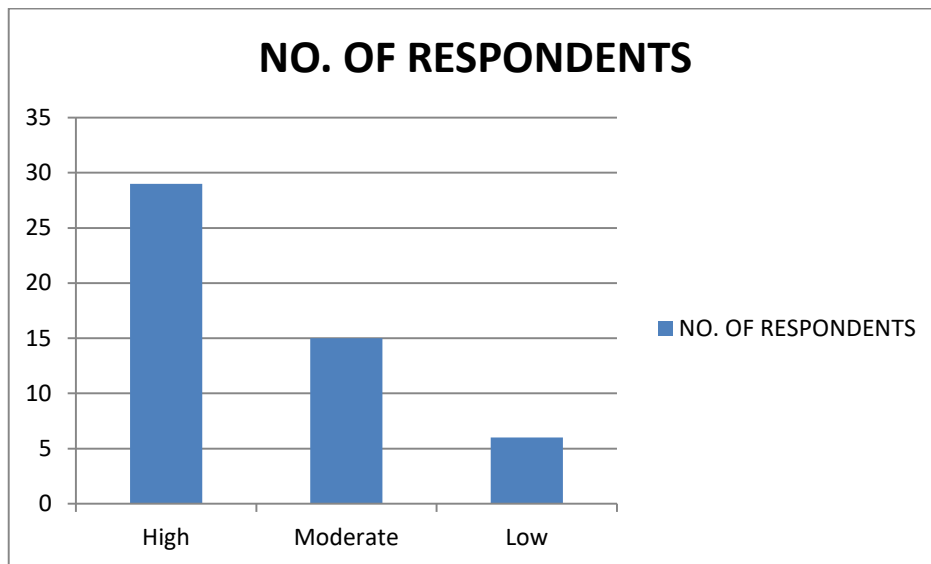


TABLE 14

Table Representing Employees opinion About Counseling To Reduce The Stress

PARTICULARS	NO. OF RESPONDENTS	% OF RESPONDENTS
Agree	33	66
Neutral	13	26
Disagree	4	8

Analysis:

From the above we can find that 66% of them strongly agree that counseling can overcome stress, 26% of them don't have any idea and 8% disagree.

Inference:

From the above analysis, it is clear that a majority of the employees agree that counseling can reduce stress.

CHART 14

Chart Representing Employees opinion about Counseling To Reduce TheStress

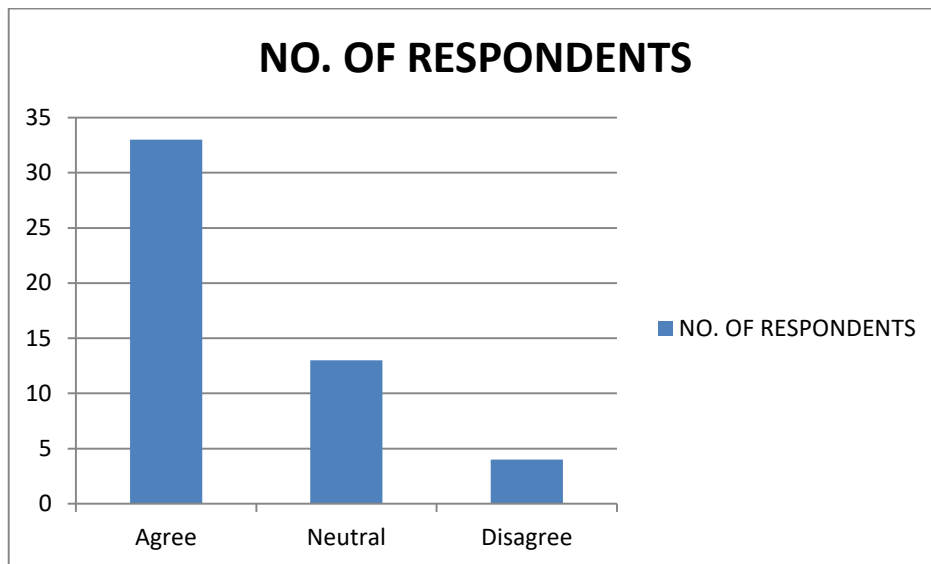


TABLE 15

Table Representing Employees opinion on Kinds of Strategies That Can Be Adopted By the Company to Manage Stress

STRATEGIES THAT CAN BE ADOPTED	NO. OF RESPONDENTS	% OF RESPONDENTS
Employee counseling	13	26
Effective training & development program	15	30
Autonomous work groups	11	22
Health clubs	11	22

Analysis:

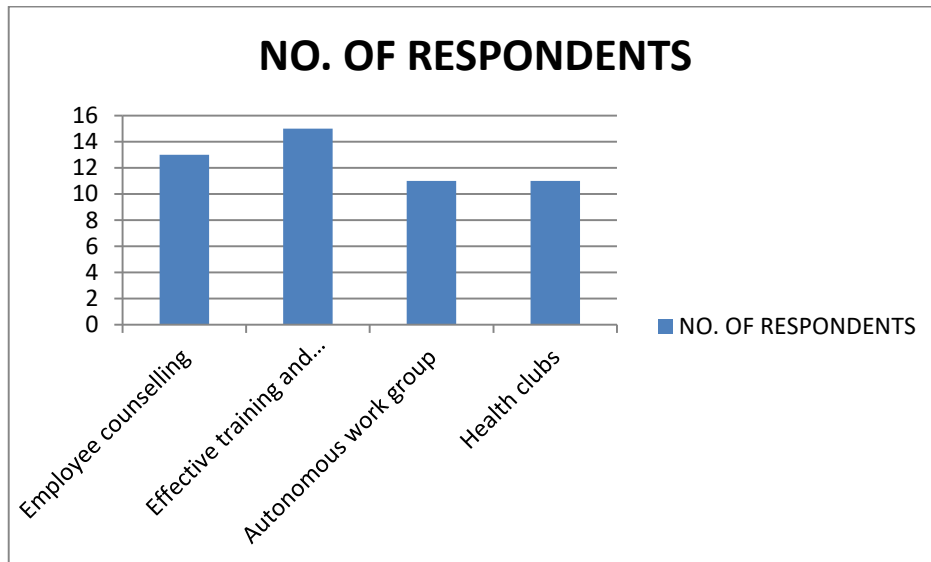
From the above table it can be understood that 26% of the employees prefer employee counseling, 30% of them go with effective training and development, 22% of them agree with autonomous work groups and 22% of them prefer health clubs the best way to overcome stress.

Inference:

From the above analysis it is clear that majority of the employee's want effective training and development.

CHART 15

Strategies That Can Be Adopted



CHAPTER 5

FINDINGS, RECOMENDATIONS AND CONCLUSIONS

CHAPTER - 5

5.1: FINDINGS, RECOMMENDATIONS AND CONCLUSIONS

FINDINGS:

- Most of the respondents disagree that they cannot complete their work within the specified time while only a few of them feel they can complete.
- Almost all the respondents are satisfied with the physical and psychological working condition of the organization.
- Majority of the respondents are satisfied with the pay package provided by the organization.
- Nearly half of the respondents agree that they are overloaded with work.
- More than half of the respondents suffer stress in their job.
- Most of the respondents feel only moderate level of stress and some of the respondents feel high level of stress in their job.
- More than half of the respondents have physical inconvenience due to stress and most of the respondents suffer from headache and high blood pressure.
- Almost all the respondents prefer to follow coping strategies personally, to manage stress and they prefer to do meditation and exercise and listening to music to reduce stress.
- Most of the respondents say that the organization does not take suitable steps to manage stress.
- Most of the employees feel high level of pressure due to night shifts
- Majority of the employees feel that counseling would help them overcome stress
- Employee counseling and effective training & development programs are the companywide programs that could be adapted to manage stress.

RECOMENDATIONS:

- The employees must give importance to time management techniques thereby they can complete their work within the specified time
 - Many tasks can be delegated to subordinates without losing effectiveness so that we can reduce the overload of work.
 - Adopt the work to home transition strategy. It means instead of carrying the pressures of the work to home, the suggestion is to start the unwinding process during the work day and enter the home in a relaxed and peaceful mind.
 - Giving counseling to the employees when they face problems, because counseling is the discussion of a problem that usually has emotional content with an employee in order to help the employee cope within better
 - Engaging the bored employee in aerobic exercise, because it stimulates the brain and the body. Also the employee must do meditation and yoga in their daily life.
- The organization must introduce Employee Assistance Programs (EAPs) and stress control workshops. EAP includes counseling employees who seek assistance on how to deal with alcohol and drug abuse, managing personal finances, handling conflicts at the work place, dealing with marital and other family problems, and coping with health problems.

CONCLUSION:

Stress in the work place has become the black plague of the present century. Much of the stress at work is caused not only by work overload and time pressure but also by lack of rewards and praise, and more importantly, by not providing individuals with the autonomy to do their work as they would like. Most of the employees were not satisfied with the grievance handling procedure of the organization which was found by the unstructured interview.

organization must begin to manage people at work differently, treating them with respect and valuing their contribution. If we enhance the psychological well-being and health of the employees, in the coming future the organization would make more revenue as well as employee retention. Because it is said that,

“A Healthy Employee is a Productive Employee”

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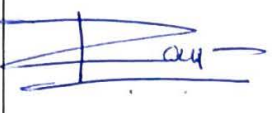

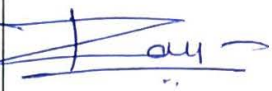

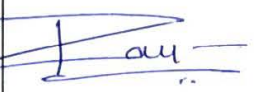







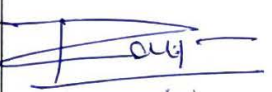

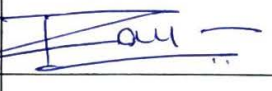

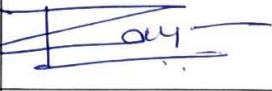





INTERNSHIP WEEKLY REPORT

(15 JAN 2018 TO 24 MARCH 2018)

Name of the Student : VENKATESH J
Internal Guide : PROF. KISHOLOY GUPTA
USN No : 1AY16MBA86
Specialization : Human Resource & Marketing
Title of the Project : “A Study on stress management at Mindtree
Technologies Limited”

COMPANY NAME: MINDTREE TECHNOLOGIES LIMITED

Work	Work Undertaken	External Guide Signature	Internal Guide Signature
15/1/2018-20/1/2018	Introduction about Mindtree Technologies Limited		
22/1/2018-27/1/2018	Learning about different operations and services		
29/1/2018-3/2/2018	Orientation and Gathering information about growth of company		
5/2/2018-10/2/2018	Analysis of market position of the company		
12/2/2018-17/2/2018	Research problem identification		
19/2/2018-24/2/2018	Preparation of research instruction for data collection		
26/2/2018-3/3/2018	Theoretical background of the study		
5/3/2018-10/3/2018	Data collection and data analysis		
12/3/2018-17/3/2018	Interpretation of the data gathered during the survey		
19/3/2018-24/3/2018	Final report preparation and submission		



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For MINDTREE TECHNOLOGIES INC

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