

**Project Report (17MBAPR407) on**

**“STRESS MANAGEMENT AT KONGOVI PRIVATE LIMITED,  
BENGALURU ”**

**BY**

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**1AY17MBA03**

*Submitted to*

**VISVESVARAYA TECHNOLOGICAL UNIVERSITY, BELAGAVI**



*In partial fulfilment of the requirements for the award of the degree of*  
**MASTER OF BUSINESS ADMINISTRATION**  
*Under the guidance of*

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**March 2019**

GS/HRM  
18/03/2019

CERTIFICATE

*This is to certify that Ms. Apurva Reddy K P, MBA student of Acharya Institute Of Technology, Bangalore has completed "Internship & Project Work" entitled "Stress Management" from 03.01.2019 to 16.02.2019.*

*During this period her performance and conduct was good.*

*We wish her success for his future endeavors.*

For Kongovi Pvt Ltd



Govindarajan S  
SM - HR & Admin






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

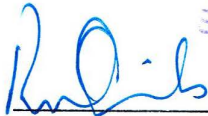
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## CERTIFICATE

This is to certify that **Ms. Apurva Reddy K P** bearing **USN 1AY17MBA03** is a bonafide student of Master of Business Administration course of the Institute 2017-19 batch, affiliated to Visvesvaraya Technological University, Belagavi. Project report on **“A Study on Stress Management at Kongovi Private Limited, Bengaluru”** is prepared by her under the guidance of **Dr. M M Bagali**, in partial fulfillment of the requirements for the award of the degree of Master of Business Administration, Visvesvaraya Technological University, Belagavi, Karnataka.

  
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## DECLARATION

I, **APURVA REDDY K.P**, hereby declare that the Project report entitled “**STRESS MANAGEMENT**” with reference to “**SHAREKHAN Pvt Limited**” prepared by me under the guidance of **Dr.MM BAGALI**, faculty of M.B.A Department, Acharya Institute of Technology and external assistance by, **Mr GOVIND RAJAN, HR Manager** at Kongovi private Limited. 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, Belagavi. I have undergone a summer project for a period of six 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:** 08/04/2019

  
**Signature of the student**

## **ACKNOWLEDGEMENT**

I wish to express my sincere thanks to our respected Principal, **Dr. Prakash M.R**, beloved Dean-academics, **Dr. Devarajaiah R.M**, and deep sense of gratitude to **Dr. M.M Bagali, H.O.D** Acharya Institute of Technology, Bangalore for their kind support and encouragement in completion of the project report.

I would like to thank **Dr.MM Bagali, Department of MBA**, Acharya Institute of Technology, Bangalore and external guide **Mr. Govind Rajan, HR Manager at KONGOVI private limited**, Bengaluru, who gave me golden opportunity to do this wonderful project in the esteemed organization, which helped me to learn various concepts.

Finally, I express my sincere thanks to my parents, friends and all the staff of MBA department of AIT for their valuable suggestions in completing this project report.

Place: Bangalore

Date: 08/04/2019

APURVA REDDY K.P

1AY17MBA03

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## **EXECUTIVE SUMMARY**

This project gives us a complete idea of what is stress and also the definition of stress is been defined .The report deals with work-related stress phenomena. It examines the possible consequences of stress at the personal, organizational and social level. Work-related stress is recognized as a serious cause of job disappearance and is associated with frail consequences and recurrent strain injuries.

The World Health Organization is evaluating stress as a global epidemic as it is a growing concern in developing countries. Workplace globalization has been dramatically distorted by the globalization of the economy, the use of new information and communication technologies, the diversification of workplaces, and the increase in psychological workload. In addition, businesses are heavily impacted by the recent economic and financial crisis and have undergone many organizational changes that can lead to increased stressors.

Companies are at the heart of this challenge. On the one hand, work organization and the environment are one of the causes of stress, and on the other hand, stress-related effects can seriously affect human capital, which is one of the most important intangible assets of a company.

**CHAPTER-1**  
**INTRODUCTION**

## **1.1: INTRODUCTION TO PROJECT**

The project was undertaken to know how the employees suffer stress at work place and manages the stress at work place. The project was undertaken for six weeks in Kongovi private Limited, Bengaluru. As per the requirement of MBA at Visvesvaraya Technological University, Belagavi.

The project was undertaken to know the factor which causes stress to the employees at their work place and how well they are managing to deal with that stress. During this project period I have interacted with the employees of Kongovi private limited and found out the causes of stress with the help of questionnaire.

This project has given practical exposure and has provided insight into the problem of employees stress. All the theoretical aspects thought in the college were given a practical exposure by applying all the information in various process and practices of the organization.

## **1.2 INDUSTRY PROFILE**

Automotive manufacturers offer a variety of models though there tends to be limited brand integration at the marketing, advertising, and dealership levels. Automobile manufacturers are subject to the demands of a vast international pool of customers. Economic conditions affect overall industry sales. The automotive industry is capital and labor intensive. These companies must manage the many costs and expenses associated with facilities, materials, parts, equipment, product development and employment.

Sometimes the price of key raw materials such as steel can soar to record levels, so a quick hedging strategy is needed. Research and development costs, marketing costs, and advertising costs have a major impact on the launch of new projects. Effective working capital management is essential to supporting sales and managing costs and expenses. The industry in this research is a leading manufacturer of chrome plated automotive plastic parts for interior and exterior applications.

The development of new chemicals has made it possible to electroplate a wide range of materials, including platinum and osmium. As the telecommunications industry expands, the electronics industry continues to rely on electroplating for products such as connectors and circuit boards, so is process dependency. In addition, efforts to recycle wastewater and minimize exposure to chemicals in the workplace help ensure that electroplating is safe and continuous, regardless of changes in chemicals and on going development. .

### **1.3 COMPANY PROFILE**

The company since 1981 is known as Kongovi Pvt Ltd. With a Board of Directors constituted of Chairman, Managing Director, and Directors of the company. In the year 1989 all the plating activities were consolidated and an integrated model plant was commissioned. This is the present unit 1. In the year 2001 Unit 3 was set up to manufacture wheel rims and supplies the same to Unit 1 for plating and subsequent supply to TVS Motor Company. Now the company is into supply of plated plastic components to four wheeler segments only.

Leading manufacturer of chrome-plated automotive plastic parts for interior and exterior applications. Our professional and dedicated team efforts have helped us to meet the challenging demands of the automotive industry for decades. Kongovi has delivered success and service results while accumulating unparalleled knowledge and expertise by meeting the stringent requirements of the leading automotive OEMs worldwide. We continue to pursue growth and excellence led by a team of dedicated professions. We constantly learn as we evolve new technologies that keep up with the latest technologies, improve as we move forward, and continue to grow as we reach new heights and set new standards.

#### **Major customers**

- Toyota Gosei south India ltd – Bangalore/ Toyota
- Seoyon E-hwa automotive pvt ltd - Chennai/Hyundai
- Mother son Automotive- Bangalore /Toyota
- Tata auto comp systems ltd –Bangalore/Toyota
- Mutual industries – Pune /Volkswagen
- SL lumax – Chennai / Hyundai & Ford

- Mother son automotive tech and engineering – Chennai unit 3/ Hyundai and unit 1/Ford
- Volkswagen India pvt ltd- India ,Pune
- Volkswagen Brazil, Argentina and USA
- Bentley motors UK

**ACHIVEMENTS AND AWARDS:**

- 1. First in the country to possess ISO 9002 certification in the playing field.
- 2.National Productivity Award.
- 3.Karnataka Productivity Award.
- 4.KASSIA Award for Marketing.
- 5. KSFC Silver Jubilee Award for Material Conservation.
- 6. Cash Award for ISO 9002 Certification under State Bank of India.
- 7. Uptake Quality Support Scheme - 1997.

**Environment, Occupational, Health and Safety policy**

- Conservation of natural resources by reducing, recycling and recovering materials.
- Prevention of work related hazards, injury and ill health by adopting safe and healthy work practices.
- Prevention of environmental pollution by implementing and maintaining sustainable operation.
- Complying with all applicable statutory and other requirements of environment, occupational health and safety.
- Continual improvement in performance of environment, occupational health and safety management system.

**CSR (corporate social responsibility)**

- CSR activity for the year will be planned by consulting with HOD's and senior management.
- Employees will be encouraged to take part in this activity.

- Activity will be carried out nearby location of the company.
- Areas focused like education, community development, health and environmental aspects.
- The funds will be utilized efficiently to make difference in the community.
- Employee satisfaction survey is done yearly once in month of Oct/Nov.

## **1.4 PROMOTERS OF THE COMPANY**

Mr. Srinivas Dhruva Rao- Managing director

Mrs. Gyathri Kongovi – Director

Mr. Sameer Kongovi – Director(operations)

Mr. Pradip Kumar Samal – Director (products & technology)

## **1.5 VISION AND MISSION AND QUALITY POLICY**

### **VISION**

To establish as a leading players in its sphere of activities by delivering excellent quality products within the scheduled delivery time at optimum price.

### **MISSION**

To set new targets and achieve them with plating specialization requirements that extends unparalleled quality sophisticated technology, cost effectiveness and environmental responsibilities.

### **QUALITY POLICY**

Kongovi Pvt Ltd has implemented a Quality Management Systems (QMS) in accordance with the requirements of international standard ISO/TS 16949:2002 and now IATF 16949

### **QUALITY OBJECTIVES:**

- To increase efficiency by continual improvement and reduction in wastage in all activities.
- To increase customer satisfaction by meeting their requirements.



- To achieve continuous business growth.
- To conduct Business in the interest of society and environment.

## **1.6 PRODUCTS/SERVICES**

The company manufactures plated plastic components to automotive OME's (Original Equipment Manufacturer).

This company is mainly a manufacturing company .their core strength is in electroplating. The company produces as per the designs given by the customers. Their main product is plated plastic components.

The plating on plastics is done by molding and injection method. It designs and acquired from the customers and are manufactured as per their requirements. Plating on plastics is their major strength. They manufacture various products like the following products

- Grills and garnishes
- Logos, handles, knob and small components
- Body side moulding
- Mirror scalp and fog covers

Kongovi private limited also develop some of the tools they are VW emblem and Hyundai emblem.

## **1.7 INFRASTRUCTURAL FACILITIES:**

### **Location:**

The company is located in Peenya and Kukkanahalli, Bangalore.

### **Area:**

The company has got wide space for its operation including plant location with well-equipped machineries.

## **1.8 COMPETITORS**

As they are the leaders in electroplating industry and their main objective is to provide services through electroplating (POP) therefore this area of operation does not attract many competitors. Since the deals with the customers are mainly for a long-term basis and once the customers establish a supplier relation the customers do not entertain any other suppliers (competitors). So this avoids the threat of competitors to a large extent.

The competitors of Kongovi private limited are

1. Primex Plastics Private limited
2. AXLES India limited
3. ESS DEE aluminium limited
4. Sri Ganga Steel Enterprises private limited
5. Rashi steel and power limited
6. Star battery limited
7. Amapai corporation India private limited
8. Electronics corporation of Tamil Nadu limited

## **1.9 SWOT ANALYSIS**

SWOT analysis is a strategic planning method used to assess the strengths, weaknesses, opportunities, and threats involved in a project or business. It involves clarifying the purpose of the business or project & identifying favourable and disadvantageous internal and external factors to achieve that purpose.

<b>Internal</b>	<b>External</b>
Strength	Opportunity
Weakness	Threat

### **STRENGTHS:**

- 3 decades of experience.
- Large unit.
- Good customer base.

- Competent manpower.
- Open for technology absorption.
- Equipped with good lab facility.
- Skilled top executives.
- Financial stability.
- Products measuring to international standards.
- Suitable work atmosphere.
- One of the leading in chrome plating industries.

**WEAKNESS:**

- Job work.
- Limited exposure.
- No collaboration.
- No canteen and recreation facilities.

**OPPORTUNITIES:**

- Export market potential.
- Growth in automobile sector.
- Increase in demand for 4 wheelers.
- Large domestic market.
- Entry of new automobile manufacturers.
- Participation in international projects.

**THREATS:**

- Foreign competitors.
- Increase in small players.
- Varying material costs.
- Other established players.

Therefore the company has more strength to overcome its threats and can easily convert the opportunity into profits.

## **1.10 FUTURE GROWTH AND PROSPECTS**

The electroplating industry is experiencing a good growth because the automobile sector is booming. One major reason for this is the entry of new automobile companies in the market. As the need for high mileage vehicles is increasing this puts more pressure on the automobile companies to produce high mileage vehicles. These high mileages can be obtained by reducing the weight of the vehicles. This has in turn increased the demand for plated plastic, which is used in the making of components like wheel caps, radiator grills, car hoods, other car exteriors, etc.

The plated plastics have an increasing demand as they can be moulded in any shape unlike metal components. This is most preferred by the automobile manufacturers as it reduces the weight of the vehicle and also does not compromise on durability.

The company plans to expand its operations globally by venturing into North American and European Markets.

## **1.11 FINANCIAL STATEMENTS**

### **BALANCE SHEET OF KONGOVI PRIVATE LIMITED**

<b>Particulars</b>	<b>As at 31.03.2017</b>	<b>As at 31.03.2018</b>
<b><u>EQUITY &amp; LIABILITY</u></b>		
Shareholders' funds		
a) Share capital	143,307,000	143,307,000
b) Reserves & surplus	227,847,309	308,060,726
Non-current liabilities		
a) Long term borrowings	345,262,483	439,053,354
b) Deferred tax liabilities	41,811,643	65,263,623
c) Other long term liabilities	-	-
d) Long term provisions	26,413,314	32,766,667
Current liabilities		
a) Short term borrowings	64,221,157	100,005,082
b) Trade payables	44,509,606	75,430,046
c) Other current liabilities	80,811,835	138,350,008
<b>TOTAL</b>	<b>974,184,346</b>	<b>1,302,236,506</b>
<b><u>ASSETS</u></b>		
Non-current assets		
a) Fixed assets		
i. Tangible assets	631,506,989	707,420,060
ii. Intangible assets	8,669,198	12,354,892
iii. Capital work in progress	1,233,247	-
iv. Intangible assets under development	-	-
b) Non-current investments	-	-
c) Deferred tax assets (net)	-	-
d) Long term loans and advances	23,513,073	28,916,648
e) Foreign currency monetary item translation difference account	(14,313,469)	44,162,912
f) Other non-current assets	8,727,903	42,740,849
Current assets		
a) Inventories	76,155,105	132,079,584
b) Trade receivables	159,553,243	236,116,232

c) Cash and cash equivalents	4,763,441	8,445,975
d) Short term loans and advances	56,911,109	60,027,401
e) Other current assets	17,410,506	29,971,953
<b>TOTAL</b>	<b>974,184,346</b>	<b>1,302,236,507</b>

**CHAPTER 2**  
**REVIEW OF LITERATURE**

## **2.1 THEORETICAL BACKGROUND OF THE STUDY**

### **INTRODUCTION TO STRESS:**

Many changes have happened in 20<sup>th</sup> century in this human world. Philosophers and scientists gave various names during this period. Peter Drucker calls it "the era of discontinuities", John Galbraith calls it "the era of future shocks" and Hari Albrecht calls it "the era of anxiety."

It has become a hot topic from corporate classes where stress is prevalent to the cradle of preschool nursery education that we have found to be used liberally in this world. Stress is part of our lives. Stress starts with the birth of a child, withstands death, and is caused for a variety of reasons.

Urbanization, industrialization and business expansion in society are some of the main reasons for increasing stress. It is socioeconomic complexity, and to some extent, the inevitable result of the stimulant. People feel stressed when they don't know what is happening and can not control the events of life. For example, we stressed that the phone was broken, turned off, water supply was cut off, children were not good at school, etc.

The word stress is derived from the Latin "stringer". That is, from the point of view of physical science, "The phenomenon of force, pressure, strain or stress when exposed to the forefront is clear in all materials." Damage to all steels, stones and woods There is a limit that can withstand stress without. Similarly, humans can tolerate some degree of stress. Stress is inherently very rare. Some people have high levels of stress tolerance, and they boom very well in the face of being able to withstand certain levels of stress. Some people have high levels of stress tolerance, and grow very well in the face of several stressors in the environment. In fact, some individuals will not go well unless they experience activating and enhancing levels of stress to present their best results.

For everyone, there is an optimal level of stress that allows them to exert their full potential. When stress experiences fall under optimal levels, they become bored and the level of motivational work gets lower, which also causes them to forget to take careless mistakes



and do more than work at work. Absences may ultimately lead to compensation. On the other hand, if the stress experience goes above the optimal level, it may lead to too much struggle with the supervisor, an increase in errors, wrong decisions, and the individual may experience insomnia, stomach problems, & psychosomatic illness.

Stress is a very common modern phenomenon that puts a heavy burden on human life. The various situations and conditions of our personal life and work create stress. They can be divided into factors related to the organization and factors related to people including his experience and personality traits. The factors related to work are work overload, time pressure, poor quality supervision, risky political situations, role conflict and ambiguity, and differences between corporate value and employee value. Factors related to people include the death of a spouse or close friend, family problems, change to another occupation, long-term illness of a family, change in social activity.

The current world is changing fast and there are many pressures and demands on work. These pressures at work cause disability. Stress is an individual's response to distressing factors in the environment. It is an adaptive response to what is called an environmental stimulus as reflected in a specific external factor or situation, or opportunity, constraining it to require that the result be uncertain but important. In a nutshell, stress is a response to external factors, resulting in physical, emotional and behavioural deviations in people.

The personality trait is "type A" personality. They are impatient, ambitious, competitive, aggressive and diligent. They set high goals and requirements for themselves and others. And they tend to emphasize that they generate the expected emotions like anxiety in particular.

### **Definition of Stress:**

Hans Selye one of the founders of stress research. His view in 1956, "Stress is not necessarily a bad thing-it all depends on how you take it. Selye, the biochemical effect of stress is that the situation is positive. I believed it would be experienced whether it was negative or negative.

Since then, more research has been done and ideas have come up. Stress is now regarded as a "bad thing" with harmful biochemical and long-term effects. These effects are rarely observed in positive situations.

The most commonly accepted definition of stress (mainly by Richard S Lazarus) is the state or emotion that one experiences as "the request goes beyond the personal & social resources that the individual can mobilize". We feel when we think we have lost control of the event.

### **Stress In Biological terms:**

Physiological or biological stress is the response of an organism to stressors such as environmental conditions. Stress is the body's way to cope with conditions such as threats, challenges, physical and psychological barriers.

### **Types of Stress:**

- **Eustress**

This is a positive form of stress, which makes your mind and body for the pressing challenges you are aware of. Eustress is a natural physical response from your body that rises blood flow to your muscles and increases your heart rate.

- **Distress**

It is a negative form of stress. This happens when the mind and body can not cope with change, usually when there is a deviation from standard.

- **Hyper stress**

This is another negative stress that occurs when an individual can not cope with the workload.

- **Low stress**

Finally, low stress occurs when a person feels unrelated to their time and always feels bored and unmotivated. This is because the stress is insufficient. Therefore, some stress is inevitable and useful to us.

## **STRESS MANAGEMENT AT WORK PLACE**

With the rapid advances in technology, the stresses we face in the workplace are also increasing. The term "Month's Blues" has come to be used because many people fear that they will go to work.

What is the reason? There is also fear that they will be withdrawn at a bad time, and the job security of the remaining people is growing. Arguably, occupational stress is one of the most commonly cited stressors faced by people around the world.

While some stress is good for improving motivation and efficiency, too much stress can have adverse effects such as diminished effectiveness and efficiency. More and more people feel isolated and disappointing at work, which leads to greater occupational stress. Many companies are consulting with experts and experts on ways to increase employee connection and motivation.

Some companies organize parties and make their employees feel worthwhile at work. These are the means to motivate employees, give them a sense of security, and improve their productivity. However, not all companies are taking such measures, and some are not completely correct. So it is up to you to make sure that you can cope with stress at work and use it to improve your work.

### **Step 1: Raising Awareness**

Helping you figure out when stress levels are rising by decreasing the scale from plus to minus. Knowing the signs of stress can help you take steps to keep your overall quality of life from deteriorating.

### **Step 2: Identify the Cause**

You need to be able to analyze the situation and identify what is causing the stress. These stresses are external and internal. External stressors mean things you cannot control, such as the environment or work colleagues. Internal stress refers to your own thoughts and attitudes. Often we begin to respond to stress when the combination of stressors exceeds our ability to

cope. Keep a list of diaries or incidents that caused you to feel strong negative emotions. This will help you identify the cause of your stress.

### **Step 3: Coping with Stress**

To cope with stressful situations, you need to calm your body and mind to stop their behavior and solve it in an aggressive way. These can be done in a variety of ways, including taking a vacation. If the situation causes your stress, if you cannot calm down, then remove yourself. Go out and take a walk for settlement. Or, try deep breathing techniques such as relaxation. If it is an internal factor, stop the thought process until you can logically cope with it.

The key to making these three steps work well is to practice them. These are not instant solutions, you need to adjust and practice your mind so that you can do it when you feel stressed.

Stress management is a necessity of time. It is difficult for us to go beyond the stress situation, but life is to find us a new way to emphasize and us with anxiety attacks. Also, whether it is our anxiety, the exhaustion of our mind or body, or our attitude, we tend to overlook the causes of stress and the conditions that arise. It is easy to forget that memorization in such an uncomfortable moment is possible if the stress is quite manageable.

Rapid or constant stress can cause dangerous body mental disturbances. Immediate disability such as dizziness, anxiety, nervousness, insomnia, tension, or muscle spasms can cause all chronic health problems. They also lead to personal habitual addiction that affects our immune system, cardiovascular system, and nervous system.

### **Workplace Stress:**

Workplace stress is a harmful physical and emotional reaction that occurs when there is a poor consistency between job demands and worker skills, resources, or demands. Stress-related disorders include a variety of symptoms including psychological disorders (e.g., depression, anxiety, post-traumatic stress disorder) and other types of emotional tension

(e.g., dissatisfaction, fatigue, tension) As a result, these conditions can cause poor performance and injuries. Work stress is also associated with a variety of biological responses that can lead to health problems such as cardiovascular disease.

Stress at work today is a generally costly problem. About a third of workers are seeing high levels of stress. A quarter of employees consider their work the most stressful factor in life. Three-quarters of the employees think that the worker is more stressed at work than previous generations. Evidence also suggests that stress is a major cause of organizational turnover.

### **Causes of Workplace Stress:**

Work stress arises from the interaction of workers and working conditions. The main reasons for job stress are disagreement about the importance of working conditions and working conditions. There are many ways to prevent stress at work from various perspectives. According to the school, the difference in personality traits, such as personality and coping abilities, is most important in predicting whether certain job conditions will cause stress. This perspective guides worker-focused prevention strategies and how they can help them cope with the challenging work environment.

The importance of individual differences cannot be ignored, but according to scientific evidence, certain working conditions are stress for most people. Such evidence suggests that job stress is more important as a major cause of job stress, and redesign of the work is the main prevention strategy. Personal interview surveys of working conditions, including those perceived as risk factors for job stress, were conducted in the EU Member States in 1990, 1995 and 2000. In 1990 the proportion of workers reporting at high speeds above one quarter of their working hours increased from 48% to 54% in 1995 and to 156% in 2000. More than a quarter of the working time in 1990 increased to 156% in 1995 and to 60% in 2000. Time to complete the task

A significant percentage of Indians have been working very long. According to estimates, over 26% of men and over 11% of women were working more than 50 hours per week. These figures show a significant increase over the last 30 years, especially for women. According to the Ministry of Labor, the working hours of working women are on the rise, there is a

significant increase in the working hours of men (> 40 hours), and in the working couples, especially infants and couples. .

### **Signs of Workplace Stress:**

Mood and sleep disorders, gastrointestinal disorders and headaches, and confusion of family relationships. Friends or girlfriends and boyfriends are examples of stress-related problems. It is more difficult to see the effects of occupational stress on chronic diseases because chronic diseases take time to develop and can be affected by many factors other than stress. There is no rapid accumulation of evidence suggesting that stress plays a crucial role in many chronic health problems, particularly cardiovascular, musculoskeletal, 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 )

## **2.2 REVIEW OF LITERATURE**

Literary reviews are a study of general material on research topics. This helps researchers get clear ideas for specific areas. It is also intended to help by way of exchanging information in a similar study, hoping that it will prevent further duplication of respondents to determine what is already known. Knowledge of other research literature is very important to the researcher in order to confirm their findings in accordance with the findings of previous studies.

**Beena and Poduval (1991)** in their study on “Role stress and role efficacy “

We have studied gender differences regarding age and occupational stress as independent variables. The sample consisted of 50 top executives from all large industrial organizations. The findings show that executive stress experiences increase with age. Gender was also a major factor influencing stress conditions.

**Cummins (1990)** in his study on “Job Stress And The Buffering Effect of Supervisory Support”, suggested Role conflict and role ambiguity, heavy workload, lack of sufficient utilization of skills, lack of resources and lack of participation were suggested as the main categories of job stressors. Dastur (1991) in the article "Are You Killing Yourself" is the working group climate is the cause of management stress, and the sense is that it is the second strongest cause of management stress? Role ambiguity did not occur as a major cause of stress in this study. This negative group climate and incapacity may be a major cause of the stress India's management is experiencing.

**John Schoper (1993)** Stress is explained as a general reaction of the body to various environments, such as physical or social conditions that cause stress reactions in the body. The physical, environmental, and social causes of the stress level are called stress. 75% of physical illnesses are known to be related to stress. Changes in lifestyle also cause stress.

**Bharathi, Nagarathinam and Reddy (1991)** "The Effects of Occupational Stress on Job Satisfaction" Occupational stress was found to be significantly related to job satisfaction. The lower the satisfaction, the greater the stress.

**McDonald and Korabic (1991).**"How to deal with the management of the male and female managers who investigate the causes of stress and stress, and the prevention of managerial" 10 male managers in the low stress group and 10 female managers in the high stress group. The researchers liked to look at the responses of the respondents and how they coped with them in situations related to the stress work described. Women were more likely than men to find prejudice, hard work of discrimination, and unnecessary work disruption as the cause of stress.

**Chaudhary (1990)** examined in his study on, "A study of relationship between job satisfaction and stress of bank officers "with 100 Bank executives said that there was no significant difference in the level of role stress between older and younger groups. A comprehensive indicator of role stress and job satisfaction was found to be negatively correlated with older and younger bankers.

**Lawless (1991)** We found that 9 out of 10 employees felt they were responsible for relieving workers of stress and providing health insurance coverage for stress disorders. He stressed that there is no doubt that employees must take stress-related diseases or disabilities seriously. Employees expect substantial behavior by their employers and do not take financial responsibility for the impact of employment stress with employers.

**Akinnusin (1994)**We investigated the relationship between organizational stress and work stress. Women showed greater behavioral stress than men. Most of the reactions have a positive relationship with the hope of quitting the organization or temporarily stopping work.

**Chand and Sethi (1997)** found in a study on "organizational Factors in Development of Work Stress", a significant positive relationship between Job-related stress and role Positive relationships between overload and role conflict. This was found in a study of 50 young management staff working at the bank. Role ambiguity, lack of participation, and expected role stress. However, this study was done to investigate the organizational factors of stress alone. Factors such as personal factors, physical factors, and external factors are not considered.



**ACTU {Australian council of trade union} (1997)** Stress at work is a hidden risk at work in Australia. More than 8,000 union members have been identified to be the main cause of stress response to stress investigation. It is a lack of communication and consultation, an increase in workload, anxiety of work, lack of restructuring, poor working conditions, scarce staff, and insufficient resources for a long time.

**Durburyand Higgins (2000)** mentioned in their study related to "Balance of work life of the New Century: Where are we?" Means that there is psychological reason that stress is transmitted between work and family. This process includes active cognitive processing, behavioral ordering and social transactions. Stress outbreaks at work, family, and family work are not uncommon, it is clear that it is not confined to men and women, or classes, cultures, people of the two-sided occurrence.

**Elovainioet (2001)** found on their research entitled "job control and occupational strain" When an employee recognizes the definition of an organization, "the organization's definition, assessment and job management and professional tensions are emphasized." That is, it may not be job management, but as a result.

**Pareek(2002)** in his studies on "Training instrument in HRD".We knew that the organizational role was defined by the expectations of the important people in the organization. Role occupants perform certain functions to meet their role expectations. This concept of organizational roles and jobs has potential for stress.

**Anandamurugan (2010)** stated in the publication on "Tips for stress management – A guide to coping with stress – Effective ways to beat stress" Strong family units can develop tools for solving stress and reduce family stress. Family stress can be an individual stress factor that can be delayed by the whole family, such as school pauses, addiction, mental illness, or physical or family crisis.

**Collins and Gibbs (2003)** 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". We investigated the causes of stress

related symptoms of police officers and measured the prevalence of significant related mental illnesses in a survey of their "Police Stress: Nationality, Stress Levels - In policeman surveys, the highest ranked occupational stressor in the population was not limited to police activity, and in general, excessive workload was the main cause of stress.

**Zridet (2004)** in their study entitled "New York State care Manager Survey, Urban and rural difference in Job activities, job stress and job satisfaction" The mental health program for urban and rural communities in New York, focusing on the quality of care manager jobs. The purpose was to describe the specific work activities and to examine the differences in awareness of work stress and work satisfaction. Urban care managers believe that the intensity and frequency of work stress rather than rural workers is due to stress factors associated with service coordination and coordination.

**Bennetet (2005)** conducted a study on "Burnout, psychological mobility, job-satisfaction and stress" Their studies also reported that the burn out and the job related stress are most responsible factors for the job dissatisfaction, the decision to quit the job and reducing the number or working hours.

**Shukla(2007)** stated in his research on "The 4-lane express way to stress management" that Stress is defined as a form of physical or mental tension or tension that does not release or drain. When a person is hit by stress, he looks like a car in neutral gear with the accelerator turned on and tries to exert power internally but cannot.

**DaisyChauhan (2009)** has mentioned in her research on "Effect of Job Involvement on Burnout" A person may reach exhaustion without going through a warning phase and may therefore fail to develop a resistance to stress or a mechanism to cope with it.

**Neelamegam R. (2010)** 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). As a result, the majority of the 55.4% of respondents have normal levels of stress, with 44.6% being a problem. Respondents in the 35- to 50-year-old age group felt more stressed than others. The employees of the clerk (16.2%) were experiencing

more stress. The survey showed that employees felt that their diligence and skills were not recognized, even after hard work.

**Brahma (2011)** Many HR managers are now chasing employees and their managers to complete performance assessments. Many businesses are in full bloom and there is an imminent threat of employee shortages that naturally lead to stress among existing employees. Views on previous studies of stress among employees are needed to know them as already covered. This will help us discover our new areas and study them thoroughly. Here is a brief description of previous work on stress among employees.

**Jamal M** Research studies have shown that job stressors are closely linked to employee mental and physical problems, job satisfaction, unproductive hours at work, and absences. Type A behavior was found to be an important regulator of stress outcome relationships.

**Fienmann** See stress as a negative response mental response state characterized by sustained high levels of experienced anxiety or tension. Recent studies of mind-body interactions have shown that we "unconsciously" warn our bodies of stress because of our psychological and emotional attitudes towards stress . Unexpected emotions such as immoral, anxiety and anger can cause the same neural impulses and chemical reactions that face specific challenges. Therefore, when faced with stressful situations, we need to use up the energy generated by the body to challenge or learn how to "turn out" the reaction using conscious relaxation techniques.

**Hans Seyle**, Endocrinologists, for the first time in their studies of General Adaptive Syndrome (GAS), have clarified how humans adapt to emotional effort and tension in their lives. According to him, emotional stress occurs in two important stages.

1. alarm reaction stage
2. Resistance stage

**CHAPTER 3**  
**RESEARCH DESIGN**

## **RESEARCH DESIGN**

Research design is the arrangement of conditions for data collection and analysis in a way that aims to link the relevance of research with the economics of the procedure.

- . A properly structured questionnaire is framed.
- . Data are collected from employees of Kongovi Pvt Ltd.
- . Survey results will be issued and recommendations will be made.

### **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) is a broad term that refers to outsourcing in all areas. IT departments differentiate by introducing new technologies or applying existing technologies in new ways to improve processes.

Business Process Outsourcing (IT Sector) is the delegation of one or more IT-intensive business processes to an external provider who owns, manages and manages selected processes based on defined, measurable performance criteria. Business Process Outsourcing (IT sector) is one of the fastest growing areas of the Information Technology Services (ITES) industry. The following are motivational factors why IT departments are drawing attention.

Superiority of coefficient cost

- Scale economy
- Reduce business risk
- Excellent ability
- Improve utilization

### **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 ITSECTORS industry has usher in an era of economic freedom and the importance of stress 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, Work flow software, uploading, outsourcing, off shoring, supply chaining, in sourcing, informing and virtual communication as the ten major flatteners. It is no overstatement to say that for the average middle class English speaking Indian then IT SECTORS industry has opened up an endless avenue of potential possibilities. Surely the IT SECTORS industry along with its related industries like the KPO (Knowledge Processing Industry) is here to stay.

### **3.3 OBJECTIVES OF THE STUDY**

#### **Primary objective:**

- To undergo an in-depth study about the stress undergone /faced among the employees of Kongovi Pvt. Ltd.
- Study the reasons for stress at the work place.

#### **Secondary Objectives:**

- Identify factors that cause stress among employees.
- Find out the level and type of stress among employees.
- Investigate the impact of stress on employees in Kongavi Pvt. Corporation
- Identify coping strategies to manage stress.

### **3.4 SCOPE OF THE STUDY**

The current world is changing fast, and there are many pressures and demands on work. These pressures at work cause disability. Stress is an individual's response to disturbing factors in the environment. Therefore, this survey helps organizations to understand the causes of stress and to reduce employee stress. Since then, it is a well-known fact that healthy employees are productive employees.

### **3.5 METHODOLOGY OF THE STUDY**

The research methodology used in the study was a descriptive research design. It involves surveys and different types of factual certification requirements. The main purpose of Descriptive Research Design is to be present. The main feature of this method is that the researcher cannot control the variables. You can only report what happened.

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

#### **1. Primary data:**

Primary data was collected for the first time, and is actually defined as fresh data, and is actually unique through field surveys.

Collect data yourself using primary data collection, interviews, surveys, and other methods. The important point here is that the data you collect is specific to you and your study, and no one else can access it until you publish it.

There are many ways to collect primary data, but the main ones are:

- . Questionnaire
- . Interaction
- . Observation

#### **2. Secondary data:**

Secondary data has already been collected by someone else and has gone through the statistical process. Secondary data from this survey are already available on the company's internal records, annual reports, brochures and company websites.

### **DATA COLLECTION METHOD:**

The data collection method used in this study is a survey method. Here, data is systematically recorded from the respondents from there.

### **3.6 LIMITATIONS OF THE STUDY**

- > Employees were reluctant to give correct information.
- > Even though the employees provided the correct information during the unstructured interview, they answered positively while answering the questionnaire.
- > The research was conducted in a limited time, so the researchers could not select a sample large enough for the study.

### **3.7 CHAPTER SCHEME**

The entire report has been organized and presented through various chapters logically sequenced for clarity, readability and better understanding as given below:

#### **Chapter 1-introduction**

This section explains about the industry profile and company profile in brief. the first chapter includes promoters of the company ,mission and quality policy. Products and services profile, areas of operations, infrastructure facilities, competitors information, SWOT investigation and future growth and prospects and financial statements.

#### **Chapter 2-conceptual background and literature review**

The section gives a concise presentation about conceptual background of topic and includes the review of related literature, theories and concepts concerned with stress management at Kongovi Electronics Private Limited .The existing literature in the forms of books, journals and available existing work related to the topic.

#### **Chapter 3- Research design**

This chapter includes Statement Problem, study need & objectives, Scope of the Study, Research methodology, and formulation of the hypothesis, limitations and the chapter



scheme. The methodologies adopted for carrying out the research have been given in the current chapter. Each step in the methodology used has been described in details with reference to the context of the study.

#### **Chapter 4 – Analysis & Interpretation:**

This chapter contains the details of data collection with related tables & graphs analysis and results obtained using the statistical tools are analyzed.

#### **Chapter 5 – Findings Conclusion and Suggestions:**

While each of the chapters pertaining to the detailed study (chapters 1 to 4) contains findings, conclusion pertaining to that chapter, a summary of the findings, conclusion has been included in this chapter and suggestions for consideration and implementation have been made in this chapter.

**CHAPTER 4**

**DATA ANALYSIS AND INTREPRETATION**

## **4.1 TOOLS USED IN STRESS MANAGEMENT AND CONTROL**

A structured questionnaire is provided to obtain relevant information from the respondents. The questionnaire consists of various questions presented to the respondents.

### **SAMPLING TECHNIQUE**

- **Population:**

Survey is made to different level of employees of Kongovi Pvt Ltd; Bengaluru 50 Employees are taken into consideration from the organization.

- **Sample Unit:**

The target population is employees of Kongovi Pvt Ltd. Of various ages, sex, caste and designations. The unit is the full time employees of the Kongovi.

- **Sampling Method:**

Sampling is the selection of the division of individuals from within the statistical population to estimate the characteristics of the whole population.

### **Data analysis and interpretation**

**Table-1**

**Table representing age of the employees**

Age	No of respondents	% of respondents
Below 25	9	18
26-35	27	54
36-45	7	14
46-55	5	10
Above 55	2	4

### **Analysis:**

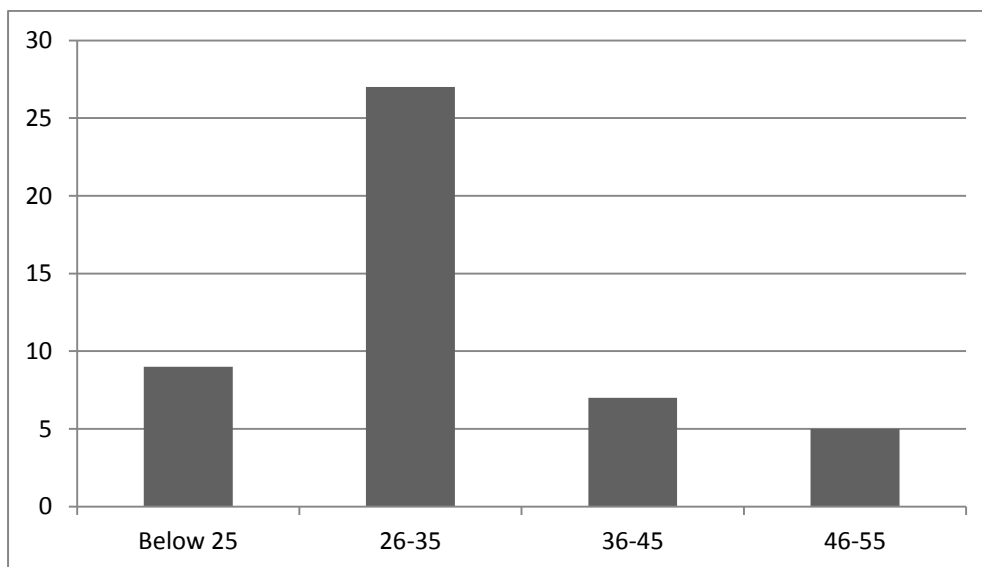
In the analysis it was found that there are 18% employees below 25 years,54% employees between 26 – 35 years ,14% employees between 36-45,10% employees between 46-55,and 2 employees above 55 years .

### **Inference:**

In the above analysis it is found that there are more number of employees in the age group of 26-35 years and less in number of employees who are above 55 years of age.

### **Chart-1**

**Chart representing age of employees.**



### **Table-2**

**Table representing gender of the employees**

Gender	No of respondents	% of respondents
Male	44	88
Female	6	12

**Analysis:**

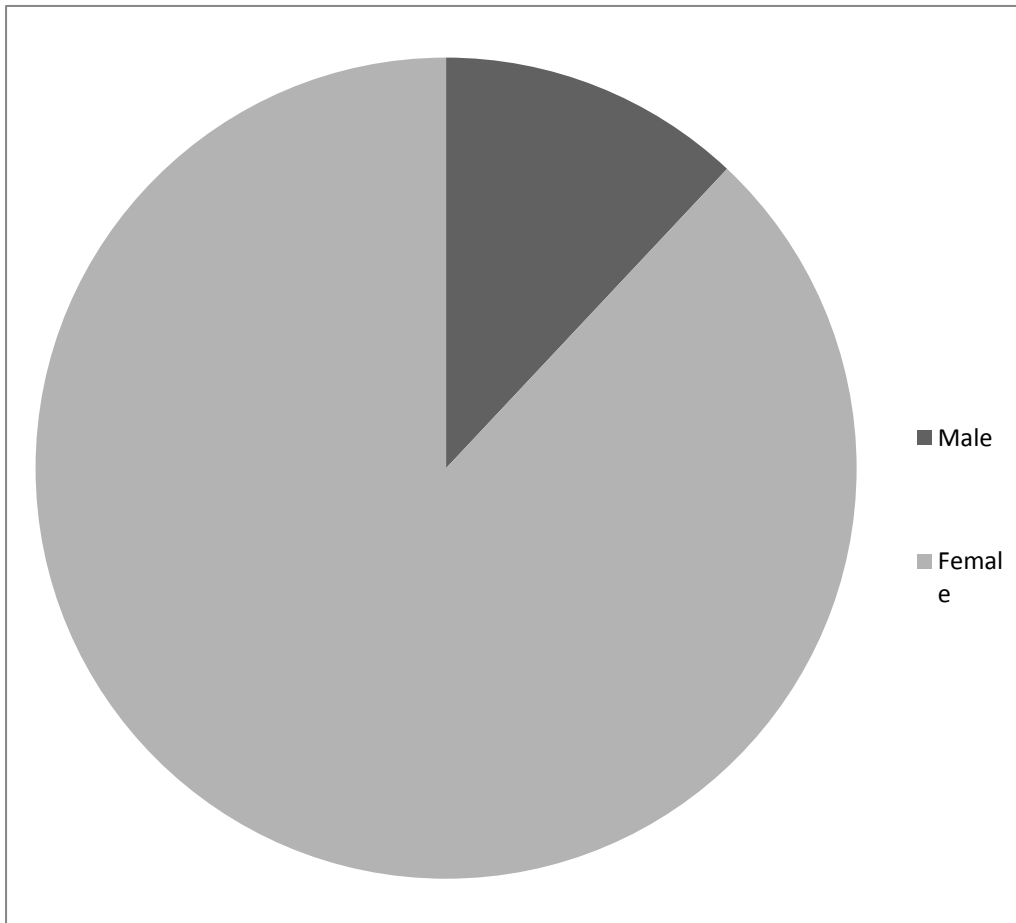
In the analysis it is found that there are more number of male employees than the female employees which is there are only 12% of female employees and remaining 88% workers are male employees.

**Inference:**

As this is manufacturing company we can find less number of female workers and more number of male employees.

**Chart-2**

**Chart representing the gender of employees**



**Table -3**

**Table representing the work experience of the employees**

<b>Work experience</b>	<b>No of respondents</b>	<b>% of respondents</b>
Below 1 year	11	22
2-5 years	13	26
6-10 years	20	40
Above 10 years	6	12

**Analysis:**

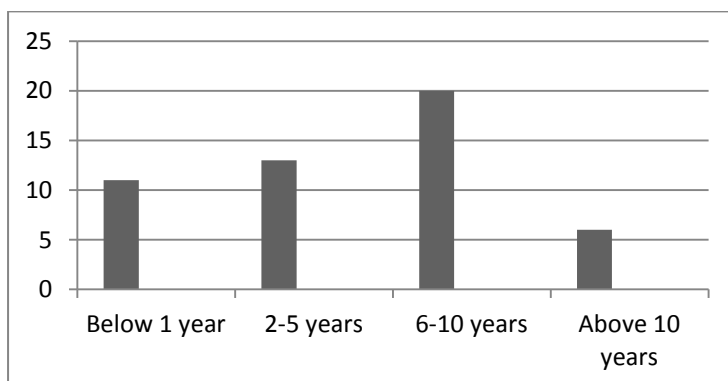
In the above analysis it is found that there are 22% of employees who have work experience below 1 year, 26% of employees with 2-5 years of experience, 40% of employees who have 6-10 years of experience and 12% of employees with the experience above 10 years.

**Inference:**

In the analysis it was found that there are more number of employees with the working experience between 6-10 years and less number of employees who have work experience above 10 years.

**Chart -3**

**Chart representing the work experience of the employees.**



**Table -4**

**Table representing that employees can complete their work within specified time.**

<b>Work completion in time</b>	<b>No of respondents</b>	<b>% of respondents</b>
Yes	41	82
No	9	18

**Analysis:**

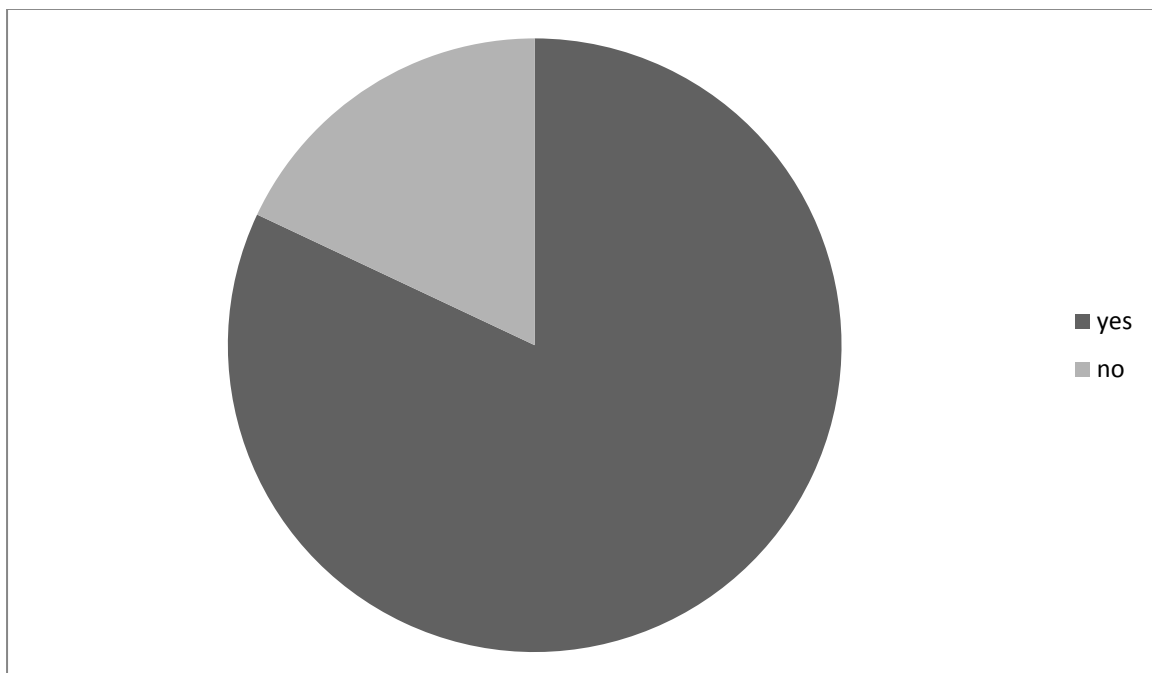
In the above analysis it is found that 82% of employees can complete their work within specified time and only 18% of employees cannot complete their work in the specified time .

**Inference:**

The majority of the employees can complete their work in the specified period of time.

**Chart -4**

**Chart representing the employees completion of work in given time.**



**Table -5**

**Table representing the opinion of employees about the pay package .**

<b>Pay package provided</b>	<b>No of respondents</b>	<b>%of respondents</b>
Satisfied	20	40
Neutral	25	50
dissatisfied	5	10

**Analysis:**

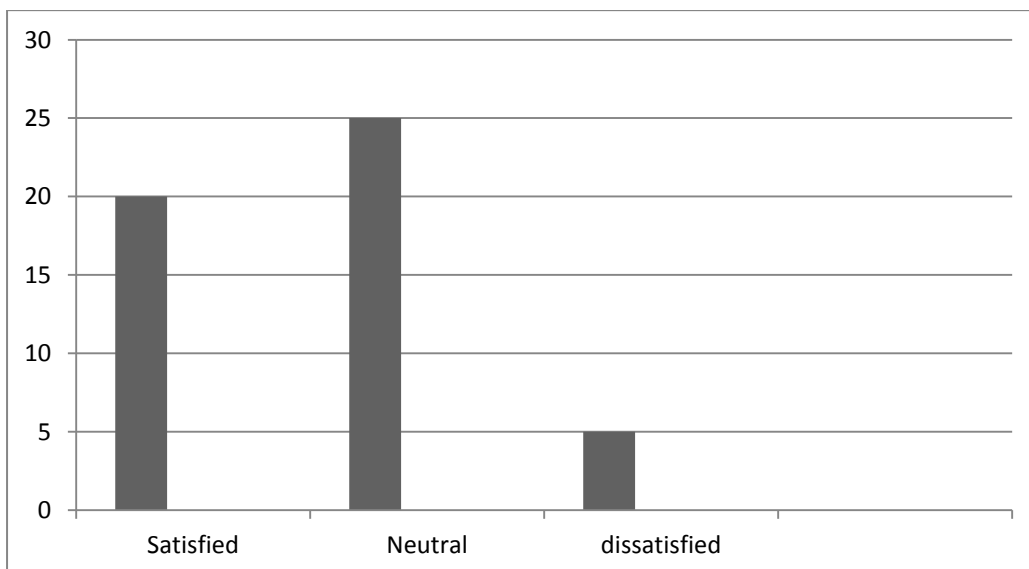
In the analysis it is found that the 40% of employees are satisfied with the pay package provided by the organisation,50% employees are neutral and 10% of employees are dissatisfied with the pay package provided by the organization.

**Inference:**

More number of employees are being neutral with the pay package provided by the organization.

**Chart- 5**

**Chart representing the opinion of employees on pay package provided by the organization.**





**Table-6**

**Table representing the opinion of employees on their job.**

Opinion on Job	No of respondents	% of respondents
Challenging	17	34
Interesting	29	58
Boring	4	8

**Analysis:**

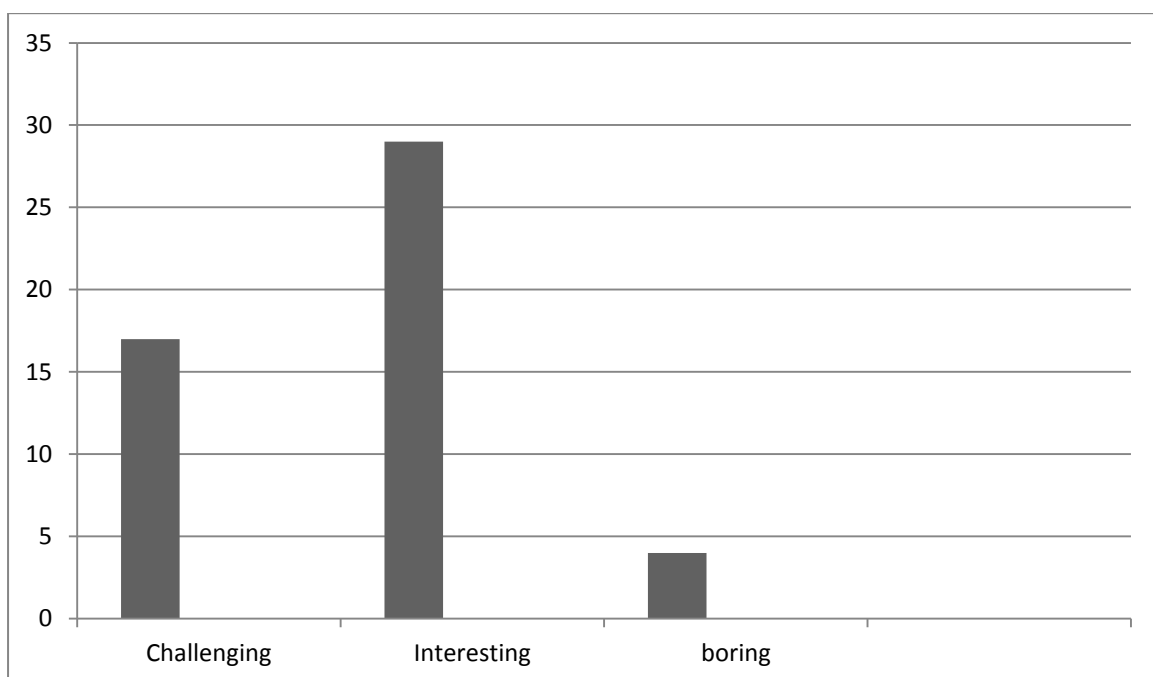
In the above analysis it is found that the 34% of employees found their job challenging, 58% of employees found their job interesting and 8% of employees found their job boring.

**Inference:**

In the analysis it shows that more number of employees found their job interesting.

**Chart -6**

**Chart representing the opinion of employees on their job.**



### Table -7

#### Table representing stress caused due to overload of work.

Work overload	No of respondents	% of respondents
Yes	37	74
no	13	26

#### Analysis:

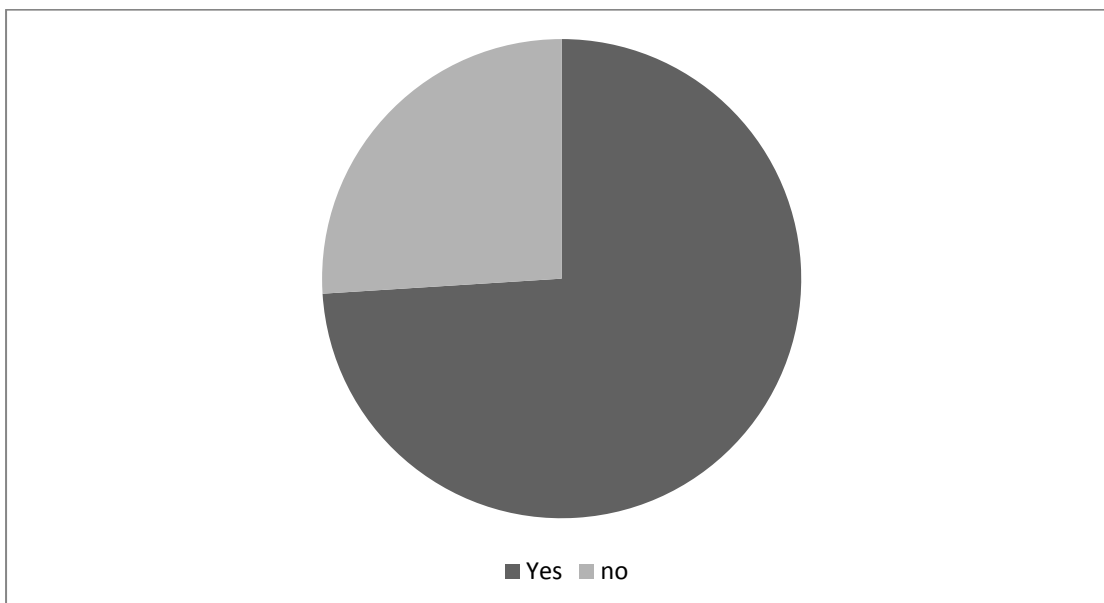
In this analysis it is shown that 74% employees are facing stress due to overload of work in the organization and 26 employees are not overloaded with work.

#### Inference:

According to the employees opinion majority of employees are feeling stress due to overload of work in the organization.

### Chart-7

#### Chart representing the employees facing stress due to work overload.



**Table-8**

**Table representing kind of stress employees suffer due to stress.**

Kind of stress	No of respondents	% of respondents
Physical	14	28
Mental	25	50
both	11	22

**Analysis:**

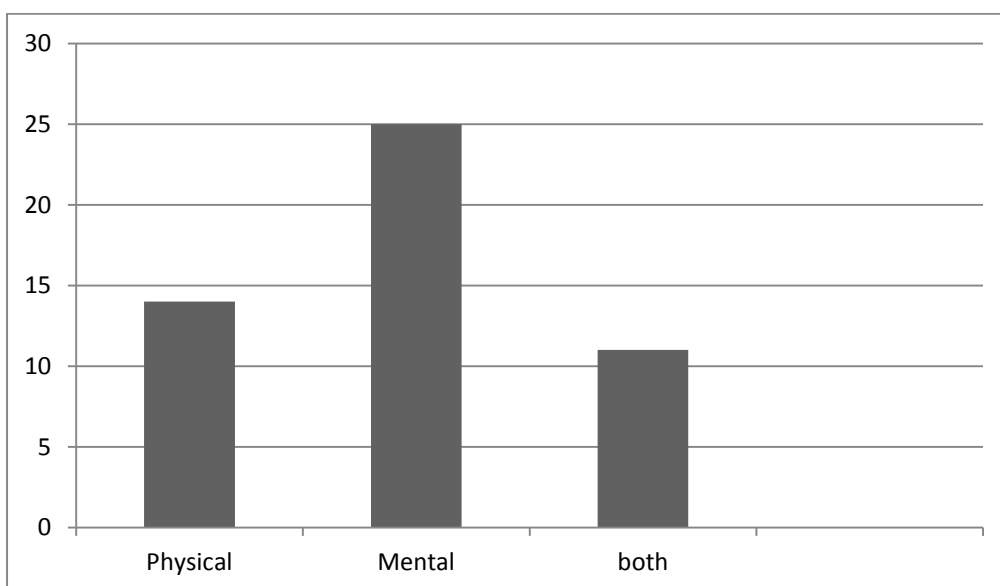
In the analysis it was found that 28% of employees face physical stress, 50% of employees face mental stress and 22% of employees face both physical and mental stress.

**Inference:**

Everyone are face some kind of stress in this organization but employees face mental stress more comparatively.

**Chart-8**

**Chart representing the kind of stress employees are faced in the organization.**



**Table -9**

**Table representing the level of stress faced in the organization by the employees.**

Level of stress	No of respondents	% of respondents
High	3	6
Moderate	41	82
low	6	12

**Analysis:**

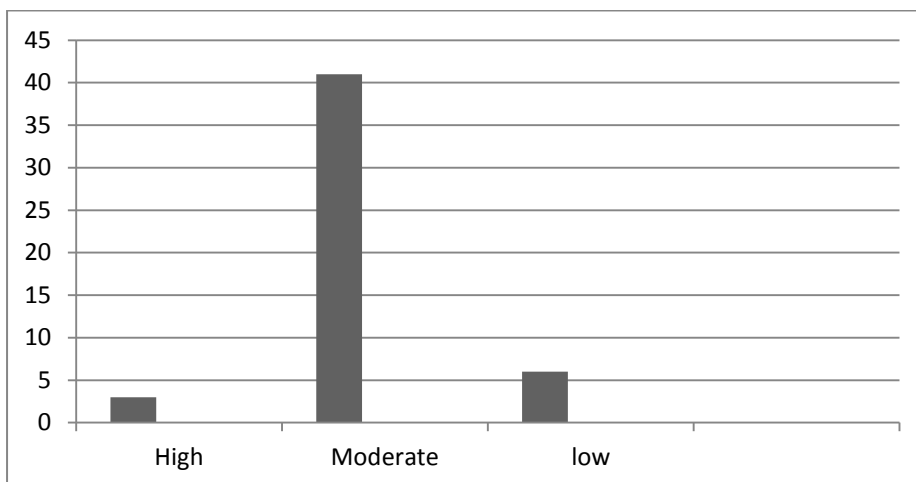
In the analysis it is found that 6% of employees are facing high level of stress, 82% of employees are facing moderate level of stress and 12% of employees are facing low level of stress.

**Inference:**

Few employees in the organization are facing high level of stress and the employees who are facing moderate level of stress are high in number.

**Chart -9**

**Chart representing the level of stress faced by the employees in the organization.**



**Table -10**

**Table representing employees have health problem due to pressure and stress at work.**

Health problem	No of respondents	%of respondents
Yes	23	46
No	27	54

**Analysis:**

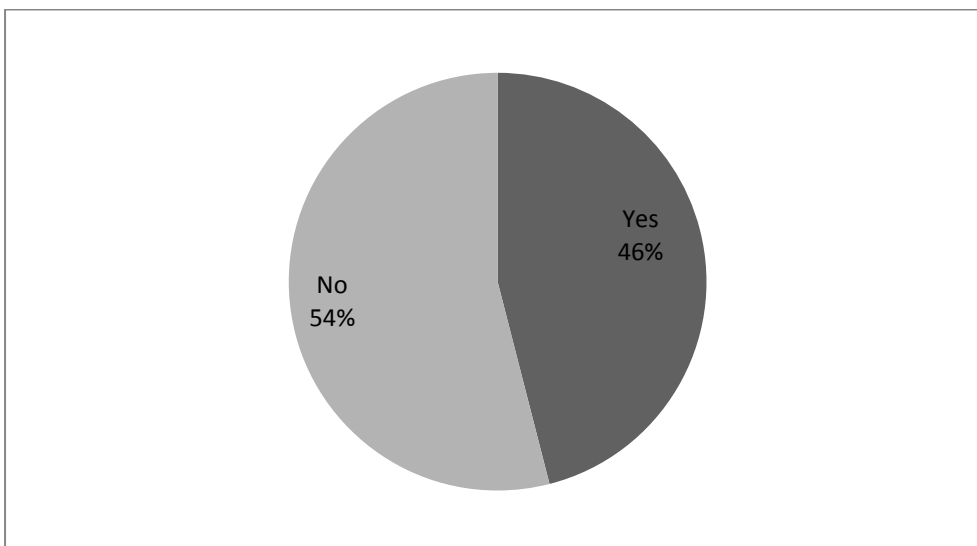
According to the employees it was found that 46% of employees are facing health problems due to pressure and stress at work and 54% of employees are not facing any health problems.

**Inference:**

Almost half of the employees in the organization are facing the health problem in the organization due to work pressure and stress.

**Chart-10**

**Chart representing the health problems faced by the employees due to work pressure and stress.**



**Table-11**

**Table representing weather organization has activities for stress relief.**

Activities for stress relief	No of respondents	% of respondents
Yes	43	86
no	7	14

**Analysis:**

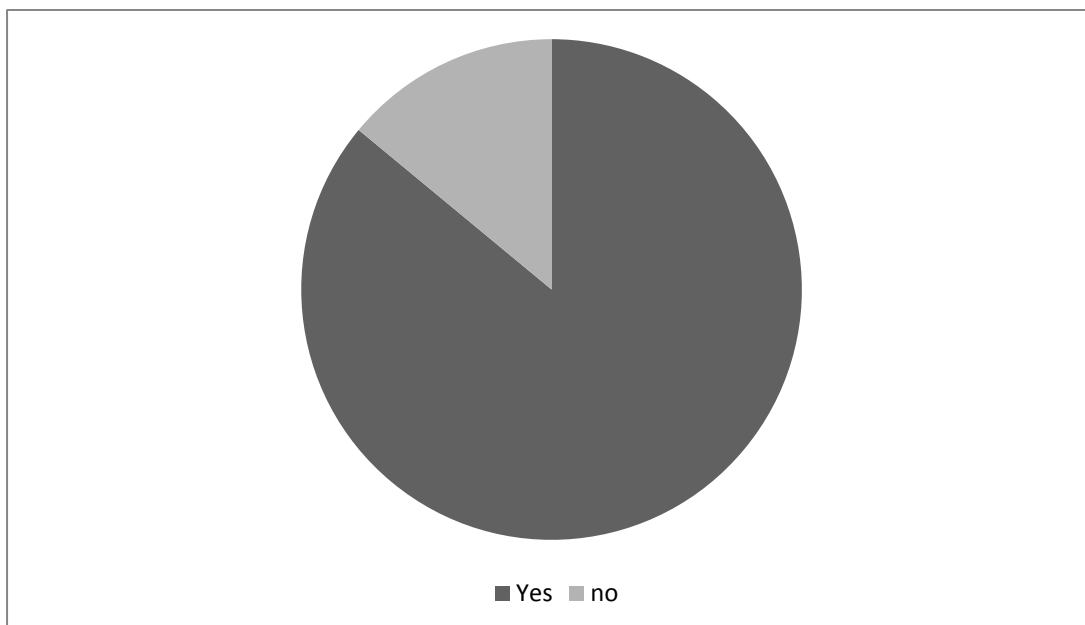
According to the employees opinion 86% of employees said that they are activities for stress Relief in the organization and 14 of employees doesn't found any sort of activities for stress relief in their organization.

**Inference:**

In the opinion of employees it is found that more number of employees found that they have activities to get relief of stress in the organization.

**Chart -11**

**Chart representing weather the organization has activities for stress relief.**



**Table -12**

**Table representing what the employees of organization feel about counseling as a tool to reduce stress.**

Counseling	No of respondents	% of respondents
Agree	38	76
Neutral	10	20
disagree	2	4

**Analysis:**

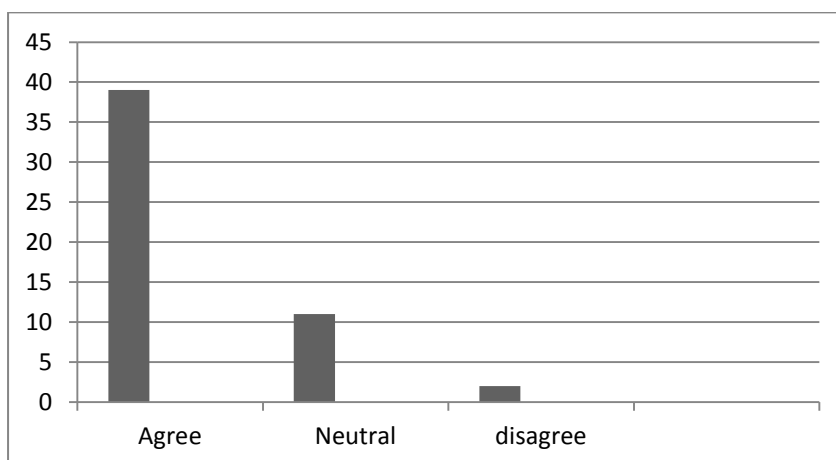
In the analysis it is found that 78% of employees agree that they need counseling to reduce stress in the organization, 22% of employees are neutral and 4% of employees disagree with this statement.

**Inference:**

In the opinion of employees it was found that more number of employees found that counseling is the best tool to reduce the stress in the organization.

**Chart-12**

**Chart representing what the employees of organization feel about counseling as a tool to reduce stress.**



**Table-13**

**Table representing work place relationships are better in organization.**

<b>Work place relationship</b>	<b>No of respondents</b>	<b>% of respondents</b>
Satisfactory	40	80
Dissatisfactory	5	10
Can't say	5	10

**Analysis:**

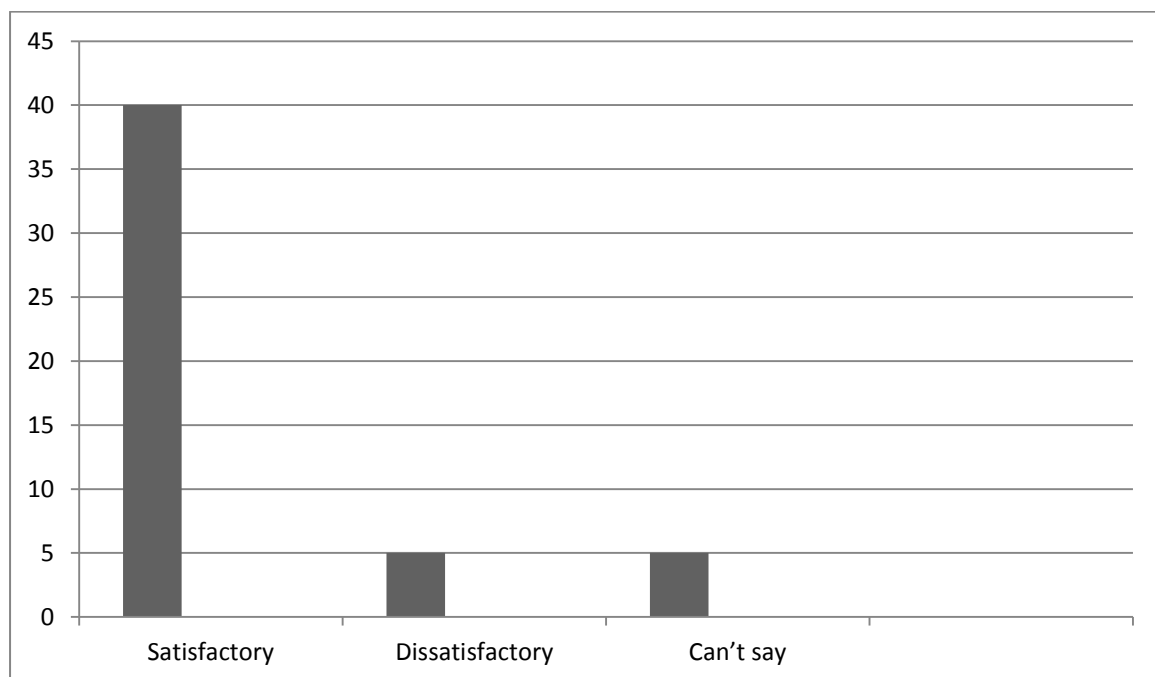
In the analysis it is found that 80% of employees said that work place relationships are better, 10% of employees are dissatisfied with the work place relationships and 10% of employees cannot say about work place relationships.

**Inference:**

In the opinion of employees many employees in the organization are satisfied with work place relationships

**Chart-13**

**Chart representing the work place relationship are better in organization.**





**Table-14**

**Table representing employees face stress due to frequent argument with supervisor and co worker**

<b>Frequent argument</b>	<b>No of respondents</b>	<b>% of respondents</b>
Yes	18	36
no	32	64

**Analysis:**

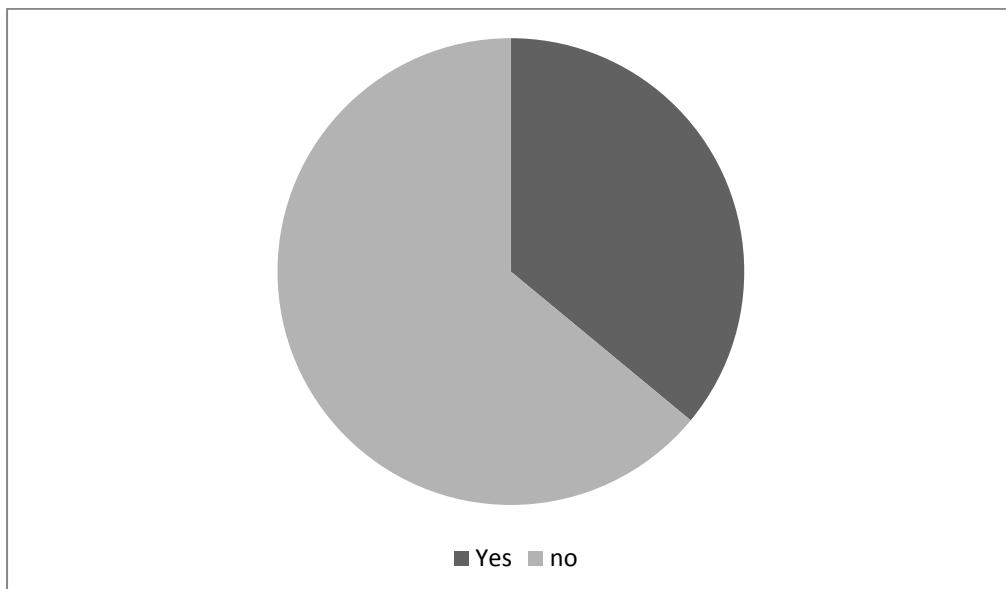
In the analysis it is found that 36% of employees face stress in the organization due to frequent argument with supervisors and co-workers and 64% of employees do not feel stress due to frequent argument with supervisors and co-workers.

**Inference:**

In the opinion of employees less number of employees face stress due to frequent argument with supervisors and co-worker.

**Chart-14**

**Chart representing employees face stress due to frequent argument with supervisor and co worker**



**Table-15**

**Table representing employee handles job stress without the help of an outside force.**

Handle job stress	No of responds	% of respondents
Agree	12	24
Disagree	7	14
neutral	31	62

**Analysis:**

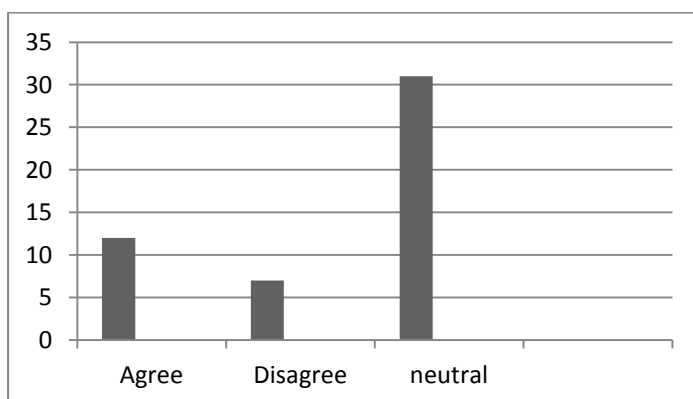
In the analysis it is found that 24% of employees agree that they need the help of outside force to handle the job stress, 14% of employees don't need outside force to handle job stress and 62% of employees are neutral.

**Inference:**

There is less number of employees who agree and disagree that they need outside force to handle job stress and more number of employees is neutral.

**Chart -15**

**Chart representing employee handles job stress without the help of an outside force.**



**Table -16**

**Table representing that employee consider deadline as an major reason for stress.**

<b>Deadline a reason</b>	<b>No of respondents</b>	<b>%of respondents</b>
Yes	33	66
no	13	26

**Analysis:**

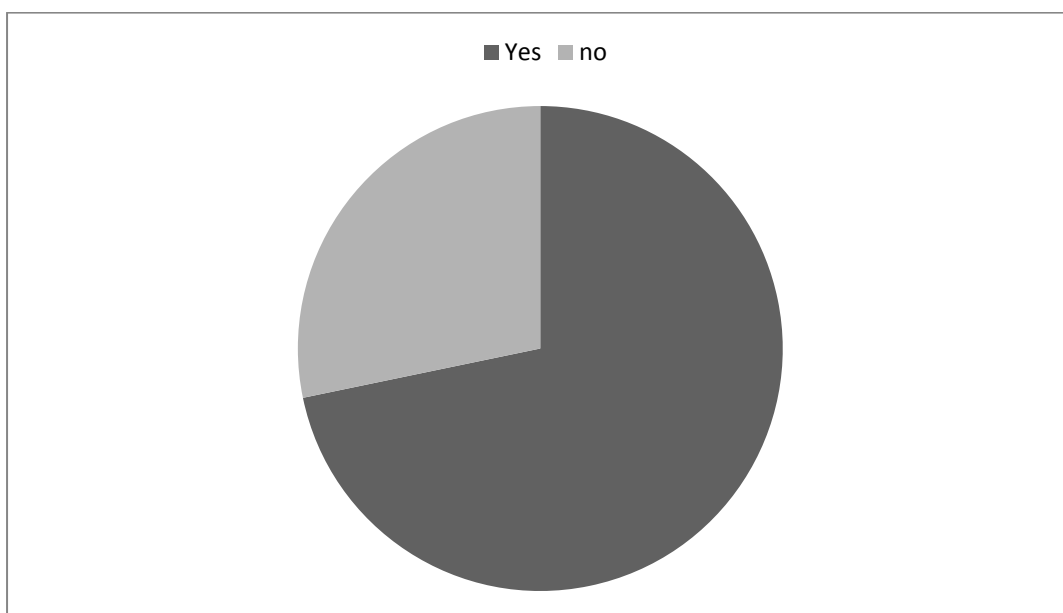
In the analysis it is found that 66% of employees say yes to the statement and 26% of employees say deadline is not the reason for stress.

**Inference:**

In the opinion of employees it is found that more number of employees feel stress due to deadline.

**Chart-16**

**Chart representing that employee consider deadline as an major reason for stress.**



**Table-17**

**Table representing the kind of strategies taken to reduce stress.**

Strategies	No of respondents	% of employees
Exercise	2	4
Meditation	6	12
Listening music	13	26
Speaking with other employees	29	58

**Analysis:**

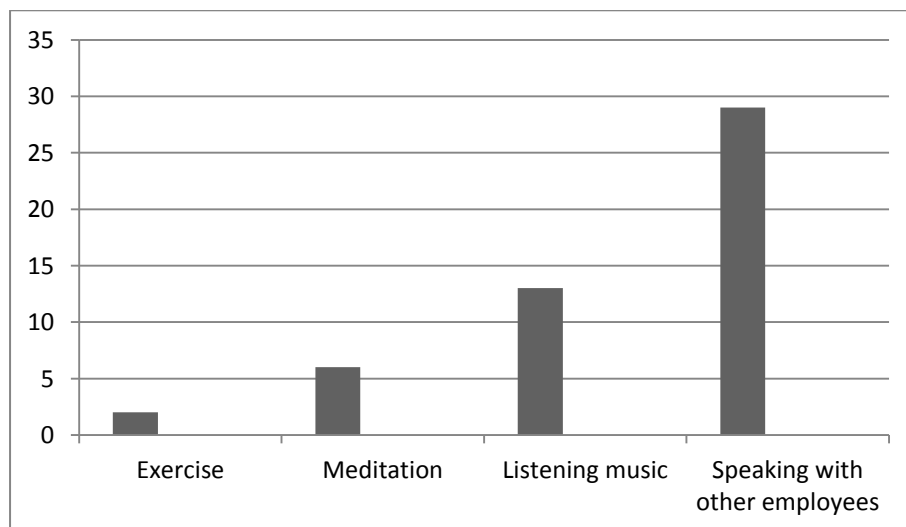
In the analysis it is found that 4% of employees do exercise, 12% of employees meditate, 26% of employees listen to music and 58% of employees speak with their co-worker to reduce stress in their work place.

**Inference:**

In the opinion of employees it is found that more number of employees speak to their co-workers to reduce their stress at work place.

**Chart-17**

**Chart representing strategies taken to reduce stress.**



**CHAPTER -5**

**FINDINGS, SUGGESTIONS AND CONCLUSION**

## 5.1 SUMMERY OF FINDINGS

### Findings:

- In the above analysis it is found that there are more number of employees in the age group of 26-35 years and less in number of employees who are above 55 years of age.
- As this is manufacturing company we can find less number of female workers and more number of male employees.
- In the analysis it was found that there are more number of employees with the working experience between 6-10 years and less number of employees who have work experience above 10 years.
- The majority of the employees can complete their work in the specified period of time.
- More number of employees is being neutral with the pay package provided by the organisation.
- In the analysis it shows that more number of employees found their job interesting.
- According to the employees opinion majority of employees are feeling stress due to overload of work in the organisation.
- Everyone is facing some kind of stress in this organisation but employees face mental stress more comparatively.
- Few employees in the organisation are facing high level of stress and the employees who are facing moderate level of stress are high in number.
- Almost half of the employees in the organisation are facing the health problem in the organisation due to work pressure and stress.
- In the opinion of employees it is found that more number of employees found that they have activities to get relief of stress in the organisation.
- In the opinion of employees it was found that more number of employees found that counselling is the best tool to reduce the stress in the organisation.
- In the opinion of employees many employees in the organisation are satisfied with work place relationships
- In the opinion of employees less number of employees faces stress due to frequent argument with supervisors and co-worker.
- There is less number of employees who agree and disagree that they need outside force to handle job stress and more number of employees is neutral.

- In the opinion of employees it is found that more number of employees speak to their co-workers to reduce their stress at work place.
- In the opinion of employees it is found that more number of employees feel stress due to deadline.

## **5.2 SUGGESTIONS**

- There are less number of experienced employees in the organisation it's better to take steps to improve the working conditions so that employees stay for the long time in the organisation.
  - Majority of the employees are being neutral about the pay package provided it means they are not so satisfied .So it's better to improve the pay package.
  - According to the survey it was found that employees are feeling stressed due to overload of work so it's better to reduce the work and assign according to their capability.
  - Majority of employees are feeling mental stress it may be due to several reasons so it's better to take actions to reduce the mental stress of the employees.
  - Half of the employees are facing health issues due to stress at work to its better to provide some medical facilities for free of cost.
  - Many employees say's that counselling is the best tool to reduce stress so it is better so continue the same.
  - It is better to give frequent small breaks in working hours where employees can interact with their co-worker which reduces stress.
  - Employees are facing stress due to deadline given by the organisation, so the organisation should take certain steps to avoid this.
- Organizations need to implement employee support programs (EAPs) and stress management workshops. EAP seeks to help employees deal with alcohol and drug abuse, manage their personal finances, handle conflicts in the workplace, deal with spouse and other family issues, and deal with health issues Counselling is included.

### **5.3 Conclusion**

The stress at work has become the black plague of this century. Much of work stress is caused not only by work overload and time pressure, but also by lack of rewards and praise. More importantly, it comes from not giving the autonomy to work as individuals want. Most employees were not satisfied with the organization's complaint handling procedures found in unstructured interviews.

Management should understand the different reasons for stress, plan different techniques, and implement them to reduce stress and boost employee morale. The cost of implementing work stress management techniques is considered cost-effective.

Labor stress management is considered beneficial to the organization. Employees have job satisfaction. Managing stress within an organization is effective in assessing employee performance.

Employees are faced with certain health problems due to stress at work. Feeling like sleep, upset stomach, headache, etc. Such health problems can be mitigated by the organization by properly analyzing through awareness through appropriate job analysis. Opportunities and management should have reasonable thinking.

Organizations must change the treatment of people in the workplace, treat them with respect and begin to respect their contributions. If we improve our employees' psychological well-being and health, in the near future, the organization will earn more money while retaining employees. It is said that

**“A Healthy Employee is a Productive Employee”**



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## **ANNEXURE**

### **QUESTIONNAIRE**

#### **1. Age**

- Below 25
- 26-35
- 36-45
- 46-55
- Above 55

#### **2. Gender**

- Female
- male

#### **3. Work experience**

- Below 1 year
- 2-5 year
- 6-10 year
- Above 10 year

#### **4. Do you agree that you can complete your work within the specified time?**

- Yes
- no

#### **5. The pay package provided by the organization is good and ideal?**

- Satisfied
- Neutral
- Dissatisfied

#### **6. My job is?**

- Challenging
- Interesting
- Boring

#### **7. I am overloaded with work and that leads to stress at the end of the day?**

- Yes
- No

**8. What kind of stress do you suffer in your job?**

- Physical
- Mental
- Both

**9. The level of stress that I feel in my job is?**

- High
- Moderate
- Low

**10. I have health problem due to pressure and stress at work?**

- Yes
- No

**11. There are several activities for stress relief in your organization?**

- Yes
- No

**12. What do you feel about counseling as a tool to reduce stress?**

- Agree
- Neutral
- Disagree

**13. Work place relationships are better?**

- Satisfactory
- Dissatisfactory
- Can't say

**14. I have frequent argument with supervisor and co-worker due to work stress?**

- Yes
- No

**15. I can handle job stress without the help of an outside force?**

- Agree
- Disagree
- Neutral

**16. I consider deadline as an major reason for stress at work place?**

- Yes

- No

**17. What kind of strategies of the following have you taken to reduce stress?**

- Exercise
- Meditation
- Listening
- Speaking with other employees



**ACHARYA INSTITUTE OF TECHNOLOGY**  
**DEPARTMENT OF MBA**

**PROJECT(17MBAPR407) -WEEKLY REPORT**

**NAME OF THE STUDENT:** Apurva Reddy K.P

**INTERNAL GUIDE:** Dr. MM Bagali

**USN:** 1AY17MBA03

**COMPANY NAME:** Kongovi Private Limited

WEEK	WORK UNDERTAKEN	EXTERNAL GUIDE SIGNATURE	INTERNAL GUIDE SIGNATURE
3 <sup>rd</sup> Jan 2019 – 9 <sup>th</sup> Jan 2019	Industry Profile and Company Profile		
10 <sup>th</sup> Jan 2019 – 17 <sup>th</sup> Jan 2019	Preparation of Research instrument for data collection		
18 <sup>th</sup> Jan 2019 – 25 <sup>th</sup> Jan 2019	Data collection		
26 <sup>th</sup> Jan 2019 – 2 <sup>nd</sup> Feb 2019	Analysis and finalization of report		
3 <sup>rd</sup> Feb 2019 – 9 <sup>th</sup> Feb 2019	Findings and Suggestions		
10 <sup>th</sup> Feb 2019 – 16 <sup>th</sup> Feb 2019	Conclusion and Final Report		



Company Seal



College Seal

HOD Signature

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