



IMPACT OF EMPLOYEE STRESS ON BUSINESS DEVELOPMENT OF THE ORGANIZATION

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ABSTRACT

KEYWORDS:

Management, employees, Stress, defensive action

Management of employees in an organization is very challenging job, because no two persons are similar in their attitude, thinking, behavior and abilities. While extracting the services from the employees their attitude, thinking and behaviors prone to fluctuation depending upon the personality dynamism. The very key ingredients of human employees support the maximum productivity achievement in the organization will turn in a different manner due to stress and stress related problems that they came across due to personal, job or organizational related factors. The present paper titled as “impact of employee stress on business development of the organization” has been initiated to study the stress related issues, their impact and approaches for general management of stress in accordance with the organizational framework of dealing with the stress. The study has been done in F F F Limited., Tadepalligudem, West Godavari District, A.P State, a family owned and successfully running organization, employed more than 500 individuals that started in the year 1959. The study has gone through understanding various stressors, its impact and general management (resilience) approach.

INTRODUCTION

Stress is a common experience. That is a part of everyone’s life. The nature of work has gone through drastic changes over the last century and it is still changing at whirlwind speed. It has touched almost all professions, starting from an artist to a surgeon, or a commercial pilot to a sales executive. With change comes stress, inevitably. Professional stress of organized workers, consequently, affects the health of individuals as well as organizations. Still many people view stress in the terms of psychological or body reaction; Blood pressure, heart rate, deferred hormone levels. The present study titled “Impact of employee stress on Business Development of the organization” has been initiated to understand the causes of stress and its impact on individual performance and business development activities of the organization.

ORGANISATION

3F Industries Ltd, Tadepalligudem is a family owned Organization. It is well known as “foods, fats”. But the West Godavari farmers call it is a “Thavudu Factory”. This organization is professionally carrying the business

activity by the Goenka family. It is having branches in Madras, Bombay, Hyderabad, Kakinada, Calcutta and Baroda.

3F Industries Ltd, Tadepalligudem, West Godavari district was conceived in 1959, born in 1960 and was on its feet by 1962. Today foods, fats and fertilizers Ltd has matured into a conglomeration of 20 industrial units spread over 40 acres constantly buzzing with activity and providing employment to nearly 630 persons.

CONCEPT OF THE TOPIC

In a challenging situation the brain prepares the body for defensive action by releasing stress hormones namely cortisol and adrenaline. These hormones prepare the body to react to the situation to cope with. When we feel to counter a stress situation the hormones and chemicals remain unreleased in the blood stream for a long period of time. It directly results in stress related symptom. No doubt the efficiency and advancement of any organization depends on utilisation of all resources properly, more so the human resources. If human resources are not properly extracted it will directly hamper the economic efficiency, productivity and business growth of the organisation. Proper and comfortable extraction of human

resources depends on proper job role, job environment and working conditions. The present study titled as “Impact of employee stress on Business Development of the organization” has been initiated to understand the factors that are emerging as stressors in employees at the work place of FFF Industries Limited Tadepalligudem Westgodavari District A.P India. For study purpose certain general elements viz job role, work environment and ambiguity, relations etc have been taken and checked whether employees are satisfactory with the same or not, so as to understand their stress in carrying out the job have been taken through perception of employees.

GENERAL CAUSES OF STRESS

The factors leading to stress among individual are called as stressors. Some of the factors/stressors acting on employees are as follows

- **Organizational factors-** With the growth in organizational stress and complexity, there is increase in organizational factors also which cause stress among employees. Some of such factors are-
 - Discrimination in pay/salary structure
 - Strict rules and regulations
 - Ineffective communication
 - Peer pressure
 - Goals conflicts/goals ambiguity
 - More of centralized and formal organization structure
 - Less promotional opportunities
 - Lack of employees participation in decision-making
 - Excessive control over the employees by the managers
- **Individual factors-** There are various expectations which the family members peer, superior and subordinates have from the employee. Failure to understand such expectations or to convey such expectations lead to role ambiguity/role conflict which in turn causes employee stress. Other individual factors causing stress among employees are inherent personality traits such as being impatient, aggressive, rigid, feeling time pressure always, etc. Similarly, the family issues, personal financial problems, sudden career changes all lead to stress.
- **Job concerning factors-** Certain factors related to job which cause stress among employees are as follows-
 - Monotonous nature of job
 - Unsafe and unhealthy working conditions
 - Lack of confidentiality
 - Crowding
- **Extra-organizational factors-** There are certain issues outside the organization which lead to stress among employees. In today’s modern and technology savvy world, stress has increased. Inflation, technological change, social responsibilities and rapid social changes are other extra-organizational factors causing stress.

CONSEQUENCES OF STRESS ON THE ORGANISATION

The organizational effects of employee stress are many. The adverse consequences include low performance and productivity, high rates of absenteeism and turnover, lost customers because of poor worker attitudes, increased alienation of the worker from the job, and even destructive and aggressive behavior resulting in sabotage. The stress experienced by employees who rake on critical societal and are responsible for public safety, can sometimes be detrimental to the well of the constituents served. For instance, the stress experienced by train driver or railway guard, or that of an airline pilot, navigator, or air traffic controller can result in several hundred lost lives. Needless to say that the costs of employee stress to the organization in terms of lost profits, declining assets, bad image projection, poor reputation and loss of future business are enormous. Similarly the stress will show its own impact on the business efficiency of the organization in several ways

OBJECTIVES OF THE STUDY

- The study was carried out with the following objectives
- i) To understand nature and influence of stress
 - ii) To study and understand about FFF company Tadepalligudem
 - iii) To examine about stressors and stress levels of the employees of FFF
 - iv) To study and understand the impact of stress and coping approaches of employees at FFF

METHODOLOGY OF THE PRESENT STUDY

The study has been organized basing on obtaining the information primarily from employees, both managerial and other than managerial, through discussions, interactions and observation other than managerial employees, by using a questionnaire consisted of general causes for common stress. The study was focused on distress(negative stress) and its impact on employees and how they are coping with the present organization has been running with nearly 630 employees, comprised of all levels. For study purpose 60 employees of other than managerial staff from all departments have been considered in a random manner basically by considering their age, gender, educational qualification, experience etc. The information obtained through Questionnaire contain the general factors of common stressors that covered feeling towards present job, whether jobs are in commensuration with the qualifications and responsibilities, nature of work environment, role ambiguity in the job, relations and support with superiors, peers and subordinates and their comfortability in spending time with family and friends on one hand and on other hand what type of resilience techniques the employees are following in coping with the stress

RESPONSE OF THE RESPONDENTS

1	Qualification of the respondents	Post-grad 5(10)	Grad 32(64)	Pre-grad 9(18)	Others 4(8)	Total 50(100)
2	Present job experience	Below 1year 3(6)	1 to 3 years 18(36)	3 to 5 years 15(30)	Above 5 years 14(28)	Total 50(100)
3	Previous job experience	Yes 18(36)	No 32(64)	-	•	Total 50(100)

	Perception of respondents towards following general stressors	To a large extent	To a little extent	To very little extent	Not at all	Total	
4	Satisfaction with the present job	24(48)	13(26)	9(18)	4(8)	50(100)	
5	Commensuration of job with Qualification	14(28)	20(40)	9(18)	7(14)	50(100)	
6	Commensuration of pay with responsibilities	21(42)	18(36)	9(18)	2(4)	50(100)	
7	Finding congenial work environment	27(54)	15(30)	4(8)	4(8)	50(100)	
8	Role ambiguity in the present job	6(12)	5(10)	8(16)	31(62)	50(100)	
9	Treat by superiors and top management	31(62)	12(24)	6(12)	1(2)	50(100)	
10	Relations and coordination with peers and subordinates	28(56)	15(30)	3(6)	4(2)	50(100)	
11	Satisfaction about role in the organization	31(62)	12(24)	7(14)	0(0)	50(100)	
12	Comfortable in spending time with family and friends	14(28)	30(60)	6(12)	0(0)	50(100)	
13	Resilience technique followed in managing the stress						
	Organizational Counseling	Physical Exercise	Yoga	Meditation	Therapeutic and clinical	Others	Total
	8(16)	7(14)	17(34)	8(16)	1(2)	9(18)	50(100)

ANALYSIS

Nearly 2/3rd of the respondents' qualification is under graduation, while 10 percent employees belong to post graduation category and the remaining are pre graduates or others. Referring to present job experience 58 percent are having above 3 years and only a 6 percent are from below one year category and the remaining 36 percent are hired from 1 to 3 years experience category, nearly 1/3rd are having previous job experience.

The satisfaction level on the present job has been rated, nearly 3/4th of the employees have expressed their positive opinion, 18 percent have told it as to some extent. Referring to the satisfaction towards commensuration of job their with qualification 28 percent of respondents have derived to a large extent, 40 percent have derived to a little extent, 18 percent have told it as a very little extent while 14 percent negatively opined. Commensuration of pay with responsibilities was rated as to a large extent by 42 percent of respondents, the same has been rated as to a little extent by 36 percent and 18 percent have rated it as to a very little extent while 4 percent have negatively opined.

While perceptions have been recorded about congenial work environment more than half of the respondents are happy to a large extent, 30 percent are happy to a little extent and 8 percent are happy to very little extent while other 8 percent are negative in this aspect. Referring to the role ambiguity in the present job 62 percent respondents has no ambiguity. While 16 percent have ambiguity to very little extent, 10 percent have to a little extent. While 12 percent have large extent. When the rating comes to treat by superiors and top management except 14 percent all are quite positive. When perception on relation and coordination with peers and subordinates obtained it reveals 86 percent are feeling well while 8 percent are not feeling much well.

The depiction about satisfactory about role in the organization shows 62 percent are feeling much happy while 14 percent are delivering happiness to a little extent. When their comfortabilities in spending time with family and friends

rated 28 percent are more happy, 60 percent are felt happy while 12 percent respondents happiness is at very low level.

FINDINGS & CONCLUSION

Thus respondents are prone to less stress with satisfactory aspect of the present job, their job commensuration with qualification, their pay commensuration with responsibilities and in finding congenial work environment in the organization. Referring to role ambiguity of the respondents in the present job the stress is comparatively more. When rated their stress with treatment by superiors and top management again it is low while compared with relations and coordination with peers and subordinates its rate is comparatively little much high. When it is checked with the aspect of comfortability in spending time with family and friends a few are not feeling well. Referring to the resilience technique followed in the organization in managing stress 16 percent respondents are opting for organizational counseling, 14 percent are following physical exercise, 34 percent are following yoga, 16 percent are following meditation, 2 percent are attending therapeutic and clinical centers while the remaining 1 percent are to other practices. Though all the levels are more or less mediocre-stress, shows its own impact upon the individuals, job and overall business efficiency of the organization, when it is well maintained the organization will also sustain strongly in its performance, productivity and business.

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