



## A STUDY ON WORK STRESS MANAGEMENT AMONG THE EMPLOYEES OF BUSINESS PROCESS OUTSOURCING (BPO) IN CHENNAI CITY.

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### Abstract

Stress is the body's reaction to a change that requires a physical, mental or emotional adjustment or response. Stress can come from any situation or thought that makes you feel frustrated, angry, nervous, or anxious. Moreover, Stress is your body's way of responding to any kind of demand. It can be caused by both good and bad experiences. When people feel stressed by something going on around them, their bodies react by releasing chemicals into the blood. These chemicals give people more energy and strength, which can be a good thing if their stress is caused by physical danger. But this can also be a bad thing, if their stress is in response to something emotional and there is no outlet for this extra energy and strength. This class will discuss different causes of stress, how stress affects you, the difference between 'good' or 'positive' stress and 'bad' or 'negative' stress, and some common facts about how stress affects people today.

### STATEMENT OF THE PROBLEM

Stress can come from any situation or thought that makes you feel frustrated, angry, nervous, or anxious. Moreover, Stress is your body's way of responding to any kind of demand. It can be caused by both good and bad experiences. When people feel stressed by something going on around them, their bodies react by releasing chemicals into the blood. These chemicals give people more energy and strength, which can be a good thing if their stress is caused by physical danger. But this can also be a bad thing, if their stress is in response to something emotional and there is no outlet for this extra energy and strength. This class will discuss different causes of stress, how stress affects you, the difference between 'good' or 'positive' stress and 'bad' or 'negative' stress, and some common facts about how stress affects people today.

According to this study, stress level is magnitude to be common among the employees of BPO Industry. Employees are forced under pressure concerning incessant work. Stress should be measured frequently so as to know the work burden of employees. The management of the companies has to take steps to trim down the stress level of employees attached with BPO industries. Since considerable income hails from transport sector that needs to be focused on by studying various elements in it. One of the important elements to study is stress level of employees. Therefore, the researcher has chosen this topic to figure out and examine how stress level affects employees and steps to be taken to overcome this stress level among the employees.

### NEED FOR THE STUDY

The need for the study is to identify and set off stress level of employees in BPO industries. Because, management of the business does not have the time to look into stress level of employees in BPO Industries, Employees in the BPO Industries are not able to communicate their problem directly to their owners through anything. Therefore, this study is evidenced as to solving the problem of employees in BPO Industries. After conducting this study, management has known that how far employees were affected due to level of stress. At the same time, employees feel something like that their stress level is reduced to the best possible extent.

### OBJECTIVES OF THE STUDY

- To trace causes for stress level of employees in Major BPO companies in Chennai City.
- To analyze various measures taken by the company to set right stress level of employees in BPO Industries.

### RESEARCH METHODOLOGY

Research in common parlance refers to a search for knowledge. One can also define research as a scientific and systematic search for pertinent information on a specific topic. In fact research is an art of scientific investigation. The Advanced Learner's Dictionary of current English lays down the meaning of research as "a careful investigation or inquiry especially through search for new facts in any branch of knowledge."

#### a) Research Design

Research design is **empirical in nature**.

#### b) Sources of Data

The study is concerned with both primary and secondary data. The researcher has framed well structured questionnaire to elicit information from the sample group. Other than this, review of literature is taken from various referred journals and books.

**c) Sampling**

Multi Stage Sampling was chosen by the researcher in order to design this paper. The size of the sample is restricted to 200 employees from Four Major BPO companies

**REVIEW OF LITERATURE**

**Vasudha Venugopal, (2010)**, an increasing number of IT professionals has been finding it difficult to handle emotional stress, according to experts. An occupational hazard, 'the stress related to work needs to be addressed without delay, they emphasize. Coping with stress and striving for mental health welfare should be a matter of concern for all and not treated simply as a lifestyle problem of the IT phenomenon', says Nithya Chandrasekaran, a consultant physician for many IT companies in the city. Post-recession, employees feel pressured to perform well. Regular occupational problems such as wrist problems due to constant handling of the mouse, slip disc and eye fatigue are common now, but handling stress that arises owing to fear of losing job or to cope with the increasing competition, affects the employee's performance, eventually, taking a major toll on his health, doctors explain. As if to acknowledge the prevalence of high levels of stress among employees, many IT companies have help hotlines that provide counseling intervention to their employees who face stress or psychological fatigue. Companies are also trying to help employee's combat stress better. Companies such as Infosys, Tata Consultancy Services, Cognizant and Wipro have regular stress breaks intended to help the employees strike a healthy balance between work and fun.

**Deshmukh N.H. (2009)**, Stress and life satisfaction among working and non working women from similar levels of socio economic status of the society, resulted that there was no significant difference in physical and family stress among working and non working women. Role stress was significantly higher among working than non working women. Life satisfaction was better in working women than non working women. Gillian E. Hardy, David Woods and Toby D. Wall (2003), Psychological distress particularly depression was found to predict absence, with higher levels of distress predicting a greater number of days and number of times absent. Job satisfaction and psychological distress independently predicted levels of absence. The psychological distress – absence relationship was not moderated by demographic variables. Michael R. Frone (2008), the relationship of work stressors, those work over load and job insecurity, to employees alcohol use illicit drug use resulted, support the relation of work stressors to alcohol and illicit drug use before work, during the workday, and after work.

**Rees and Smith (1991)** indicated that there is a paucity of research on comparatives of stressors experienced by different mental health professionals, for instance, those working in areas such as mental health rehabilitation. This is particularly significant as the literature reports increasingly high levels of stress and burnout among mental health professionals, and there are now increasing demands on specialist areas in mental health such as mental health rehabilitation. This is a result of mental health policy and an increased emphasis on the recovery model in the mental health services where employment is highlighted as important in rehabilitation and recovery. It is projected that there will be increased demands for vocational and rehabilitation services for the future of social inclusion of people with mental health problems. This may result in increased pressure on staff. Current literature focusing on stressors in specialist areas in mental health is notable by its absence.

**RESULTS AND DISCUSSION**

The researcher intended to analyse, using chi-square test, the dependency relationship between stress level of employees and profile variables like (Lower Up to 35 years, Middle – Above 35 years but less than 45 years and Upper), sex (Male and Female), Income (Low Up to Rs. 200000, Middle – above Rs. 200000 but less than Rs. 400000 and high Rs. 400000 and above), Educational Qualification( School, UG and PG), Designation (HR/Senior Staff/Junior Staff). Using Likert s 5 point scaling technique, response was solicited for all the 24 variables from each of the 200 sample respondents. For this purpose, the respondents were grouped into two categories (Low and High), based on their score values. The scores were used to assess the stress level of each employee. The mean and standard deviation of scores were worked out and the respondents were grouped into two categories based on their stress level as low and high.

**Table 1, Satisfaction and Profile Variable**

Variable		Level of Satisfaction			P-Value	H0
		Low	High	Total		
Age	Lower	36	27	63		
	Middle	53	53	106		
	Upper	25	6	31		

Total		114	86	200	0.10	Rejected
Sex	Male	88	64	152	.649	Accepted
	Female	26	22	48		
Total		114	86	200		
Income	Low	64	48	112	.598	Accepted
	Middle	39	26	65		
	High	11	12	23		
Total		114	86	200		
Educational Qualification	School	30	13	43	.078	Accepted
	UG	46	33	79		
	PG	38	40	78		
Total		114	86	200		
Designation	HR	38	24	62	.075	Accepted
	Senior Staff	28	34	62		
	Junior Staff	48	28	76		
Total		114	86	200		

#### At 5% level of significance

Table 1 show that 57% of respondents have low stress level and the rest 43% have high stress level. It could be seen that the stress level is comparatively low for the majority of the respondents. Further the researcher intends to analyze the existence of relationship between the stress level and the profile variables of the respondents. The following hypotheses were framed and tested using chi – square test.

#### H0: Stress Level is independent of age

Table 1 shows  $\chi^2(2, N=200) = 9.191, P=.010$ . As the p value is less than 0.05. It is statistically evident to reject the null hypothesis at 5% level of significance. Hence it is inferred that the stress level is dependent of age of respondents. So the stress level varies from one age group to another.

#### H0: Stress Level is independent of sex

Table 1 shows  $\chi^2(2, N=200) = 0.21, P=.649$ . As the p value is less than 0.05. It is statistically evident to accept the null hypothesis at 5% level of significance. Hence it is inferred that the stress level is independent of sex and does not vary between male and female.

#### H0: Stress Level is independent of income

Table 1 shows  $\chi^2(2, N=200) = 1.029, P=.598$ . As the p value is less than 0.05. It is statistically evident to accept the null hypothesis at 5% level of significance. Hence it is inferred that the stress level is independent of income and does not vary depending on income.

#### H0: Stress Level is independent of educational qualification

Table 1 shows  $\chi^2(2, N=200) = 5.091, P=.078$ . As the p value is less than 0.05. It is statistically evident to accept the null hypothesis at 5% level of significance. Hence it is inferred that the stress level is independent of educational qualification and does not vary depending on educational qualification.

#### H0: Stress Level is independent of designation

Table 1 shows  $\chi^2(2, N=200) = 5.187, P=.075$ . As the p value is less than 0.05. It is statistically evident to accept the null hypothesis at 5% level of significance. Hence it is inferred that the stress level does not vary among respondents falling under different categories based on their employment in major BPO companies in Chennai City.



### **SUGGESTION**

Stress causes many problems to the employees bodily. It is inevitable; therefore, the management can appoint visiting doctors to take care of the employees to relieve the stress level of drivers. The BPO Industries have to take steps at once to relieve the stress level of employees. For this purpose, the medical treatment alone will not help the employees to set right their problems. Even sometimes the management has to ask the employees to engage in yoga practices. The allotment of duty should properly be done according to the satisfaction of the employees. The BPO Industries have to collect the willingness of the employees in order to allot the duties of work. The company has to make the shift leave compulsory to all the employees in order to reduce their stress level. Even in the hectic schedule also, the BPO Industries have to provide shift leave to all the employees.

### **CONCLUSION**

The study has come to an end of indicating certain things that are given as suggestions by the researcher. The management of the BPO Company is likely to implement all these things in order to reduce the stress level of employees. Proper efforts should be taken in to account in order to reduce the stress level of employees. The employees will have to co-operate with the steps taken by the management of the company. The stress level should be taken care of by the management of the company. If it is not addressed in admitted time then it may lead various dry consequences not only to employees but also to company as a whole.

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