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## **A STUDY ON THE LEVEL OF EMPLOYEES STRESS IN TRIWAY CONTAINER FREIGHT STATION**

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### **ABSTRACT:**

This report examines the pervasive issue of employee stress within the context of Triway Container Freight Station (CFS), highlighting factors such as workload, job demands, organizational culture, interpersonal relationships, and work-life balance as significant contributors. With the changing landscape of business amplifying stress levels, stress management has emerged as a critical strategy. Through primary data collection and analytical methods, insights into employee stress and satisfaction levels are garnered, culminating in actionable recommendations. Despite acknowledged limitations, the proposed interventions aim to foster a healthier and more productive work environment, ultimately enhancing organizational effectiveness and sustainability in the dynamic business realm.

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### **INTRODUCTION:**

Stress Management is getting to an ever-increasing extent consideration nowadays, especially in the private sector. There is nothing of the sort like peaceful activity. Everybody in their work is presented to pressure and tension as they overcome the obligations delegated to them. The research shows that a large number of employees are confronting high pressure due to their work and the explanations for this pressure incorporate long working hours, improper reward framework, job struggle, absence of employment independence, authoritative Culture, etc.

### **WHAT IS STRESS?**

Stress is the "wear and tear" of our minds and bodies understanding as we endeavor to adapt to our persistently evolving condition. Stress is commonly characterized as: "A versatile reaction to a circumstance that is seen as trying or on the other hand threatening to the individual's prosperity."

According to Richard S. Lazarus, "Stress as a condition or feeling experienced when a person perceives that demands exceed the personal and social resources the individual is able to mobilize."

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### **STRESS MANAGEMENT:**

Stress Management is the need of the hour. Notwithstanding hard we attempt to go past a stress situation, life appears to discover better approaches for worrying us and tormenting us with uneasiness assaults. Stress Management is to distinguish the sources of stress in your life starts with and to maintain distance from them.

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### **IMPORTANCE OF STRESS MANAGEMENT:**

Stress Management aims at making a win-win situation for both parties, the workers and the managers.

- Employee Benefits
- Organizational Benefits

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### **REVIEW OF LITERATURE:**

1. **Latif, et al. (2016)** highlighted that muscle tension, increased heart rates associated with high blood pressure, are all due to the stress leading in the working organization to gastrointestinal, cardiovascular, respiratory, musculoskeletal, skin, immune, and psychological disorders.
2. **Harshana PVS (2018)** The author in this paper put efforts to define the term Stress and some work stress related models and identify them. How the stress affects an organization's overall effectiveness and its performance. It also observed that in some cases the stress also acts as morale booster for the employees.

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## OBJECTIVE OF THE STUDY

### *Primary*

To study the stress level of employees in triway cfs.

### *Secondary*

1. To find out how satisfy is the employees with work life.
2. To find out the work pressure of individual in the company.
3. To check whether there exist a relationship between nature of work and job stress.
4. To study various kinds of stress with the employees based on age groups.

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## HYPOTHESIS OF THE STUDY:

**Null hypothesis (H<sub>0</sub>):** There is no significant relationship between the employee perceived work life balance and their level of job satisfaction.

**Alternative hypothesis (H<sub>1</sub>):** There is significant relationship between the employee perceived work life balance and their level of job satisfaction.

**Null hypothesis (H<sub>0</sub>):** there is significant relationship between age and current workload pressure.

**Alternative hypothesis (H<sub>1</sub>):** there is significant relationship between age and current workload pressure.

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## SOURCE OF DATA:

The data are collected from the primary data and data collection is the term used to Describe a process of data collecting.

(a) **Primary Data:** Questionnaire was prepared and given to 80 respondents.

(b) **Secondary Data:** Collected from websites, online journals and review of literature from published articles.

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## TOOLS AND TECHNIQUES:

This study includes 80 employees of the organization. The entire population has been covered for the study. The sampling design we used here is a census method, which means a complete enumeration of all items in the population. Since all the workers have been surveyed, it will provide an accurate representation of the true job satisfaction and job performance level.

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## ANALYTICAL TOOLS

### *1. PERCENTA ANALYSIS*

Percentage refers to a special kind of ratio. Percentages are used in making comparison between two or more series of data. Percentage is used to describe relationship. Percentage can also be used to compare the relative terms, the distribution of two or more series of data. The percentage method was extensive used for finding various details as mentioned in the chapter of analysis and interpretation. It can be calculated as follows. No. of Respondents favorable Total Respondents X 100.

### *STATISTICAL TOOLS FOR ANALYSIS*

#### *CHI-SQUARE*

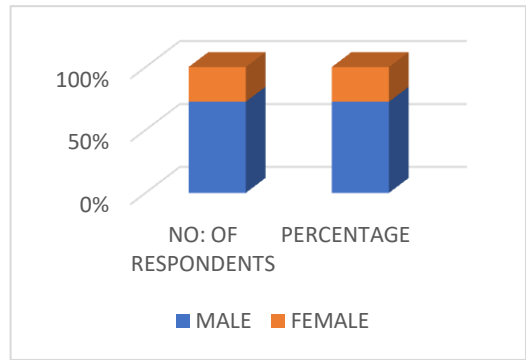
The chi-square test is used to analyse categorical data and determine whether there is a significant association between two categorical variables. It is commonly used to test for independence in contingency tables and to compare observed frequencies with expected frequencies.

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## ANALYSIS AND INTERPRETATION DATA

TABLE 1: GENDER OF RESPONDENTS

SI NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	MALE	58	72.5%
2	FEMALE	22	27.5%

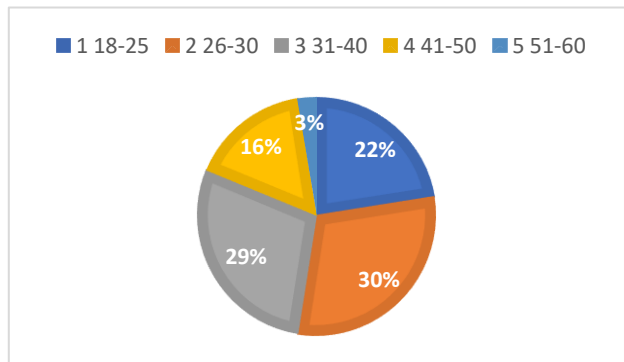


**INTERPRETATION:**

From the above analysis 72.5 Percentages of respondents are Male and 27.5percentages of respondents are female.

**TABLE 2: AGE OF RESPONDENTS**

SI NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	18-25	18	16.3%
2	26-30	24	30%
3	31-40	23	28.7%
4	41-50	13	16.2%
5	51-60	2	2.5%



**INTERPRETATION:**

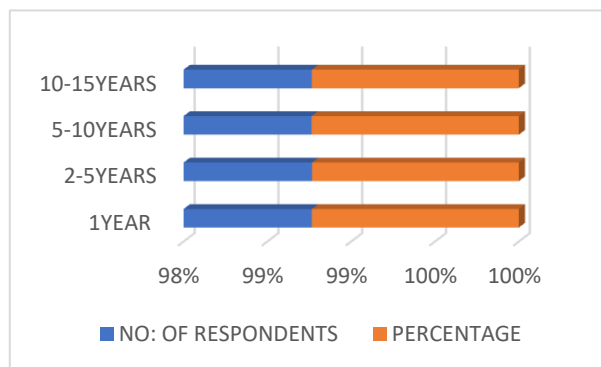
From the above analysis 30 percentages of respondents are from the age group of 25-30, 28.7 percentages of respondents are from the age group of 30-40 , 16.3 percentages of respondents from the age group of 18-25, 16.2 percentages of respondents from the age group of 40-50, 6.3 percentages of respondents from the age group of 18, 2.5percentages of respondents from the age group of 50-60.

**TABLE 3: EXPERIENCE OF RESPONDENTS**

SI NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	1YEAR	12	15%
2	2-5YEARS	29	36.2%
3	5-10YEARS	27	33.8%
4	10-15YEARS	12	15%

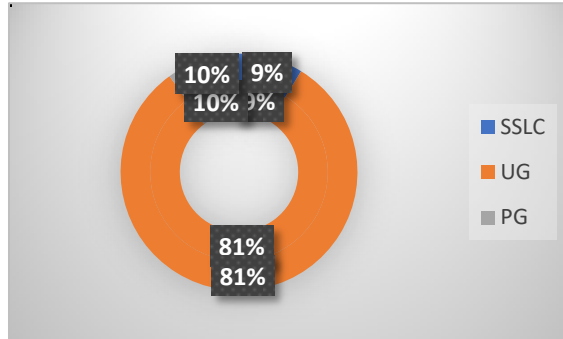
**INTERPRETATION:**

From the above analysis **36.2 percentages** of respondents are from the **2-5 Years experience**, 15 percentage respondents are from the 1 Years experience, 33.8 percentage respondents are from the 5-10 Years experience and 15 percentage respondents are from the 10-15 Years experience .



**TABLE 4: QUALIFICATION OF RESPONDENTS**

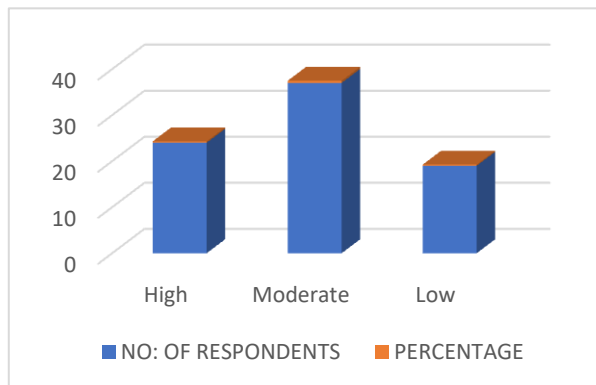
SI NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	SSLC	7	8.8%
2	UG	65	81.3%
3	PG	8	10%

**INTERPRETATION:**

From the above analysis 81.3 percentages of respondents are from the UG, 10 percentages of respondents are from the PG, and 8.8 percentages of respondents from the SSLC.

**TABLE 5: OVERALL WORK-RELATED STRESS LEVEL**

SI NO	PARTICULARS	NO OF RESPONDENTS	PERCENTAGE
1	High	24	30%
2	Moderate	37	46.3%
3	Low	19	23.8%

**INTERPRETATION:**

From the above analysis 46.3 Percentages of respondents work related stress level is moderate, 30 percentages of respondents work related stress level is high, 23.8 percentages of respondents work related stress level is low.

**CHI-SQUARE:**

O	E	(O-E) <sup>2</sup>	(O-E) <sup>2</sup> /E
20	20.3	0.09	0.004
8	8.7	0.49	0.056
8	7.25	0.5625	0.077
17	17.4	0.16	0.009
5	4.35	0.4225	0.097

8	7.7	0.09	0.011
4	3.3	0.49	0.148
2	2.75	0.5625	0.204
7	6.6	0.16	0.024
1	1.65	0.4245	0.256
<b>TOTAL</b>			<b>0.886</b>

**INFERENCE:**

There is no significant relationship between the employee perceived work life balance and their level of job satisfaction.

**CHI-SQUARE:**

<b>O</b>	<b>E</b>	<b>(O-E)<sup>2</sup></b>	<b>(O-E)<sup>2</sup>/E</b>
1	6.75	33.063	4.89
9	9	0	0
10	8.625	1.89	0.22
8	4.875	9.77	2.004
2	0.75	1.56	2.08
10	7.875	4.52	0.574
12	10.5	2.25	0.214
11	10.063	0.88	0.09
2	5.687	13.59	2.39
7	3.375	13.14	3.89
3	4.5	2.25	0.5
2	4.312	5.35	1.24
3	2.437	0.32	3.131
<b>TOTAL</b>			<b>18.223</b>

**INFERENCE:**

There is significant relationship between age and the current work load pressure.

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**KEY FINDINGS**

1. 72.5% of the respondents are male
2. 30% of the respondents are between the age group of 25-30
3. 36.2% of the respondents are 2-5years experience
4. 81.3% of the respondents are from ug
5. 46.3% of the respondents work related stress level is moderate
6. 35% of the respondents work life balance provided by the company is satisfied.

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**CONCLUSION:**

This study provides valuable insights into the stress level of employees within the organization. Through a comprehensive assessment of various factors contributing to employee stress, including workload, organizational support, job control, and coping mechanisms, several important findings have emerged. The study revealed a significant prevalence of stress among employees, with a substantial proportion reporting high levels of stress. This underscores the importance of addressing stress as a critical issue impacting employee well-being and organizational performance.

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1. Bradley D. (2000) Hyperventilation Syndrome, Kyle Cathie Ltd.
2. Chaitow L., Bradley D., Gilbert C. (2002) Multidisciplinary Approaches to Breathing Pattern Disorders, Churchill Livingstone.
3. Davis M. (2000) The Relaxation and Stress Reduction Work Book, New Harbinger inc.