

A Study on Employee Stress Management in BSNL, Madurai

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Abstract

Stress is defined as the pattern of emotional states and physiological reaction occurring in response to demand from within or outside on organization. A stress or, on the other hand, is considered to be a condition or situation that elicits a negative response such as anger, frustration, anxiety or tension. Bharat Sanchar Nigam Limited (known as BSNL, India Communications Corporation Limited) Is a public sector communications company in India. It is the largest telecommunication company in India and the sixth largest in the world. Its headquarters are at Bharat Sanchar Bhawan, Harish Chandra Mathur Lane, Janpath, New Delhi. It has the status of Mini-ratana a status assigned to reputed Public Sector companies in India. The Government of India corporatized the operations wing of Dot on October 01, 2000 and named it as Bharat Sanchar Nigam Limited (BSNL). BSNL operates as a public sector. The present study was conducted at BSNL Madurai. The aim was to find the stress levels, personality type of the employees. This was done using a detailed questionnaire. The study revealed that fall under low stress category only a small percentage is highly stressed & needed prevailing in the organization to some extent. Chi-square is statistics to list the goodness of fit the theoretical distribution. It is developed within an initial hypothesis. The study tries to reveal the about the stress of employees with some suggestion which will be of immense aid for the employees as well the organization to reduce the stress level.

Keywords: Stress, Job, Information, Lack of Participation and Organization.

Introduction

Although one talk about stress, it often isn't clear what stress is really about? Many people consider stress to be something that happens to them, an event such as an injury or a job loss. Other think that stress is what happens to others think that stress is what happens to our body, mind and behavior in response to an event (E.g. heart pounding, anxiety, or nail biting). While stress does involve events and our response to then, these are not the most important factors. Our thoughts about the situations in which we find ourselves are the critical factor.

Stress can come from any situation or thought that makes one feel frustrated, angry, or anxious. Everyone sees situation differently and has different coping skills. For this reason, no two people will respond exactly the same way to a given situation.

Stress is a normal part of life. In small quantities, stress is good; it can motivate one and help them to become more productive. However, too much stress, or a strong response to stress can be harmful. How one can perceive a stress provoking event and how one react to it determines its impact on their health. One may be motivated and invigorated by the events in their lives, or one may see some as “ Stressful “ and respond in a manner that may have a negative effect on their physical, mental, and social well - being.

Stress can be defined as

The way your body responds to the demands of your life style i.e., the effect of wear and tear on your body.

Profile

The foundation of Telecom Network in India was laid by the British sometime in 19th century. The history of BSNL is linked with the beginning of Telecom in India. In 19th century and for almost entire 20th century, the Telecom in India was operated as a Government of India wing. Earlier it was part of erstwhile Post & Telegraph Department (P & T). In 1975 the Department of Telecom (DoT) was separated from P & T . DoT was responsible for running of Telecom services in entire country until 1985 when Mahanagar Telephone Nigam Limited (MTNL) was carved out of DoT to run the telecom services of Delhi and Mumbai. It is a well known fact that BSNL was carved out of Department of Telecom to provide level playing field to private telecoms. Subsequently in 1990s the telecom sector was opened up by the Government for Private investment , therefore it became necessary to separate the Government’s policy wing from Operations wing

Statement of Problem

In India, Job stress can affect employees. Though people find far easier access to education of all types to day than in the past and relative freedom

from gender bias in the matter of requirement and emolument, they live under social conditions where traditional role expectation in family and society have not much changed.. The peculiar job conditions of professions expose their workers to many special problems. If the health of these individuals and concomitantly the health of the organizations for which they work are to be maintained at the optimum level, these problems have to be fully probed and analyzed and understood.

Fatigue is a common result of any employment. Job stress is a phenomenon that goes far beyond this. Job stress is a chronic disease caused by conditions in the workplace that negatively affected an individual performance and overall well being of his body and mind. One or more of a host of physical and mental illness manifest job stress. This study has undertaken to help the workers and their employees to tide over the crisis breeding in the industry.

Review of Literature

Khan et.al in their study “organization stress “ studies the role of conflict and ambiguity identified role of conflict as one of the forms of role based stress, with the absence of role .

Aregyis pointed out that job related tension and job dissatisfaction are correlated with little participation in decision making, ambiguity about job security and poor use of skill and ability.

Caplan et.al identified the lack of participation in the decision making process, lack of effective consultation and communication, unjustified restriction on behavior, office politics and no sense of belonging as potential sources of The study concluded that lack of participation in work activity is associated with negatively psychological mood and behavioral responses, including escapist drinking and heavy smoking.

Objective of the Study

The following are the objectives of the present study.

- To study the level of stress among the employees in BSNL., in Madurai Region
- To analyze the quality of work life among the employees in BSNL.
- To study the factors and effect of stress caused among the employees.

- To suggest proper suggestion in order to relieve the employees from stress and to improve the work performance in BSNL.

Scope of the Study

The present study is carried out in order to make an attempt to analyze the stress of employee of the BSNL in Madurai. This study mainly focuses its attention on the job stress.

Methodology

The present study intends to examine the objectives framed and to assess the stress of the employees. The research type was exploratory as it was conducted to develop a concept about the Stress Management. This study is descriptive research based on the survey methods. The data, which are collected for this study, include both primary and secondary data. The primary data was generated after conducting survey on a sample size of 100 using questionnaire that included multiple choice questions and the secondary data had been collected from the web portals, published records journals, magazines, news papers, encyclopedia and the like.

In descriptive research, the researcher presents a description of the state of affairs as it exist at present. The researcher can present only what happened or what is happening. The variables remain beyond his/her control. The descriptive study is undertaken in order to ascertain and be able to describe the characteristics of the variables of interest in a situation.

Data Collection

After the research problem and design have been defined and planned the tasks of data collection of beings. In this study both primary and secondary data collection methods have been used to collect data. Primary data collection method has helped the research to a great extent in arriving at the results. The secondary data are used to collect information for the review of literature and for the company details. In this method a questionnaire is issued to the person concerned with a request to answers the questions and it back.

Sample Size

The sample size of this research is 100 and the population of the study is 1992 employees.

Sampling Technique

Various sampling techniques are there to guide the researcher to perform his project work. The researcher had chosen convenience sampling techniques for this study. These sampling procedure are ad hoc procedure. They are also called accident sampling whatever is easily accessible, subjects who are cooperative, or subjects who can articulate are chosen. There is no way of knowing whether the sample size is small or large. These are not recommended for research.

Statistical Instruments

Statistical instrument used is percentage, chi-square and correlation

Percentage

The data collected were classified and the classified is represented by percentage to facilitate comparison and easy interpretation. The percentages are represented in separate columns and facilitate a figurative expression of the information.

Chi - Square

Chi - square is statistics to list the goodness of fit to verify the distribution of observed data with assured the theoretical distribution

Data analysis

Age Wise Distributions of Employees.

Table 1 Age Wise Distributions of Employees

Age	Number of Respondents	%
21-31	4	4
31-40	20	20
41-50	33	33
Above 50	43	43
Total	100	100

Source: Primary Data

From the above table, it can be observed that 43 percent i.e., majority of the respondents are in the age group of above 50, and the minimum percent of 4 percent respondents are in the age group of 21-23.

Gender Wise Distribution of Employees

Table 2 Gender Wise Distribution of Employees

Gender	Number of Respondents	%
Male	58	58
Female	42	42
Total	100	100

Source: Primary Data

From the above table, it is clear that 58 % of the respondents are male and 42 % of the respondents are female in the organization.

Education Qualification Wise Distribution of an Employee

Table 3 Educational Qualification wise Distribution of an Employee

Educational Qualification	Number of Respondents	%
UG	13	13
PG	49	49
Diploma	22	22
Others	16	16
Total	100	100

Source: Primary Data

From the above table, it is inferred that 49 % i.e., majority of the respondents are from post graduates, and the minimum percent of 13 % respondents are from under graduates.

Experience Wise Distribution

Table 4 Experience Wise Distribution

Experience	Number of Respondents	%
1-2yrs	20	20
2-3yrs	19	19
3-4yrs	35	35
4-5yrs	10	10
5-15yrs	16	16
Total	100	100

Source: Primary Data

From the above table, it is inferred that 35 percent i.e., majority of the respondents are having up to 4 years experience, and the minimum percent of 10 % respondents are having above 5 years experience.

The Physical Working Condition of the Organization

Table 5 The Physical Working Condition of the Organization

Variables	No of respondent	%
Strongly Agree	24	24
Agree	34	34
Neutral	22	22
Disagree	10	10
Strongly disagree	10	10
Total	100	100

Source: Primary Data

From the above table, it can be seen that 34 percent of the respondents are agree with the working condition and minimum 10 percent of the respondents are feeling strongly disagree. From this we can infer that the majority of the respondents said that they had agreed level about their organization.

The Psychological Working Condition of the Organization

Table 6 The Psychological Working Condition of the Organization

Variables	No of respondent	%
Strongly Agree	40	40
Agree	36	36
Neutral	10	10
Disagree	8	8
Strongly disagree	6	6
Total	100	100

Source: Primary Data

From the above table, it can be seen that 40 percent of the respondents are strongly agree with the psychological working condition and minimum 6 percent of the respondents are feeling strongly disagree. From this we can infer that the majority of the respondents said that they had agreed level about their organization.

Factor Cause More Stress

Table 1.7 Factor cause More Stress

Variables	No of respondents	%
Role overload	43	43
Role under load	40	40
Interpersonal Relationship	17	17
Total	100	100

Source: Primary Data

From the above table, it can be seen that 43 percent of the respondents are these role overload factor cause more stress in their job and minimum 17 percent of the respondents are Interpersonal relationship factor cause more stress in their job.

From this we can infer that the majority of the respondents said that they had role overload and role underload about their organization.

Kind of Stress that you Feel in your Job

Table 8 Kind of Stress that you Feel in your Job

Variables	No of respondents	%
Physical	48	48
Psychological	32	32
Both	20	20
Total	100	100

Source: Primary Data

From the above table, it can be seen that 48 % of the respondents are physical in their job and minimum 20% of the respondents are both kind of stress that you feel in their job. From this we can infer that the majority of the respondents said that they had physical and psychological about their organization.

The Level of Stress that you Feel in your Job

Table 9 The Level of Stress that you Feel in your Job

Variables	No of respondent	%
Very high	34	34
High	38	38
Moderate	16	16
Low	8	8
Very Low	4	4
Total	100	100

Source: Primary Data

From the above table, it can be seen that 38% of the respondents are feeling high in their job and minimum 4% of the respondents are feeling very low level of stress in their job. From this we can infer that the majority of the respondents said that they had very high and high about their organization.

Type of Health Problem do you Face

Table 10 Type of Health Problem do you Face

Variables	No of respondent	%
Headache	24	24
High blood pressure	37	37
Digestive problem	29	24
Hypertension	7	7
Sleepiness	3	3
	100	100

Source: Primary Data

From the above table, it can be seen that 37% of the respondents are feeling high blood pressure in their job and minimum 3% of the respondents are feeling sleepiness. From this we can infer that the majority of the respondents said that they had high blood pressure and digestive problem about their organization.

Correlation Analysis

Coefficient of Correlation

In this study Karl Pearson coefficient of correlation is used to analyze the relation between the stress level of employee and type of health problem. Here x-series is considered as the stress level of employee and y-series is considered as the type of health problem.

Analysis of Opinion Regarding Working Schedule and Counseling Process (Using Correlation)

Table 11

Opinion Factors	Very High	High	Moderate	Low	Very Low	Total
Level of stress(x)	34	38	16	8	4	100

Type of health problem(y)	24	37	29	7	3	100
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Table 12 Correlation Table

X	Y	x ²	y ²	XY
34	24	1156	576	816
38	37	1444	1369	1406
16	29	256	841	464
8	7	64	49	56
4	3	16	9	12
$\Sigma X=100$	$\Sigma Y=100$	$\Sigma x^2=2936$	$\Sigma y^2=2844$	$\Sigma XY=2754$

Coefficient of correlation,

$$r = \frac{n \Sigma xy - (\Sigma x)(\Sigma y)}{\sqrt{n \Sigma x^2 - (\Sigma x)^2} \sqrt{n \Sigma y^2 - (\Sigma y)^2}}$$

$$\text{Put } n \Sigma xy - (\Sigma x)(\Sigma y) = \text{cov}(x, y)$$

$$\text{Put } \sqrt{n \Sigma x^2 - (\Sigma x)^2} = \text{ox and } \sqrt{n \Sigma y^2 - (\Sigma y)^2} = \text{oy}$$

$$r = \text{cov}(x, y) / (\text{ox})(\text{oy})$$

$$\text{Cov}(x, y) = n \Sigma xy - (\Sigma x)(\Sigma y)$$

$$= 4 * 2754 - (100)(100)$$

$$= 11016 - 10000 = 1016$$

$$\text{Ox} = \sqrt{n \Sigma x^2 - (\Sigma x)^2}$$

$$= \sqrt{4 * 2936 - (100)^2}$$

$$= \sqrt{11744 - 10000}$$

$$= \sqrt{1744} = 41.76$$

$$\text{oy} = \sqrt{n \Sigma y^2 - (\Sigma y)^2}$$

$$= \sqrt{4 * 2844 - (100)^2}$$

$$= \sqrt{1376} = 37.09$$

$$\text{Correlation, } r = \text{Cov}(x, y) / (\text{ox})(\text{oy})$$

$$= 1016 / (41.76)(37.09)$$

$$= 1016 / 1548.87 = 0.6559$$

Table 22 clearly pectoris's that the opinion of respondents regarding the stress level of employee and the type of health problem using the correlation. It is inferred that correlation is also perfect and positive.

Chi – Square Test

Satisfaction with the Psychological Work Environment

To determine whether there is significant difference between the psychological work environment and the employee stress.

- **H₀:** There is no significant difference between

the psychological work environment and the employee stress.

- **H₁:** There is significant difference between the psychological work environment and the employee stress.

Factors	Number of respondents	%
Strongly agree	40	40
Agree	36	36
Neutral	10	10
Disagree	8	8
Strongly Disagree	6	6
Total	100	100

$$\text{Expected Frequency} = 100/5 = 20$$

Calculation of ψ^2

Observed Frequency (o)	Expected Frequency (E)	(O - E) ²	(O - E) ² / E
40	20	400	20
36	20	256	12.8
10	20	100	5
8	20	144	7.2
6	20	196	9.8
		Total	54.8

$$\text{Calculated } \psi^2 = \frac{\sum (O - E)^2}{\sum E}$$

$$\text{O} - \text{Observed Frequency}$$

$$\text{E} - \text{Expected Frequency}$$

$$\text{Calculated } \psi^2 = 54.8$$

$$\text{Degree of freedom} = (5 - 1)$$

$$= 4 \text{ d.f at } 5\% \text{ level of significance}$$

$$\text{Therefore, Tabulated } \psi^2 = 9.488$$

$$\text{Since Calculated } \psi^2 > \text{Tabulated } \psi^2$$

Therefore, we reject the hypothesis.

i.e., there is significant difference between the psychological work environment and the employee stress.

Discussion

- The organization shall provide extra good environment, which may reduce stress in employees.
- The company shall allot work to the employee according to their attitude.
- Management may consider the suggestion from the workers side.

- Heightened stress is an unmistakable reality in the organization especially for the woman employees. There is a real need for learning to cope with stress. Stress is harmful as it harms the woman workers especially in their task and performance by undermining their mental and emotional health. There are techniques that could help in coping stress. The practice of yoga is
- one of these techniques which could be easily learnt and practiced if only the concerned people could set apart a few minutes every day for it.
- Meditation is traditional techniques used in India for calming the mind through the regulation of breathing and flow of blood. Yoga influences the psychological wellbeing of a person. Meditation is psycho spiritual process.

Conclusion

The present study was conducted at BSNL Madurai. The aim was to find the stress levels, personality type of the employees. This was done using a detailed questionnaire. The study revealed that fall under low stress category only a small percentage is highly stressed & needed prevailing in the organization to some extent. The study tries to reveal the about the stress of employees with some suggestion which will be of immense aid for the employees as well the organization to reduce the stress level.

At the end of the study, we can conclude that through there are signs of stress among the employees & such stress is affecting their behaviors, it can be controlled & reduced effectively.

This can be done by giving counseling & incorporating the suggestions given here in at

individual & organization level.

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