

A Study on Stress Management among Female Employees in a Telecom Company in India

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Abstract: This study greatly emphasizes on the management of stress among the Female employees of one of the top telecom company in Lucknow. This study also suggests various measures for the management in order to reduce the level of stress and increase the efficiency and performance potential of the Female employees.

Telecom industry which is one of customer orientated. There is a wide chance for the Female employees to either directly or indirectly be affected by stress. The level of stress varies from person to person and varies with situation too. To serve this purpose, a sample of size 50 is taken as a representative of the entire population viz., the Female employees of the company using stratified sampling technique.

Stress is an ineluctable part of today's fast life. In this age of globalization and liberalization of economy, competition among organization has increased hence organizations are facing the problems of executive stress.

In order to bring a solution to this problem, this research is preceded with the main objectives such as

- ❖ To identify the amount of stress encountered by the Female employees.
- ❖ To find out the kind of stress among the Female employees of different age groups.
- ❖ To identify and measure the stress encountered by the Female employees by the stressors such as
 - Home environment
 - Working conditions
 - Physical factors (temperature, noise, light)
 - Communication
 - Management support
 - Hours of work
 - Outcomes of stress

Keywords: Telecom Company, Stress management, Globalization, Liberalization.

1. INTRODUCTION

The day on 01.01.1995 is remarked to be a red letter day for the Indians, as India became open to the world market without any restrictions after the then prime minister, signed the world trade organization agreement. This made a rapid increase in the growth of industries in almost all sectors. As an outcome of it, company managers commenced various attempts to outperform one another to reach the top. Peak performance and good accomplishment could be achieved only by an integrated effort of the Female employees and management. The Female employees should have sound body and mind to perform better.

Hence stress is one important factor responsible for the company's and the Female employee's productivity. Stress among Female employees can cause deleterious effects when it exceeds the minimum percentage.

According to McGrath (1970) stress can be perceived as an imbalance between demand and response capability under the condition where failure to meet demands has important consequences. The pressures of modern life, coupled with the demands of a job, can lead to emotional imbalances that are collectively labeled as stress (Harden 1999).

The symptoms of stress can be broadly classified in to various categories and they can be:

- ❖ Related to mind: Poor memory, lack of concentration, lack of sleep, confusion and poor judgment
- ❖ Related to emotions: restlessness, helplessness, frustration, irritation, desperation, anger, depression, lack of self-confidence etc.,
- ❖ Related to nervous system: shortness of breath, high heartbeat, high blood pressure, migraine etc.,
- ❖ Related to physical health: constipation, faster ageing, diarrhea, hair loss ring under eyes.

The 20 most stressful jobs:

- Air Traffic Controller
- Police Officers
- Teacher
- Coal Miner
- Correctional Officer
- Firefighters
- Pilots
- Registered nurse
- Surgeons
- President of the country
- Paramedic
- IT; Software developer
- Under cover spy
- Marines
- Social Worker
- Stockbrokers
- Engineer
- Emergency number operator
- Veterinarian
- Architect

2. OBJECTIVES OF THE STUDY

PRIMARY OBJECTIVES:

- To identify the amount of stress encountered by the Female employees.
- To find out the kind of stress among the Female employees of different age groups,

SECONDARY OBJECTIVES:

- To identify and measure the stress encountered by the Female employees by the stressors such as the Work Demanded, Control over their work, managers support, peer support, relationship among the Female employees, role and change.
- To suggest methods to manage various kind of stressors.
- To find out how the stress affect organizational commitment.

- To identify the emotional exhaustion of the Female employees while at work.
- To identify the way to reduce the stress.

3. INDUSTRY PROFILE

The Indian Telecom Industry:

The telecom network in India is the fifth largest network in the world meeting up with global standards. Presently, the Indian telecom industry is currently slated to an estimated contribution of nearly 1% to India's GDP.

Introduction:

The Indian Telecommunications network with 110.01 million connections is the fifth largest in the world and the second largest among the emerging economies of Asia. Today, it is the fastest growing market in the world and represents unique opportunities for U.S. companies in the stagnant global scenario. The total subscriber base, which has grown by 40% in 2005, is expected to reach 250 million in 2007.

According to Broadband Policy 2004, Government of India aims at 9 million broadband connections and 18 million internet connections by 2007. The wireless subscriber base has jumped from 33.69 million in 2004 to 62.57 million in FY 2004-2005. In the last 3 years, two out of every three new telephone subscribers were wireless subscribers. Consequently, wireless now accounts for 54.6% of the total telephone subscriber base, as compared to only 40% in 2003. Wireless subscriber growth is expected to bypass 2.5 million new subscribers per month by 2007. The wireless technologies currently in use are Global System for Mobile Communications (GSM) and Code Division Multiple Access (CDMA).

Year Evolution of the industry-Important Milestones

1851	First operational land lines were laid by the government near Calcutta (seat of British power)
1881	Telephone service introduced in India
1883	Merger with the postal system
1923	Formation of Indian Radio Telegraph Company (IRT)
1932	Merger of ETC and IRT into the Indian Radio and Cable Communication Company (IRCC)
1947	Nationalization of all foreign telecommunication companies to form the Posts, Telephone and Telegraph (PTT), a monopoly run by the governments Ministry of Communications
1985	Department of Telecommunications (DOT) established, an exclusive provider Of domestic and long-distance service that would be its own regulator (Separate from the postal system)
1986	Conversion of DOT into two wholly government-owned companies: the Videsh Sanchar Nigam Limited (VSNL) for international telecommunications and Mahanagar Telephone Nigam Limited (MTNL) for service in metropolitan areas.
1997	Telecom Regulatory Authority of India created.
1999	Cellular Services are launched in India. New National Telecom Policy is adopted.
2000	DoT becomes a corporation, AIRCEL

Major Players:

There are three types of players in telecom services:

- -State owned companies (AIRCEL and MTNL)
- -Private Indian owned companies (Reliance Infocom, Tata Teleservices,)
- -Foreign invested companies (Hutchison-Essar, Bharti Tele-Ventures, Escotel, Idea Cellular, BPL Mobile, Spice Communications)

- ✓ AIRCEL
- ✓ BHARTI
- ✓ MTNL
- ✓ RELIANCE INFOCOMM
- ✓ TATA TELESERVICES
- ✓ VSNL
- ✓ HUTCH
- ✓ IDEA

COMPANY MARKET SHARES		
Company	Million Subs (Nov 2003)	% share
AIRCEL	40.3	58.8
Reliance	6.1	8.9
Bharti	5.7	8.3
MTNL	4.9	7.2
Hutchison	2.9	4.2
Idea Cellular	2.1	3.0
BPL	1.4	2.1
Tata Teleservices	1.3	1.9
Spice	1.0	1.4
Escotel	0.8	1.1
Fascel	0.8	1.1
Aircel	0.9	1.4
Hexacom	0.2	0.3
Shyam Telelink	0.1	0.2

MAJOR MARKET TRENDS:

The telecoms trends in India will have a great impact on everything from the humble PC, internet, broadband (both wireless and fixed), cable, and handset features, talking SMS, IPTV, soft switches, and managed services to the local manufacturing and supply chain.

This report discusses key trends in the Indian telecom industry, their drivers and the major impacts of such trends affecting mobile operators, infrastructure and handset vendors.

Higher acceptance for wireless services:

Indian customers are embracing mobile technology in a big way (an average of four million subscribers added every month for the past six months itself). They prefer wireless services compared to wire-line services, which is evident from the fact that while the wireless subscriber base has increased at 75 percent CAGR from 2001 to 2006, the wire-line subscriber base growth rate is negligible during the same period.

In fact, many customers are returning their wire-line phones to their service providers as mobile provides a more attractive and competitive solution. The main drivers for this trend are quick service delivery for mobile connections, affordable

pricing plans in the form of pre-paid cards and increased purchasing power among the 18 to 40 years age group as well as sizeable middle class – a prime market for this service.

Some of the positive impacts of this trend are as follows. According to a study, 18 Percent of mobile users are willing to change their handsets every year to newer models with more features, which is good news for the handset vendors. The other impact is that while the operators have only limited options to generate additional revenues through value-added services from wire-line services, the mobile operators have numerous options to generate non-voice revenues from their customers.

Some examples of value-added services are ring tones download, colored ring back tones, talking SMS, mobisodes (a brief video programme episode designed for mobile phone viewing) etc. Moreover, there exists great opportunity for content developers to develop applications suitable for mobile users like mobile gaming, location based services etc. On the negative side, there is an increased threat of virus – spread through mobile data connections and Bluetooth technology – in mobile phones, making them unusable at times. This is good news for anti-virus solution providers, who will gain from this trend.

MERGERS:

Demand for new spectrum as the industry grows and the fact the spectrum allocation is done on the basis of number of subscribers will force companies to merge so as to claim large number of subscribers to gain more spectrum as a precursor to the launch of larger and expanded services. However it must also be noted that this may very well never happen on account of low telecom penetration.

NEW CIRCLES:

As mentioned earlier there is a significant number of tier-2 and tier 3 cities that can accommodate more players we expect aggressive response by the companies to such opportunities as and when they are created.

Constraints:

- Slow pace of the reform process.
- It would be difficult to make in-roads into the semi-rural and rural areas because of the lack of infrastructure. The service providers have to incur a huge initial fixed cost to make inroads into this market. Achieving break-even under these circumstances may prove to be difficult.
- The sector requires players with huge financial resources due to the above mentioned constraint. Upfront entry fees and bank guarantees represent a sizeable share of initial investments. While the criteria are important, it tends to support the existing big and older players. Financing these requirements require a little more liberal approach from the policy side.
- Problem of limited spectrum availability and the issue of interconnection charges between the private and state operators.

Key Objectives:

- To provide high speed Internet connectivity (up to 8 Mbps)
- To provide Virtual Private Network (VPN) service to the broadband customers
- To provide dial VPN service to MPLS VPN customers.
- To provide multicast video services, video-on-demand, etc. through the Broadband Remote Access Server (BRAS).
- To provide a means to bill for the aforesaid services by either time-based or volume-based billing. It shall provide the customer with the option to select the services through web server

Technical Capability of the Backbone:

The Broadband Service will be given through the state of the art Multi-Protocol Label Switching (MPLS) based IP Infrastructure, which is designed to provide reliable routes to cover all possible destinations within and outside the country. Layer 1 of the network will consist of a high speed Backbone comprising of 24 powerful Core Routers connected with high speed 2.5 Gbps (STM-16) links. The routers are located on the national DWDM network interfacing at STM-16 optical level to provide for high transmission speeds.

What advantage does MPLS have over other Technologies?

MPLS VPN is a technology that allows a service provider like AIRCEL to have complete control over parameters that are critical to offering its customers service guarantees with regard to bandwidth throughputs, latencies and availability.

Services available through Broadband:

- High speed Internet Access: This is the always-on Internet access service with speed ranging from 256 kbps to 8 Mbps.
- Multicasting: This is to provide video multicast services for application in distance education, telemedicine etc.
- Dial VPN Service: This service allows remote users to access their private network securely over the NIB-II infrastructure.
- Video and Audio Conferencing:
- Content based Services: Like Video on Demand, Interactive Gaming, Live and time shifted TV

1984	First Electronic Analogue Exchange commissioned at Haddows Road
1984	SPC TAX Exchange commissioned
1984	LUCKNOW Telephones reaches 1 lakh equipped capacity
1985	First Electronic Teleprinter installed
1986	Computerized Telephone Billing introduced
1987	Digital Microwave introduced in Transmission Network
1987	PCM systems introduced in Transmission Network
1988	First issue of Telephone Directory issued with Yellow Pages
1990	Optical Fiber Cable introduced in Transmission Network
1990	E10B Digital TAX commissioned
1991	Inet Data Exchange commissioned
1992	2 lakh lines equipped capacity reached
1993	First New Technology Exchange installed at Anna nagar
1994	All Strowger Exchanges closed
1997	5 lakh lines equipped capacity reached
1997	ISDN Services launched
1998	WEB-SITE LAUNCHED ...that's where you are now
1999	7.5 lakh lines equipped capacity reached
1999	Electro-mechanical Cross-Bar Exchanges closed
1999	Intelligent Services Network launched - FPH, VCC,PRM, ACC & VOT
1999	Laser Printed Telephone Bill in new format introduced
2000	Phone -Book on CD-ROM released
2000	1 million lines equipped capacity achieved
2000	Annual Revenue crosses Rs.1000 Crores
2000	National Internet Back-Bone (NIB) Commissioned- LUCKNOW Telephones becomes an ISP
2001	WLL(Wireless in Local Loop) Technology for fixed telephones
2002	DIAS (Direct Internet Access Service) commenced at Anna Nagar & Anna Road Exchanges
2003	Mobile Cellular Services - Cell One(Post-Paid) & Excel(Pre-Paid) launched
Aug 2004	Cellular subscriber base crosses 2, 50,000. LUCKNOW Telephones becomes No.1 amongst AIRCEL/MTNL in all Metros and big cities
Sep 2004	SMS on landline
Sep 2004	By earning the patronage of another 50,000 cellular customers in September 2004 alone, LUCKNOW Telephones has now crossed the milestone of 3, 00,000 Cell one connections on the 4th Anniversary of formation of AIRCEL.
Jan 2005	AIRCEL's Data one Broadband Services Launched at LUCKNOW by Sri Dayanidhi Maran, Hon'ble Union Minister for Communications & IT.
Mar 2005	Regional Telecom Training Centre, LUCKNOW has been ISO 9001:2000 certified from 31-03-05 for conduction of courses in Telecom Management and Finance, designed and developed by BRBRAITT Jabalpur, NATFM Hyderabad and RTTC LUCKNOW
Aug 2005	Launch of Data one Broadband Liberty Plan 495
Aug 2005	Another 4.5 lakh Cell one capacities added to AIRCEL, LUCKNOW Telephones Mobile Services

Aug 2005	Launch of AIRCEL's Wi-Fi Broadband Services at LUCKNOW Airport
Oct 2005	Chengalpattu SSA merges with LUCKNOW- adjoining areas of LUCKNOW including, Chengalpattu, Ponneri, Tiruvellore, Sriperumpudur, Thiruttani, Kancheepuram and Madurantakam are now a part of LUCKNOW Telephones.

4. THEORETICAL FRAMEWORK

In this fast paced global world, human being is surrounded by numerous tensions and various competitors. To survive in this complex world one has to put his whole and sole effort to earn his livelihood. For this he has to do millions of work which causes STRESS.

DEFINITION:

What do you mean by STRESS?

According to Van Wyk, stress is derived from the Latin word “strictus” that translates into taut, meaning stiffly strung (Olivier and Venter 2003). We can define stress in simple terms as pressure which people experience in their life. Stress is increasing due to globalization and economic crisis, which affects all professions, and as well as families and societies, almost all countries of the world (Bharatai and Newman 1978).

Stress occurs when the pressures upon us exceed our resources to cope with those pressures. Stress is body’s physiological response to *pressure and anxiety*, and has a deleterious effect on our health and our ability to work. Stress in the workplace threatens our pride, our prestige, and our position at work, our place in the family or society and our self-image (Auer Bach and Gramling 1998).

DIFFERENT TYPES OF STRESS:

There are many different ways which may cause stress which are as follows:

✚ STRESS DUE TO OVERLOAD:-

Work load issues lie behind much of the stress we experience. Now only can a heavy workload be tiring in to work much longer hours than we would really like. It means that we are working when we should really be resting. Worse than this, a heavy routine workload leaves us little time to deal with the emergencies that come up from time-to-time. This adds to the feeling of being “out of control” that is so much a part of stress

✚ STRESS OF PROBLEM JOBS:-

This is concerned with more subtle stresses that come with jobs that are not designed properly. Stress here mainly comes from inconsistent and conflicting priorities, lack of obvious career prospects and activities that are intrinsically stressful.

✚ WORKING WITH PROBLEM PEOPLE:-

It gives some of the key skills needed to improve working relationships with people like your boss, important clients, co-workers and your team.

It shows you how to stand up for yourself assertively so that you can defend your rights in a fair and adult way.

✚ STRESS DUE TO ENVIRONMENT:-

We experience a variety of small environmental stresses every day. These range from the frustrations of commuting to badly organized workplaces, poor ergonomics and many, many others. While these are small things, they can all add up to make life more stressful – we call this “BACKGROUND STRESS”.

By managing the background stress in our life, we can reduce our overall stress levels.

HEALTH PROBLEMS DUE TO STRESS:-

Stress can cause severe health problems such as Depression, various heart problems like High Blood Pressure, Breathing problems, etc., Memory loss, Migraine headaches, Frustration, Significant or Persistent Unhappiness, etc. Severe stress and in extreme cases may even cause death. Stress can cause major illness in old ages. Stress also may cause accidents while driving. Stress can have effect on hormones, brain, neurotransmitters, prostaglandins, crucial enzymes system and metabolic activities.

STRESS PATTERNS:

The Following are two types of stress patterns that exist in daily life:

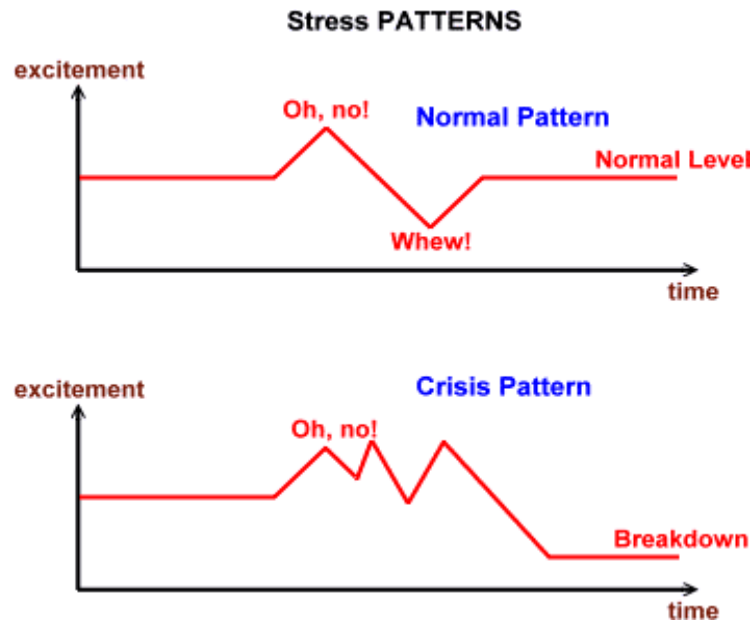


Figure 1. The Healthy Pattern recognizes that we can help our bodies to cope with the stress adjustment process by applying a positive strategy, such as leisure, relaxation, a vacation/trip, exercise and others. This restores a healthy stress level.

Figure 2. The Crisis Pattern develops when we fail to recognize the signals that the body sends and therefore we continue to stress ourselves until eventually we drop and enter a deep negative state (crisis) and then physical and/or psychological breakdown.

WHAT ARE THE CAUSES OF STRESS?

There can be many different things that can cause stress -- physical (such as fear of something dangerous) and emotional (such as worry over your family or job). Some of the most common sources of stress which we can think about are:

Survival Stress - When the individual is afraid that someone or something may physically hurt him/her, the body naturally responds with a burst of energy so that the individual will be better able to survive the dangerous situation (fight) or escape it all together (flight). This is a symptom of survival stress.

Internal Stress - Internal stress is one of the most important kinds of stress to understand and manage. Internal stress is all about when people make themselves stressed. This often happens when people worry about things they can't control or put themselves in situations they know will cause stress. Some people like to be the kind of hurried, tense, lifestyle person that results from being under stress.

Environmental Stress - This is a response to things around an individual that cause stress, such as noise, crowding, and pressure from work or family.

Fatigue and Overwork - This kind of stress builds up over a long time and can take a hard toll on the body. It can be caused when we work too much or too hard at job(s), school, or home. It can also be caused by not knowing how to manage time well or how to take time out for rest and relaxation. Many people feel that they can't help this kind of stress and it's out of their control.

SYMPTOMS:

1. Physiological Symptoms: This topic was researched by specialists in the health and medical sciences, this research led to the conclusion that stress could create changes in metabolism increase heart and breathing rates. Increase blood pressure, bring on headaches and induce heart attacks.

2. Psychological Symptoms: Stress leads to dissatisfaction. The simplest and most obvious psychological effect of stress is job dissatisfaction. Stress is shown through tension, anxiety, irritability, boredom and procrastination. Stress and dissatisfaction increase when people are placed in jobs that make multiple and conflicting demands or in which there is a lack of clarity about the incumbents' duties, authority and responsibilities. The less control people have over the pace of their work' the greater the stress and dissatisfaction.

3. Behavioral Symptoms:

Behavior-related stress symptoms include changes in productivity, absence, turnover as well as changes in eating habits, increased smoking, consumption of alcohol, rapid speech, fidgeting and sleep disorders.

MAIN APPROACHES TO MANAGE STRESS:-

There are three main ways to manage stress which are as follows:

✚ ACTION ORIENTED STRESS:-

In this we seek to confront the problem causing stress, changing the environment or the situation.

✚ EMOTIONALLY ORIENTED STRESS:-

In this we can manage stress by changing our interpretation of the situation and the way we feel about it.

✚ ACCEPTANCE ORIENTED STRESS:-

In this something has happened over for which we do not have power and no emotional control, and where our focus is on surviving the stress.

SOME OTHER DIFFERENT WAYS TO MANAGE STRESS:-

We have studied the three different ways to manage stress, now we'll see some other ways to manage stress. The first and the foremost and the simplest is to REST. Rest helps us to fight against stress. Then comes is RELAXATION, a SLEEP or a NAP. The most effective method is MEDITATION. It is proved to be most efficient way to manage stress. Other ways are YOGA, SELF-HYPNOSIS, EXERCISE, CHANGING DIET, LISTENING TO SOFT MUSIC, etc. These all are the different ways which helps us against STRESS.

BENEFITS OF STRESS MANAGEMENT:

- Happier and healthier staff means better performance and increased efficiency and productivity.
- Drastically reduced stress-related staff problems
- Better communication with customers, co-workers, managers, family members and friends
- Decreased staff absenteeism and sickness
- Higher morale amongst staff
- Unique and excellent team building environment
- Reduce stress caused by repetitive tasks and shift work
- Reduced staff turnover and improved motivation
- Increased job satisfaction, creativity and capacity

5. RESEARCH METHODOLOGY

5.1 NEED OF THE STUDY:

Work stress is recognized world-wide as a major challenge to workers' health and the healthiness of their organizations. Workers who are stressed are also more likely to be unhealthy, poorly motivated, less productive and less safe at work. These organizations are less likely to be successful in a competitive market. The organizational effects of stress can include high absenteeism, Interdepartmental conflict, Deterioration in industrial relations, Reduction in long-term productivity, General dissatisfaction, low morale and poor work performance. So, it is in everyone's interest that stress is given the recognition that it deserves and policies are developed to tackle it.

Effective management shall reduce stress and this project focuses on measuring, stress and to give suggestions to reduce stress at work place.

5.2 SCOPE OF THE STUDY:

With the increase in competition Employee's productivity and motivation plays a major role. Basically telecom industry is based on the customer so the Female employees should deal with the customer. When they deal with the customer they are more stressed so the productivity and motivation are directly affected by the stress. This study was conducted in AIRCEL LUCKNOW TELEPHONES.

The scope of this study is limited to the extent of identifying and measuring the various types of stressors. The relationship between stressors and performance is not taken into this research. As an extension to this project, correlation between stress and performance of the Female employees can be measured.

5.3 RESEARCH DESIGN:

TYPE OF RESEARCH:

The research design adopted for this study is descriptive. Descriptive research studies are those studies, which is concerned with describing the characteristics of an individual or a group. It describes the whole training process.

TOOLS FOR DATA COLLECTION:

PRIMARY DATA:

The primary data was collected using an interview schedule with the aid of structured questionnaire prepared with respect to the objective of the project. The questionnaire was used to obtain the opinion of the employee regarding the training programme offered in the organization.

Apart from the questionnaire, other parameter like oral interaction, observation has been used for finding and suggestions.

SECONDARY DATA:

Secondary data regarding the industry, company and products were obtained from

- Internet
- Company personnel
- Books

5.4 SAMPLING METHODS:

SAMPLE SIZE: The sample size taken for the study is 50

SAMPLING METHOD: Non probability cluster sampling

SOURCE OF SAMPLE: The Female employees of the company AIRCEL LUCKNOW TELEPHONES has been taken as the sample for the study.

5.5 STATISTICAL TOOLS:

❖ Percentage Analysis:

Percentage analysis is done to find out the percentage of the response of the respondent.

❖ Correlation Analysis:

Correlation analysis is done to find out the relationship between two given parameters. If the value so obtained is positive, it is called positive correlation and if the value so obtained is negative, it is called negative correlation.

FORMULA:

$$\frac{N\sum XY - (\sum X)(\sum Y)}{\sqrt{N\sum X^2 - (\sum X)^2} \sqrt{N\sum Y^2 - (\sum Y)^2}}$$

Weighted average method:

An average in which each quantity to be averaged is assigned a weight. These weightings determine the relative importance of each quantity on the average. Weightings are the equivalent of having that many like items with the same value involved in the average.

FORMULA:

$$WAM = \frac{\sum (W_c \times M_c)}{\sum (W_c)}$$

❖ **Chi square method:**

The Chi Square test gives a value for X^2 that can be converted to Chi Square (χ^2). This can then be used to determine whether there is a significant difference from the null hypothesis or whether the results support the null hypothesis.

- Compare the chi-squared value in the cell with your calculated X^2 value.
- If the X^2 value is greater than the 0.05, 0.01 or 0.001 column, then the *goodness-of-fit* null hypothesis can be rejected.
- If the X^2 value is less than or equal to the 0.99 or 0.95 column, then the *independence* null hypothesis can be rejected.

FORMULA:

$$sample \chi^2 = \sum \frac{(O - E)^2}{E}$$

Limitations of the Study:

1. The sample size chosen is covered only a small portion of the whole population of AIRCEL, LUCKNOW.
2. The study is confined to limited period i.e. Six weeks.
3. Getting responses from the Female employees in between their busy schedule was a very difficult task.
4. Accuracy of the study is purely based on the information as given by the respondents.
5. The findings are fine only for the present situations and need not be true for any other situations.
6. The data collection is for study purpose so the Female employees may not give the original facts.

6. DATA ANALYSIS AND INTERPRETATION

PERCENTAGE ANALYSIS:

SECTION 1

1. GENDER:

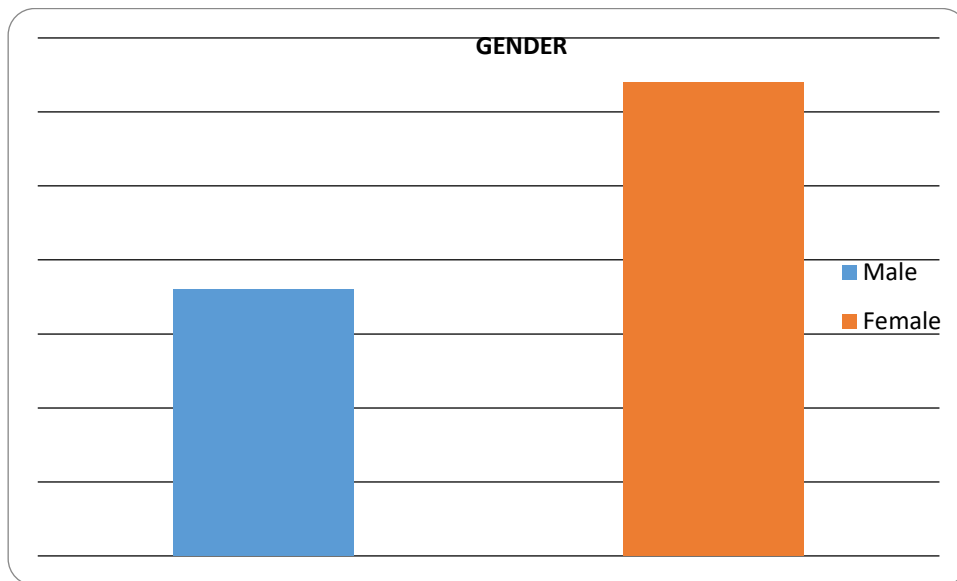
TABLE NO: 1

S.NO	OPTIONS	RESPONSES	PERCENTAGE
1	MALE	18	36%
2	FEMALE	32	64%
	TOTAL	50	

INTERPRETATION:

This table shows that 36% of the Female employees are male, while 64% of them are female.

CHART NO: 1



2. AGE:

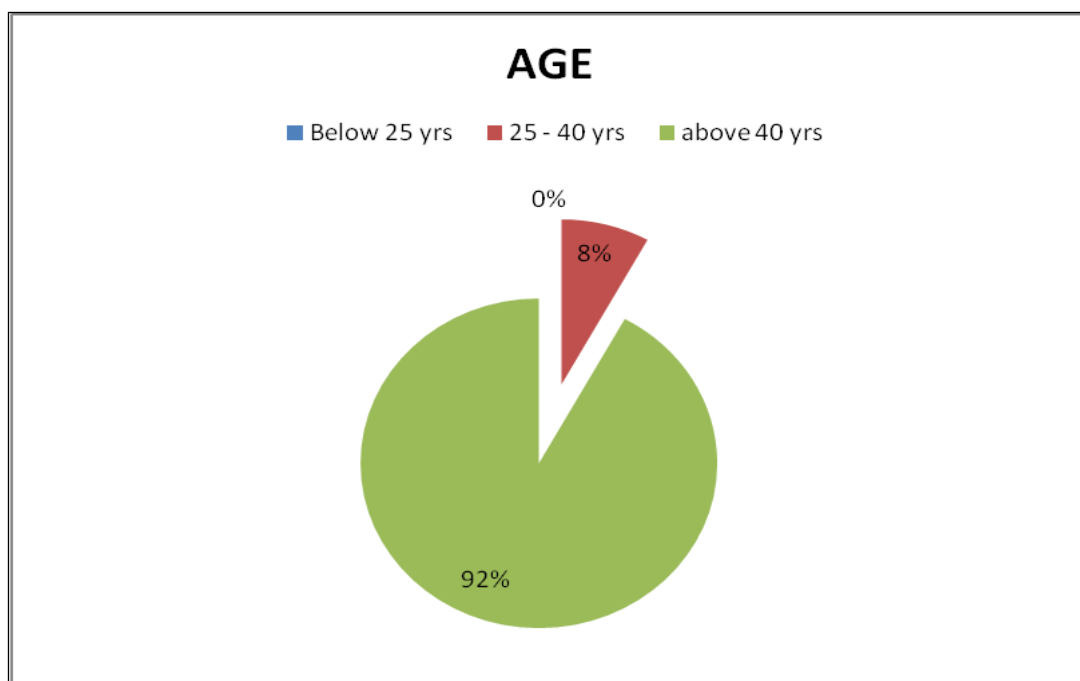
TABLE NO: 2

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	BELOW 25 YRS	0	0%
2	25 - 40 YRS	4	8%
3	ABOVE 40 YRS	46	92%
	TOTAL	50	

INTERPRETATION:

Among the Responses, 92% of the Female employees lie between the age group of above 40 yrs. and 8% of the Female employees lie between the age group of 25-40.

CHART NO: 2



3. MARITAL STATUS:

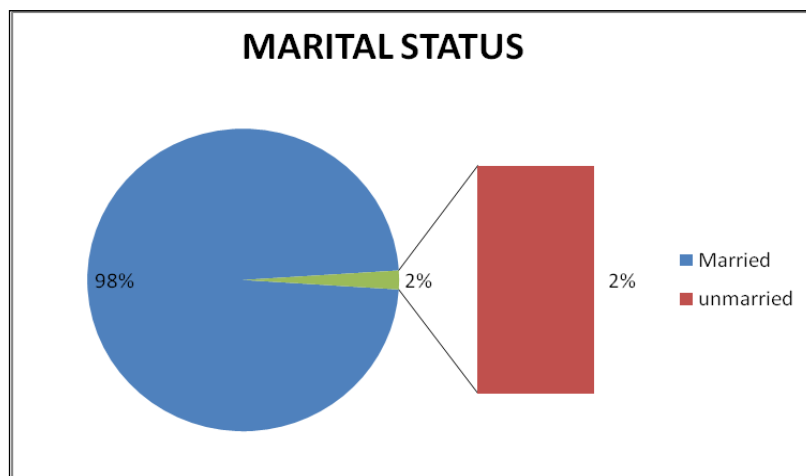
TABLE NO: 3

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	MARRIED	49	98%
2	UNMARRIED	1	2%
	TOTAL	50	

INTERPRETATION:

Among the Responses, 98% of them are married and 2% of them are unmarried.

CHART NO: 3



4. PLACE OF RESIDENCE

TABLE NO: 4

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	RURAL	8	16%
2	SUB URBAN	1	2%
3	URBAN	41	82%
	TOTAL	50	

INTERPRETATION:

From the table, it is seen that most of the workers come from the urban area (82%) while, 16% of the Female employees come from rural background and 2% of the Female employees come from suburban area.

CHART NO: 4



5. EXPERIENCE:

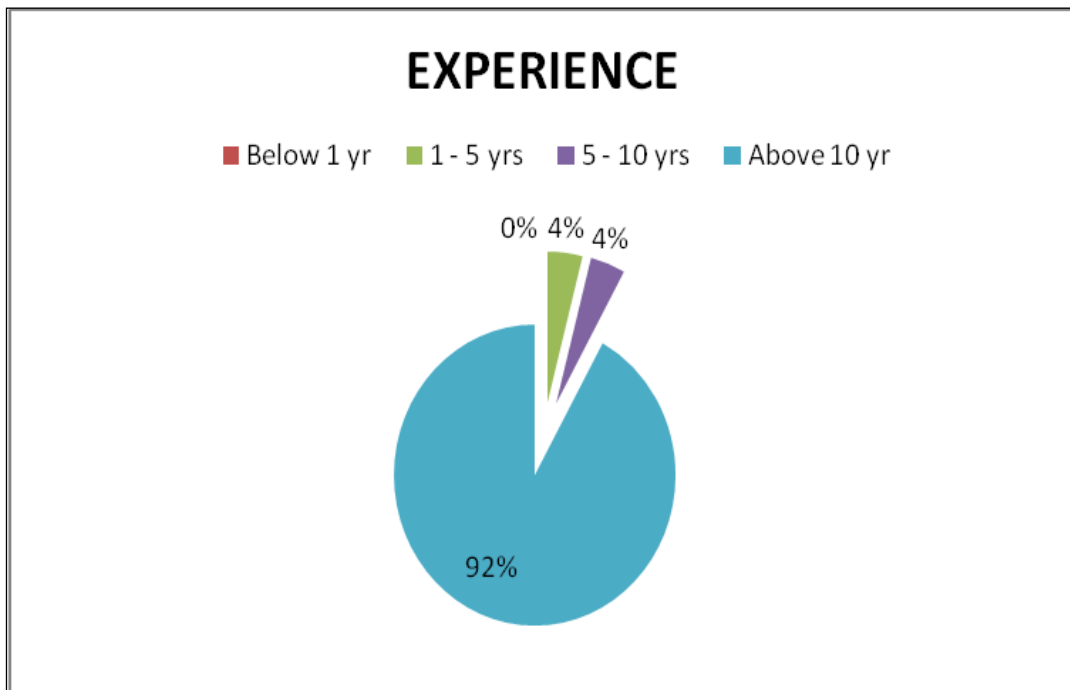
TABLE NO: 5

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	BELOW 1 YR	0	0%
2	1 - 5 YRS	2	4%
3	5 - 10 YRS	2	4%
4	ABOVE 10 YR	46	92%
	TOTAL	50	

INTERPRETATION:

Among the assumed population, 92% Female employees are having an experience of above 10 yrs. and 4% Female employees are having an experience of 1-5yrs and 5-10yrs.

CHART NO: 5



6. DISTANCE BETWEEN YOUR WORK PLACE AND RESISTANCE:

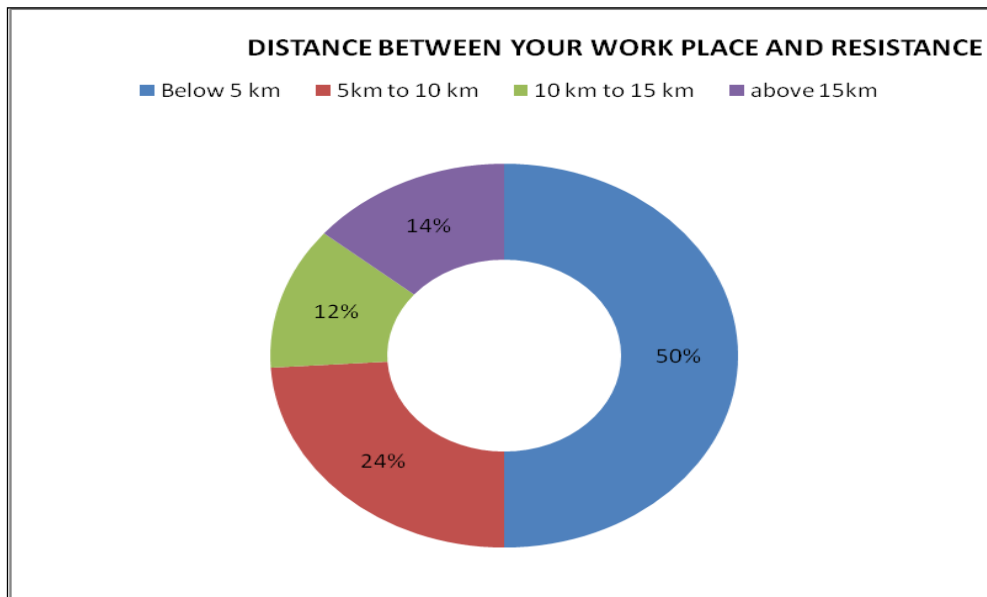
TABLE NO: 6

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	BELOW 5 KM	25	50%
2	5KM TO 10 KM	12	24%
3	10 KM TO 15 KM	6	12%
4	ABOVE 15KM	7	14%
	TOTAL	50	

INTERPRETATION:

From the table, it is seen that the different between work place and resistance of the Female employees are below 5 km is 50% , 24% of the Female employees lies between 5km to 10 km, 14% of the Female employees lies between above 15km and 12% of the Female employees lies between 10km to 15km.

CHART NO: 6



SECTION 2

1. Are you proud to tell people where you work?

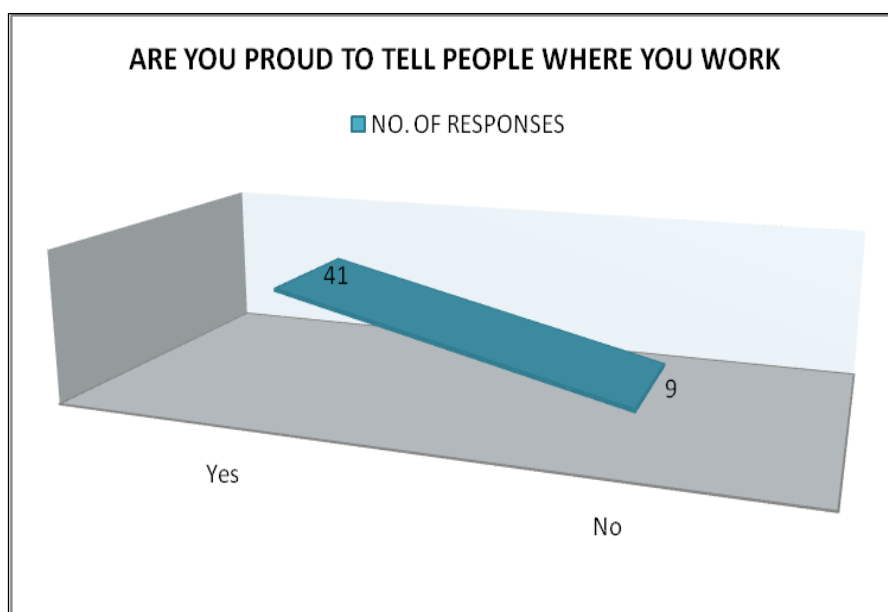
TABLE NO: 7

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	YES	41	82%
2	NO	9	18%
	TOTAL	50	

INTERPRETATION:

In the table, 82% Female employees are proud to tell people where they work and 18% Female employees are not proud to tell people where they work.

CHART NO: 7



2. Do you feel that you are important to the organization?

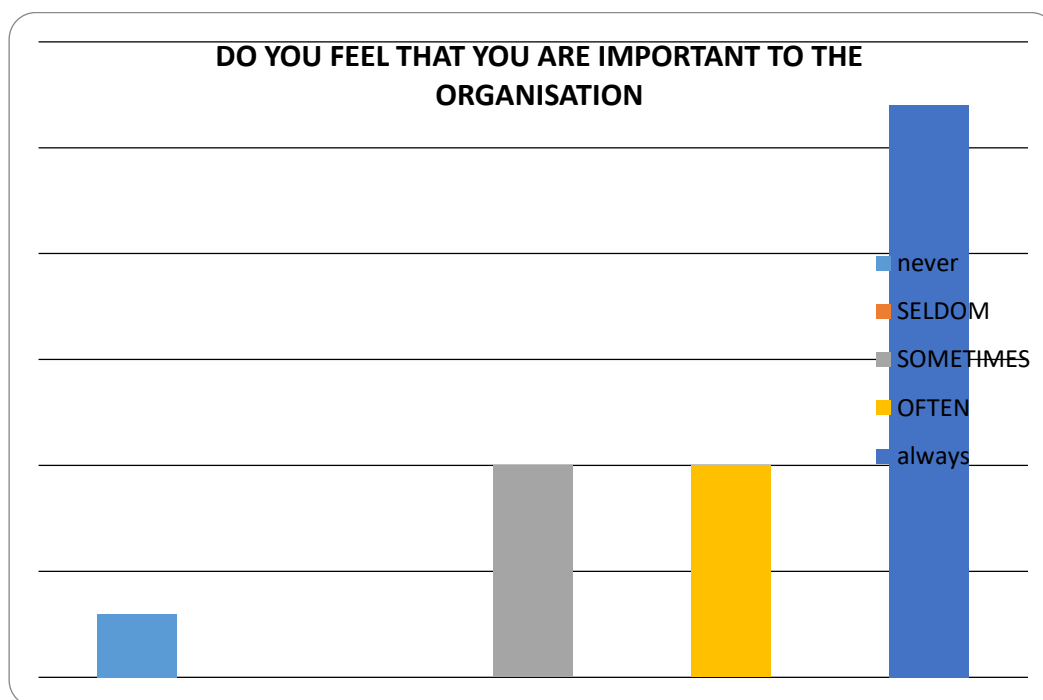
TABLE NO: 8

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	NEVER	3	6%
2	SELDOM	0	0%
3	SOMETIMES	10	20%
4	OFTEN	10	20%
5	ALWAYS	27	54%
	TOTAL	50	

INTERPRETATION:

In the table, 54% Female employees can always feel that they are important to the organization, 20% Female employees can sometimes feel and 20% Female employees can often feel and 6% Female employees can never feel that they are important to the organization.

CHART NO: 8



3. Do you feel that the company should change in some perspective?

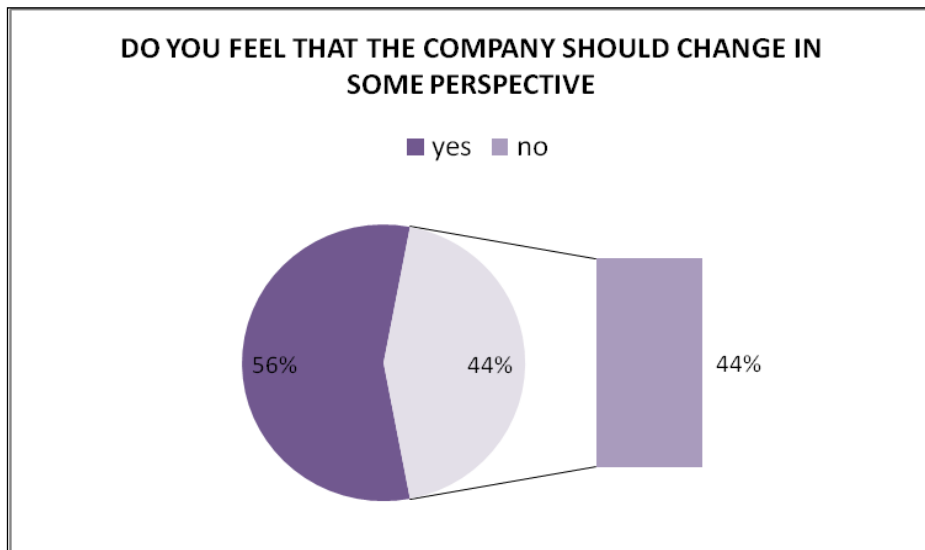
TABLE NO: 9

S.NO	OPTIONS	NO OF RESPONSES	PERCENTAGE
1	YES	28	56%
2	NO	22	44%
	TOTAL	50	

INTERPRETATION:

In the table, 56% Female employees feels that the company should change in some perspective and 44% Female employees feels that the company should change in any perspective.

CHART NO: 9



4. Do you get help or support from your colleagues for your work?

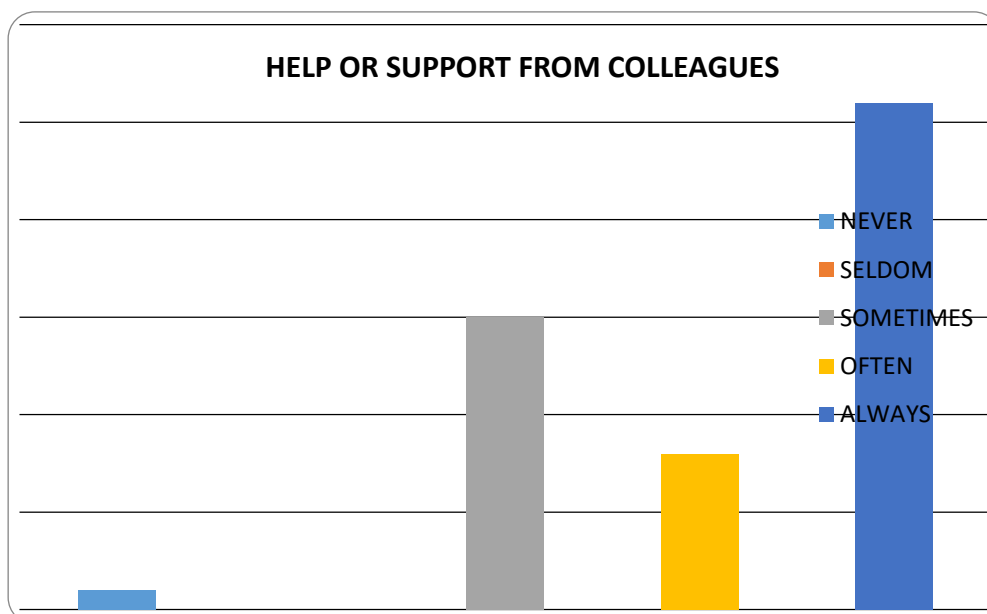
TABLE NO: 10

S.NO	OPTIONS	NO.OF RESPONSES	PERCENTAGE
1	NEVER	1	2%
2	SELDOM	0	0%
3	SOMETIMES	15	30%
4	OFTEN	8	16%
5	ALWAYS	26	52%
	TOTAL	50	

INTERPRETATION:

In the table, 52% Female employees always get help or support from their colleagues, 30% Female employees sometimes get, 16% Female employees often get and 2% Female employees never get help or support from their colleagues.

CHART NO: 10



5. Do you get help or Support from your management for any difficult jobs?

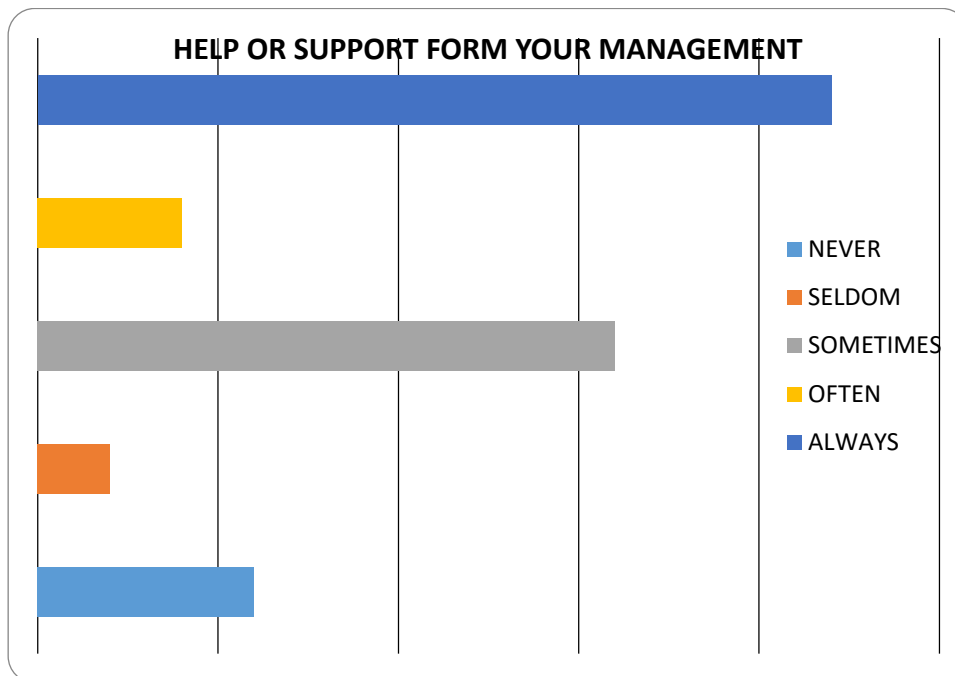
TABLE NO: 11

S.NO	OPTIONS	NO OF RESPONSES	PERCENTAGE
1	NEVER	6	12%
2	SELDOM	2	4%
3	SOMETIMES	16	32%
4	OFTEN	4	8%
5	ALWAYS	22	44%
	TOTAL	50	

INTERPRETATION:

In the table, 44% Female employees always get help or support from their management, 32% Female employees sometimes get ,12% Female employees never get ,8% Female employees often get and 4% Female employees seldom get help or support from their management.

CHART NO: 11



6. Do you get any Encouragement/ acknowledgement from managers for work you have done?

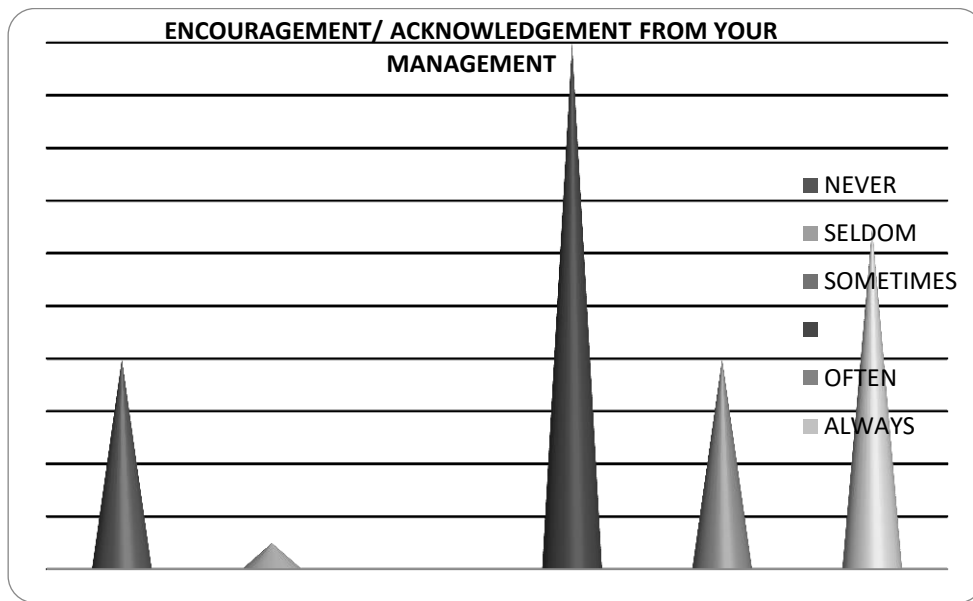
TABLE NO: 12

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	NEVER	8	16%
2	SELDOM	1	2%
3	SOMETIMES	20	40%
4	OFTEN	8	16%
5	ALWAYS	13	26%
	TOTAL	50	

INTERPRETATION:

In the table, 40% Female employees sometimes get any encouragement/ acknowledgement from their management, 26% Female employees always get,16% Female employees never and 16% Female employees often get and 2% Female employees seldom get any encouragement/ acknowledgement from their management.

CHART NO: 12



7. Do you get time to discuss with your colleagues about work related problems?

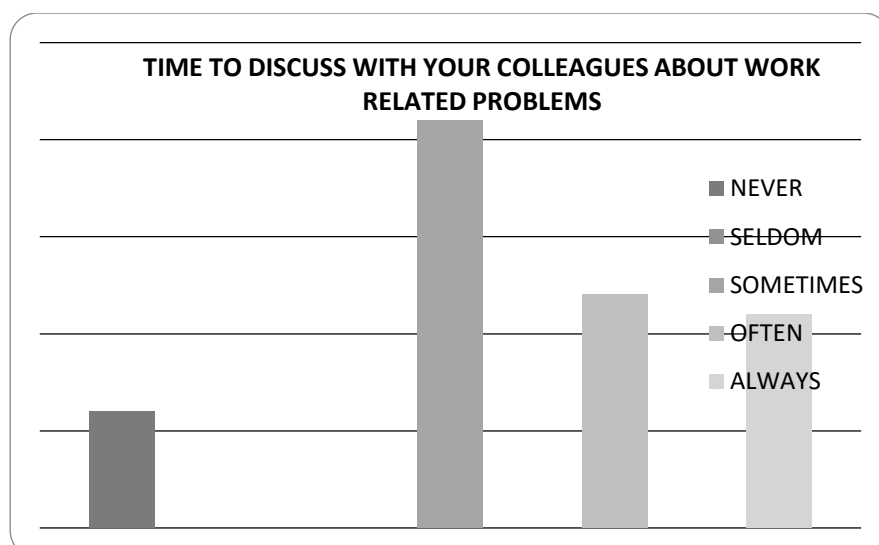
TABLE NO: 13

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	NEVER	6	12%
2	SELDOM	0	0%
3	SOMETIMES	21	42%
4	OFTEN	12	24%
5	ALWAYS	11	22%
	TOTAL	50	

INTERPRETATION:

In the table, 42% Female employees sometimes get time to discuss with their colleagues about work related problems, 24% Female employees often get time, 22% Female employees always get time and 12% Female employees never get time to discuss with their colleagues about work related problems.

CHART NO: 13



8. Do you have enough time to do what is expected from you on your job?

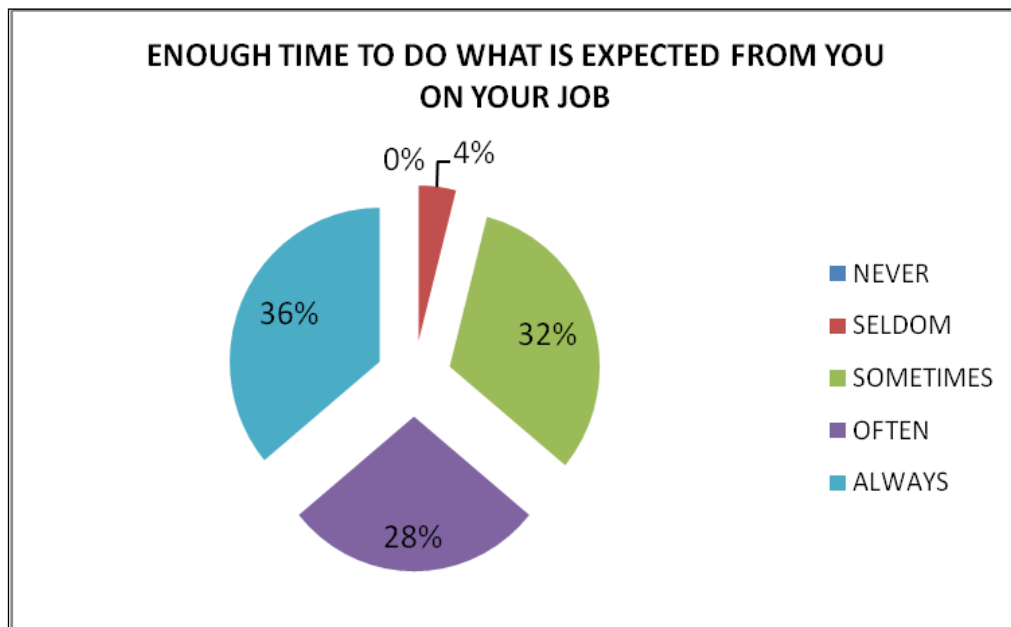
TABLE NO: 14

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	NEVER	0	0%
2	SELDOM	2	4%
3	SOMETIMES	16	32%
4	OFTEN	14	28%
5	ALWAYS	18	36%
	TOTAL	50	

INTERPRETATION:

In the table, 36% Female employees always have enough time to do what is expected from them on their job, 32% Female employees sometimes have enough time, 28% Female employees often have enough time and 4% Female employees seldom have enough time to do what is expected from them on their job.

CHART NO: 14



9. Do you get upset thinking that you are not able to prosper (or) make progress in your Job or career?

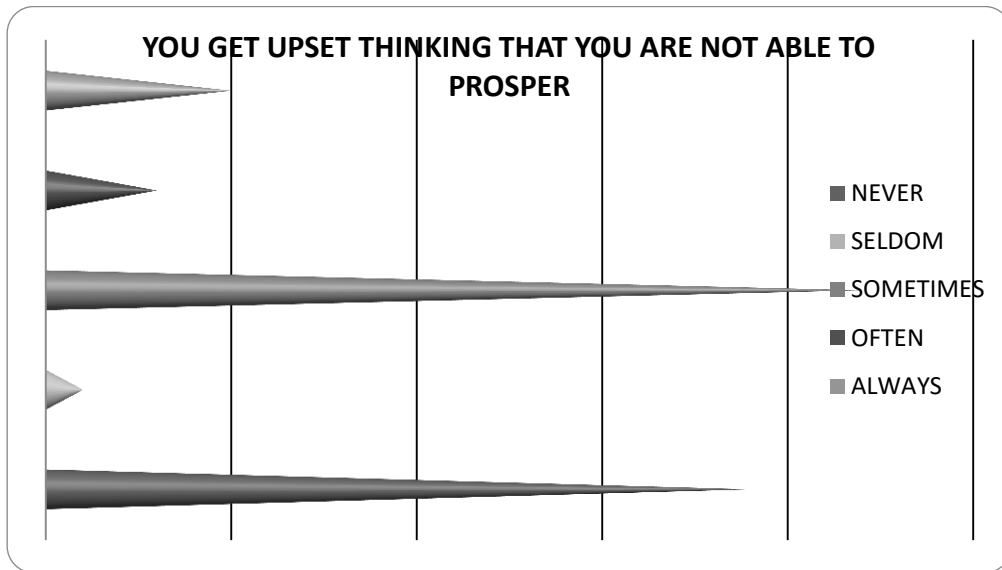
TABLE NO: 15

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	NEVER	19	38%
2	SELDOM	1	2%
3	SOMETIMES	22	44%
4	OFTEN	3	6%
5	ALWAYS	5	10%
	TOTAL	50	

INTERPRETATION:

In the table, 44% Female employees sometimes get upset thinking that they are not able to prosper, 38% Female employees never get, 10% Female employees always and 6% Female employees often get, and 2% Female employees seldom get upset thinking that they are not able to prosper.

CHART NO: 15



10. Do you feel that you are being neglected when you are in the Team?

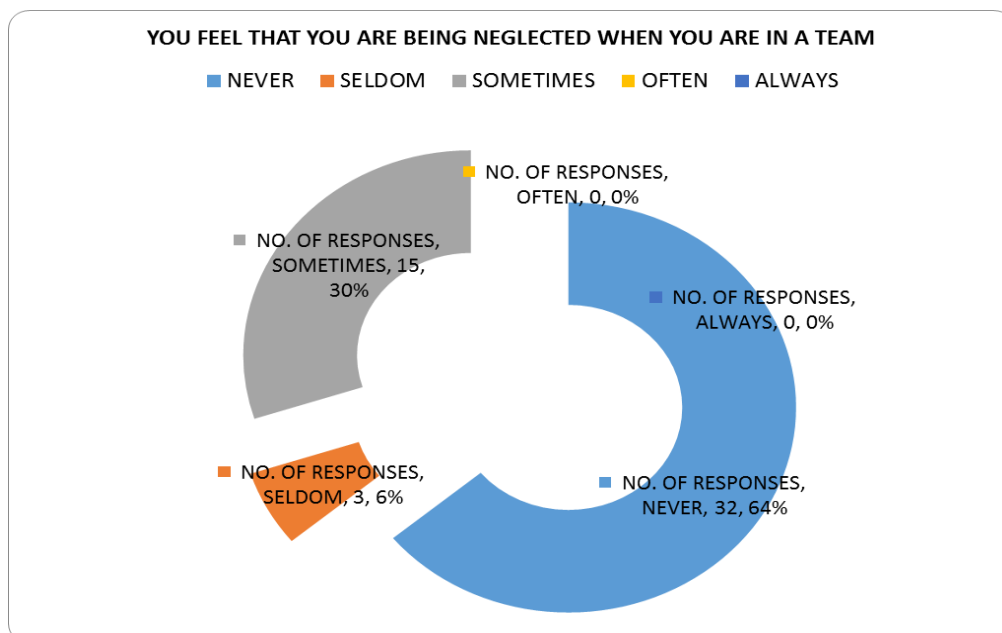
TABLE NO: 16

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	NEVER	32	64%
2	SELDOM	3	6%
3	SOMETIMES	15	30%
4	OFTEN	0	0%
5	ALWAYS	0	0%
	TOTAL	50	

INTERPRETATION:

In the table, 64% Female employees never feel that they are being neglected when they are in a team, 30% Female employees sometimes feel, and 6% Female employees seldom feel that they are being neglected when they are in a team.

CHART NO: 16



11. Will you do your work under Tension?

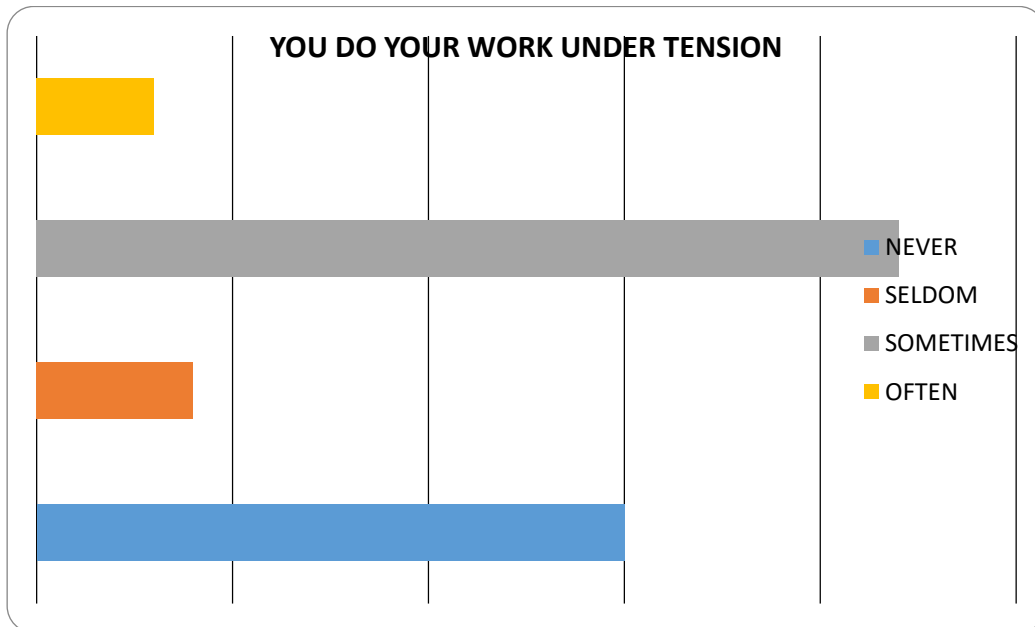
TABLE NO: 17

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	NEVER	15	30%
2	SELDOM	4	8%
3	SOMETIMES	22	44%
4	OFTEN	3	6%
5	ALWAYS	6	12%
	TOTAL	50	

INTERPRETATION:

In the table, 44% Female employees sometimes do their work under tension, 30% Female employees never do, 12% Female employees always do and 8% Female employees seldom do, and 6% Female employees often do their work under tension.

CHART NO: 17



12. Do you find any difficulty to concentrate on your work?

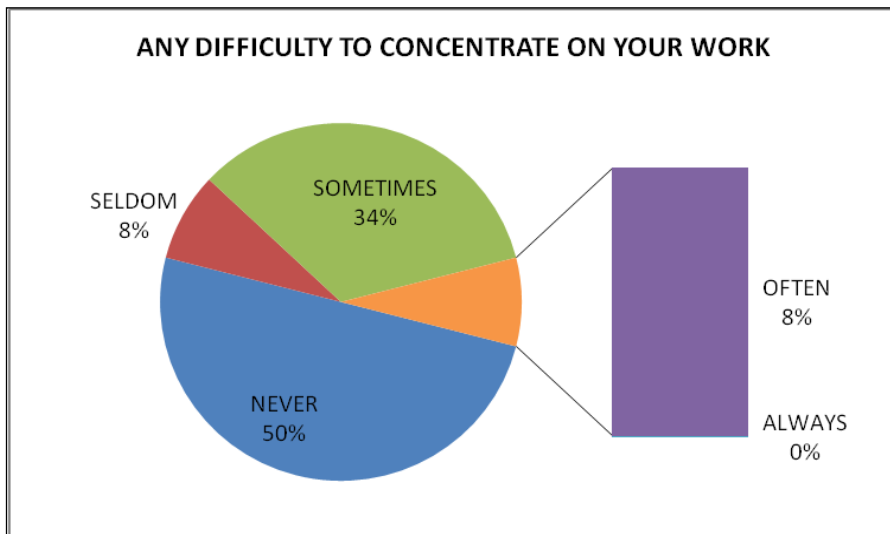
TABLE NO: 18

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	NEVER	25	50%
2	SELDOM	4	8%
3	SOMETIMES	17	34%
4	OFTEN	4	8%
5	ALWAYS	0	0%
	TOTAL	50	

INTERPRETATION:

In the table, 50% Female employees never find any difficulty to concentrate on their work, 34% Female employees sometime find, 8% Female employees often find and 8% Female employees often find any difficulty to concentrate on their work.

CHART NO: 18



13. Do you hesitate to start something new because you feel that you will not be successful and get scolding from boss?

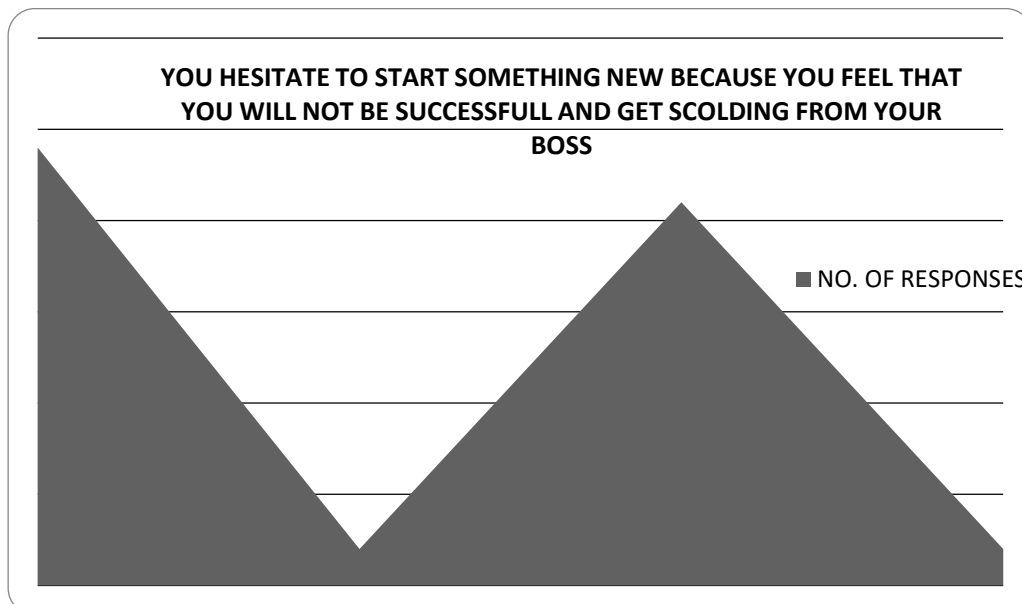
TABLE NO: 19

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	NEVER	24	48%
2	SELDOM	2	4%
3	SOMETIMES	21	42%
4	OFTEN	2	4%
5	ALWAYS	1	2%
	TOTAL	50	

INTERPRETATION:

In the table, 48% Female employees never hesitate to start something new, 42% Female employees sometime hesitate to start, 4% Female employees often hesitate, and 4% Female employees seldom hesitate and 2% Female employees always hesitate to start something new because they feel that they will not be successful and get scolding from boss.

CHART NO: 19



14. Do you have enough information that you need for your work?

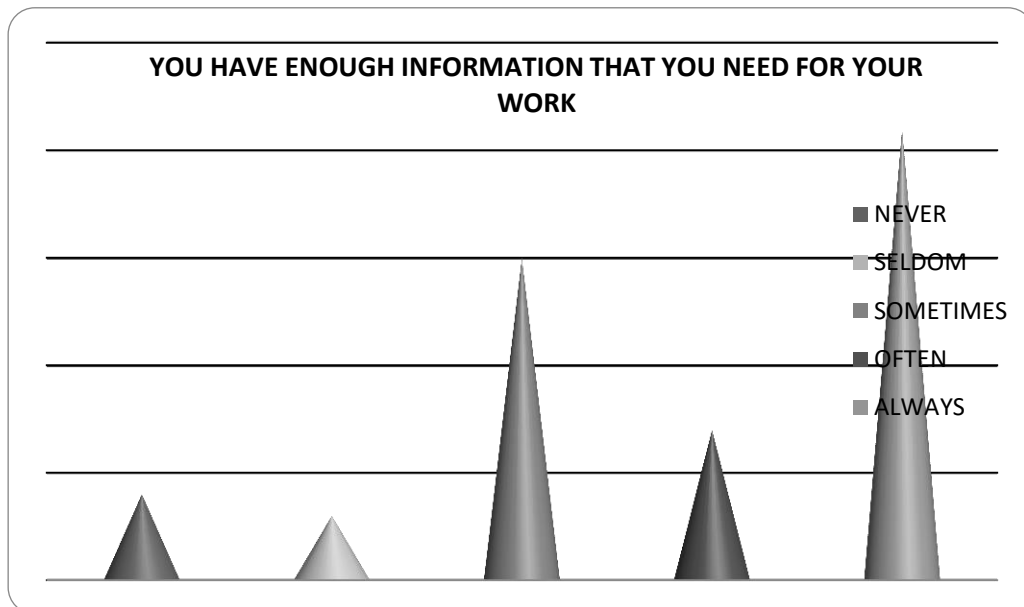
TABLE NO: 20

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	NEVER	4	8%
2	SELDOM	3	6%
3	SOMETIMES	15	30%
4	OFTEN	7	14%
5	ALWAYS	21	42%
	TOTAL	50	

INTERPRETATION:

In the table, 42% Female employees always have enough information that you need for their work, 30% Female employees sometime have, 14% Female employees often have, and 8% Female employees never have and 6% Female employees seldom have enough information that you need for your work.

CHART NO: 20



15. Do you feel that you have been work loaded with many jobs?

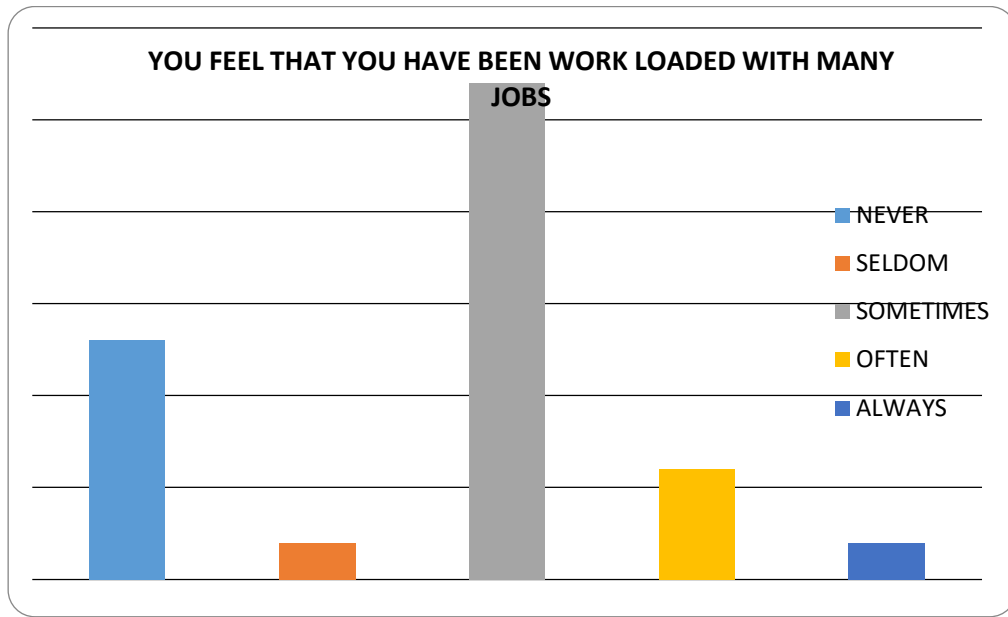
TABLE NO: 21

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	NEVER	13	26%
2	SELDOM	2	4%
3	SOMETIMES	27	54%
4	OFTEN	6	12%
5	ALWAYS	2	4%
	TOTAL	50	

INTERPRETATION:

In the table, 54% Female employees sometime feel that they have been work loaded with many jobs, 26% Female employees never feel, 12% Female employees often feel, and 4% Female employees seldom feel and 2% Female employees always feel that they have been work loaded with many jobs.

CHART NO: 21



16. Do you feel that you are absolutely useless when your boss scolds you for minor mistake?

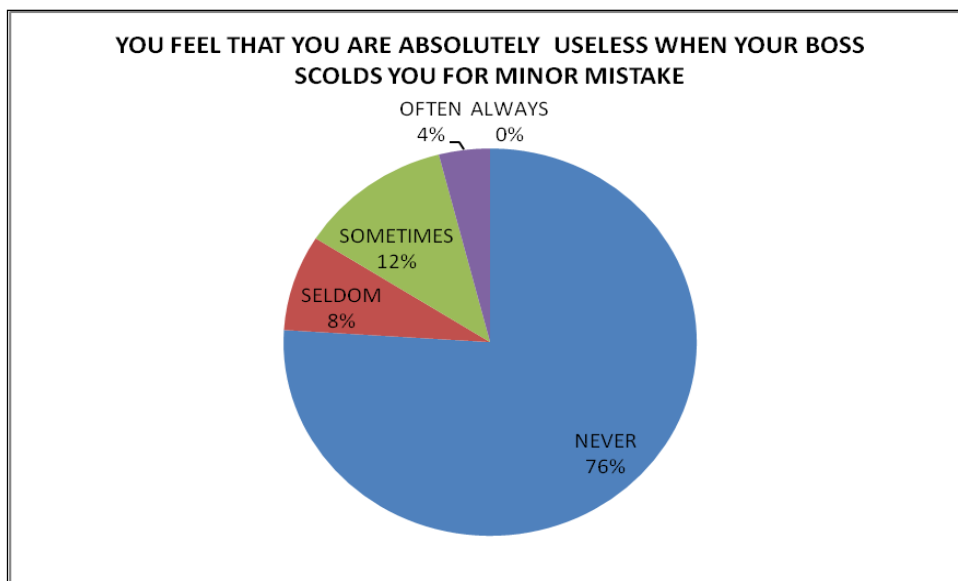
TABLE NO: 22

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	NEVER	38	76%
2	SELDOM	4	8%
3	SOMETIMES	6	12%
4	OFTEN	2	4%
5	ALWAYS	0	0%
	TOTAL	50	

INTERPRETATION:

In the table, 76% Female employees never feel that they are absolutely useless when their boss scolds them for minor mistake, 12% Female employees sometime feel, 8% Female employees seldom feel, and 4% Female employees often feel that they are absolutely useless when their boss scolds them for minor mistake.

CHART NO: 22



17. Do you find any difficult to take decision on your jobs?

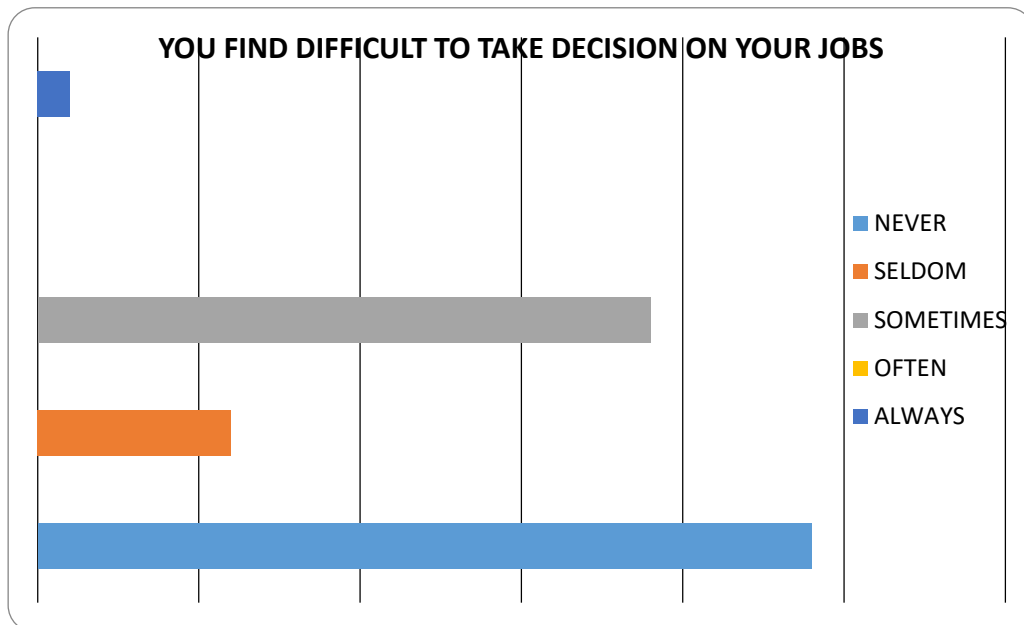
TABLE NO: 23

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	NEVER	24	48%
2	SELDOM	6	12%
3	SOMETIMES	19	38%
4	OFTEN	0	0%
5	ALWAYS	1	2%
	TOTAL	50	

INTERPRETATION:

In the table, 48% Female employees never find any difficult to take decision on their jobs, 38% Female employees sometime find, 12% Female employees seldom find, and 2% Female employees always find any difficult to take decision on their jobs

CHART NO: 23



18. Do you explain things and apologize for any problem occurred by you in the organization?

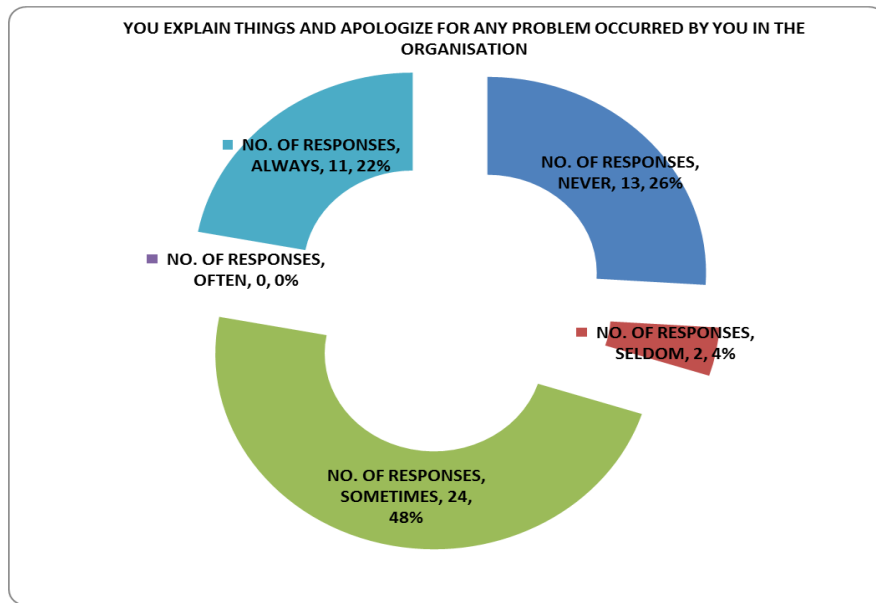
TABLE NO: 24

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	NEVER	13	26%
2	SELDOM	2	4%
3	SOMETIMES	24	48%
4	OFTEN	0	0%
5	ALWAYS	11	22%
	TOTAL	50	

INTERPRETATION:

In the table, 48% Female employees sometime explain things and apologize for any problem occurred by them in the organization, 26% Female employees never explain, 22% Female employees always explain, and 4% Female employees seldom explain things and apologize for any problem occurred by them in the organization.

CHART NO: 24



19. Do you expect any reward from your organization or management when you do something extraordinary?

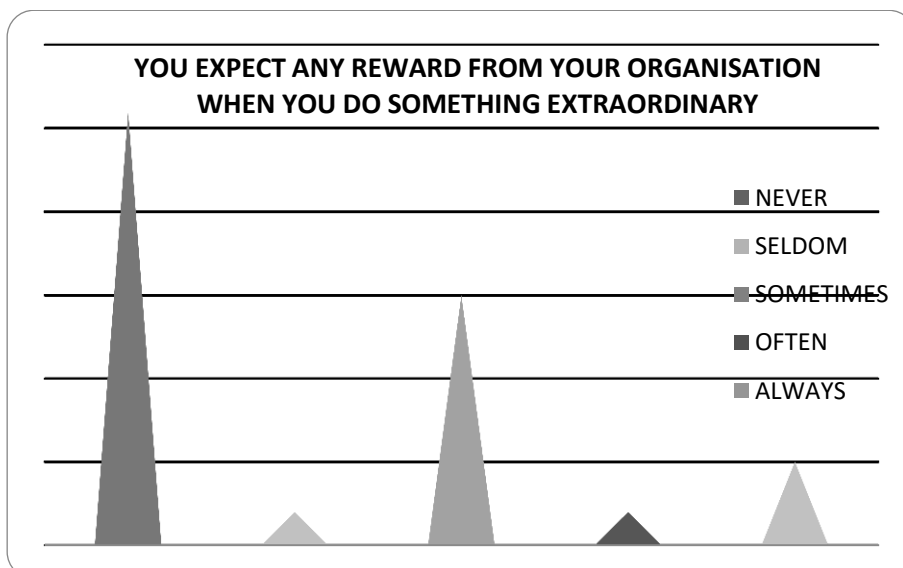
TABLE NO: 25

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	NEVER	26	52%
2	SELDOM	2	4%
3	SOMETIMES	15	30%
4	OFTEN	2	4%
5	ALWAYS	5	10%
	TOTAL	50	

INTERPRETATION:

In the table, 52% Female employees never expect any reward from their organization when they do something extraordinary, 30% Female employees sometime expect, 10% Female employees always expect, 4% Female employees seldom expect and 4% Female employees often expect any reward from their organization when they do something extraordinary

CHART NO: 25



20. Do you get 7-8 hrs sleep?

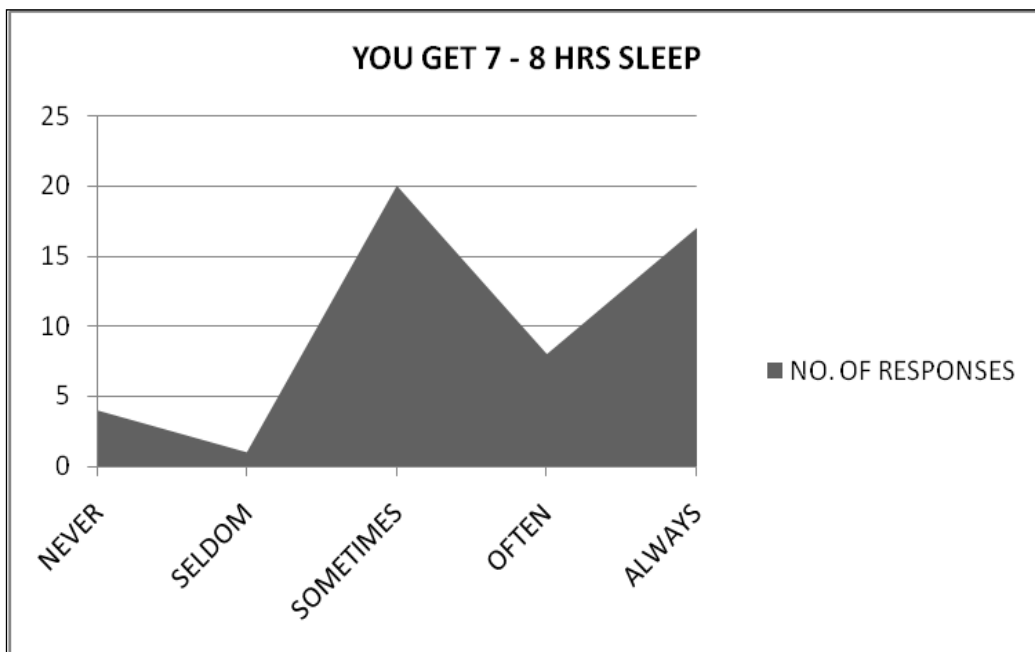
TABLE NO: 26

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	NEVER	4	8%
2	SELDOM	1	2%
3	SOMETIMES	20	40%
4	OFTEN	8	16%
5	ALWAYS	17	34%
	TOTAL	50	

INTERPRETATION:

In the table, 40% Female employees sometime get 7-8 hrs sleep, 34% Female employees always get, 16% Female employees often get, 8% Female employees never get and 2% Female employees seldom get 7-8 hrs sleep.

CHART NO: 26



21. Do you suffer from headache while doing the job?

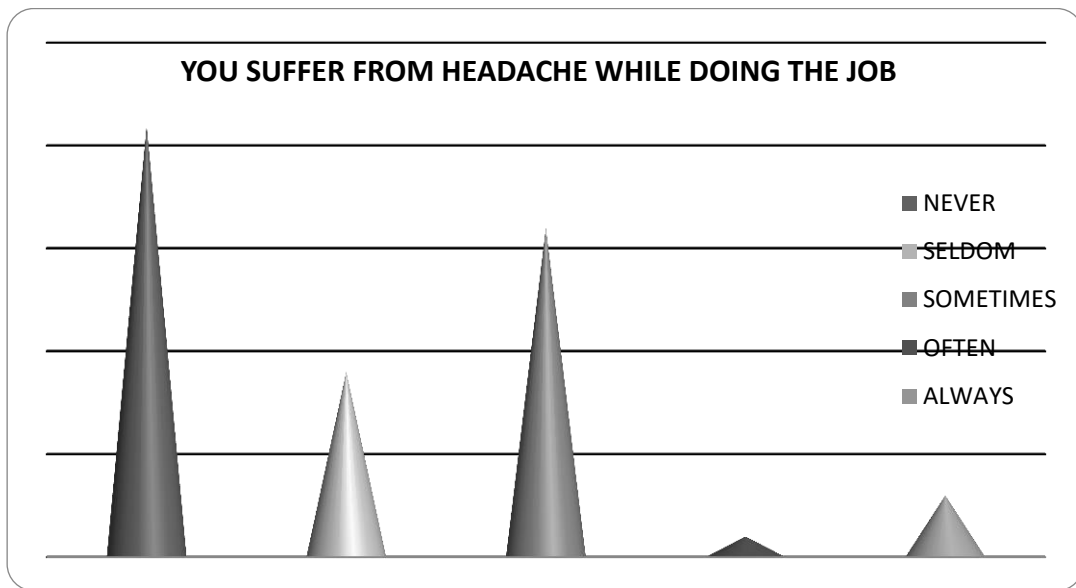
TABLE NO: 27

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	NEVER	21	42%
2	SELDOM	9	18%
3	SOMETIMES	16	32%
4	OFTEN	1	2%
5	ALWAYS	3	6%
	TOTAL	50	

INTERPRETATION:

In the table, 42% Female employees never suffer from headache while doing the job, 32% Female employees sometime suffer, 18% Female employees seldom suffer, and 6% Female employees always suffer and 2% Female employees often suffer from headache while doing the job.

CHART NO: 27



22. Do you forget things easily because of your nature of jobs?

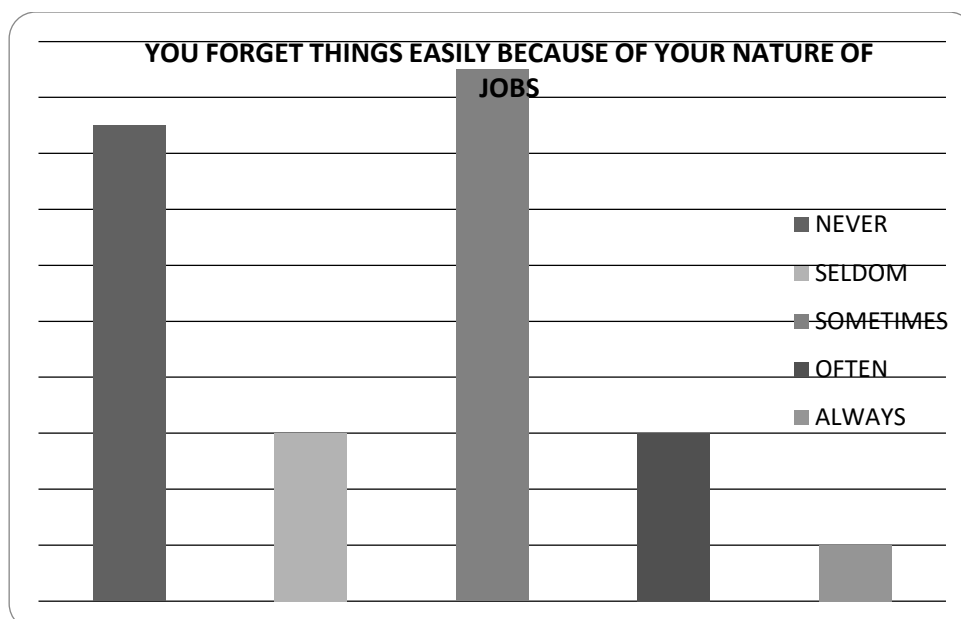
TABLE NO: 28

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	NEVER	17	34%
2	SELDOM	6	12%
3	SOMETIMES	19	38%
4	OFTEN	6	12%
5	ALWAYS	2	4%
	TOTAL	50	

INTERPRETATION:

In the table, 38% Female employees sometime forget things easily because of their nature of jobs, 34% Female employees never forget, 12% Female employees seldom forget and 12% Female employees often forget, and 4% Female employees always forget things easily because of their nature of jobs.

CHART NO: 28



23. Do you gain or lose weight because of stress related to your jobs?

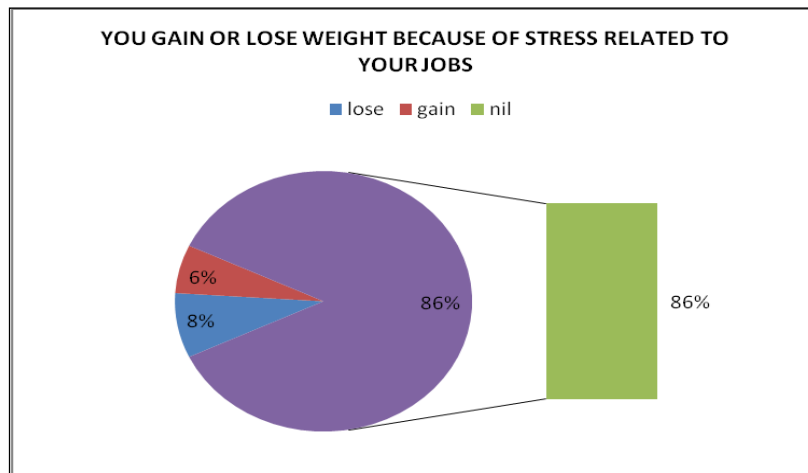
TABLE NO: 29

S.NO	OPTIONS	NO.OF RESPONSES	PERCENTAGE
1	lose	4	8%
2	gain	3	6%
3	nil	43	86%
	TOTAL	50	

INTERPRETATION:

In the table, 86% Female employees don't lose or gain weight because of stress related to their jobs, 8% Female employees lose weight, 6% Female employees gain weight because of stress related to their jobs.

CHART NO: 29



24. Do you have smoking habit?

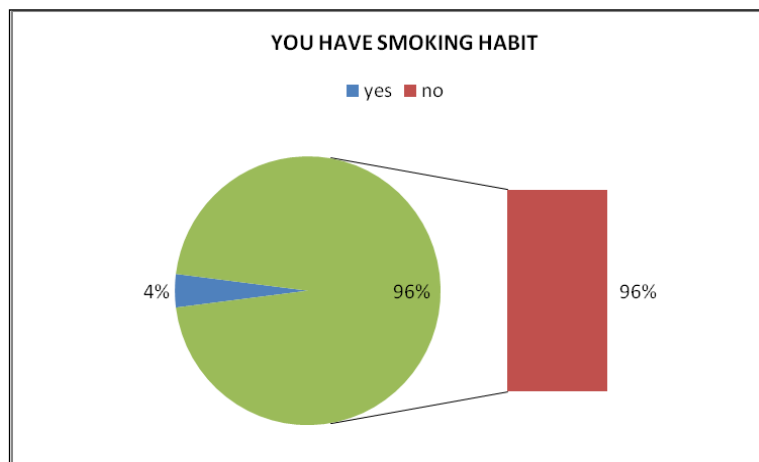
TABLE NO: 30

S.NO	OPTIONS	NO.OF RESPONSES	PERCENTAGE
1	yes	2	4%
2	no	48	96%
	TOTAL	50	

INTERPRETATION:

In the table, 96% Female employees don't have smoking habit and 4% Female employees have smoking habit but they don't smoke because of stress related to their jobs.

CHART NO: 30



25. Are you an alcoholic?

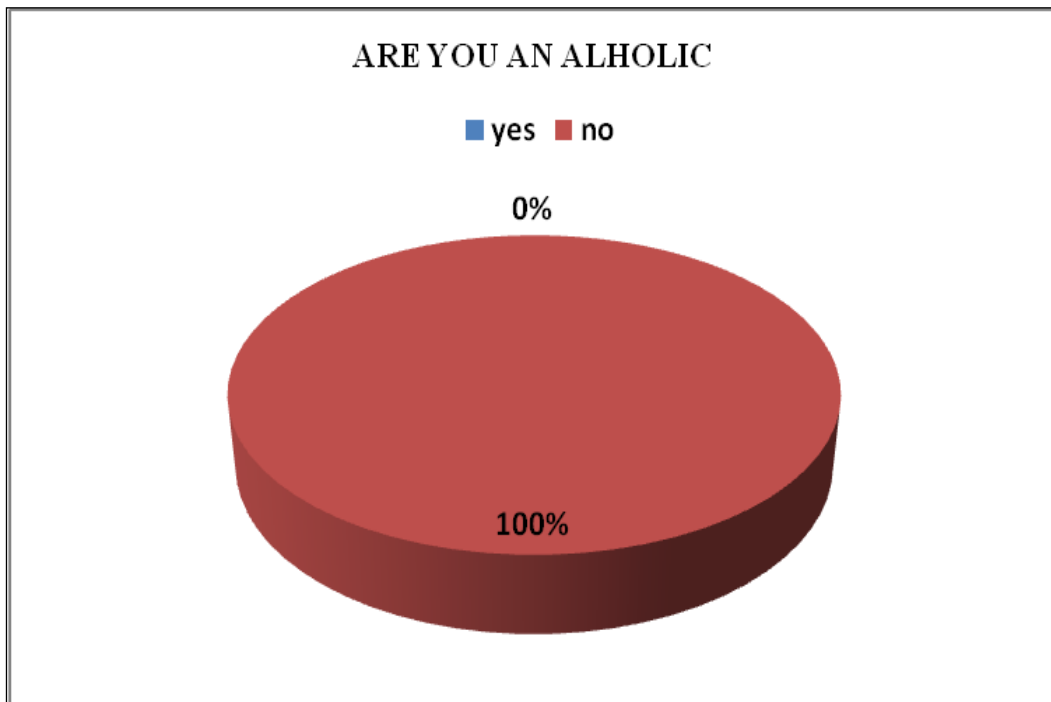
TABLE NO: 31

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	yes	0	0%
2	no	50	100%
	TOTAL	50	

INTERPRETATION:

In the table, 100% Female employees don't take alcoholic.

CHART NO: 31



26. Do you have freedom to speak openly about your feeling when you are angry or worried?

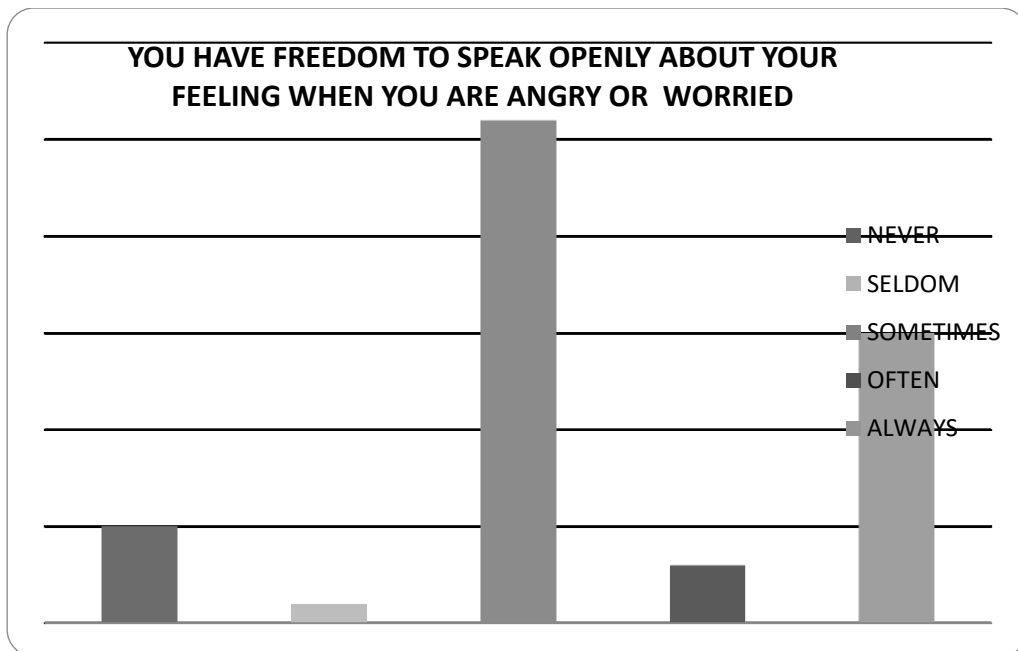
TABLE NO: 32

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	NEVER	5	10%
2	SELDOM	1	2%
3	SOMETIMES	26	52%
4	OFTEN	3	6%
5	ALWAYS	15	30%
	TOTAL	50	

INTERPRETATION:

In the table, 52% Female employees sometime have freedom to speak openly about their feeling when they are angry or worried, 30% Female employees always have, 10% Female employees never have, 6% Female employees often have, and 2% Female employees seldom have freedom to speak openly about their feeling when they are angry or worried.

CHART NO: 32



27. Do you have any hobby while you are stressed?

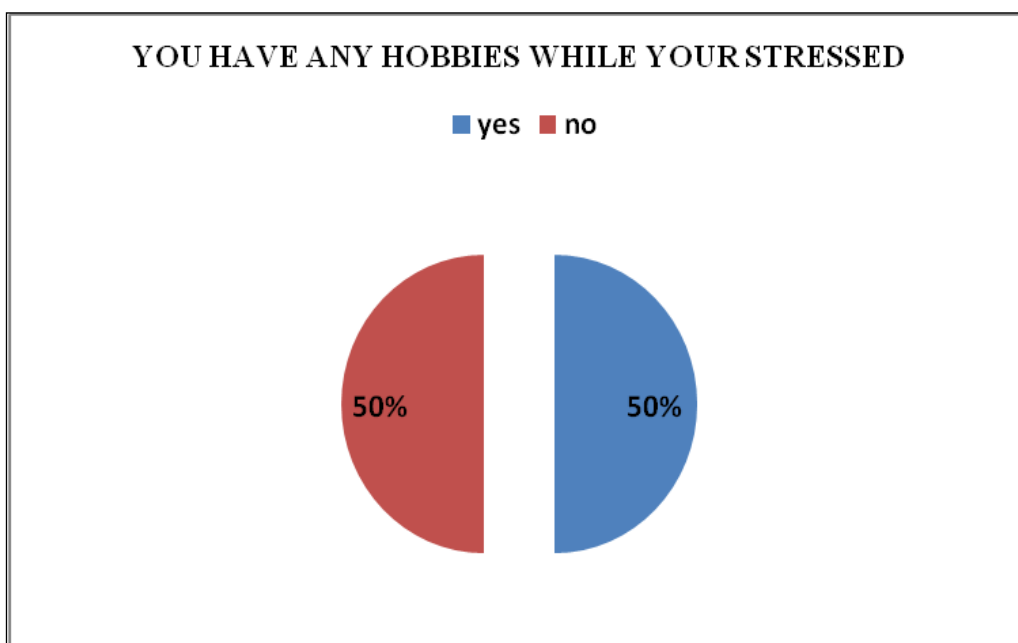
TABLE NO: 33

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	yes	25	50%
2	no	25	50%
	TOTAL	50%	

INTERPRETATION:

In the table, 50% Female employees don't have hobbies while they are stressed and 50% Female employees have hobbies while they are stressed.

CHART NO: 33



28. What is your first idea about stress?

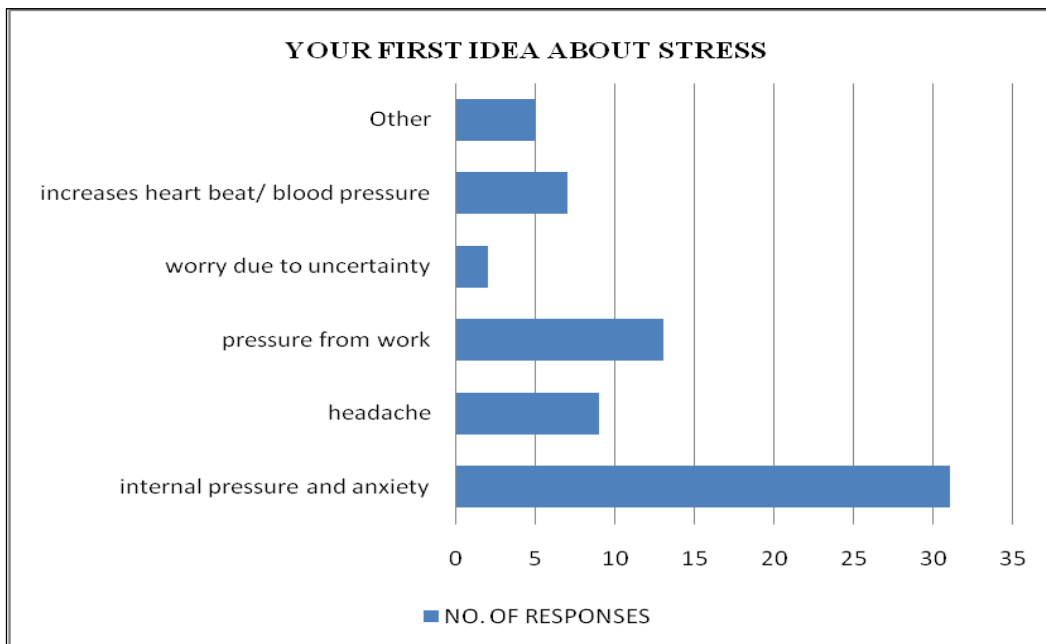
TABLE NO: 34

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	INTERNAL PRESSURE AND ANXIETY	31	62%
2	HEADACHE	9	18%
3	PRESSURE FROM WORK	13	26%
4	WORRY DUE TO UNCERTAINTY	2	4%
5	INCREASES HEART BEAT/ BLOOD PRESSURE	7	14%
6	OTHER	5	10%

INTERPRETATION:

In the survey of 50 Female employees 62% of the Female employees perceive stress as internal pressure and anxiety. 26% of the Female employees perceive it as pressure at work. 18% of the Female employees perceive it as headache. 14% of the Female employees perceive it as increases heart beat and blood pressure and 4% of the Female employees perceive it as worry due to uncertainty.

CHART NO: 34



29. In what way the stress can be reduced?

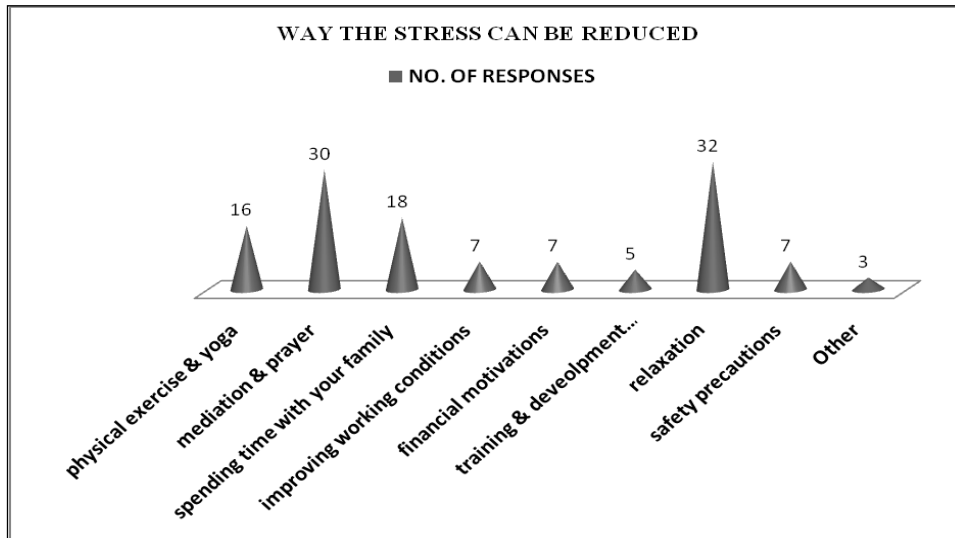
TABLE NO: 35

S.NO	OPTIONS	NO. OF RESPONSES	PERCENTAGE
1	PHYSICAL EXERCISE & YOGA	16	32%
2	MEDITATION & PRAYER	30	60%
3	SPENDING TIME WITH YOUR FAMILY	18	36%
4	IMPROVING WORKING CONDITIONS	7	14%
5	FINANCIAL MOTIVATIONS	7	14%
6	TRAINING & DEVELOPMENT PROGRAMS FOR NEW TECHNOLOGY	5	10%
7	RELAXATION	32	64%
8	SAFETY PRECAUTIONS	7	14%
9	OTHER	3	6%

INTERPRETATION:

In the survey of 50 Female employees 64% of the Female employees perceive to reduce stress by relaxation. 60% of the Female employees perceive to reduce stress by meditation & prayer. 36% of the Female employees perceive to reduce stress by spending time with your family. 32% of the Female employees perceive to reduce stress by physical exercise & yoga and 14% of the Female employees perceive to reduce stress by improving working conditions, financial motivations, and safety precautions. 10% of the Female employees perceive to reduce stress by training & development programs for new technology.

CHART NO: 35



STATISTICAL TOOLS:

CORRELATION ANALYSIS:

1. CORRELATIONS BETWEEN HEADACHE AND WORKLOAD OF THE FEMALE EMPLOYEES

TABLE NO: 36

X	Y	XY	X ²	Y ²
13	21	273	169	441
2	9	18	4	81
27	16	432	729	256
6	1	6	36	1
2	3	6	4	9
50	50	735	942	788

FORMULA:

$$\frac{N\sum XY - (\sum X)(\sum Y)}{\sqrt{N\sum X^2 - (\sum X)^2} \sqrt{N\sum Y^2 - (\sum Y)^2}}$$

CALCULATION:

$$= \frac{5 \cdot 735 - 50 \cdot 50}{\sqrt{47.011 \cdot 37.947}}$$

$$= \frac{1175}{1783.926}$$

$$= 0.65866$$

INFERENCE:

The correlation coefficient obtained is 0.65866 which is positive and hence there is a correlation between the HEADACHE and WORKLOAD to the Female employees about stress

2. CORRELATIONS BETWEEN TENSION AND WORKLOAD ABOUT STRESS:

TABLE NO: 37

X	Y	XY	X ²	Y ²
13	15	195	169	225
2	4	8	4	16
27	22	594	729	484
6	3	18	36	9
2	6	12	4	36
50	50	827	942	770

FORMULA:

$$\frac{N\sum XY - (\sum X)(\sum Y)}{\sqrt{N\sum X^2 - (\sum X)^2} \sqrt{N\sum Y^2 - (\sum Y)^2}}$$

CALCULATION:

$$= \frac{5 \cdot 827 - 50 \cdot 50}{\sqrt{5 \cdot 942 - 50^2} \sqrt{5 \cdot 770 - 50^2}}$$

$$= \frac{1635}{1727.278}$$

$$= 0.94658$$

INFERENCE:

The correlation coefficient obtained is 0.94658 which is positive and hence there is a correlation between the TENSION and WORKLOAD to the Female employees about stress.

WEIGHTED AVERAGE METHOD:

1. WORK LOAD

$$WAM = \frac{\sum (W_c \times M_c)}{\sum (W_c)}$$

TABLE NO: 38

S.No	Relevant Parameters	Never 1	Seldom 2	Sometimes 3	Often 4	Always 5	Total	Wa	Rank
1	Do you have enough time to do what is expected from you on your job?	0	2	16	14	18	198	3.96	1
2	Do you get upset thinking that you are not able to prosper	19	1	22	3	5	124	2.48	5
3	Do you feel that you are being neglected when you are in the Team?	32	3	15	0	0	83	1.66	7
4	Will you do your work under Tension?	15	4	22	3	6	131	2.62	3
5	Do you find any difficulty to concentrate on your work?	25	4	17	4	0	54	1.08	8
6	Do you hesitate to start something new because you feel that you will not be successful and get scolding from boss?	24	2	21	2	1	104	2.08	6
7	Do you have enough information that you need for your work?	4	3	15	7	21	188	3.76	2
8	Do you feel that you have been work loaded with many jobs?	13	2	27	6	2	132	2.64	4

Source table: Table No. 14, 15,16,17,18,19,20,21

INTERPRETATION:

The Respondents Ranked the first best is they have enough time to do their jobs which ranked as second best is they have enough information that they need for their work, which ranked as third best is they do their job under tension followed by they are work loaded in the work at fourth. Followed by they get upset thinking that they are not able to prosper at fifth. Followed by they hesitate to start something new because that they will be successful and get scolding from boss at sixth. Followed by they feel that they are being neglected when they are in the team at seventh. Followed by they find difficulty to concentrate on your work at eighth.

CALCULATION:

1. $0*1+2*2+16*3+14*4+18*5=198/50=3.96$
2. $19*1+1*2+22*3+3*4+5*5=124/50=2.48$
3. $32*1+3*2+15*3+0*4+0*5=83/50=1.66$
4. $15*1+4*2+22*3+3*4+6*5=131/50=2.62$
5. $25*1+4*2+17*3+4*4+0*5=54/50=1.08$
6. $24*1+2*2+21*3+2*4+1*5=104/50=2.08$
7. $4*1+3*2+15*3+7*4+21*5=188/50=3.76$
8. $13*1+2*2+27*3+6*4+2*5=132/50=2.64$

2. PHYSICAL CARE

$$WAM = \frac{\sum (W_c \times M_c)}{\sum (W_c)}$$

TABLE NO: 39

S.No	Relevant Parameters	Never 1	Seldom 2	Sometimes 3	Often 4	Always 5	Total	WA	Rank
1	Do you get 7-8 hrs sleep?	4	1	20	8	17	183	3.66	1
2	Do you suffer from headache while doing the job?	21	9	16	1	3	106	2.12	4
3	Do you forget things easily because of your nature of jobs?	17	6	19	6	2	120	2.4	3
4	Do you have freedom to speak openly about your feeling when you are angry or worried?	5	1	26	3	15	172	3.44	2

Source table: Table No. 26,27,28,32

INTERPRETATION:

The respondents Ranked the first best is they get 7-8 hrs sleep, which ranked as second best is they have freedom to speak openly about their feeling when you are angry or worried, which ranked as third best is they forget things because of their nature of jobs followed by they suffer from headache while doing the job at fourth.

CALCULATION:

1. $4*1+1*2+20*3+8*4+17*5=183/50=3.66$
2. $21*1+9*2+16*3+1*4+3*5=106/50=2.12$
3. $17*1+6*2+19*3+6*4+2*5=120/50=2.4$
4. $5*1+1*2+26*3+3*4+15*5=172/50=3.44$

CHI SQUARE METHOD:

1. *NULL HYPOTHESIS: Let us take the hypothesis that employee proud to be a part of the organization they don't want any changes in the perspective of the organization.

“O” – observed frequencies

“E” – expected frequencies

TABLE NO: 40

Particulars	Some change in perspective	Don't want change in perspective	
Proud	25	16	41
Not proud	3	6	9
	28	22	50

SOURCE TABLE NO: 7 AND 9

EXPECTED VALUE (E) = (ROW TOTAL * COLUMN TOTAL)/OVERALL TOTAL

O	E	O-E	(O-E) ²	(O-E) ² /E
25	22.96	2.04	4.162	0.18
3	5.04	-2.04	4.162	0.83
16	18.04	-2.04	4.162	0.23
6	3.96	2.04	4.162	1.05
50	50		X ² =	2.29

$$\text{sample } \chi^2 = \sum \frac{(O - E)^2}{E}$$

= 2.29

Degree of freedom:

$$V = (R-1) (C-1) = (2-1) (2-1) = 1$$

INTREPRETATION: For, the calculated value of X² is (2.29) lesser than the table value (3.384). The Ho is accepted. Hence, Female employees proud to be a part of the organization they don't want any changes in perspective of the organization.

7. FINDINGS

1. Majority of the Female employees are proud to tell people where they work.
2. Most of the Female employees can always feel that they are important to the organization.
3. Most of the Female employees feel that the company should change in some perspective.
4. Most of the Female employees always get help or support from their colleagues.
5. Most of the Female employees always get help or support from their management.
6. Most of the Female employees sometimes get any encouragement/ acknowledgement from their management.
7. Most of the Female employees sometimes get time to discuss with their colleagues about work related problems.
8. Most of the Female employees always have enough time to do what is expected from them on their job.
9. Most of the Female employees sometimes get upset thinking that they are not able to prosper.
10. Most of the Female employees never feel that they are being neglected when they are in a team.
11. Most of the Female employees sometimes do their work under tension.
12. Most of the Female employees never find any difficulty to concentrate on their work.

13. Most of the Female employees never hesitate to start something new because they feel that they will not be successful and get scolding from boss.
14. Most of the Female employees always have enough information that you need for their work.
15. Most Female employees sometimes feel that they have been work loaded with many jobs.
16. Majority Female employees never feel that they are absolutely useless when their boss scolds them for minor mistake.
17. Most of the Female employees never find any difficult to take decision on their jobs.
18. Most of the Female employees sometime explain things and apologize for any problem occurred by them in the organization.
19. Most of the Female employees never expect any reward from their organization when they do something extraordinary.
20. Most of the Female employees sometime get 7-8 hrs sleep.
21. Most of the Female employees never suffer from headache while doing the job.
22. Most of the Female employees sometime forget things easily because of their nature of jobs.
23. Majority Female employees don't lose or gain weight because of stress related to their jobs.
24. Majority of the Female employees don't have smoking habit.
25. Majority of the Female employees don't take alcoholic.
26. Most of the Female employees sometime have freedom to speak openly about their feeling when they are angry or worried.
27. Most of the Female employees have some hobbies while they are stressed.
28. Most of the Female employees perceive stress as internal pressure and anxiety.
29. Most of the Female employees perceive to reduce stress by relaxation.

8. SUGGESTIONS & RECOMMENDATIONS

- Workload should be distributed during staff absences.
- Develop personal work plans to ensure staff know what their job involves.
- Staffs must be trained so that they are able to do their jobs.
- Personal development/training plans which require individuals to identify development/training opportunities must be implemented which can then be discussed with management.
- Staffs must be encouraged to talk to the management at an early stage if they feel as though they cannot cope.
- Encourage/acknowledge your Female employees for work they have done by rewarding them.
- Encourage good communication and provide appropriate training to aid skill development.
- When the Female employees deal with the customer they are getting more tension so the management may take some action by give more training to them so the Female employees stress can be reduced.
- Some Female employees are not able to concentrate on their work so the management may give Female employees council so that the Female employees can speak out freely.
- Some Female employees do not have enough information to do their work so the management can give more information to their jobs.
- Some of the Female employees are work loaded with many jobs so the work can be distributed.

- Some Female employees are difficult to take decision making on their jobs so the management may join the Female employees while making decision.
- Some Female employees don't get 7-8 hrs sleep so the management may take some action on that.
- Majority of the Female employees suggest relaxation to reduce the stress so the management may give some relaxation section like yoga, meditation, etc.

9. CONCLUSION

- We cannot deny that workplace stress is one the fastest growing problem among the employees, especially female employees (Cooper, Liukkonen, Cartwright, 1996).
- The research has been carried over to identify the major stressors. The employee's attitude towards stressors such as Work load, Tension, Headache, and Internal pressure among the Female employees has been found. When they are dealing with the customer Female employees losing their patients so it will lead to stress.
- The two major stressors affecting the Female employees are the **work load, Tension, Headache and Internal pressure existing among the Female employees**. Suggestions have been given to reduce and manage stress and to increase the performance level of the Female employees.
- Female employees mostly reduce stress by relaxation, meditation and prayer and spending time with their family.

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