

**A STUDY ON EMPLOYEE WORK STRESS DURING PEAK SEASON AND NON-
PEAK SEASON TIME WITH SPECIAL REFERENCE TO CORPORATE SECTOR**

Project Report

Submitted by

KEERTHANA A.S: (SB22BCOM038)

IRFANA PARVEEN M.S: (SB22BCOM036)

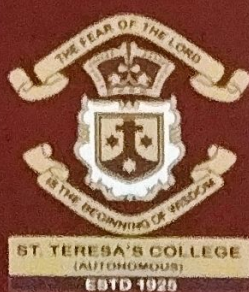
SIMNA.S: (SB22BCOM048)

Under the guidance of

Ms. MIDHULA SEKHAR

In partial fulfillment of the requirement for the Degree of

BACHELOR OF COMMERCE



ST. TERESA'S COLLEGE (AUTONOMOUS), ERNAKULAM

COLLEGE WITH POTENTIAL FOR EXCELLENCE

Nationally Re-Accredited with A++ Grade

Affiliated to

Mahatma Gandhi University

Kottayam-686560

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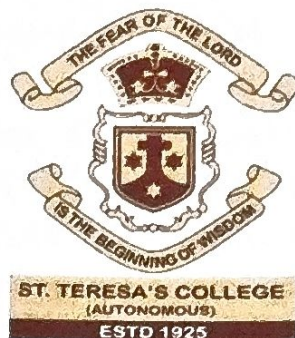
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CERTIFICATE

This is to certify that the project titled "**A STUDY ON EMPLOYEE WORK STRESS DURING PEAK SEASON AND NON-PEAK SEASON TIME WITH SPECIAL REFERENCE TO CORPORATE SECTOR**" submitted to Mahatma Gandhi University in partial fulfillment of the requirement for the award of Degree of Bachelor in Commerce is a record of the original work done by Ms. Keerthana A.S, Ms. Irfana Parveen M.S, Ms. Simna.S, under my supervision and guidance during the academic year 2024-25.

Project Guide

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Viva Voce Examination held on....

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External Examiner(s)

DECLARATION

We, Ms. Keerthana A.S, Ms. Irfana Parveen M.S, Ms. Simna.S, final year B.Com students(Finance and Taxation), Department of Commerce (SF), St. Teresa's College (Autonomous) do hereby declare that the project report entitled "A STUDY ON EMPLOYEE WORK STRESS DURING PEAK SEASON AND NON-PEAK SEASON TIME WITH SPECIAL REFERENCE TO CORPORATE SECTOR" submitted to Mahatma Gandhi University is a bonafide record of the work done under the supervision and guidance of Ms. Midhula Sekhar, Assistant Professor of Department of Commerce (SF), St. Teresa's College (Autonomous) and this work has not previously formed the basis for the award of any academic qualification, fellowship, or other similar title of any other university or board.

PLACE: ERNAKULAM

DATE: 25-08-2025



KEERTHANA A.S



IRFANA PARVEEN M.S



SIMNA.S

ACKNOWLEDGEMENT

First of all, we are grateful to God Almighty for his blessings showered upon us for the successful completion of our project.

It is our privilege to place a word of gratitude to all persons who have helped us in the successful completion of the project.

We are grateful to our guide **Ms. Midhula Sekhar**, Department of Commerce (SF) of St. Teresa's College (Autonomous), Ernakulam for her valuable guidance and encouragement for completing this work.

We would like to acknowledge **Dr. Alphonsa Vijaya Joseph**, Principal of St. Teresa's College (Autonomous), Ernakulam for providing necessary encouragement and infrastructure facilities needed for us.

We would like to thank **Smt. Lekshmi C**, Head of the Department, for her assistance and support throughout the course of this study for the completion of the project.

We will remain always indebted to our family and friends who helped us in the completion of this project.

Last but not the least; we would like to thank the respondents of our questionnaire who gave their precious time from work to answer our questions.



KEERTHANA A.S



IRFANA PARVEEN M.S



SIMNA.S

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CHAPTER 1

INTRODUCTION

1.1 INTRODUCTION

Employees in industry or organization experience significant stress levels throughout the year, by seasonal fluctuations and persistent non-seasonal factors. Employee stress is an important issue that can effect productivity, morale and overall well-being in a business firm. This study aim to investigate the differences in levels of stress experienced by employees during seasonal times verses non-seasonal times. By understanding these differences, the company may be able to implement strategies to reduce stress and improve the work environment for employees. In seasonal time employees may be required to work longer hours, deal with challenging customers and handle high pressure situations. In non-seasonal time, stress levels can also be high due factors such as heavy workloads, tight deadline, pressure to meet performance targets and decreased job security. In some cases, employees may have to deal with workplace politics, conflicts with colleagues or superiors and fear of job loss. This results in decreased job satisfaction and engagement, increased absenteeism and turnover rates, reduced creativity and innovation. The organization also faces significant consequences like decreased productivity and efficiency, increased healthcare cost and absenteeism and negative impact on customer satisfaction and reputation. This study will include a survey of employees to gather data on stress levels and will also consider other factors that may contribute to stress, such as work load, time pressure and job demands.

1.2 STATEMENT OF THE PROBLEM

The purpose of the study is to find out whether the employees are stressed out in season and non-season times. This project is also trying to find out the solution of the following questions: Are the employees stressed out? What is the impact of stress on employees? What are the measures taken by the management for reducing stress? What are the main causes for stress among employees? This project studies its impact on remedial measures with regard to the Corporate Sector in Kochi.

1.3 SCOPE OF THE STUDY

The study is pertaining to the employee's stress level in the corporate sector. The result of the study facilitates the firm's to know the existing status of work environment, satisfaction related to various facilities etc. Based on the study, the organizations will get the points about the stress level of employees and other related facts. So that the companies can adopt suitable measures for the development and motivation of employees and also to maintain a satisfied workforce.

1.4 OBJECTIVES OF THE STUDY

- To compare the stressful environment of the corporate sector during season and off season time.
- To analyse factors contributing to stress in the corporate sector.
- To study the impact of occupational stress on employees productivity.
- To suggest ways to reduce stress among employees and increase productivity.

1.5 RESEARCH METHODOLOGY

Research methodology is description, explanation and justification of method of conducting research to analyses and find the employees stress and benefits in both seasons. Research methodology enables the researcher to carry out the study in the orderly manner. It is the way to solve research problems. It includes various steps that are adopted by researchers for studying the problem. In this study it provides detailed information about the scheme and field of study.

1.5.1 RESEARCH DESIGN

A research design is a strategy for answering the research question. The descriptive research design is used for this study.

1.5.2 SAMPLE DESIGN AND SIZE

This study employed convenience sampling to select 72 employees from the population. This method offers benefits like speed, cost-effectiveness, and accessibility, but also acknowledges potential biases and limitations. A sample size of 72 provides reasonable representation, allowing for meaningful insights and analysis, while recognizing sampling errors and limited generalizability.

1.5.3 COLLECTION OF DATA

Primary data-This study collected primary data through questionnaires, providing original and fresh information.

Secondary data-Secondary data were gathered from books, company websites, and previous project reports. Secondary data sources were categorized into internal sources of data that may already be available with the research organization and external sources may be personal and public sources.

1.5.4 RESEARCH INSTRUMENTS FOR DATA COLLECTION AND ANALYSIS

That data's required for the study are collected mainly through - Questionnaire.

This method acts as a great source or a facility for the collection of the data from the diverse and scattered group of people. A questionnaire consists of a variety of the questions printed or typed in a definite order on a form -which are mailed further to the respondents. The respondent has to answer these questions on his own. The main function or the objective of the questionnaire is to collect data from the respondents, who are generally scattered in a vast diverse area. This method also helps in the collection of reliable and dependable data.

PIE CHART:

A pie chart (or a circle chart) is a circular statistical graphic, which is divided into slices to illustrate numerical proportion. In a pie chart, the arc length of each slice (and consequently its central angle and area), is proportional to the quantity it represents. Pie charts are very widely used in the business world and the mass media.

BAR CHART:

A bar chart or bar graph is a chart or graph that presents grouped data with rectangle bars with lengths proportional to the values that they represent. The bars can be plotted vertically or horizontally. A vertical bar chart is sometimes called a Line graph.

A bar graph is a chart that uses either horizontal or vertical bars to show comparisons among categories. One axis of the chart shows the specific categories being compared, and the other axis represents a discrete value. Some bar graphs present bars clustered in groups of more than one.

1.6 LIMITATIONS OF THE STUDY

- Some respondents were not willing to answer the questionnaire.
- Limited period of time.
- The study has a limited sample size that may not be representative of the entire corporate sector.
- The study only compares peak and non-peak seasons, which may not capture other seasonal fluctuations or variations.

1.7 CHAPTER OUTLINE

This research study has been presented in five chapters. Each part of the study has a significant role in the completion of study.

Here are the chapters segregation followed for the study.

1.7.1 Introduction

1.7.2 Literature Review

1.7.3 Theoretical Framework

1.7.4 Data Analysis and Interpretation

1.7.5 Findings, Recommendations and Conclusion

CHAPTER-2

LITERATURE REVIEW

2. LITERATURE REVIEW

This chapter deals with the review of literature concerned with the subject of this study. Many studies have been conducted. It highlights the occupational stress from different angles. The reviews of some of the important studies are presented below.

2.1 INTERNATIONAL LEVEL

2.1.1 Ben-Bakr.K.A (1995) The finding suggests that the main source of the stress for employees working in private organizations is the lack of knowledge about their performance evaluation results, while this is not the case for employees working in public organizations ;Saudi employees have the highest levels of stress, with Arabs second, Asians third, while westerners registered the lowest levels stress; employees who are less than 30 years old experience the highest levels of stress, employees with sixth-ten years of experience show the highest levels of stress ; and there is significant inverse relationship between educational level and stress level.

2.1.2 Stewart Collins (2008) in his book titled "Statutory Social Workers: Stress, Job Satisfaction, Coping, Social Support and Individual Differences" he is highlighted that healthy or unhealthy coping strategies have gender difference and the importance of support in various forms with in the work setting, whereas mutual group support accompanied by individual differences are linked to good self-esteem, personal hardiness and resilience.

2.1.3 Richardson, K. M., and Rothsetin, H. (2008) in their article titled "Effects of occupational stress management intervention programs" they provided an empirical review of stress management interventions, employing meta-analysis procedures. The results also revealed that relaxation interventions were the most frequent type of intervention. Further, there were a few stress interventions focused on the organizational level. More specific results also indicated that cognitive-behavioural interventions produced larger effects than other types of interventions.

2.1.4 Chen, Wei-Qing; Wong, Tze-Wai; Yu, Tak-Sun (2009) in their book titled "Direct and interactive effects of occupational stress and coping on ulcer-like symptoms among Chinese male off-shore oil workers", has suggested that gastric/ulcer like health problems, age, educational qualification, marital status has been positively associated with occupational stress and 'internal behaviour' coping methods, but negatively associated with 'external/social behaviour' coping methods.

2.1.5 Chang-qin Lu; Oi-ling Siu; Wing-tung Au; Sandy S. W. Leung (2009) in their article titled "Manager's occupational stress in state-owned and private enterprises in the People's Republic of China" has showed that managers in private enterprises experienced higher levels of occupational stressors and psychological strains than those in state-owned enterprises. Moreover, 'Organizational structure and climate' was also found to be a major stressor when predicting both psychological and physical strain in both economic sectors.

2.1.6 Pal, S., and Saksvik. P. (2009) in their article titled "Work-family conflict and psychosocial work environment stressors as predictors of job stress in a cross-cultural study" conducted a study on job stress on 27 Norwegian doctors and 328 nurses and 111 Indian doctors and 136 nurses. The result was that work-family conflict was not predictive of job stress in Norwegian doctors, but work-family conflict, high job demands, and low flexibility in working hours predict job stress in Norwegian nurses. For the Indian sample, job stress was predicted by high family-work conflict and low social support in nurses and low job control in doctors. Hence, it seems to be overlapping and some differences in cultures when considering the role of demands, control, support, and flexibility in predicting strain.

2.1.7 Li-fang Zhang (2009) conducted a study titled "Occupational stress and Teaching approaches among Chinese academics". He suggested that controlling the self-rating abilities of the participants, the conducive conceptual change in teaching approach and their role insufficiency predicated that the conceptual change in teaching strategy is negative.

2.1.8 Mohsen Keshavarz, Reza Mohammadi (2011) The aim of the current study was to determine the factors associated with occupational stress and their relationship with organizational performance at university of Tehran. Results indicated that most of the employees experienced high degree job stress. Job stressors affecting most of the employees included: role conflicts and role ambiguity, lack of promotion and feedback, lack of participation in decision making, lack of authority, workload unsatisfactory working conditions and interpersonal relationships. These job stressors affected the general physical health of employees, their job satisfaction and performance as well as their commitment negatively.

2.1.9 Alireza Bolhari et al., (2012)⁴⁴ investigated the impact of occupational stress on quality of work life among the staff of e-workspace in Tehran, Iran. They considered role ambiguity, role conflict, work overload, work under load, work pace, work repetitiveness and job tension as the variables of occupational stress model and its impact is measured on quality of work life with 8 dimensions such as adequate and fair compensation, safe and healthy work environment, growth and security, constitutionalism, social relevance, total life space, social integration and development of human capacities. The result of the study showed that the occupational stress has a negative impact on quality of work life and the study also revealed that role ambiguity, role conflict, role under load, work pace, work repetitiveness and job tension has negative impact towards quality of work life, but there is no significant relationship was found between role overload and quality of work life. The study suggests that job redesign will help to decrease repetitive work and will increase the flexibility in work as well as by implementing the job enrichment programs, staffs of e-workspace can reduce the stress level and can improve the quality of work life.

2.1.10 Muhammad Imran Qureshi et al., (2013) ⁴⁶ focused to find out the relationship among job stressor, workload, work place environment and employee turnover intentions. A random sample of 250 employees from textile industry of Pakistan is selected. Total 109 employees responded and filled the questionnaire, with a response rate of 44%. Structural modelling is used for empirical analysis of data using AMOS 18 software. Results reveal that employee turnover intentions are positively related with job stressor

and work load. While negative relationship with work place environment is reported. Result depict that with the increase in job stress employee turnover intentions increases and if the organizations are willing to retain their intellectual capital they must reduce the job stressors which may cause job stress and ultimately leads to the employee turnover.

2.2 NATIONAL LEVEL

2.2.1 Saroj B. Patil and Dr P. T. Choudhari (2011) in their study *Job Stress amongst Nurses: An Investigation* investigated job stress among nurses in the Jalgaon district of the North Maharashtra region. The study developed a specific measure of stress following in-depth interviews and questionnaires with primary care professionals, and 360 nurses participated in the study. The major sources of stress identified by the nurses were time pressure, administrative responsibility, and having too much to do. Factor analysis of stress questionnaire responses revealed five major factors: demands of the job and lack of communication, working environment, communication with patients, work/home interface and social life, and career development. The study found that the mental wellbeing of the nurses was higher than that of other population groups. Multivariate analysis identified three major stressors predictive of high levels of job dissatisfaction: demands of the job and lack of communication, working environment, and career development. The study highlights the need for interventions and strategies to address these stressors and improve the well-being and job satisfaction of nurses in the healthcare industry.

2.2.2 Dharma Raj S., and Dr .L. Kanagalakshmi (2011) in their study *Job Stress among College Teachers in Tuticorin District* aimed to investigate job stress among college teachers in Tuticorin district. The study utilized a sample of 200 male and female teachers. and found that the greatest sources of job stress were workload, lack of support from colleagues, and lack of recognition. The study also identified several other sources of job stress, including poor communication with supervisors, lack of autonomy, and poor working conditions. The findings emphasized the importance of addressing these sources of job stress to improve the well-being and job satisfaction of college teachers. Overall,

the study provided insights into the sources of job stress experienced by college teachers in Tuticorin district, contributing to the understanding of workplace dynamics and employee well-being in the education sector.

2.2.3 Satija S. & Khan W. (2013) in their research work titled "Emotional intelligence as predictor of occupational stress among working professionals". According to them occupational stress is as same as job stress that needs to be controlled at the work place otherwise it will negatively affect on employee's work attitude & behavior. This study investigates that, the relationship between emotional intelligence and occupational stress. This study revealed finding that, emotional intelligence is a most significant predictor of occupational stress.

2.2.4 Anis Ahmed [3] (2013) conducted a research on job stress towards an organizational change in textile industries of North India: pointed out that the blue collar employees of textile industries are having 35.78% very high acceptability reactions towards organizational change, 39.33% have moderate perceived acceptability, and 24.89% of employees shown their low but favourable acceptability to organizational change. This study also found that they have greater chance of upward mobility with respect to either designation or salary structure. This leads to organizational change.

2.2.5 Prakash B.Kundaragi (2015)"Stress is nothing more than a socially acceptable form of mental illness". Stress has been defined in different ways over the years .It was conceived of as pressure from the environment, then as strain within the person. The generally accepted definition today is one of interaction between the situation and the individual. It is the psychological and physical state that results when the resources of the individual are not sufficient to cope with the demands and pressures of the situations undermine the achievement of goals, both for individuals and for organizations. "Stress is your body's response to change.

2.2.6 Deepanshi and Mini Amit Arrawatia (2018) [11] examined the organizational role stress and the role of demographic variable on the stress level of sector bank employees. It was found that both sector employees experienced moderate level of stress.

However, compared to public sector bank employees, private sector bank employees experienced more stress. The impact of demographic factors on stress level revealed that employee's age, education and qualification and work experience had no significant influence in total role stress.

2.2.7 Manzoor Ahmad Malik, S. P. Singh, Jyoti Jyoti & Falguni Pattanaik (2022) in their study Work stress, health and wellbeing: evidence from the older adults labor market in India found that work stress is a common issue that enhances at higher ages due to the work, health, and socio-economic vulnerability of older adults. The study suggests that age can influence the level of work stress experienced.

2.3 STATE LEVEL

2.3.1 Viswanathan A. (2002) [6] found high stress among private bank employees. More stress was due to managerial decision-making policies and low stress on the job contents and role conflict. Also found that job satisfaction is uninfluenced by job stressors. A significant difference was seen in coping strategies between different sectors of the respondents; 'passive attempts' and 'relief strategies' were the strategies adopted by most of the respondents. However, homogeneity was seen within the sector. Further, no relationship was observed between stressors and coping strategies. He argued that a certain amount of stress is good and positive and hence it should be taken to the optimum level by giving special attention to stressors, managerial decision policies, and job contents.

2.3.2 S. Suresh (2006) [8] explored the causes of stress with regard to personal, family and official factors. The study found that there is no significant gender difference with regard to stress. It is seen that their family problems had significantly contributed to stress. The author could establish a close relationship between age of the respondents and stress; consequently the middle aged people had more stress. Five major causes of stress were identified from the study namely family problems, psychological, official, personal and

social factors. Finally, three stress management practices namely a) Employee Assistance Programmes b) Stress Management Training and c) Stress reduction were suggested.

2.3.3 Latha and Panchanatham (2007)¹⁷ found out the job stressors and their implications on the job performance of 40 software professionals. The result showed that work load acts as major stressors for software professionals. Long work hours are indirectly associated with psychological distress.

2.3.4 Sathyanaraynan, S., and K. Maran. (2009) in their study **JOB STRESS OF EMPLOYEES** aimed to investigate job stress among employees. The study utilized a sample of 100 employees and found that job stress was prevalent among the participants. The study identified several sources of job stress, including workload, job insecurity, and lack of support from supervisors. The study also highlighted the negative impact of job stress on employee well-being and job satisfaction. The findings emphasized the importance of addressing job stress and providing support to employees to enhance their well-being and job satisfaction. Overall, the study provided insights into the prevalence and sources of job stress among employees, contributing to the understanding of workplace dynamics and employee well-being.

2.3.5 Uma devi (2010) describes, "Today's human life is full of hassles, deadlines, frustrations and demands. Dynamic social factors and changing needs of life styles have made individual more stress prone. Stress is a nervous tension that results from internal conflicts from a wide range of external situations. It is man's adaptive reaction to an outward situation which would lead to physical, mental and behavioral changes. This explorative study brings out the impact of stress on physiological, psychological, behavioral and emotional levels for analysis. There are four dimensions of work stress on individual through how emotional intelligence plays a role in understanding and managing stress. Personal and social competencies are the outcomes of emotional intelligence to deal with stress.

2.3.6 Sinha V. and Subramanian K.S. (2012)²⁹ the study highlights that various levels of organization experience different kind of organizational role stress. It also states that stress is influenced by various factors like shortage of resources, inadequacy within a person, and overload with a role, stagnation of a role and isolation and expectation of a role.

2.3.7 Manjunatha, M. K. and Renukamurthy, T.P (2017) conducted a study, with the objective of ascertaining the cause and effect of occupational stress among the bank employees. The bank employees across the world experience stress at work, which have both positive and negative impact. Positive stress increased productivity while the negative stress resulted into unprofitability. A majority of the employees could not adapt to the dynamic changes happening in their profession. Conflict in their job role, greater customer demand, constant changes in banking technology and inadequate customer response were treated as the core factor of stress among the bank employees.

2.3.8 Suresh and M. Hema Nalini (2018) [19] explored causes and coping strategies for stress among bank employees in Coimbatore. The study emphasized the service-oriented nature of banking, which demands high responsiveness to customer needs. Suggested coping strategies included time management, humour, exercise, and mindfulness practices, indicating that while stress cannot be completely eradicated, its negative impact can be minimized.

2.4 SUMMING UP

By the review of research papers, it is observed that workloads, working conditions, new technology, risk and danger, role ambiguity and conflict, relationships at work, and career development are the major factors create stress among employees. In this study, the researcher finds that stress mars employees' health, their performance in work place and at last the entire business. The researcher emphasizes his point in this research that stress slows down the business. It decreases not only the employees' performance but also the productivity, sales conversion ratio, sales efficiency etc. Employees due to stress hesitate to demo the sales items to the customers. This is one of the reasons why there is

no customer-employee report .On the basis of literature review, a model has been drawn, which can be used to reduce stress. Basically stress occurs because of unhealthy work environment, over work load, and lack of awareness among employees about stress. By looking into the above factors the model can be used to reduce the stress in work place.

CHAPTER-3

THEORETICAL FRAMEWORK

3. THEORETICAL FRAMEWORK

Theories are formulated to explain, predict, and understand phenomena and, in many cases, to challenge and extend existing knowledge within the limits of critical bounding assumptions. The theoretical framework introduces and describes the theory that explains why the research problem under study exists.

3.1 INTRODUCTION

Stress is a type of mental illness and it is socially acceptable. Many researchers defined stress in their own way over the period of time. Occupational stress is a major problem for individuals and organizations. The stress may create negative results in employees in the form of absenteeism, lowered morale, bad health conditions, burnout, high workforce turnover and poor performance and lack of efficiency in work. When there is discrepancy between the work place environment demands and the ability of an individual, which is required to fulfill the demands of a job, the stress will occur. Many times it is observed that stress persuades the body to react in the form of physiological and the individual can injure himself mentally and physically. The factors such as lack of autonomy, management behaviour, lack of opportunities or motivation to increase skill level, harassment, toxic work, unbalanced workload, extensive hours worked, isolation, ruined relationships among workers, contribute to workplace stress.

3.2 DEFINITIONS

According to oxford advanced learners dictionary, stress means pressure or worry resulting from mental or physical distress, difficult circumstances etc. Ivancevich and Matteson have defined stress as follows, "stress is an adaptive response, mediated by individual characters or psychological process, i.e., consequence of any external action, situation or event that takes place special physical and or psychological demand upon a person."

In the context of jobs, Behead and Newsman have defined job stress as follows, "Job stress is a condition arising from the interaction of people and their jobs are characterized by changes within people that force them to deviate from their normal functioning".

3.3 FEATURES OF STRESS

Stress may result into any kind of deviation, physical, psychological or behavior in the person. This deviation is from the usual state of affairs. From the point of view stress is different than anxiety which operates solely in the emotional and psychological sphere. Thus stress may be accompanied by anxiety but it is more comprehensive than the latter. Such stimuli may be in any form" inter personal interaction, even, and so on. The impacts of the stimuli produce deviation in the individual. It is not necessary that stress is always dysfunctional. On the contrary, there may be some stress called eustress, like stress for creative work, entrepreneurial activities, keen completion, etc. This stimulates better productivity. If it is only dysfunctional stress called distress, which is bad and must be overcome.

Stress can be either temporary or long term, mild or severe, depending mostly on how long it is cause continue, how powerful they are, how strong the individual's power are. If stress is mild and temporary, and most people can handle it or, at least, can recover from its effects rather quickly. Similarly person who has strong power for tolerating stress can cope with stress more quickly.

3.4 SOURCES OF STRESS

The Environment: – The environmental stressors such as weather, noise, crowding, pollution, traffic, unsafe and substandard housing, and crime.

Social Stressors: – stressors such as deadlines, financial problems, job interviews, presentations, disagreements, demands for your time and attention, loss of a loved one, divorce, and co-parenting. These stressors arising due to demands of the different social roles such as parent, spouse, caregiver, and employee.

Physiological: –Physiological stressors include rapid growth of adolescence, menopause, illness, aging, giving birth, accidents, lack of exercise, poor nutrition, and sleep disturbances.

Thoughts: –Human brain interprets and perceives situations as stressful, difficult, painful or pleasant, in such situation our brain determines whether they are problems to us or not.

3.5 CAUSES OF STRESS

There may be numerous conditions in which people may feel stress. Conditions that tend to cause are called "stressors". Although even a single stressor may cause major stress like death of near one. Usually stressors companies so pressure an individual in a variety of ways until stress develops. The various stressors can be grouped into three categories, these are the following:

3.5.1 INDIVIDUAL STRESSORS

There are many stressors at the level of individual which may be generated in the context of organizational life or his personal life. There are several such events which may work as stress. They are the following:

- **Life and career changes**

Stress produces several changes in life and career. Research studies shows that, in general, every transition or change produces stress. People in newer places experience, such state of transition are stress. Stress has been found more amongst young adults than older people, urban population than rural and greater in higher.

- **Personality type**

Personality characters such as authorization, rigidity, masculinity, feminist, extroversion, supportiveness, spontaneity, and emotionality, tolerance for ambiguity, locus of control, anxiety, and need for achievement are particularly relevant to individual stress. Recently more attention has been paid to analyses type A & B personality profile in the study of stress. People with personality A profile experience considerable stress.

3.5.2 GROUP STRESSORS

Group interactions affects human behavior. There may be some factors in group interaction which act as stressors. Following are the major group stressors:

- **Lack of group cohesiveness**

Group cohesiveness is important for the satisfaction of individuals in group interaction. When they deny the opportunity for this cohesiveness, it will become very stressful for them as they get negative reaction from group members.

- **Lack of social support**

When individuals get social support from the members of the group, they are able to satisfy their social needs and they are better off. When this social support do not come, it become stressing for them. Any conflict arising out of group interactions may become stressing for the individuals, be it interpersonal conflict among group members or intergroup level.

3.5.3 ORGANISATIONAL STRESSORS

Organizational stressors refer to factors within an organization that can cause stress and anxiety for employees. These stressors can arise from various aspects of the work environment, culture, and management practices.

- **Organizational Policies**

Organizational policies provide guidelines for action. Unfavorable and ambiguous policies may affect the functioning of the individuals adversely and they may experience stress. Thus unfair and arbitrary performance evaluation, unrealistic job description, frequent reallocation of activities, rotating work shifts, ambiguous procedures, inflexible rules, inequality of incentives etc. work as stress.

- **Organizational structure**

Organization structure provides formal relationships among individuals in an organization. Any defect in organization structure like lack of opportunity of participation

in decision making, lack of opportunity of advancement, high degree of specialization, excessive interdependence of various departments, line and staff conflict etc. Works as stressors as relationship among individuals and groups do not work effectively.

- **Organizational process**

Organizational process also affects individual behavior at work. Faulty organizational process like poor communication, poor and inadequate feedback of work performance, ambiguous and conflicting roles unfair control system, inadequate information flow etc. cause stress for people in the organization Organizational physical condition affects work performance. Thus poor physical condition like overcrowding and lack of privacy, excessive noise, heat and cold, pressure of toxic chemicals and radiation, air pollution, safety hazards, poor lighting etc. produce stress on people.

3.6 EFFECTS OF STRESS

Generally, stress is considered to be negative, thereby meaning that it has negative consequences. However, stress has neutral connotations; it is only the degree of stress which produces positive and negative consequences. From this point of view, stress can be classified as estrus and distress.

- **Estrus**

Estrus denotes the presence of optimum level of stress in an individual which contributes positively to his performance. This may lead employees to new and better ways of doing their jobs. In certain jobs such as sales, creativity (journalism, radio/television announcement, where time pressure is significant), a mild level of stress contributes positively to productivity.

- **Distress**

Distress denotes the presence of high level of stress in an individual which affects job performance adversely and creates many types of physical, psychological and behavioral problems.

At the optimum level of stress (eustress), the performance is high. It is lower in the case of very low-level stress and still lower in very high-level stress. Though optimum level of stress maybe different for different individuals, each individual can determine how much stress is functional for him to operate in a productive manner. High level of stress (distress) causes physical, psychological and behavioral problems.

- **Physical problems**

Stress causes physical reactions, including automatic, excitability of nerves, increased heart beat rate, and decrease in body temperature. A research finding suggest high level stress is accompanied by high blood pressure and high level of cholesterol and can result into heart disease, ulcer and arthritis. There is even link between stress and cancer. Such serious ailments however are not caused exclusively by stress alone: physical characteristics of the individual have their contribution. These ailments have a drastic effect on the individuals, their families and organization.

- **Psychological problems**

High level of stress is accompanied by psychological reaction, such as anger, anxiety, depression, nervousness, irritability, tension and boredom depending upon the nature of stress and the capacity of individuals to bear stress. The effects of psychological reaction of individuals may be changes in mood and other emotional states, lowered

self-esteem, resentment of supervision, inability to concentrate and make decisions and job dissatisfaction. These affect productivity in the organization adversely.

- **Behavioural problems**

People show dysfunctional behavior because of high level of stress. Such behavior Maybe in d form of alcoholism, drug addiction, increased smoking, sleeplessness under or over eating etc.

In extreme cases, when the individual is not able to bear stress it may result into suicide. At work place, people may show behavior like tardiness, absenteeism and turnover.

- **Burn out**

Burn out is a syndrome wherein a person breaks down physically emotionally due to continuous over work a long period of time. The human body is not instantly rebuild its ability to cope with stress one it is depleted. As a result, people become physically and emotionally weakened from trying to combat in. They become detached from their jobs and feel unable to accomplish their goals.

Burnout is a slow process through the following stages:

- Stage of job contentment- enthusiasm to work with high energy level and positive attitudes.
- Stage of fuel shortage-experiencing mental fatigue, frustration, disillusionment and low morale.
- Stage of withdrawal and isolation-avoiding contacts with co-workers, showing anger, negativism and emotional disturbances.
- Stage of crisis-very low self-esteem, cynicism and negative feelings.
- Stage of final breakdown-alcoholism and drug addiction, suicidal tendency and heart attacks.

When people become burnout, they are more likely to complain, to attribute their errors to others, and to be high irritable. They feel alienated which drives many of them to think about leaving their jobs, to seek out opportunities to become trained for new careers. In addition to higher turnover, such people show increased absenteeism, decreased productivity, and defective work quality.

- **Rust out**

Rust out is a syndrome wherein a person is chronically under worked and all his skills are underutilized in performing the job. This syndrome is a problem for employees. Like a rusting tool, there is continuous erosion in employees and over the period of time, they become useless. Rusting in employees occurs in two situations-sidelined and misemployment. In sidelining, an employee is isolated by his superior either due to lack of confidence, prejudices or due to demonstrated misdeeds/incompetence. In misemployment, the employee is placed in a job which requires much lesser skills than

what he possesses. In both these situations employee develops one of the following feelings and behaviors':

- He no longer engages in work pace events
- He does not identify with his job the way he used to do earlier
- He begins to feel that he is not needed or valued

3.7 STRESS MANAGEMENT

High levels of stress affects individuals directly and through them their families and organizations are also affected. Therefore, efforts should be made to overcome the negative consequence of high stress.

Stress management is required when an individual is unable to cope with the demanding environment. This inability generates anxiety and produces defensive behaviors and stress symptoms. Therefore the action required for developing adaptive behavior so as to overcome the consequences of stress. Such action may be taken at individual level as well as at organizational level.

3.8 INDIVIDUAL COPING STRATEGIES

Stress may cause within organizational context and outside as discussed. Therefore coping strategies adopted by the individuals without reference to the organization. Individuals coping strategies tend to be more reactive in nature, that is, they tend to be ways of coping with stress that has already occurred. Some individual's strategies, such as physical exercise, can be both reactive and proactive, but most are geared towards helping the person who is already suffering from stress. Following are the major individual coping strategies:

- **Physical exercise**

Physical exercise is a good strategy to get the body fit and reduce stress. Physical exercise is of different types such as walking, jogging, swimming, playing etc. Are good methods of overcoming stress? The role of yoga, a scientific technique of physical exercise to keep body fit and to overcome stress, has been recognized in most part of the world. Physical

exercise helps people to cope better with stress generally as a side effect, such as relaxation, enhanced self-esteem, and simply getting one's mind off work for a while.

- **Relaxation**

Impact of stress can be overcome by relaxation. The relaxation can be simple or some specific technique of relaxation, such as bio feedback and meditation. In bio feedback individuals learn the internal rhythm of a particular body process through electronic signals, feedback that is weird to the body area. (for e.g. skin, brain or heart). From this feedback, the person can learn to control body process in question. Meditation involves quite concentrated inner thought in order to rest the body physically and emotionally. Transactional meditation is one of the popular practices in meditation. In this practice the mediator tries to meditate for two periods of 15-20 minutes a day, concentration on the repetitions of some mantra. Any meditation essentially involves a quiet environment, a comfortable position, a repetitive mental stimulus, and a passive attitude. Meditation has been recognized as a powerful technique for reducing stress. Whether a person takes easy or a specific relaxation technique, the intent is to eliminate or manage the stressful situation more effectively.

- **Work-home transition**

Work home transition is also like a relaxation technique. In this technique, a person may attend to less pressure including type of routine work during the last 30 or 60 minutes of work time. For instance, during the last hour of work, the person can review the day's activities; list the priorities of the activities that need to be attended the next day. Thus, he can finish his day's work and come back in a relaxed manner.

- **Cognitive therapy**

Because of increasing stress special cognitive therapy techniques have been developed by psychologists. In these techniques, lectures and interactive sessions are arranged to help participants to : (i) recognize events at work and what cognitions they elicit; (ii) become aware of the effect of such cognition on their psychological and

emotional responses: (iii) systematically evaluate the objective consequences of the events at work: and (iv) replace self-defeating cognitions that unnecessarily arouse strain.

- **Networking**

Networking is the formation of the close associations with trusted, empathetic co-workers and colleagues who are good listeners and confidence builders. Such persons provide mental support to get the person through stressful situation.

3.9 ORGANIZATIONAL COPING STRATEGIES

Organizational coping strategies are more of proactive nature, that is, they attempt at removing existing or potential stressors and prevent the onset of stress of individual job holders. As discussed, there are many organizational stressors. Therefore organizational coping strategies revolve around those factors which produce or help producing stress. Following are the organizational coping techniques or efforts:

- **Supportive organizational culture**

Many of the organizational stressors emerge because of faulty organizational practices and processes. To a very great extent, these can be controlled by creating supportive organizational climate. Supportive organizational climate depends upon managerial leadership rather than the use of power and money to control organizational behaviour. The focus is mainly on participation and involvement of employees in decision making process. Such a climate develops belongingness among people which help them reduce their stress.

- **Job enrichment**

A major source of stress is the monotonous and disinteresting jobs being performed by the employees in the organization. Through more rational designing of the jobs, recognition, opportunity for achievement and advancement, or improving core job characteristics, such as skill variety, task identify, task significance, autonomy and feedback may lead to motivation, feeling of sense of responsibility and utilizing maximum capability at the work. Such phenomenon helps in reducing stress.

- **Organizational role clarity**

People experience stress when they are not clear about what they are expected to do in the organization. This may happen because either there is ambiguity in the role or there is a conflict in role. Such a situation can be overcome by defining role clearly. Role analysis techniques help both managers and employees to analyze what the job entails and what the expectations are. Breaking down the job into various components clarifies the role of the job incumbent for the entire system. This helps to eliminate imposing unrealistic expectations on the individual. Role ambiguity, role conflict and role overload can be minimized, consequently leading to reduction in stress.

- **Career planning and counseling**

Career planning and counseling helps the employee to obtain professional advice regarding career paths that would help them to achieve personal goals. It also makes the awareness of what additional qualifications, training and skills they should acquire for career advancement.

- **Stress control workshop and employee assistance programmes'**

The organization can hold periodical workshops for control and reduction of stress. Such workshops may help the individual to learn the dynamics of stress and method of overcoming its ill effects. Similarly, the organization can make arrangement for assisting individuals in overcoming their personal and family problems, dealing with health problems and dealing with other kind of personal and family problems. Both times of coping strategies individual and organizational taken together not necessarily guarantee the individuals will not experience stress. However such strategies may help either in reducing the tendency of occurring stress or if stress has occurred, help in minimizing their negative impact.

CHAPTER-4
DATA ANALYSIS AND
INTERPRETATION

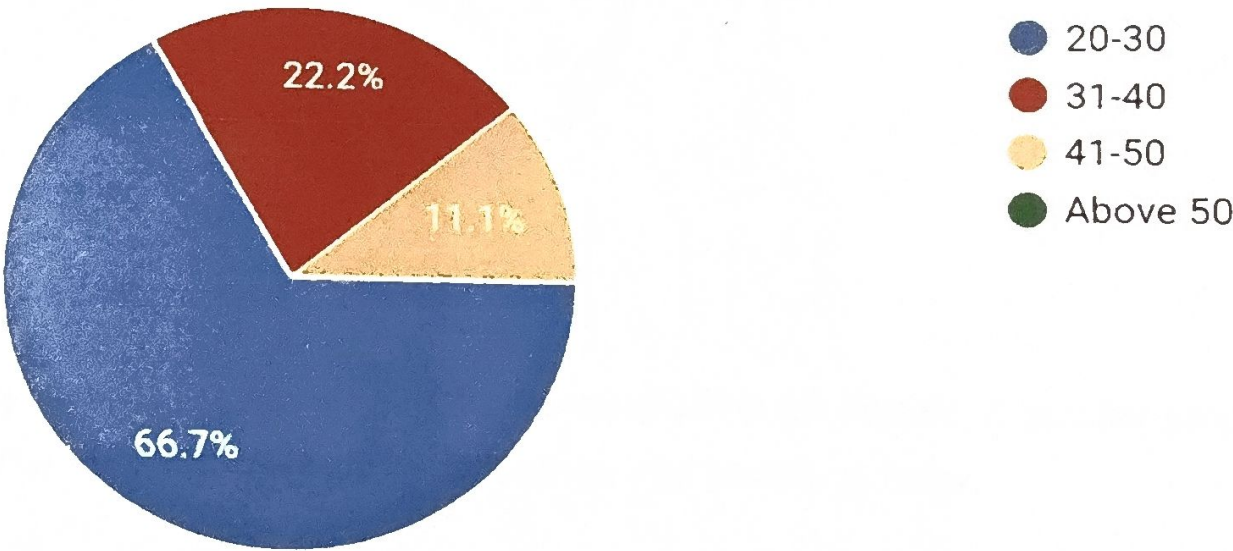
4.1 AGE OF RESPONDENTS

Table 4.1 Age of Respondents

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|-----------|-------------------|--------------|
| 20-30 | 48 | 66.7 |
| 31-40 | 16 | 22.2 |
| 41-50 | 8 | 11.1 |
| Above 50 | 0 | 0 |
| Total | 72 | 100 |

(Source: primary data)

Figure 4.1 Age of Respondents



(Source: primary data)

Interpretation: Most respondents belong to the age category 20-30 years old (66.7%). Fewer respondents (22.2%) are in the 31-40 age range. Only 11.1% of respondents are between 41-50 years old. No respondents are above 50 years old.

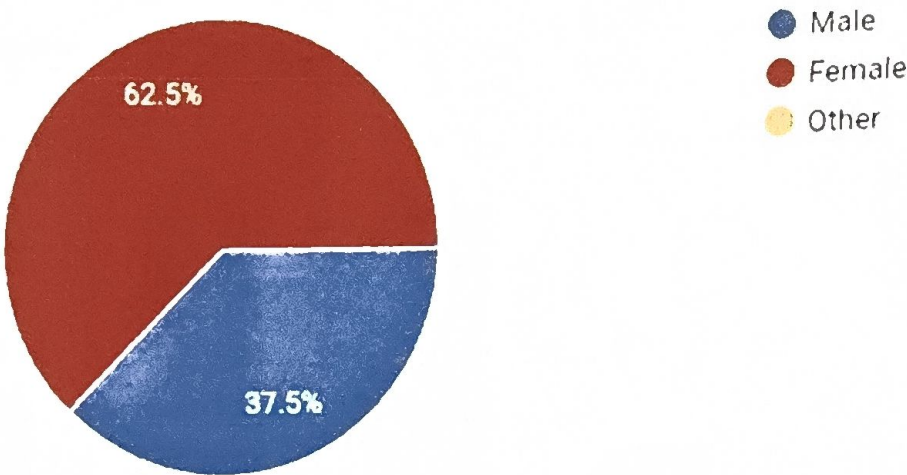
4.2 GENDER OF RESPONDENTS

Table 4.2 Gender of Respondents

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|-----------|-------------------|--------------|
| Male | 27 | 37.5 |
| Female | 45 | 62.5 |
| Other | 0 | 0 |
| Total | 72 | 100 |

(Source: primary data)

Figure 4.2 Gender of Respondents



(Source: primary data)

Interpretation: The majority of respondents (62.5%) are Female. A smaller proportion (37.5%) are Male. There are no respondents who identify as Other.

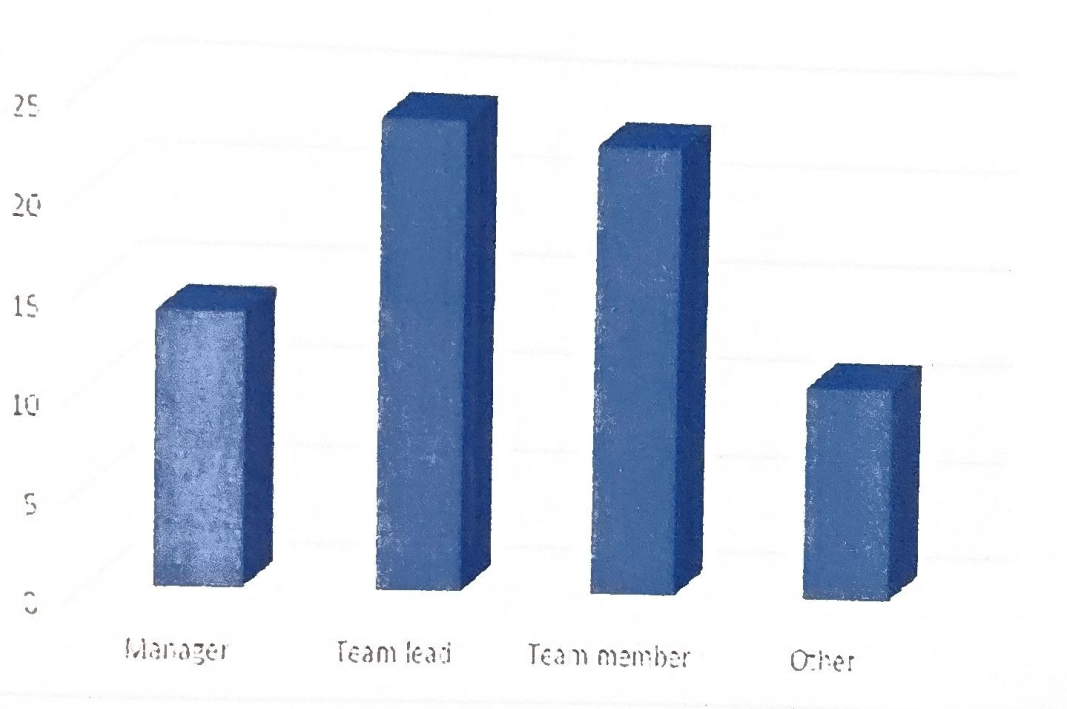
4.3 JOB ROLE OF RESPONDENTS

Table 4.3 Job of Respondents

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|-------------|-------------------|--------------|
| Manager | 14 | 19.4 |
| Team lead | 24 | 33.3 |
| Team member | 23 | 31.9 |
| Other | 11 | 15.3 |
| Total | 72 | 100 |

(Source: primary data)

Figure 4.3 Job role of Respondents



(Source: primary data)

Interpretation: Team Leads make up the largest group (33.3%), followed by Team Members (31.9%), Managers (19.4%), and Others (15.3%).

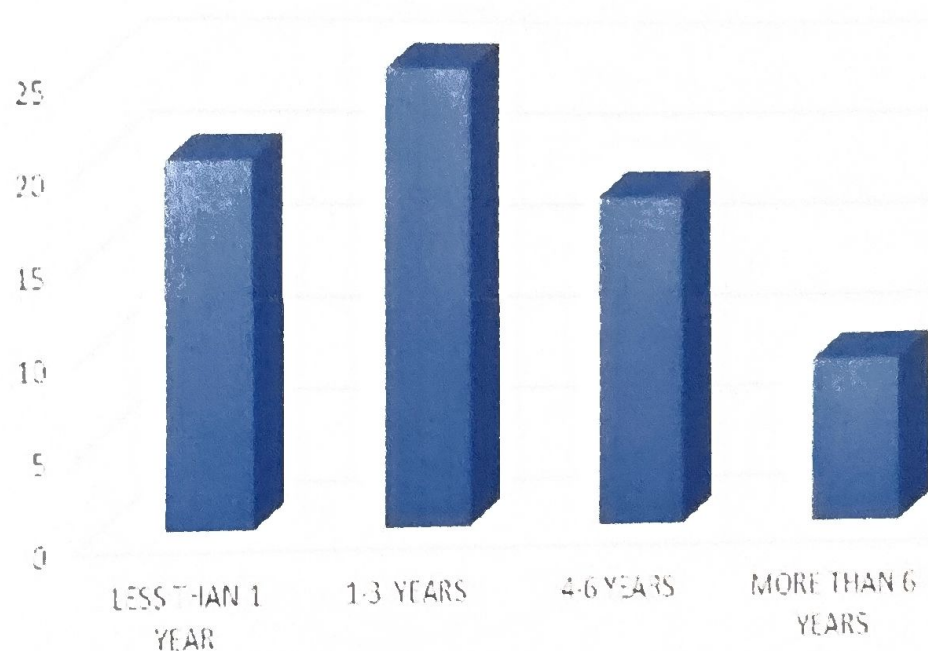
4.4 CORPORATE EXPERIENCE (IN YEARS)

Table 4.4 Corporate Experience (In years)

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|-------------------|-------------------|--------------|
| Less than 1 year | 20 | 27.8 |
| 1-3 years | 25 | 34.7 |
| 4-6 years | 18 | 25 |
| More than 6 years | 9 | 12.5 |
| Total | 72 | 100 |

(Source: primary data)

Figure 4.4 Corporate Experience (In years)



(Source: primary data)

Interpretation: 27.8% are newcomers (less than 1 year). 34.7% (1-3 years). 25% (4-6 years). 12.5% (more than 6 years)

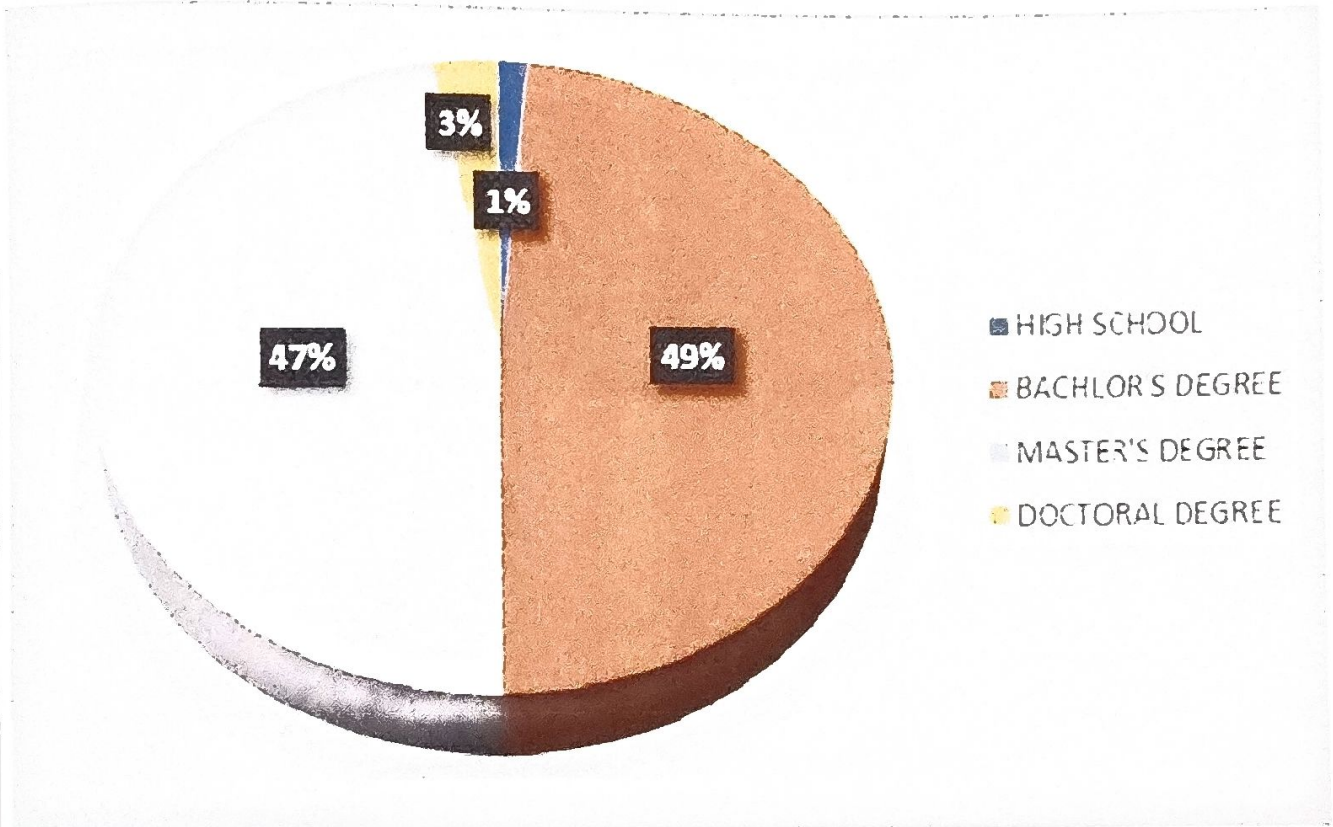
4.5 HIGHEST LEVEL OF EDUCATION

Table 4.5 Highest Level of Education

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|-------------------|-------------------|--------------|
| High school | 1 | 1.4 |
| Bachelor's degree | 35 | 48.6 |
| Master's degree | 34 | 47.2 |
| Doctoral degree | 2 | 2.8 |
| Total | 72 | 100 |

(Source: primary data)

Figure 4.5 Highest Level of Education



(Source: primary data)

Interpretation: Most respondents are highly educated, with 48.6% having a Bachelor's degree, 47.2% a Master's degree, and 2.8% a Doctoral degree, leaving 1.4% with a high school education.

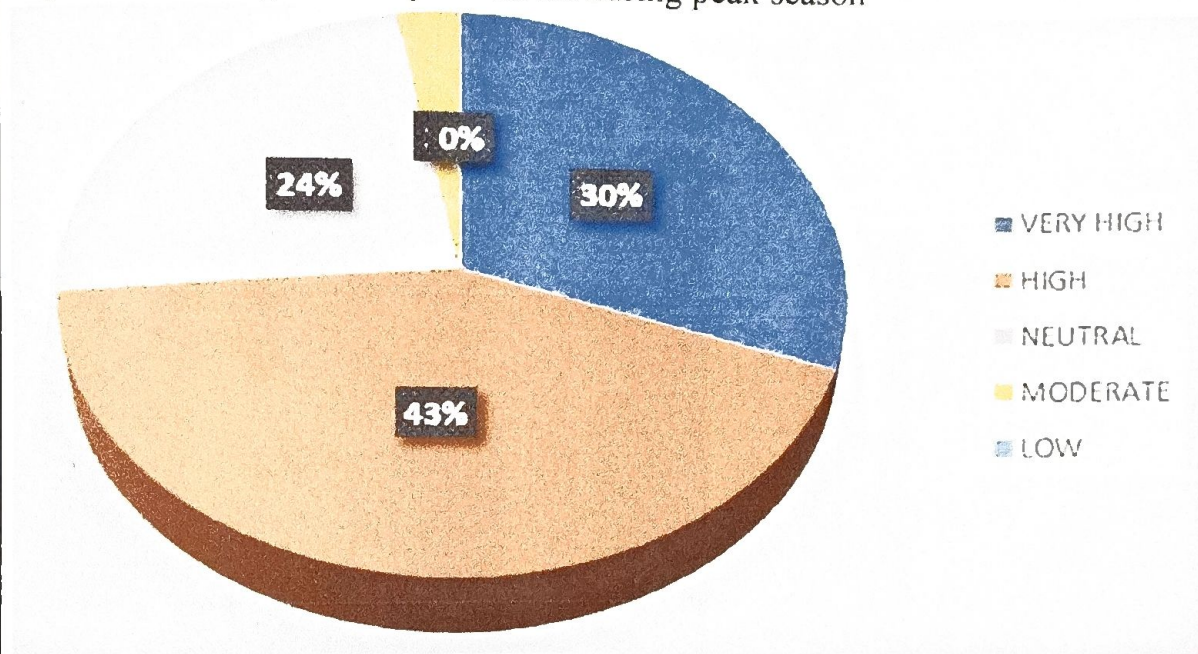
4.6 RATING OF WORKPLACE STRESS DURING PEAK SEASON

Table 4.6 Rating of workplace stress during peak season

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|-----------|-------------------|--------------|
| Very high | 22 | 30.6 |
| High | 31 | 43.1 |
| Neutral | 17 | 23.6 |
| Moderate | 2 | 2.8 |
| Low | 0 | 0 |
| Total | 72 | 100 |

(Source: primary data)

Figure 4.6 Rating of workplace stress during peak season



(Source: primary data)

Interpretation: The majority of employees experience high levels of stress during peak season, with 43.1% rating it as high and 30.6% rating it as very high. A smaller portion, 23.6%, feels neutral, while very few (2.8%) report moderate stress, and none of the respondents feel low stress.

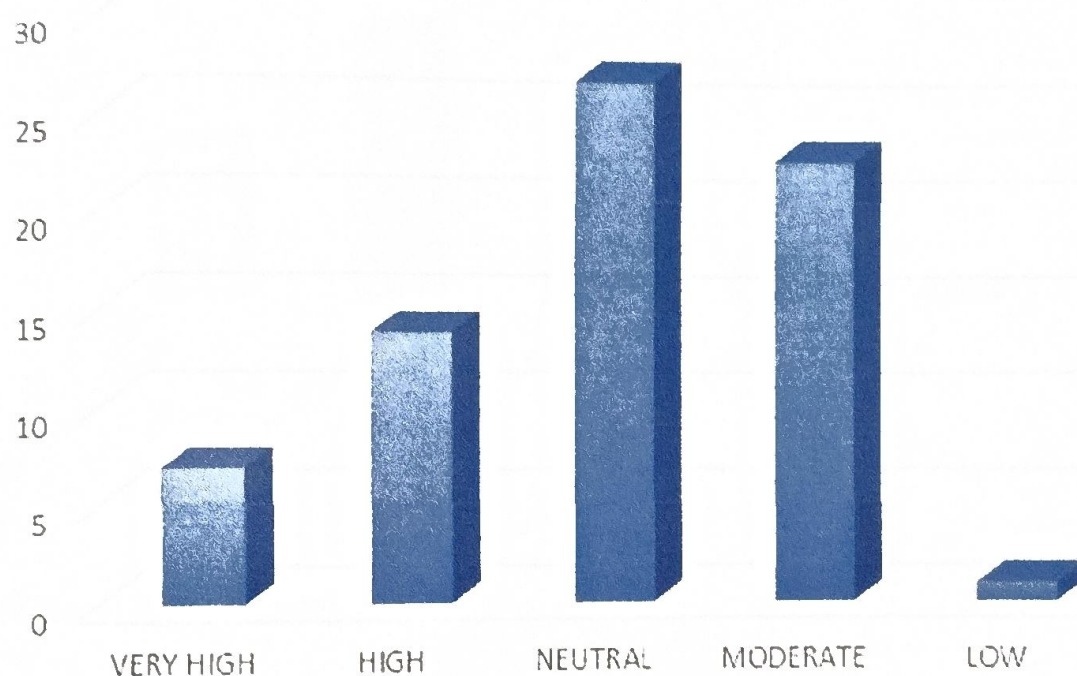
4.7 RATING OF WORKPLACE STRESS DURING OFF-PEAK SEASON

Table 4.7 Rating of workplace stress during off- peak season

| RESPONSES | NO RESPONDENTS | PERCENTAGE % |
|-----------|----------------|--------------|
| Very high | 7 | 9.7 |
| High | 14 | 19.4 |
| Neutral | 27 | 37.5 |
| Moderate | 23 | 31.9 |
| Low | 1 | 1.4 |
| Total | 72 | 100 |

(Source: primary data)

Figure 4.7 Rating of workplace stress during off-peak season



(Source: primary data)

Interpretation: During off-peak season, workplace stress levels drop significantly, with most respondents reporting neutral (37.5%) or moderate (31.9%) stress. Fewer report high (19.4%) or very high (9.7%) stress, and only 1.4% experience low stress.

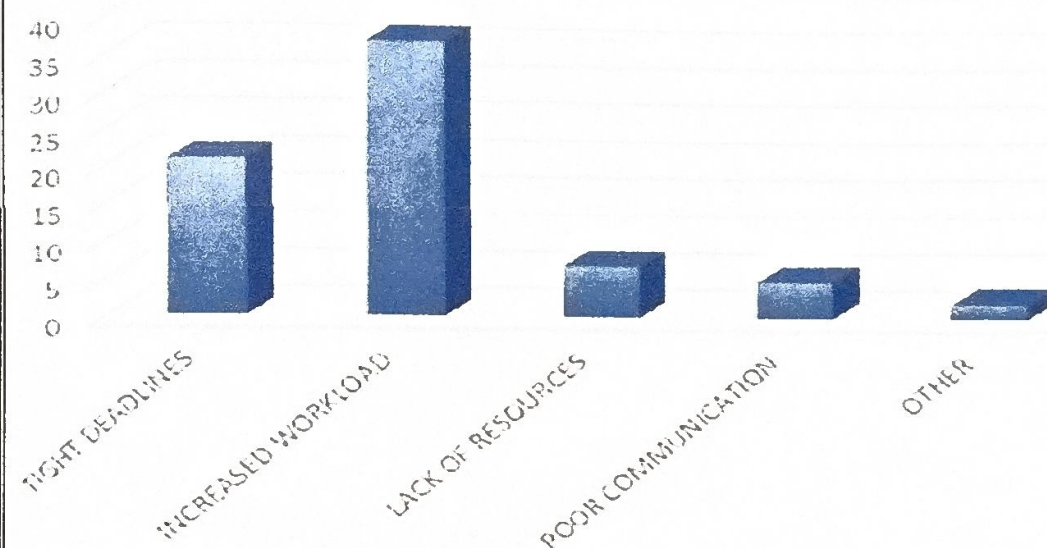
4.8 COMMON FACTORS CONTRIBUTING TO WORKPLACE STRESS DURING PEAK SEASON

Table 4.8 Factors contributing to workplace stress during peak season

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|--------------------|-------------------|--------------|
| Tight deadlines | 21 | 29.2 |
| Increased workload | 37 | 51.4 |
| Lack of resources | 7 | 9.7 |
| Poor communication | 5 | 6.9 |
| Other | 2 | 2.8 |
| Total | 72 | 100 |

(Source: primary data)

Figure 4.8 Factors contributing to workplace stress during peak season



(Source: Primary data)

Interpretation: A majority of (51.4%) respondents are of the opinion that increased workload contributes most to workplace stress during peak season, (29.2%) states tight deadlines, (9.7%) lack of resources, (6.9%) poor communication as stressors, while a small minority (2.8%) identify other factors

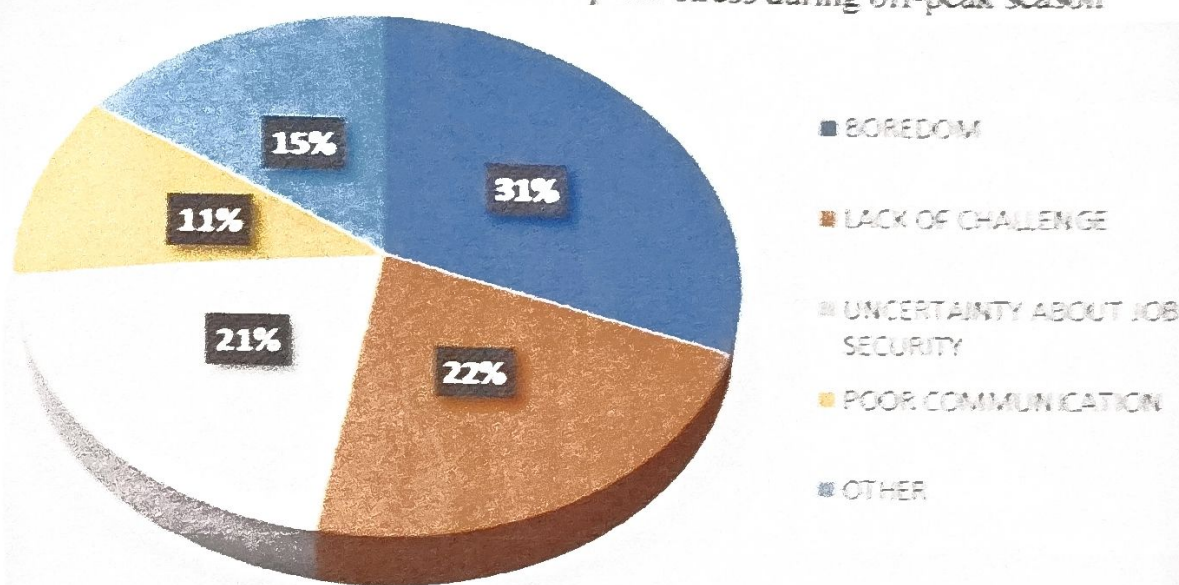
4.9 COMMON FACTORS CONTRIBUTING TO WORKPLACE STRESS DURING OFF-PEAK SEASON

Table 4.9 Factors Contributing to workplace stress during off-peak season

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|--------------------------------|-------------------|--------------|
| Boredom | 22 | 30.6 |
| Lack of challenge | 16 | 22.2 |
| Uncertainty about job security | 15 | 20.8 |
| Poor communication | 8 | 11.1 |
| Other | 11 | 15.3 |
| Total | 72 | 100 |

(Source: primary data)

Figure 4.9 Factors contributing to workplace stress during off-peak season



(Source: primary data)

Interpretation: During the off-peak season, the main contributors to workplace stress are boredom (30.6%) and lack of challenge (22.2%). Additionally, uncertainty about job security (20.8%) and poor communication (11.1%) also cause stress, while (15.3%) of respondents identify other factors as stressors.

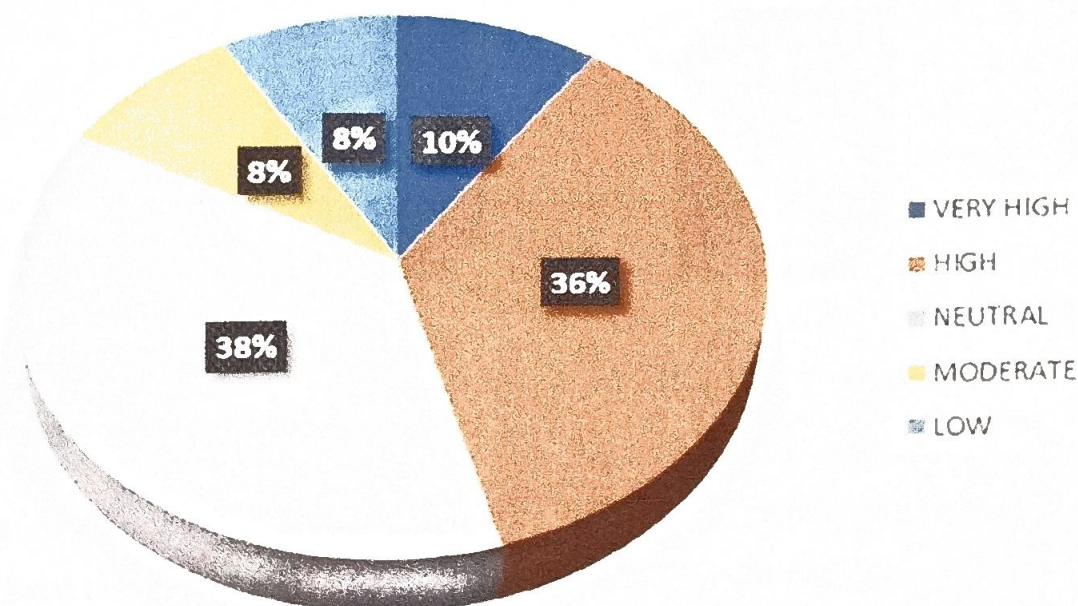
4.10 ORGANIZATIONAL SUPPORT FOR STRESS MANAGEMENT

Table 4.10 Organizational support for stress management

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|-----------|-------------------|--------------|
| Very high | 7 | 9.7 |
| High | 26 | 36.1 |
| Neutral | 27 | 37.5 |
| Moderate | 6 | 8.3 |
| Low | 6 | 8.3 |
| Total | 72 | 100 |

(Source: primary data)

Figure 4.10 Organizational support for stress management



(Source: primary data)

Interpretation: Organizational support for stress management is generally moderate, with the majority of respondents rating it as neutral (37.5%) or high (36.1%). However, a significant portion also report low (8.3%) or moderate (8.3%) support, while only (9.7%) rate it as very high.

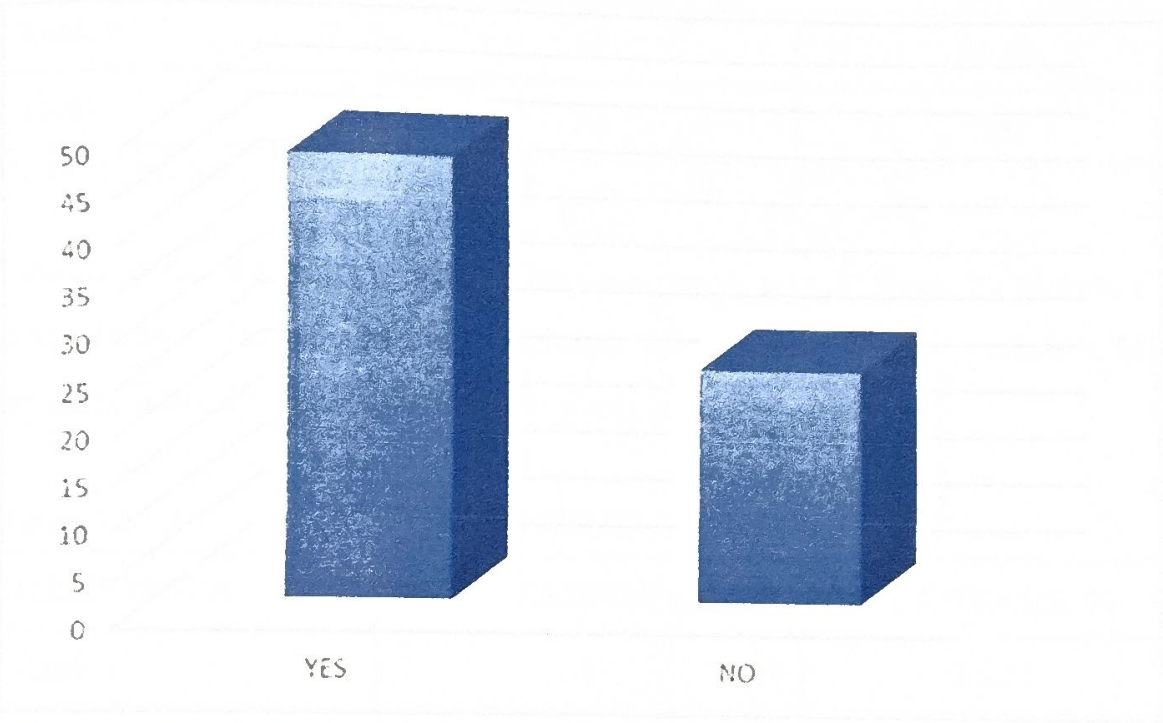
4.11 STRESS-RELATED LEAVE

Table 4.11 Stress-related leave

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|-----------|-------------------|--------------|
| Yes | 47 | 65.3 |
| No | 25 | 34.7 |
| Total | 72 | 100 |

(Source: primary data)

Figure 4.11 Stress-related leave



(Source: primary data)

Interpretation: A significant majority (65.3%) of respondents reported taking stress-related leave, while a substantial minority (34.7%) did not.

4.12 RANKING STRESS FACTORS IN THE CORPORATE SECTOR

Table 4.12.1

WORKLOAD

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|-----------|-------------------|--------------|
| Rank 1 | 39 | 54.17 |
| Rank 2 | 10 | 13.89 |
| Rank 3 | 9 | 12.5 |
| Rank 4 | 4 | 5.56 |
| Rank 5 | 10 | 13.89 |
| Total | 72 | 100 |

(Source: primary data)

Interpretation: Rank 1 (54.17%): Dominant stress source, Rank 2 (13.89%): Moderate stress impact, Rank 3 (12.5%): Moderate stress impact. Rank 4 (5.56%): Minor stress concern, Rank 5 (13.89%): Moderate stress impact.

Table 4.12.2

LACK OF CONTROL

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|-----------|-------------------|--------------|
| Rank 1 | 8 | 11.11 |
| Rank 2 | 23 | 31.94 |
| Rank 3 | 27 | 37.5 |
| Rank 4 | 11 | 15.3 |
| Rank 5 | 3 | 4.2 |
| Total | 72 | 100 |

(Source: primary data)

Interpretation: Rank 3 (37.5%): Most stressful aspect of lack of control, Rank 2 (31.94%): Second most stressful aspect, Rank 4 (15.3%): Moderate stress contributor, Rank 1 (11.11%): Moderate stress contributor, Rank 5 (4.2%): Least stressful aspect.

Table 4.12.3

POOR COMMUNICATION

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|-----------|-------------------|--------------|
| Rank 1 | 14 | 19.44 |
| Rank 2 | 23 | 31.94 |
| Rank 3 | 24 | 33.33 |
| Rank 4 | 6 | 8.33 |
| Rank 5 | 5 | 6.94 |
| Total | 72 | 100 |

(Source: primary data)

Interpretation: Rank 3 (33.33%): Most stressful aspect, Rank 2 (31.94%): Second most stressful aspect, Rank 1 (19.44%): Moderate stress contributor, Rank 4 (8.33%): Less significant stress contributor, Rank 5 (6.94%): Least stressful aspect.

Table 4.12.4

UNCLEAR EXPECTATIONS

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|-----------|-------------------|--------------|
| Rank 1 | 9 | 12.5 |
| Rank 2 | 20 | 27.78 |
| Rank 3 | 17 | 23.61 |
| Rank 4 | 23 | 31.94 |
| Rank 5 | 3 | 4.2 |
| Total | 72 | 100 |

(Source: primary data)

Interpretation: Rank 4 (31.94%): Most stressful aspect, Rank 2 (27.78%): Second most stressful aspect, Rank 3 (23.61%): Moderate stress contributor, Rank 1 (12.5%): Moderate stress contributor, Rank 5 (4.2%): Least stressful aspect.

Table 4.12.5

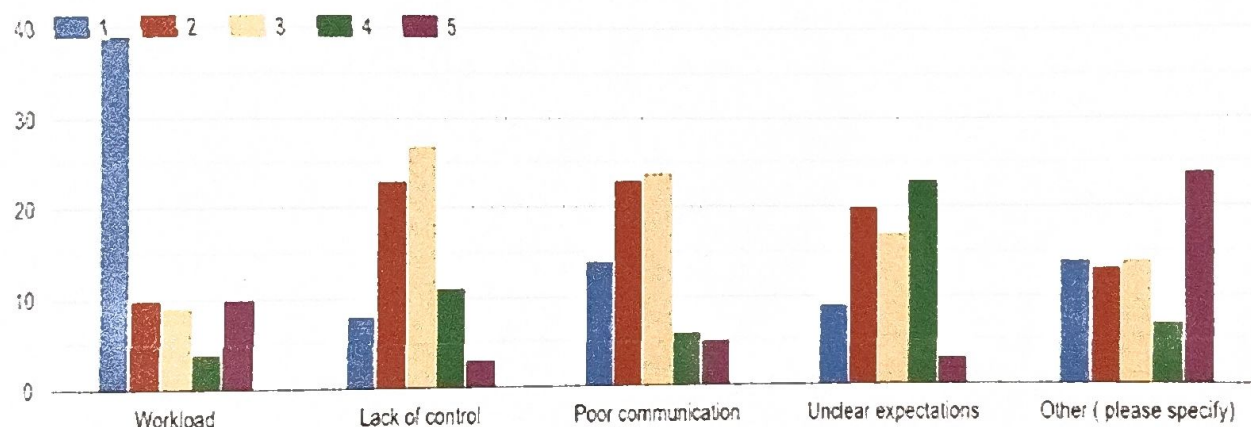
OTHER

| RESPONSE | NO OF RESPONDENTS | PERCENTAGE % |
|----------|-------------------|--------------|
| Rank 1 | 14 | 19.44 |
| Rank 2 | 13 | 18.1 |
| Rank 3 | 14 | 19.44 |
| Rank 4 | 7 | 9.72 |
| Rank 5 | 24 | 33.33 |
| Total | 72 | 100 |

(Source: primary data)

Interpretation: Rank 1 (19.44%): Moderate stress factor, Rank 2 (18.1%): Moderate stress factor, Rank 3 (19.44%): Moderate stress factor, Rank 4 (9.72%): Relatively minor stress factor, Rank 5 (33.33%): Dominant stress factor.

Figure 4.12 Ranking stress factors in the corporate sector



(Source: primary data)

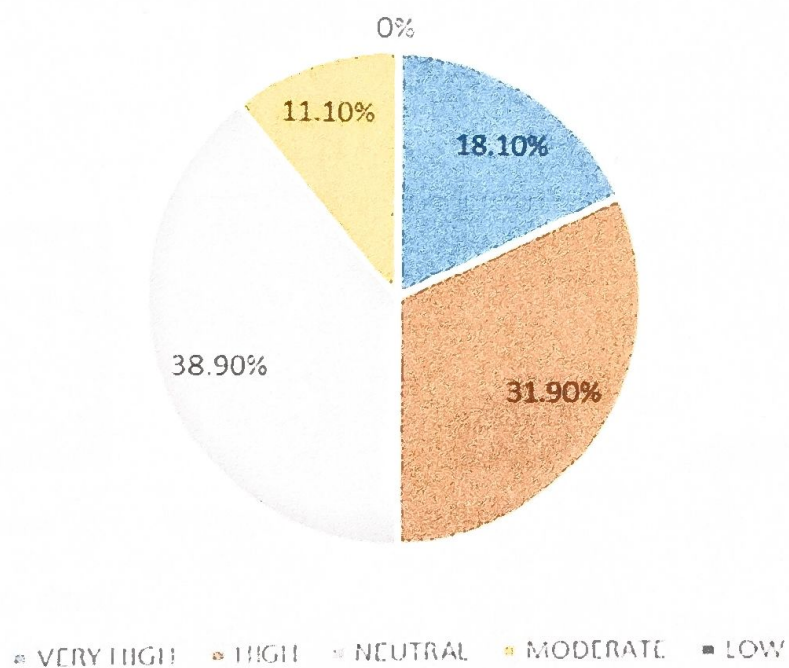
4.13 RATING OF COLLEAGUE SUPPORT

Table 4.13 Rating of colleague support

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|-----------|-------------------|--------------|
| Very high | 13 | 18.1 |
| High | 23 | 31.9 |
| Neutral | 28 | 38.9 |
| Moderate | 8 | 11.1 |
| Low | 0 | 0 |
| Total | 72 | 100 |

(Source: primary data)

Figure 4.13 Rating of colleague support



(Source: Primary data)

Interpretation: Half of employees (50%) feel highly supported by colleagues, while 38.9% are neutral, and 11.1% receive moderate support. No one feels unsupported.

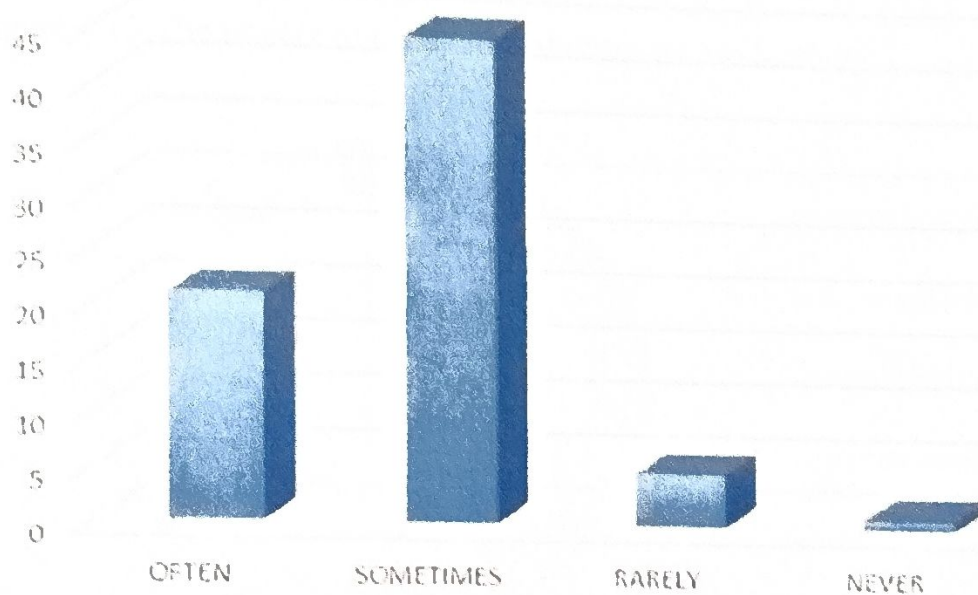
4.14 FREQUENCY OF WORK-LIFE BALANCE CONFLICTS

Table 4.14 Frequency of work-life balance conflicts

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|-----------|-------------------|--------------|
| Often | 21 | 29.2 |
| Sometimes | 45 | 62.5 |
| Rarely | 5 | 6.9 |
| Never | 1 | 1.4 |
| Total | 72 | 100 |

(Source: Primary data)

Figure 4.14 Frequency of work-life balance conflicts



(Source: Primary data)

Interpretation: The majority of employees (91.7%) experience work-life balance conflicts, with 29.2% encountering them often and 62.5% sometimes. Only a small percentage (8.3%) rarely (6.9%) or never (1.4%) experience such conflicts, indicating that work-life balance is a common challenge for most employees.

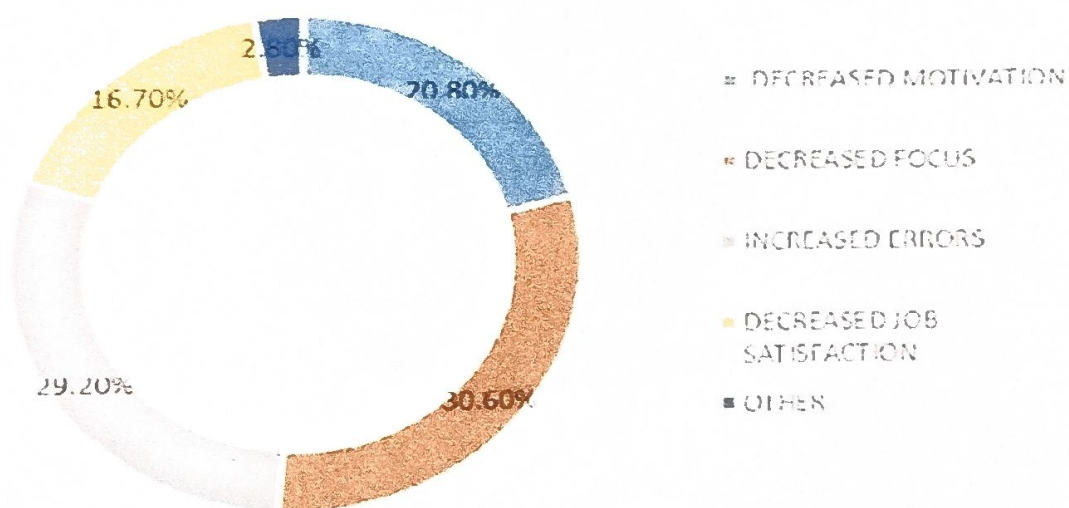
4.15 THE IMPACT OF OCCUPATIONAL STRESS ON PRODUCTIVITY

Table 4.15 The impact of occupational stress on productivity

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|----------------------------|-------------------|--------------|
| Decreased motivation | 15 | 20.8 |
| Decreased focus | 22 | 30.6 |
| Increased errors | 21 | 29.2 |
| Decreased job satisfaction | 12 | 16.7 |
| Other | 2 | 2.8 |
| Total | 72 | 100 |

(Source: primary data)

Figure 4.15 The impact of occupational stress on productivity



(Source: Primary data)

Interpretation: Occupational stress primarily affects productivity by decreasing focus (30.6%), motivation (20.8%), and job satisfaction (16.7%), while also increasing errors (29.2%).

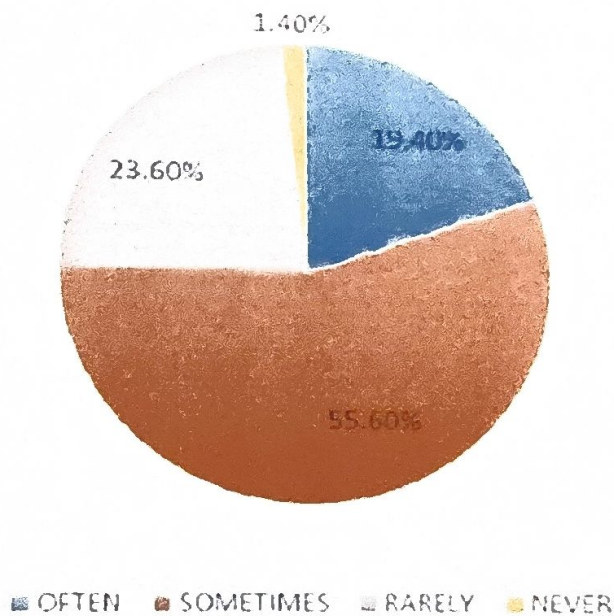
4.16 TAKING A BREAK: FREQUENCY OF RESPITE DURING WORK HOURS

Table 4.16 Break frequency at work

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|-----------|-------------------|--------------|
| Often | 14 | 19.4 |
| Sometimes | 40 | 55.6 |
| Rarely | 17 | 23.6 |
| Never | 1 | 1.4 |
| Total | 72 | 100 |

(Source: primary data)

Figure: 4.16 Break frequency at work



(Source: Primary data)

Interpretation: The majority of employees take breaks during work hours, with 55.6% taking breaks sometimes and 19.4% often. However, a significant portion (25%) rarely (23.6%) or never (1.4%) take breaks, which may indicate burnout or an always-on work culture.

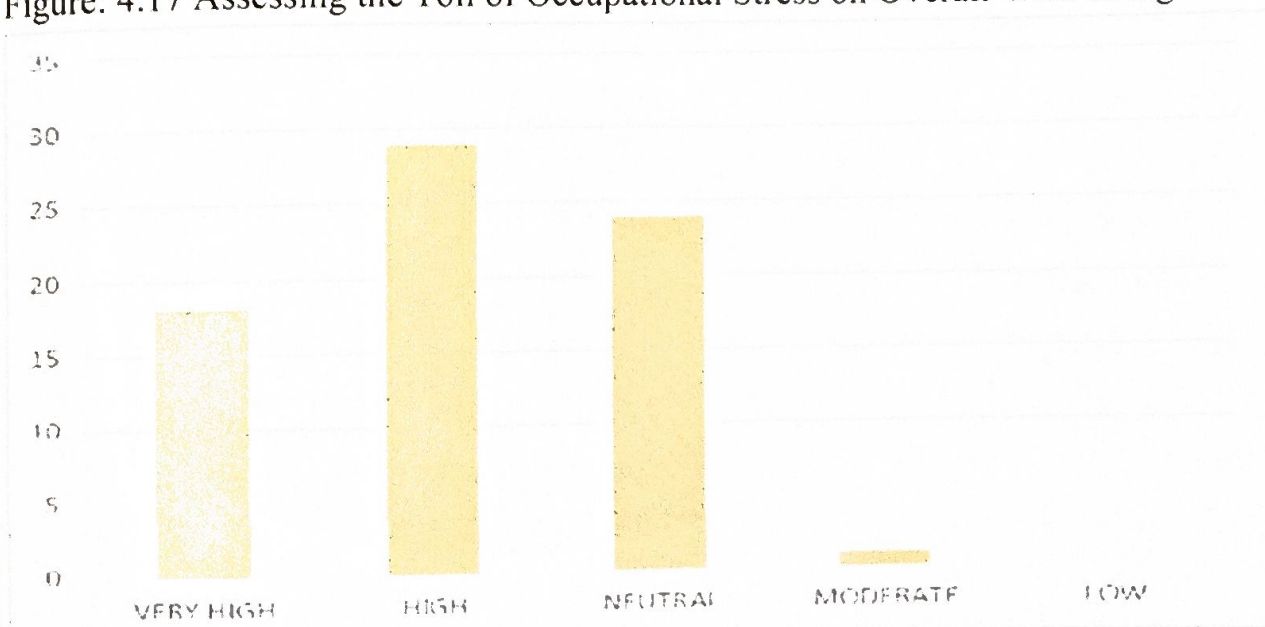
4.17 ASSESSING THE TOLL OF OCCUPATIONAL STRESS ON OVERALL WELL-BEING

Table 4.17 Assessing the toll of occupational stress on overall well-being

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|-----------|-------------------|--------------|
| Very high | 18 | 25 |
| High | 29 | 40.3 |
| Neutral | 24 | 33.33 |
| Moderate | 1 | 1.4 |
| Low | 0 | 0 |
| Total | 100 | 100 |

(Source: primary data)

Figure: 4.17 Assessing the Toll of Occupational Stress on Overall Well-being



(Source: Primary data)

Interpretation: A significant majority of employees (65.3%) report that occupational stress has a substantial negative impact on their overall well-being, with 25% rating the impact as very high and 40.3% as high. Another third (33.33%) remain neutral, suggesting they may not be significantly affected or are unsure. A negligible percentage (1.4%) rate the impact as moderate, and none report a low impact.

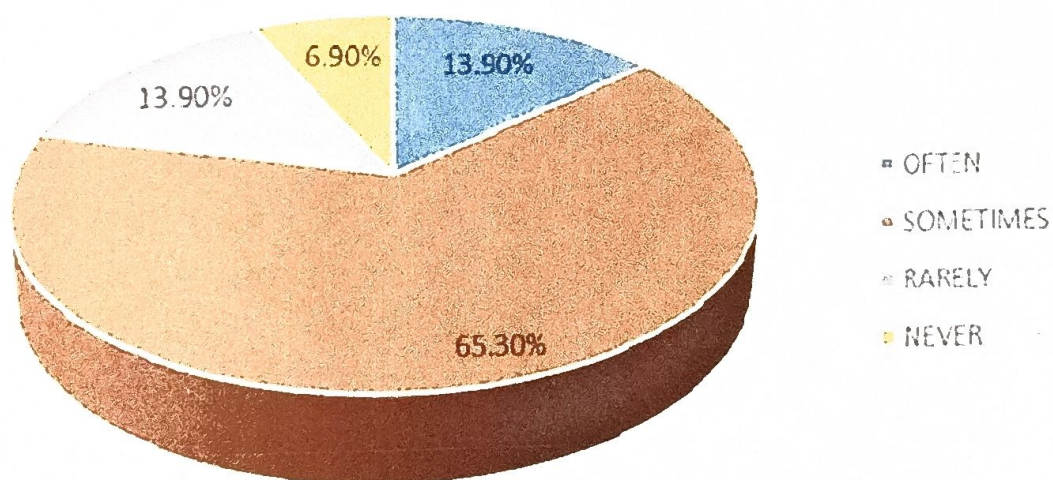
4.18 STRESS RELATED ABSENTEEISM: FREQUENCY OF OCCURRENCE

Table 4.18 Stress related absenteeism: Frequency of occurrence

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|-----------|-------------------|--------------|
| Often | 10 | 13.9 |
| Sometimes | 47 | 65.3 |
| Rarely | 10 | 13.9 |
| Never | 5 | 6.9 |
| Total | 72 | 100 |

(Source: primary data)

Figure: 4.18 Stress related absenteeism: Frequency of occurrence



(Source: Primary data)

Interpretation: Most employees (79.2%) experience absenteeism due to stress-related issues, with 65.3% sometimes and 13.9% often missing work. Only 20.8% rarely (13.9%) or never (6.9%) miss work due to stress.

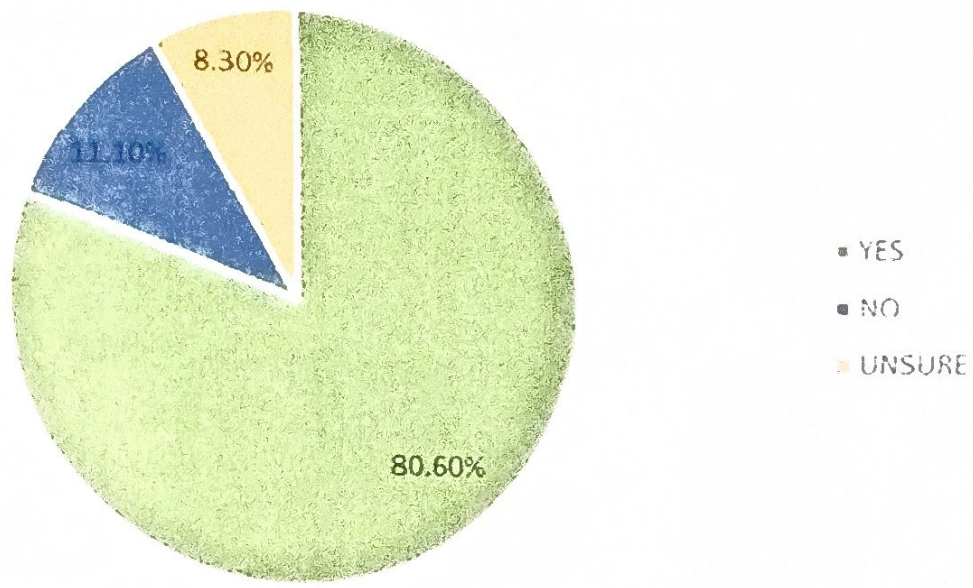
4.19 THE IMPACT OF WORK ON HEALTH

Table 4.19 The impact of work on health

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|-----------|-------------------|--------------|
| Yes | 58 | 80.6 |
| No | 8 | 11.1 |
| Unsure | 6 | 8.3 |
| Total | 72 | 100 |

(Source: primary data)

Figure: 4.19 The impact of work on health



(Source: Primary data)

Interpretation: A significant majority (80.6%) of employees believe that their work can negatively impact their health, emphasizing the strong connection between job-related factors and overall well-being. In contrast, 11.1% disagree, and 8.3% are uncertain, highlighting varying perspectives on the work-health relationship.

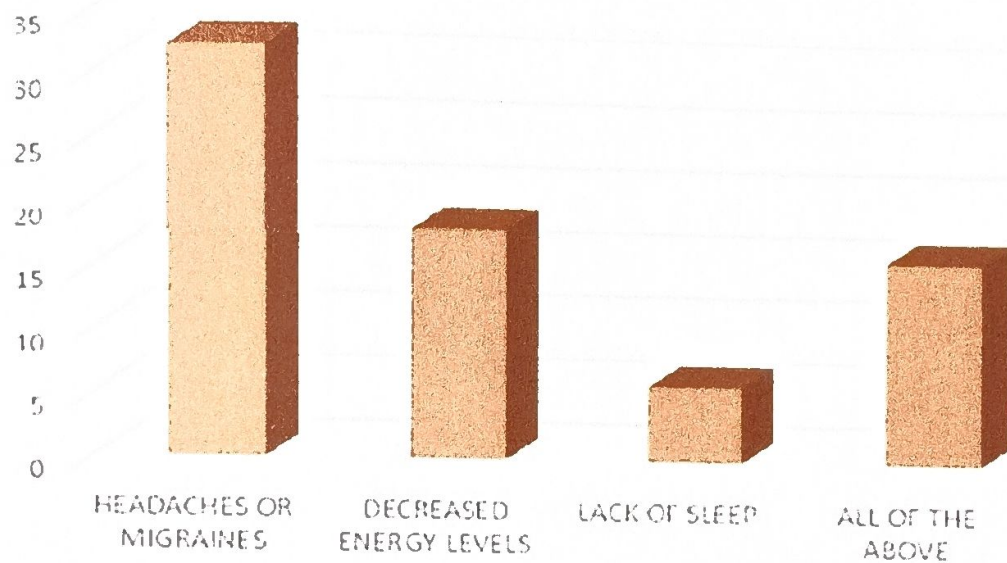
4.20 PHYSICAL SYMPTOMS OF STRESS: A THREAT TO PRODUCTIVITY

Table 4.20 Physical symptoms of stress: A threat to productivity

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|-------------------------|-------------------|--------------|
| Headaches or migraines | 32 | 44.4 |
| Decreased energy levels | 18 | 25 |
| Lack of sleep | 6 | 8.3 |
| All of the above | 16 | 22.2 |
| Total | 72 | 100 |

(Source: primary data)

Figure 4.20 Physical symptoms of stress: A threat to productivity



(Source: Primary data)

Interpretation: Headaches/migraines (44.4%), decreased energy levels (25%), and lack of sleep (8.3%). Notably, 22.2% of individuals experience all three symptoms, highlighting the significant impact of stress on overall well-being and productivity.

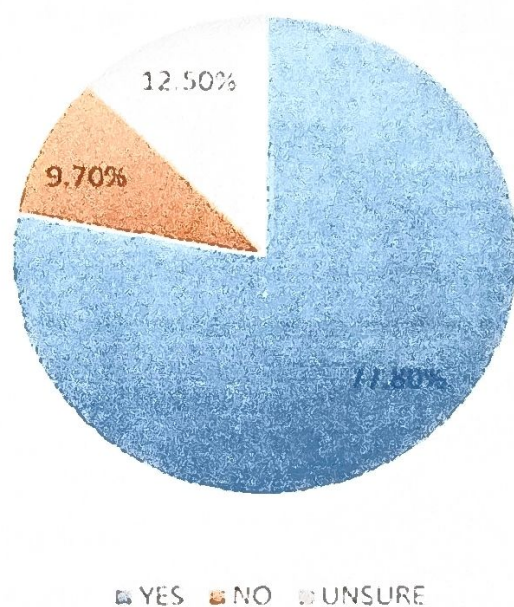
4.21 FLEXIBLE WORK HOURS: A STRESS-REDUCING SOLUTION

Table 4.21 Flexible Work Hours: A Stress-Reducing Solution

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|-----------|-------------------|--------------|
| Yes | 56 | 77.8 |
| No | 7 | 9.7 |
| Unsure | 9 | 12.5 |
| Total | 72 | 100 |

(Source: primary data)

Figure 4.21 Flexible Work Hours: A Stress-Reducing Solution



(Source: primary data)

Interpretation: A significant majority (77.8%) believe that having flexible work hours can help reduce stress. However, a smaller percentage (9.7%) disagree, and 12.5% are uncertain, highlighting varying perspectives on the impact of flexible work hours on stress levels.

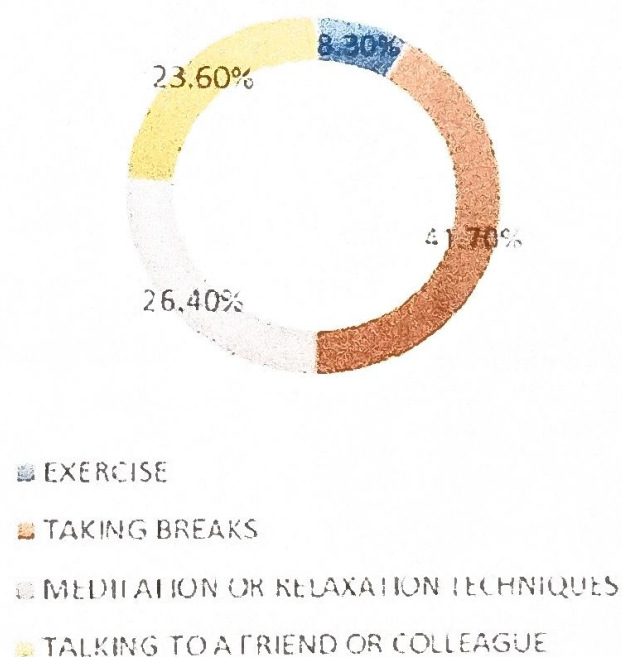
4.22 STRATEGIES FOR MANAGING WORK-RELATED STRESS

Table 4.22 Strategies for Managing Work-Related Stress

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|-------------------------------------|-------------------|--------------|
| Exercise | 6 | 8.3 |
| Taking breaks | 30 | 41.7 |
| Meditation or relaxation techniques | 19 | 26.4 |
| Talking to a friend or colleague | 17 | 23.6 |
| Total | 72 | 100 |

(Source: primary data)

Figure 4.22 Strategies for Managing Work-Related Stress



(Source: Primary data)

Interpretation: To cope with work-related stress, most employees rely on taking breaks (41.7%), followed by meditation/relaxation techniques (26.4%), and talking to a friend/colleague (23.6%). Exercise is the least common method (8.3%).

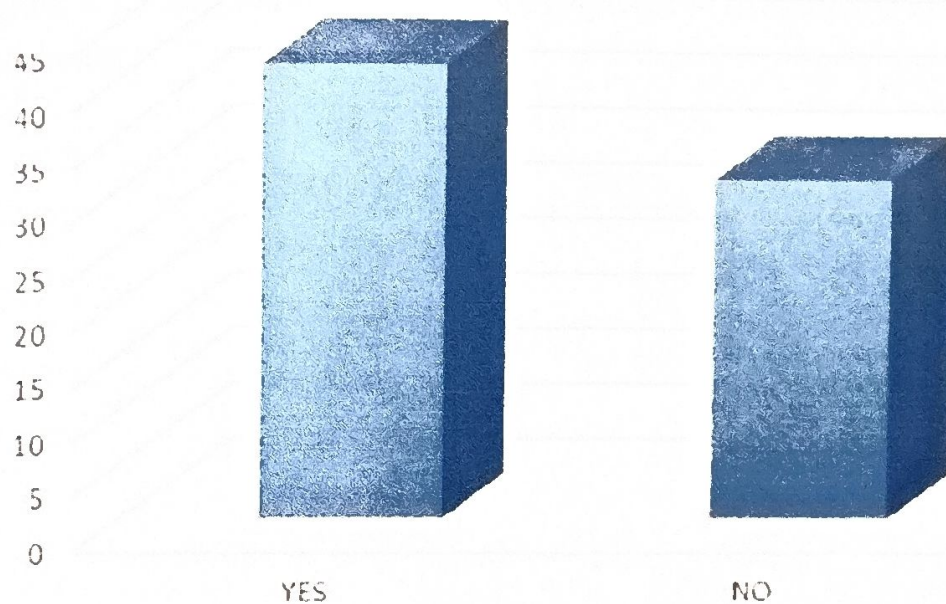
4.23 MITIGATING WORKPLACE STRESS: MANAGEMENT STRATEGIES AND INITIATIVES

Table 4.23 Mitigating Workplace Stress: Management Strategies and Initiatives

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|-----------|-------------------|--------------|
| Yes | 41 | 56.9 |
| No | 31 | 43.1 |
| Total | 72 | 100 |

(Source: primary data)

Figure: 4.23 Mitigating Workplace Stress: Management Strategies and Initiatives



(Source: Primary data)

Interpretation: More than half (56.9%) of respondents report that their management has implemented measures to control stress, indicating a growing recognition of the importance of employee well-being. However, a significant minority (43.1%) say no such measures are in place.

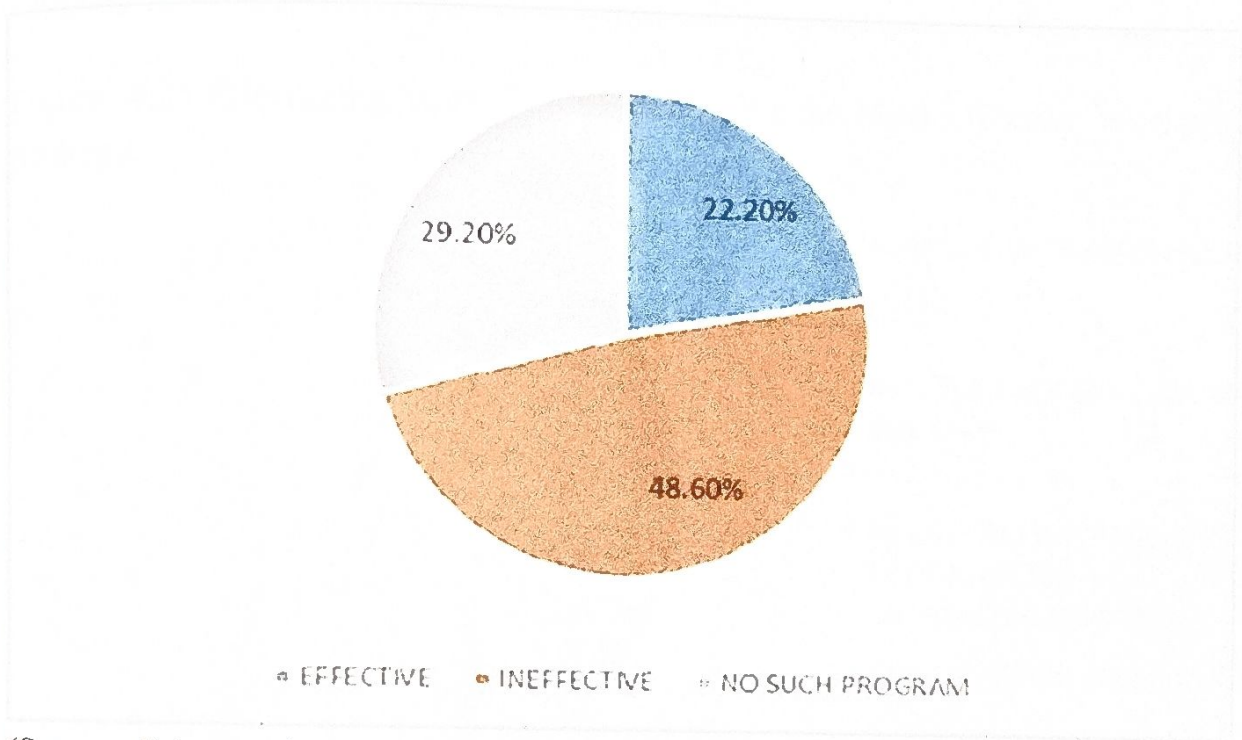
4.24 EVALUATING RELAXATION PROGRAMS: A MEASURE OF SUCCESS FOR EMPLOYEE WELL-BEING

Table 4.24 Evaluating Relaxation Programs: A Measure of Success for Employee Well-being

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|-----------------|-------------------|--------------|
| Effective | 16 | 22.2 |
| Ineffective | 35 | 48.6 |
| No such program | 21 | 29.2 |
| Total | 72 | 100 |

(Source: primary data)

Figure: 4.24 Evaluating Relaxation Programs: A Measure of Success for Employee Well-being



(Source: Primary data)

Interpretation: Only a minority (22.2%) of employees find their company's relaxation programs effective. Nearly half (48.6%) consider them ineffective, while 29.2% report that no such programs are offered, highlighting room for improvement in supporting employee well-being.

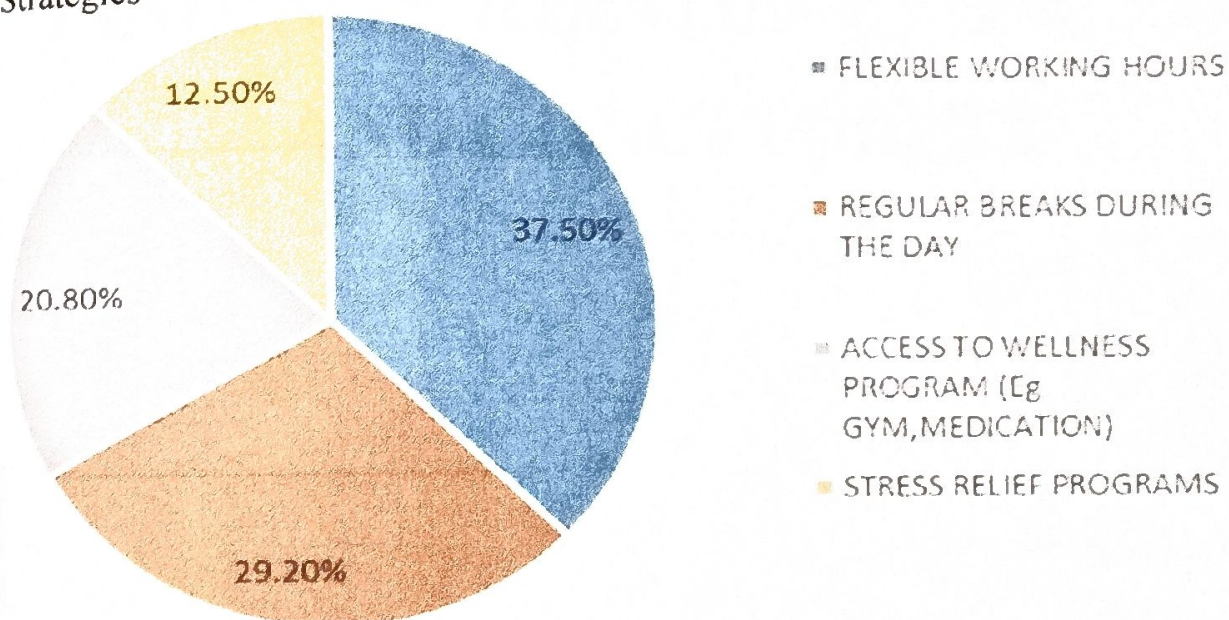
4.25 PRIORITIZING STRESS RELIEF: IDENTIFYING THE MOST EFFECTIVE WORKPLACE STRATEGIES

Table 4.25 Prioritizing Stress Relief: Identifying the Most Effective Workplace Strategies

| RESPONSES | NO OF RESPONDENTS | PERCENTAGE % |
|---|-------------------|--------------|
| Flexible working hours | 27 | 37.5 |
| Regular breaks during the day | 21 | 29.2 |
| Access to wellness programs (e.g. gym , medication) | 15 | 20.8 |
| Stress relief programs | 9 | 12.5 |
| Total | 72 | 100 |

(Source: primary data)

Figure: 4.25 Prioritizing Stress Relief: Identifying the Most Effective Workplace Strategies



(Source: primary data)

Interpretation: Most employees want flexible working hours (37.5%) to reduce stress, followed by regular breaks (29.2%), wellness programs (20.8%), and stress relief programs (12.5%).

CHAPTER- 5
FINDINGS, RECOMMENDATIONS
AND CONCLUSIONS

FINDINGS

- ❖ The study found that workplace stress levels were significantly higher during peak season compared to off-peak season.
- ❖ Majority of respondents claimed that increased workload is the major factor contributing to workplace stress during peak season.
- ❖ A significant number of respondents indicated that they had taken stress-related leave.
- ❖ Respondents' ability to focus on their jobs is severely impacted by stress.
- ❖ This study found that the majority of employees report a substantial negative impact of occupational stress on their overall well-being.
- ❖ The majority of employees reported experiencing absenteeism due to stress-related issues sometimes, indicating a notable impact of stress on their work attendance.
- ❖ The majority of employees believe that their work can affect their health, and many experience physical symptoms of stress, such as headaches and migraines, which can significantly impact their productivity.
- ❖ It was analyzed that the existing relaxation programs provided by the company were not found to be effective in addressing employee stress.

RECOMMENDATIONS

- ❖ A key recommendation is to develop a centralized workload management system, enabling transparent task allocation and ensuring a more balanced distribution of work among team members.
- ❖ "Benefits and Perks: Offering a combination of monetary (e.g., bonuses, salary increases) and non-monetary incentives (e.g., flexible work arrangements, wellness programs) to support employee well-being and job satisfaction."
- ❖ Implement flexible scheduling to enable employees to adjust their work hours during peak periods, promoting better work-life balance.
- ❖ Redesign and re-launch the company's stress relaxation program to better meet the needs of employees, incorporating feedback and suggestions from staff.
- ❖ There should be counselling sections for the employees in need of it.
- ❖ Offer regular breaks and healthy refreshments to employees to help reduce stress, increase productivity, and promote overall well-being.

CONCLUSION

The project entitled "A STUDY ON EMPLOYEE WORK STRESS DURING PEAK SEASON AND NON-PEAK SEASON TIME WITH SPECIAL REFERENCE TO CORPORATE SECTOR". This study has effectively explored the impact of work stress on employees within the corporate sector, with a particular focus on the differences between peak season and off-season periods. The findings have highlighted significant variations in the levels of stress experienced by employees during these two distinct timeframes. During peak seasons, employees often face heightened pressure, long working hours, and increased expectations, contributing to a substantial rise in stress levels. Conversely, off-season periods tend to offer a respite, with lower workloads and a relatively more balanced work environment, although some employees still experience stress due to ongoing organizational demands and performance expectations. The research has underscored the importance of understanding these cyclical variations in work stress to better support employees throughout the year. Companies should implement proactive measures such as stress management programs, flexible work arrangements, and regular health check-ups to reduce stress during peak periods and maintain well-being in the off-season. Moreover, fostering a work culture that prioritizes employee mental health, especially during high-stress times, can lead to improved overall productivity and job satisfaction. Future studies could further examine the long-term effects of stress across various corporate sectors and explore more specific coping mechanisms adopted by employees during both peak and off-seasons. In essence, while seasonal stress variations are a natural part of corporate life, it is crucial that organizations actively work towards mitigating its negative impact on employees to maintain a healthier, more productive workforce.

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ANNEXURE

QUESTIONNAIRE

A STUDY ON EMPLOYEE WORK STRESS DURING PEAK SEASON AND NON-PEAK SEASON TIME WITH SPECIAL REFERENCE TO CORPORATE SECTOR

Dear Respondent,

This questionnaire is a part of a final year project aimed at investigating employee work stress in the corporate sector during season and non-season times. Your participation is valuable in helping us understand the causes and the consequences of work stress.

Please answer the questions honestly, and all the responses will be kept confidential and anonymous.

Thank you for your time and cooperation.

1. What is your age?

- 20-30
- 31-40
- 41-50
- Above 50

2. What is your gender?

- Male
- Female

3. What is your job role?

- Manager
- Team Lead
- Team Member
- Other (please specify)

4. How long have you been working in the corporate sector?

- Less than 1 year
- 1-3 years
- 4-6 years
- More than 6 years

5. What is your highest level of education?

- High school
- Bachelor's degree
- Master's degree
- Doctoral degree

6. How would you rate the level of stress in your workplace during peak season?

- Very high
- High
- Moderate
- Low

7. How would you rate the level of stress in your workplace during off-peak season?

- Very high
- High
- Moderate
- Low

8. Which of the following factors contributes to stress in your workplace during peak season?

- Tight deadlines
- Increased workload
- Lack of resources
- Poor communication
- Other (please specify)

9. Which of the following factors contributes to stress in your workplace during off-peak season?

- Boredom
- Lack of challenge
- Uncertainty about job security
- Poor communication
- Other (please specify)

10. How would you rate the level of support you receive from your organization in managing stress?

- Very high
- High
- Moderate
- Low

11. Have you ever taken a stress-related leave?

- Yes
- No

12. Which of the following factors do you think contributes most to stress in the corporate sector? (Rank in order of importance)

- Workload
- Lack of control
- Poor communication
- Unclear expectations
- Other (please specify)

13. How would you rate the level of support you receive from your colleagues?

- Very high
- High
- Moderate
- Low

14. How often do you experience work-life balance conflicts?

- Often
- Sometimes
- Rarely
- Never

15. How does occupational stress affect your productivity? (Select all that apply)

- Decreased motivation
- Decreased focus
- Increased errors
- Decreased job satisfaction
- Other (please specify)

16. How often do you take breaks during work hours?

- Often
- Sometimes
- Rarely
- Never

17. How would you rate the impact of occupational stress on your overall well-being?

- Very high
- High
- Moderate
- Low

18. How often do you experience absenteeism due to stress-related issues?

- Often
- Sometimes
- Rarely
- Never

19. Do you think your work can affect your health

- Yes
- No
- Unsure

20. What is a common physical symptom of stress that can impact employee productivity?

- Headaches or migraines
- Decreased energy levels
- Lack of sleep
- All of the above

21. Do you think having flexible work hours can help to reduce stress?

- Yes
- No
- Unsure

22. How do you usually cope with work-related stress?

- Exercise
- Taking breaks
- Meditation or relaxation techniques
- Talking to a friend or colleague

23. Are there any measures adopted by the management to control stress?

- Yes
- No

24. How effective are the relaxation programs organized by your company for the employees?

- Effective
- Ineffective
- No such program

25. Which of the following practices would you find most helpful in reducing stress at work?

- Flexible working hours
- Regular breaks during the day
- Access to wellness programs (e.g. Gym, medication)
- Stress relief programs