



**IJMRBS**

ISSN: 2319-345X

# International Journal of Management Research and Business Strategy

[www.ijmrbs.org](http://www.ijmrbs.org)



E-mail  
[editor@ijmrbs.org](mailto:editor@ijmrbs.org)  
[editor.ijmrbs@gmail.com](mailto:editor.ijmrbs@gmail.com)

# A STUDY ON STRESS MANAGEMENT IN GENPACT- HYDERABAD

V. Anusha, Mr. A. Sarveswara Reddy

## Abstract

In today's fast-paced and demanding world, stress management is critical for sustaining physical, mental, and emotional well-being. This abstract provides an overview of stress management, its importance, and critical factors to consider while managing and lowering stress. Stress is a natural reaction to adversity, but it can be destructive to a person's health, productivity, and overall quality of life if it is prolonged or severe. Learning skills and techniques for dealing with barriers, decreasing their impact, and improving resilience are all part of stress management. The purpose of this abstract is to look into the impact of stress management on general well-being, performance, and burnout avoidance. It highlights the importance of stress management approaches in improving mental health, decision-making, and interpersonal interactions. . Companies need to change the way they manage their staff by giving them respect and acknowledging their efforts. We can increase future income and employee retention by investing in the emotional and physical well-being of our current workforce. Considering the adage that a healthy worker is a productive worker, this makes perfect sense.

**Keywords:** Stress Management, Stress, Techniques, Health, and productivity.

## Introduction

There are a variety of treatments and therapies available to help people deal with their stress, especially chronic stress. These techniques are frequently employed to facilitate regular activities. The mental and physical manifestations of stress vary from person to person and from situation to situation. Depression and somatic symptoms like aches and pains can both play a role. Successful people in the modern world understand the importance of stress management to their overall happiness and success. Managing a heavy workload can be challenging, but there are numerous options for doing it in a way that doesn't compromise your health. Despite popular belief to the contrary, stress may be objectively measured using physiological techniques very similar to those employed in polygraph examinations. Stress relief can be achieved in a variety of methods, each of which has its own unique justification for being

effective. There needs to be a lot more research done to find out which processes are efficient and effective in practice. No matter where you are or what you are doing, you will feel stressed.

Even while stress is unavoidable, it can be managed effectively. Anxiety is a common reaction to major life changes like starting college, getting married, switching professions, or getting sick. Keep in mind that even the most challenging transitions can eventually pay off. Going away to college, for instance, provides you with an opportunity to broaden your horizons by exposing you to different people, communities, and ways of life. Understanding what stresses you out requires some introspection and self-awareness. Worry is inevitable, but the negative impacts it has, such as sadness and high blood pressure, can be mitigated. Becoming proficient at this takes some time.

1. II-MBA, Malla Reddy Engineering College (Autonomous), Department of MBA, Hyderabad, E-mail:anushavunyal999@gmail.com
2. , Assistant Professor, Department of MBA, Malla Reddy Engineering College (Autonomous), Hyderabad, E-mail:sarvesh.ambala@gmail.com

The trick is to be conscious of your own perceptions and reactions. People will be better able to come up with strategies to deal with stress with this knowledge. If you're a platoon leader in the Army, for instance, you'll need to identify stress-reduction techniques that work for you and your Soldiers. You won't experience the same level of pressure as you would in the Army, especially during deployment or combat, as you do as a student. A lack of exercise and lengthy hours sitting at a desk has been linked in the study to an increased risk of diabetes and cardiovascular disease among IT workers. There has been a rise in the number of reports detailing domestic strife and mental anguish. Infosys Technologies Ltd., the country's number two software exporter, offers its employees a 24-hour, toll-free hotline where they can speak with psychiatrists about their mental health concerns. A few years ago, an employee at Infosys who was only 24 at the time had a heart attack and the company responded by developing a program to encourage workers to have healthy work-life balance.

Health care in India is extremely affordable, costing only about \$7 per person year. In the United States, the annual healthcare expenditure per citizen is \$2,548. According to a WHO research conducted in 2006, yes. Workplace aggressiveness, substance abuse, and smoking have all been linked to workplace stress in recent years. Workplace stress has been connected to poor working conditions, substance misuse, and aggressive conduct, according to these research, and is a major factor in the emergence of undesirable characteristics in both individuals and organizations. Workplace stress might lead to employees seeking solace in alcoholic beverages, illegal substances, or risky recreational activities. Therefore, my thesis centers on stress management, and more specifically, the effects of and responses to stress among Kerafed's staff.

### Definition

According to Tchiki Davis, MA, PhD Stress management is defined as the tools, strategies, or techniques that reduce stress and reduce the negative impacts stress has on your mental or physical well-being. A variety of techniques can be used to manage stress. These include mental, emotional, and behavioral strategies. When stress management is used regularly and in response to stressful life events, we can optimize our well-being.

### Need of the study:

The need for the study is to identify the type of stress, sources of stress and the employees need to overcome the stress. All the IT companies should take effort to support their employees during their stressful situation. It is not only by paying high salary or giving promotion. It is also about taking effort even during their training, giving proper weekly counselling and organizing team based tasks to uplift their organizational goal. The organization is build by the effort of the employees so it is very necessary to take mere effort for their up liftment. The study is one of the base to support the IT employees and what are the possible ways to overcome stress and how could be the future of stress free IT India

### Scope of the study:

The scope of this research is to focus on the employees stress and its effect on their job efficiency. The study will focus on work stress among employees and their coping strategies. IT sector is one of the important sectors in India. The employee stress may have a great impact on the job efficiency as it indirectly affects productivity of the company. Stress will badly affect the employees both at work place and in personal life. So stress management is more important both in workplace and in personal life. Various coping strategies also followed by the employees so this study concentrates more on the various types of stress in IT industry and various strategies to cope.

### Objectives of the study:

- To identify the internal and external sources of stress in your life.
- To determine actionable responses to stress and describe its impact on both the individual and the organization.
- To examine the efficacy of current stress management practices in the workplace and implement suggested changes.
- To find out the various coping strategies available or followed by the employees

### Limitations of the study:

- Workers resisted providing accurate answers.
- Even though they were candid in the unstructured interview, employees responded positively to the questionnaire.
- The specialist didn't have enough time to select an adequate sample size for the analysis.
- Because of the time constraints, several important considerations may have been overlooked.

### Review of literature

Weerasekara M, Smedberg ÅB, Karunathilaka G, Sandmark H.(2022) in their article “User needs gathering for the design of information and communications technology-supported occupational stress management intervention” They perceived work stressors and role stressors as common causes of stress. The most frequently used coping strategy was to seek social support, followed by digital activities and sports and physical exercises.

Gura, Shira Taylor. (1 Jan. 2002) ‘Yoga for Stress Reduction and Injury Prevention at Work’. Opined that practicing yoga at the workplace teaches employees to use relaxation techniques to reduce stress and risks of injury on the job. Yoga at the workplace is a convenient and practical outlet that improves work performance by relieving tension and job stress.

Hasson, D., Anderberg, U.M., Theorell, T. et al. (2005) Psychophysiological effects of a web-based stress management system: this indicate that an automatic web-based system might have short-term beneficial physiological and psychological effects and thus might be an opportunity in counteracting some clinically relevant and common stress and health issues of today.

Arora, R. (2019) A studies on stress management with respect to level and background of education of employees in IT-ITeS companies. This study says that the employees are faced with the problems like pressure, strain, anxiety, tension, trauma which ultimately leads to decrease in productivity.

V. Padma, N. N. Anand, S. M. G. Swaminatha Gurukul, S. M. A. Syed Mohammed Javid, Arun Prasad, and S. Arun.(2015), Health problems and stress in Information Technology and Business Process Outsourcing employees: this opined that early diagnosis of stress induced health problems can be made out by stress scores, intense lifestyle modification, diet advice along with psychological counseling would reduce the incidence of health problems in IT sector and improve the quality of work force.

**Research methodology:**

**DATA SOURCES**

Data can be gathered in two ways: directly from those involved, or through interviews and surveys.

**A). Primary data**

The data is collected with structured questionnaire.

**B). Secondary data**

Data is collected from various sources like research articles, Magazines, Books and other publications.

**Sampling-meaning**

Sampling is the branch of statistics concerned with selecting individual data in order to generalize about a population. To distinguish objects or persons, observable entity properties such as mass, position, etc. are reported and counted in each observation. It is common practice to weight survey findings to account for the selection procedures used. Decisions in the actual world are aided by the findings of statistics and probability theory.

A) **Sample unit:** The survey's sample population consists of the firm's employees.

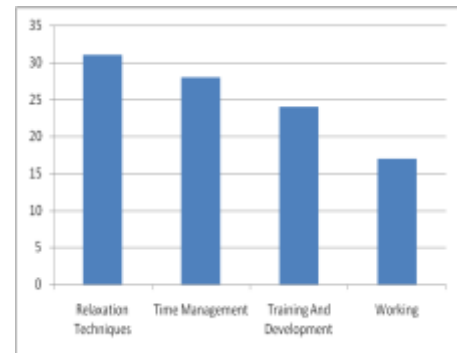
B) **Sample size: 100**

**Empirical Results**

**1. Which activity most effectively reduces stress?**

Table 1: Represents Analysis of activities reduces stress

S.NO	PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
1	Relaxation Techniques	31	31%
2	Time Management	28	28%
3	Training And Development	24	24%
4	Working	17	17%
	<b>Total</b>	<b>100</b>	<b>100%</b>



Graph 1: Represents Analysis of activities reduces stress

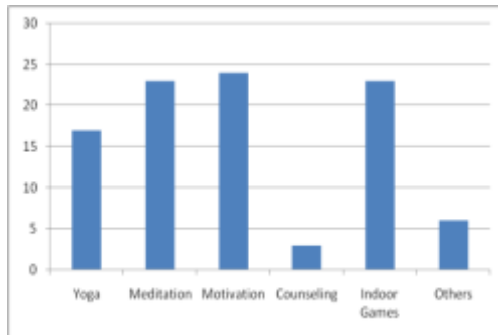
**INTERPRETATION**

Almost one-third (31%) of respondents think that time management, exercise, and relaxation techniques are the most effective means of dealing with stress.

**2. Methods for relieving stress?**

S.NO	PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
1	Yoga	17	17%
2	Meditation	23	23%
3	Motivation	24	24%
4	Counseling	03	3%
5	Indoor Games	23	23%
6	Others	06	6%
	<b>Total</b>	<b>100</b>	<b>100%</b>

Table 2: Represents Analysis of methods relieving stress



Graph 2: Represents Analysis of methods relieving stress

**INTERPRETATION**

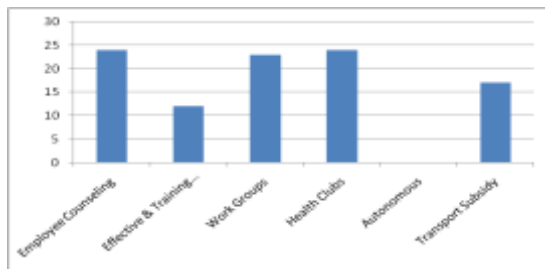
Based on the data in the table above, it appears that the vast majority of people enjoy staying inside, second only to finding inspiration, and third only to practicing yoga (17%).

**3. The following are some examples of software that could be used to alleviate stress at work.**

Table 3: Represents Analysis of software that alleviate stress at work

S.NO	PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
1	Employee Counseling	24	24%
2	Effective & Training Development Program	12	12%
3	Work Groups	23	23%
4	Health Clubs	24	24%
5	Autonomous	0	0%
6	Transport Subsidy	17	17%
	<b>Total</b>	<b>100</b>	<b>100%</b>

Graph 3: Represents Analysis of software that alleviate stress at work



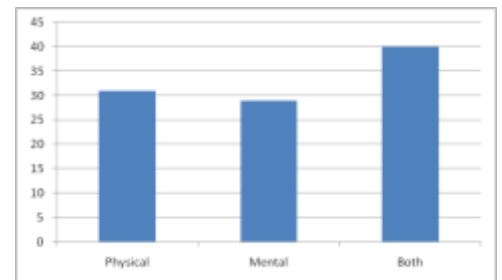
**INTERPRETATION**

Workplace counseling was supported by 24% of respondents, good training by 12%, employee support groups at 23%, health and wellness groups at 24%, and transportation subsidies by 26%.

**4. What forms of pressure do workers of different ages face?**

S.NO	PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
1	Physical	31	31%
2	Mental	29	29%
3	Both	40	40%
	<b>Total</b>	<b>100</b>	<b>100%</b>

Table 4: Represents Analysis of pressure faced by workers of different ages



Graph 4: Represents Analysis of pressure faced by workers of different ages

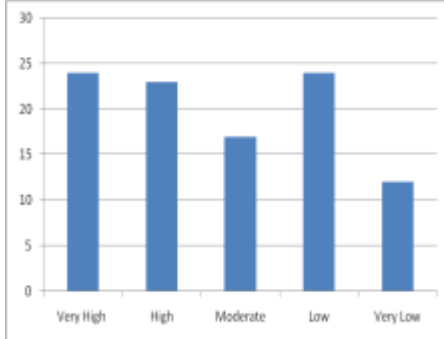
**INTERPRETATION**

The study found that 31% of respondents were dealing with physical stress, 29% with mental stress, and the remaining 6% with both types of stress.

**5. How occupied is Genpact, really?**

S.NO	PARTICULARS	NO. OF RESPONDENTS	PERCENTAGE
1	Very High	24	24%
2	High	23	23%
3	Moderate	17	17%
4	Low	24	24%
5	Very Low	12	12%
	<b>Total</b>	<b>100</b>	<b>100%</b>

Table 5: Represents Analysis of space occupied



Graph 5: Represents Analysis of space occupied

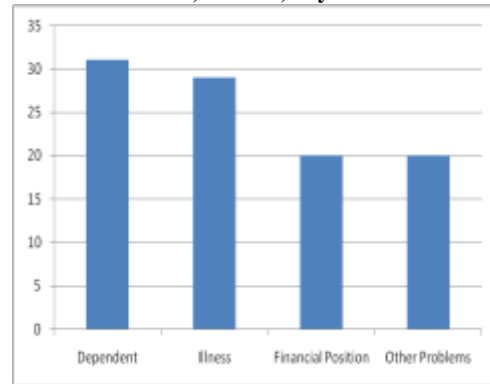
**INTERPRETATION**

The survey found that 17% of persons experience mild stress, 24% experience moderate stress, and 12% experience very low stress.

**6. What kinds of issues within the family lead to tension?**

S.NO	PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
1	Dependent	31	31%
2	Illness	29	29%
3	Financial Position	20	20%
4	Other Problems	20	20%
	<b>Total</b>	<b>100</b>	<b>100%</b>

Table 6: Represents Analysis of issues within the family lead to tension



Graph 6: Represents Analysis of issues within the family lead to tension

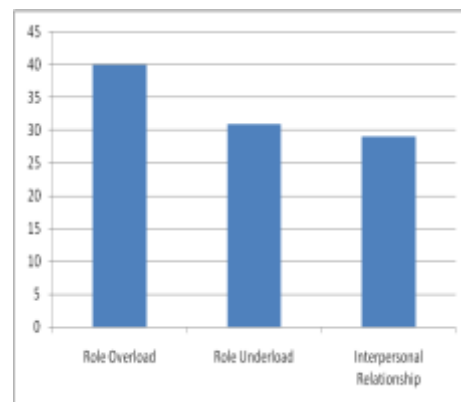
**INTERPRETATION**

According to the survey's respondents, dependency was identified as a major source of stress by 31%, illness by 29% and financial and other concerns by 20%.

**7. What factors affect various ranks of employees?**

S.NO	PARTICULARS	NO.OF RESPONDENTS	PERCENTAGE
1	Role Overload	40	40%
2	Role Under load	31	31%
3	Interpersonal Relationship	29	29%
	<b>Total</b>	<b>100</b>	<b>100%</b>

Table 7: Represents Analysis of factors affect various ranks of employees



Graph 7: Represents Analysis of factors affect various ranks of employees

**INTERPRETATION**

According to the survey, people of all ages experience the most stress due to role overload,

followed by role under load and interpersonal interactions.

### Findings, Suggestion and Conclusion

#### Findings

- The poll found that role overload was the leading cause of stress for respondents. Role under loading and social contacts are ranked third and fourth, respectively.
- The greatest techniques to deal with stress, according to 31% of respondents, include time management, training, and relaxation approaches.
- Based on the data in the table above, it appears that the vast majority of people enjoy staying inside, second only to finding inspiration, and third only to practicing yoga (17%).
- Workplace counseling was supported by 24% of respondents, good training by 12%, employee support groups at 23%, health and wellness groups at 24%, and transportation subsidies by 26%.
- The study found that 31% of respondents were dealing with physical stress, 29% with mental stress, and the remaining 6% with both types of stress.
- The survey found that 17% of persons experience mild stress, 24% experience moderate stress, and 12% experience very low stress.
- The survey's respondents, dependency were identified as a major source of stress by 31%, illness by 29% and financial and other concerns by 20%.
- According to the survey, people of all ages experience the most stress due to role overload, followed by role under load and interpersonal interactions.

#### Suggestions

- Staff members should be reminded of the need of effective time management in completing projects on schedule.
- It is easier to manage the workload if responsibilities are delegated to subordinates.
- Start making your way from the office to your house. It's preferable to begin winding down at work so that you can head home in a relaxed mood rather than carrying stress from the office with you.
- Employees who are having difficulty should seek counseling since therapy involves talking to an employee about their issue, which often has an emotional component.
- Companies should provide Employee Assistance Programs (EAPs) and seminars on managing

ISSN 2319-345X www.ijmrbs.com

Vol. 12, Issue. 3, July 2023

stress in direct proportion to the number of employees, as there is a correlation between the two.

- Employee assistance programs (EAPs) provide resources for workers to manage issues such as personal finances, relationships, and health.
- Engaging the worker in an activity that stimulates their senses and increases their heart rate. The individual must also meditate and do yoga daily.

#### Conclusions

- Tension at work has emerged as one of the most serious problems of the 21st century. Job overload and time limits are major contributors to workplace stress, but a lack of rewards and acknowledgment and, most crucially, the inability to accomplish work in a way that employees regard as proper are also major contributors. The unstructured interview found that most workers were unhappy with the company's grievance management approach.
- Companies need to change the way they manage their staff by giving them respect and acknowledging their efforts. We can increase future income and employee retention by investing in the emotional and physical well-being of our current workforce. Considering the adage that a healthy worker is a productive worker, this makes perfect sense.

#### Bibliography

- Weerasekara M, Smedberg ÅB, Karunathilaka G, Sandmark H(2022). User needs gathering for the design of information and communications technology-supported occupational stress management intervention: A quantitative study. DIGITALHEALTH.
- Gura, Shira Taylor.(2002) 'Yoga for Stress Reduction and Injury Prevention at Work'.
- Hasson, D., Anderberg, U.M., Theorell, T. et al(2005). Psychophysiological effects of a web-based stress management system: A prospective, randomized controlled intervention study of IT and media workers.
- Arora, R (2019). A study on stress management with respect to level and background of education of employees in IT-ITeS companies.
- Padma V, Anand NN, Gurukul SM, Javid SM, Prasad A, Arun S.(2015) Health problems and stress in Information Technology and Business Process Outsourcing employees.