

## **A CASE STUDY ON STRESS MANAGEMENT WITH REFERENCE TO LAKSHMI NISSAN AUTOMOTIVES PVT.LTD, HYDERABAD**

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### **ABSTRACT**

Stress can be caused by our external circumstances or our perceptions and attitudes. Stress aggravates lot of illnesses like Hypertension, insomnia, diabetes, herpes, multiple sclerosis, etc. Besides, stress that continues for long periods of time can lead to: poor concentration, irritability, anger, and poor judgment. Stress leads to marriage breakups, family fights, road rage, suicides and violence.

From the studies conducted from time to time, the following are the biggest causes of present day stress levels in modern societies. We are not being able to do what we want to due to lack of money. Debts are piling up. Credit Card payments, pending mortgage instalments, rising costs of education, mounting expenditure on health concerns. Financial matters top the list of stressors. We may be worried about our next promotion.

We might be facing the negative or bullying behaviour of our boss. We might not be reaching our well-deserved career goals; we might be worried due to office politics. We might be stressed about some major change that is taking place in the organization or we might be under stress because of the prospect of losing our job.

**KEYWORDS:** Illnesses, Poor Concentration, Irritability, Financial Matters

### **INTRODUCTION**

The word 'stress' is defined by the Oxford Dictionary as "a state of affair involving demand on physical or mental energy". A condition or circumstance (not always adverse), which can disturb the normal physical and mental health of an individual.

In medical parlance 'stress' is defined as a perturbation of the body's homeostasis. This demand on mind-body occurs when it tries to cope with incessant changes in life.

At one point or the other everybody suffers from stress. Relationship demands, physical as well as mental health problems, pressure at workplaces, traffic snarls, meeting deadlines, growing-up tensions—all of these conditions and situations are valid causes of stress. People have their own methods of stress management. Sometimes, stress-induced adverse feelings and anxieties tend to persist and intensify.

The most commonly accepted definition of stress (mainly attributed to Richard S Lazarus) is that stress is a condition or feeling experienced when a person perceives that "demands exceed the personal and social resources the individual is able to mobilize. "In short, it's what we feel when we think we've lost control of events.

### **OBJECTIVES & IMPORTANCE OF THE STUDY**

- The object of the study is to investigate the stress management of the employees working in Lakshmi Nissan automotives, Banjarahills of Hyderabad.

- To analyze the stress ranges of various employees in an organization.
- To know various causes of stress and to know the impact of work stress on personal life.
- To know which age group of employees getting more stress and also to know whether the stress is varying with varying gender.
- To suggest various measures of stress management, if any.

## **METHODOLOGY OF THE STUDY**

### **Sample Size**

A sample of 50 employees was taken who are working in different departments of LAKSHMI NISSAN, Banjara hills, Hyderabad. Simple sampling method was adopted

### **LIMITATIONS OF THE STUDY**

- The study was limited only to the Nissan automobiles, Banjara hills of Hyderabad.
- A Part of information is obtained from the staff and workers of LAKSHMI NISSAN in the form of answers to the questionnaires.
- The majority information was gathered from the HR Department only.
- Time is also a limiting factor i.e., 2 months.

### **Lakshmi Nissan**

**(A Unit of Dhanalakshmi Automotives India Pvt.ltd.)**

**Dhanalakshmi Automotives India Private Limited** was founded by **Kambampati Jairamin 2009**, is A.P's largest Nissan Automobile dealer and populated with **Lakshmi Nissan** as a brand, it consolidated its position of strength in quality sales and service. Lakshmi Nissan enjoys leadership in its business, being the **largest automobile dealer for World branded car Nissan**. The business activities include dealership for automobile vehicles, distribution of spares for after-market, sales & services products.

The Fortune 500 and Forbs listed Company Nissan (Japan Giant Car Manufacturer) starting taking baby steps into India in 2008. We acquired the dealership in 2009 and started serving the customer needs, now we are enjoying the patronage of people from all corners of Andhra Pradesh. It has its own state of art service center with committed technicians. At the time of inception its strength in terms of man power was tiny now it has many now it is growing like leaps and bounds.

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## RESULTS

**Table 1: The Most Stressful Aspect in Work**

Options	No. of Respondents	Respondents in %
Narrow dead lines	30	60
Unsupportive superior	8	16
Un cooperative colleagues	12	24
<b>Total</b>	<b>50</b>	<b>100</b>

The above table focuses that around 60% of the employees feel that narrow deadlines are the most stressful aspect in their work. (Mostly it is from sales department). 16% feel that unsupportive superior is the major stressful aspect in their work. 24% feels that unsupportive colleagues are the most stressful aspect in their work.

I conclude that majority of the employees were feeling stress due to narrow deadlines along with unsupportive superiors and colleagues sometimes.

**Table 2: Enough Scope to Explain the Concern to the Superior**

Options	No. of Respondents	Respondents in %
Yes, Frequently	36	72
Sometimes	12	24
Never	2	4
<b>Total</b>	<b>50</b>	<b>100</b>

72% of the employees in this organisation expressed that they frequently explain their concern to their superior. 24% were explaining their concern sometimes but 4% were not explained.

I conclude that majority of the employees were able to explain their concern towards the organization to their superiors.

**Table 3: Feeling Nervous when Employee Don't Meet Organization Expectations in Job**

Options	No. of Respondents	Respondents in %
Yes	20	40
No	16	32
Some Times	14	28
<b>Total</b>	<b>50</b>	<b>100</b>

Out of 100% of the employees 40% of the employees are feeling nervous when they don't meet their organization expectations in job. 32% of the employees are not feeling any nervousness but 28% were sometimes feeling nervousness.

I conclude that around 60% of the employees are feeling nervous when they don't meet organization expectation expectations in job.

**Table 4: Feeling of Insecuriness in the Work Environment**

Options	No. of Respondents	Respondents in %
Disagree	32	64
Neutral	7	14
Agree	11	22
<b>Total</b>	<b>50</b>	<b>100</b>

From 100% of the employees 64% of the employees are feeling in securiness. 22% of the employees are agrees that the employees are feeling insecuriness and 14% of the employees are feeling of insecuriness sometimes. I conclude

that majority of the employees are feeling so secured. In this organization majorly the women employees are feeling so secured in the organization.

**Table 5: Think ING about the Work**

Options	No. of Respondents	Respondents in %
Rarely	6	12
Sometimes	15	30
Always	29	58
<b>Total</b>	<b>50</b>	<b>100</b>

Around 58% of the employees think about their work every time. 30% of the employees sometimes think about their work. 12% of the employees are thinking about their work rarely. I conclude that majority people of this organization thinks about their work.

**Table 6: The Time Employees Spend at Work**

Options	No. of Respondents	Respondents in %
Happy	37	74
Un Happy	4	8
Can't Say	9	18
<b>Total</b>	<b>50</b>	<b>100</b>

The above table expresses that Lakshmi Nissan has good workable employees as they are very happy in spending their time at work in the organisation of 74%. 18% of the employees are not able to say that they are happy or not. But just 8% of the employees are not feeling well. I conclude that majority of the employees are happy in spending their time for work.

**Table 7: Support from the Boss, Colleagues and Juniors**

Options	No. of Respondents	Respondents in %
No	0	0
Sometimes	6	12
Yes	44	88
<b>Total</b>	<b>50</b>	<b>100</b>

For this 88% of the employees are agreed that they are getting support from the superiors, colleagues and their juniors. 12 % of the employees feels that they will get support sometimes. I conclude that there is a good relation from top level management to bottom level and good co ordination in work.

**Table 8: To Overcome the Conflictiong Attitude of the Superior**

Options	No. of Respondents	Respondents in %
Face To Face Conversation	24	48
Ignore	8	16
Null	18	36
<b>Total</b>	<b>50</b>	<b>100</b>

In this organization 48% of the employees are going for face to face conversation to overcome the conflicting attitude of the superior. 16% of the employees prefer to ignore the conflicting attitude. But 36% are not interested to respond in any way. I conclude that majority of the employees are interested to overcome the conflicting nature of the superiors with face to face conversations.

**Table 9: Dealing the Issues with Colleagues**

Options	No. of Respondents	Respondents in %
Discuss	44	88
Complain	4	8
Ignore	2	4
<b>Total</b>	<b>50</b>	<b>100</b>

Above 88% of the employees prefer to discuss with the colleagues to deal the issues. 8% of the employees want to complain to the higher authorities and 4% were not interested to take any action. Finally I conclude that the employees in Lakshmi Nissan are tries to deal the issues inn cool way.

**Table 10: Trained Initially**

Options	No. of Respondents	Respondents in %
Disagree	9	18
Neutral	6	12
Agree	35	70
<b>Total</b>	<b>50</b>	<b>100</b>

70% of the employees in the organization were trained initially. Around 12% were trained up to some extent and the remaining are not trained initially and i.e. 18%. Finally, I conclude that majority of the employees in the organization were well trained before joining their duties.

**Table 11: The Things that are Missing in Life Due to Work–Life Stress**

Options	No. of Respondents	Respondents in %
Socialization	24	48
Time With Family	16	32
Time For Self	10	20
<b>Total</b>	<b>50</b>	<b>100</b>

Around 48% of the employees are feeling that they are missing the social life with the stress. Around 32% employees were feeling that they are not able to spend their time with the family and 20% of the employees were feeling that they were not spending time for self.

I conclude that the employees of Lakshmi Nissan are feeling that they were missing something in their life. Of course they are enjoying their work.

**Table 12: Organisation Helps in Resolving Work-Life Stress**

Options	No. of Respondents	Respondents in %
Councelling	10	20
Stress Management Programmes	31	62
Recreation Facilities	9	18
<b>Total</b>	<b>50</b>	<b>100</b>

The above graph reveals that 62% of the employees are feeling that the organisation is helping them to resolve their work life stress. 20% employees are expressing that counselling is the method that the organization is helping to resolve their work life stress and 18% were feeling that by the recreation facilities providing by the organisation are helping them in resolving their work life stress.

I conclude that different methods are in process in this organisation for the employees to make them free from work life stress.

## **FINDINGS OF THE STUDY**

- In Lakshmi Nissan the employees are very happy and they are always striving to meet their organization expectations since they are well trained. They never feel stress in meeting their organization expectations.
- Most of the employees in this organization are giving preference to counseling and stress management programmes from the management to get free from stress.
- Many employees working in this organization tend to listen music and want to spend sometimes with fellow employees when they feel stress.
- Employees in very few numbers felt that the management should implement some more methodology to make them free from stress.
- Very few employees are dissatisfied with the frequent meetings conducted by management towards stress tolerance.
- This organization's manpower screening system is very professional and never gives any of chance to anybody to enter into this by not fulfilling the standards.
- Lakshmi Nissan given enough freedom as well arranged some limitations for all, everyone in this organization are permitted to discuss both professional and personal concerns with the consent of counterpart.
- May be this type of working environment may not be available in any other organisation other than this company.

## **SUGGESTIONS OF THE STUDY**

- The analysis has been received a positive response from almost all the employees hence the scope for suggestions are very rare.
- Of course despite the response there is only one concern need to be addressed that is narrow deadlines.

## **CONCLUSIONS**

Lakshmi Nissan is one of the the best among the automotives industry in our state. In the present scenario human resource management had got very much importance for any organization employees is the key holders who do the work for the industry with great responsibility. So the top management has to look after the stress management activities for the employees.

The study reveals that most of the employees in the organization are not feeling stress in reaching their objectives. Very few are feeling stress, nervousness to meet the organization expectations .Narrow deadlines are the most stressful aspects in this organization.

The management is providing excellent stress free techniques for the improvement of the employee behaviour towards the attainment of the organizations objectives.

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