

# Evaluation of Stress Management among Employees of Metro Cash & Carry Pvt. Ltd. In Bangalore

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## ABSTRACT

Stress is the body's way of responding to any kind of demand. It can be caused by both good and bad experiences. "Workplace stress" then is the harmful physical and emotional responses that can happen when there is a conflict between job demands on the employee and the amount of control an employee has over meeting these demands. Stress Management in a company is important for the flat operation and accomplishment of its workers goals. The stress management is must for all workers to do their work with highest potential and without the pressure and sprain the stress management helps organization to have better work life management. This paper has explored the feature of stress level and condition with the employees of Metro Cash and Carry Pvt. Ltd. Further, this paper also proposed a number of suggestions with relevant to the finding of the study to propose suggestion to accord better stress free working environment ascertaining better healthy work life at the employees end and also a successful business results for the employer.

**Keywords:** Stress Management, Branded Wholesale Outlet, Workplace Stress, Employee Wellness.

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## I. INTRODUCTION

In today's world life is going so fast and everything is changing very quickly with that too. The effect of this rapid change in environment most of people are suffering from stress in their life the stress may be personal or common. As per the WHO report 7.5% Indians suffer from mental disorders (Which is mean they going through stress). The WHO report states that depressive disorders are characterized by sadness, loss of interest or pleasure, feelings of guilt or low self-worth, disturbed sleep or appetite, feelings of tiredness, and poor concentration. Worldwide, the prevalence of depression increased by 18% from 2005 to 2015. At present, there are 322 million people with depression in the world. "Nearly half of these people live in the South-East Asia Region and Western Pacific Region, reflecting the relatively large populations of those two regions (which include India and China, for example)," as the article published on Feb 25<sup>th</sup> 2017. As the stress is major threats for human life in today's world where it full of competition stress is pressure of something when this pressure grow and unable to handle that situation is known as stress. Stress management is most important for the people who in stress and for who will feel stress in future. Even 9<sup>th</sup> grade feel stress in today's world where he need to study and need compete with others batch mates. So you can understand stress level in the organization where you're working. So it's every important to have stress management and understand the stress level in organization, the number of cases dealing with employee anxiety increased 74 percent. The number of cases dealing with employee stress increased 28 percent. Combined, employee depression, stress and anxiety accounted for 55.2 percent of all emotional health cases in 2012 compared to 82.6 percent in 2014.

## II. CONCEPT OF STREE MANAGEMENT

The Word 'stress' by Hans Selye under theory general adaptation syndrome. Stress is the body's way of responding to any kind of demand. It can be caused by both good and bad experiences. When people feel stressed by something going on around them, their bodies react by releasing chemicals into the blood. "Workplace stress" then is the harmful physical and emotional responses that can happen when there is a conflict between job demands on the employee and the amount of control an employee has over meeting these demands. Stress Management. A lot of things can cause stress. Long-term (chronic) stress is caused by stressful situations or events that last over a long period of time, like problems at work or conflicts in your family. Over time, chronic stress can lead to severe health problems.

### III. METRO CASH AND CARRY PVT. LTD.

Metro Cash And Carry is global driving discount ventures the way Cash and Carry wholesaling are working in 25 countries with more than 750 self-benefit discount branches. With various representatives connected to this firm are more than 100,000 workers in globe, the discount organization accomplished offers of around €29 billion in money related year 2015/16. This organization is a piece of the METRO AG Wholesale and Food Specialist Company. The METRO AG Wholesale and Food Specialist Company (W&FS Co.) is a globally most critical master in discount and sustenance retail. They had a business position METRO Cash and Carry and Retail and in addition it's other related organizations; METRO AG W&FS Co. works in 35 countries and utilizes more than 140,000 individuals around the globe. In this time of operation 2015/16, METRO AG W&FS Co. accomplished offers of roughly €37 billion. The gathering gives custom answers for meet the provincial and overall prerequisites of its discount and retail clients. Metro cash Carry is private wholesale industry under leadership of Olaf koch it was founded in year 1964, products are fast moving consumer goods, the headquarters is Dusseldorf , Germany with revenue of 37 billion euro (2015/16) appromitally they had 140,0000. It started business in India in 2003 under the leadership of Mediratta Arvind who is CEO with the opportunity of its primary wholesale allocation centre in India at Yeshwanthpur, Bangalore. At present it has twenty- wholesale stores – 6 store Bangalore, 3stores in Hyderabad, 2 stores both in Mumbai and Delhi, and 1 store in Kolkata, Ludhiana, Jalandhar, Zirakpur, Amritsar, Lucknow, Vijayawada, Indore, Jaipur and Surat.

### IV. RESEARCH DESIGN & METHODOLOGY

#### a. Statement Of The Problem

Nowadays employees are the backbones of any industries. In every organization they have a vital role. The management has to satisfy and take care of their employees by providing better salaries, benefits, fringe benefits, good working environment etc. The management also needs to take – care of balance work life in their organization to prevent their employees going into stress. In this competitive world most of employees goes into mental pressure which get converted into stress in future reason for the stress may be personal or it may related to work. Stress Management in a company is important for the flat operation and accomplishment of its workers goals. The stress management is must for all workers to do their work with highest potential and without the pressure and sprain the stress management helps organization to have better work life while working, it also influence many thing as workers timing their work output, their absenteeism for work etc.

#### b. Objective Of The Study

- To verify the stress management process of Metro Cash and Carry Pvt. Ltd., Bangalore, Maintained for their employees.
- To find out the stress level of the employees working in Metro Cash and Carry Pvt. Ltd., Bangalore.
- To compose better suggestions for effective Stress Management for employees of Metro Cash and Carry Pvt. Ltd., Bangalore.

#### c. Scope Of The Study

Stress means mental pressure or worries caused by the work life or personal problems in the life, in simple word stress mean tension or anxiety over thinking of something. Management means in simple word art of handling the everyday activities of the work. Stress management means act of managing the stress level of the employees or any person, usually for the purpose of increasing the everyday performance. The study mainly attempts to provide maximum details about effective stress management in Metro Cash & Carry Pvt. Ltd with special reference to Kanakapura branch. A study on this topic brings data which are relevant for the present and future activities of the organization. It also helps to come out with the measure to improve stress management in the organization.

#### d. Data Collection

The two sorts of information utilized for the investigation are essential and optional information. The investigation is fundamentally in light of essential information. It is the first hand data obtained or collected directly by an investigator. It is collected by questionnaire technique and they are used without any alternation in the data. Secondary data refers to those data that are collected previously by other investigator or any third person collected that. This data are already available in the firm's internal records and commercial trade or government publication, magazines, journals etc.

#### e. Data Analysis & Interpretations

##### i. Number Of Respondents According To Age

- This survey helps to study working age group in the metro cash and carry with Kanakapura branch were majority of age group belong to 25-35 which is 38.33% after that second highest age group is 20 -25 which is 26.67% which are youth of for working for the organization. Mostly superior employees in the organization are the age group of above 45 which come around by 11.67%.

- **Number Of Respondents According To Gender**
  - The study on the gender ratio helps to understand the male and female ratio in the organization. As per discussion with the HR reason for high male ratio because industries working pattern where employee need to weight lifting work .In the organization male ratio is 70% and female are 30% .
- **Number Of Respondents According To Marital Status**
  - As study show that most of employee working in the organization are from the age group of the 20 – 35 which cover 65% of employee as its competitive world it's difficult to find job with satisfying wage so they single. The unmarried percentage in the organization is almost 53.33%.
- **Respondents Who Enjoys Working At Work Place**
  - This survey help to study that how many people enjoyed working with metro cash and carry also said the reason behind that why they like to work over there. No matter there are some respondent who are not enjoying with work over there but didn't disclosed the reason for that, the total number of employee was surveyed was 60 in that 44 employees said yes they enjoy working over there which comes around by 73% and 16 employees said that they don't enjoy working over there which comes around by 27%.
- **Respondents Who Claims The Work Culture Is Supportive**
  - The study on the stress management most important question in the organization is there a support work culture for doing the work in the organization so most of the respondent said yes it but till certain extent for their work which come around by the 72% where as the 28% respondent as told no which come around by 17 employee from the total of 60 employee. The organization always does best to make supportive culture for the work for employee.
- **Respondents Frequency To Feel Stressed Out**
  - As the study show that employee are very often felt stress percentage is around by 13.33% where employee who felt stress often is very high which around by 35, employees felt stress often during their work. However employee who didn't felt stress during their work is just 11.67%.
- **Respondent's Feeling While Working In The Organization**
  - The most of employee are under the percentage of satisfied very high which is 50% of the total respondent, The level of dissatisfied and highly dissatisfied is low which is about 8.33% & 3.33%.Where as 38.33% of employees are highly satisfied of the total respondents. Reason for good satisfaction level of work in organization is proper planning and work is assigned to the employee.
- **Respondents Notion To Relate Stress**
  - Most of employee gets stress while dealing with customer/colleagues which is almost 58.33%, where 18.33% employees feel stress with administration. Least percentage of employees feels stress with long working hours which is 6.67%.
- **Respondent's Answer With Statements "I Am Busy Or I Am Having Hard Time"**
  - Most of time employee use word called "I am busy or I am having hard time" which indicates the sign of stress among employees which is quite high around by 35.00% its danger situation for employee, where as the use of that word is not done is least that 1.67%.
- **Respondents Measures To Be Free From Stress**
  - It is found that 33% of employees get engaged with entertainment session to be free from stress, where as 27% employees go with participative & interactive session, 22% employees go with social support network and few of them goes for all the option which is around by 8%.
- **Respondents Stress Relief Activities In Organization**
  - It is found that most of employees know that there is stress relief activities goes in the organization ,but 42% of employees don't know there is any stress relief activities in the organization .
- **Respondents Acknowledgement On Employers Appreciation**
  - The study shows that 27 respondents felt that their performance are not appreciated properly which comes almost 45% which is quite high number for any organization, but 33 respondents felt that performance is appreciated properly which comes almost 55%.
- **Respondents On Sufficient Break Time**
  - It clearly gives an idea that most of employees are not satisfied with the break hour which they get which almost 63% of the employee as said no, where as only 37% of employees are satisfied with break.
- **Respondents On Pressured To Work For Longer Hours**
  - It clearly gives an idea most of employees are pressured to work for longer hour which is very often which around by 35%, where only 5% of employee said that they are not pressured for working with long hours.
- **Respondent's Suggestions Or Ideas Given At Work**
  - It shows that employee are allowed to give suggestion and ideas around the work place for the improvement in the organization which around by the 41.67%, but most of employee said they are not allowed to give suggestion which is around by 58.33%.
- **Respondents Health Related Problem Due To The Pressure Or Stress At Work**
  - It shows that most of employee has health related problem to the pressure and work stress which is not good sign where 38 of respondents have health related issue which come around by 63.33%, only 22 respondents said they don't have health related problem which come around by 36.67%.
- **Respondents Engagement In Regular Exercise To Reduce Stress**

- It is understood that most of employee are not engaged them into regular exercise to reduce stress which need to improve in the organization which come around by 43 respondents which come around by 71.67% which quit high percentage, where only 17 respondents are engage in regular exercise which come around by 28.33%
- **Respondents To Have Any Special Cell In Organization To Handle The Stress**
- This study indicate that there is no special cell for stress management in organization where most respondent had said no which almost 71.67%, where some respondent said they have a special cell for stress management.
- **Respondents Recomendation As The Best Stress Prevention Method**
- This study show the opinion which will help to know the method for prevention of the stress, Realistic goal setting & Physiological fitness which comes around by 33.33% followed by 35% most of them recommended this measure will help them to reduce stress.
- **Respondents Recomendation For Effective Management Of Work At Work Place**
- The above table indicates that most of employee can handle their work at moderate level in the organization which around by 33.33%, where least effective in management of work in work ace is 30%, where some employee have highly effective and effective at management of work in work place which is 13.33% & 23.33%.

## V. FINDINGS

- These studies show that most of the working age group in the metro cash and carry belongs to 25-35 who is most young working population of India.
- It is found that most of working employees are male which almost more than half of employee population, where working of female population is less due to working environment.
- The study shows that most of employees working in the organization are unmarried which half of the working population.
- It's found that employee who is working in metro cash and carry are enjoying working in the organization only few employee who are working over are not enjoying.
- It's found that organization have good working culture which is supportive for employee to work over there some employee felt that working culture in organization is not effective.
- The study high number of employee felt stress often while working in the organization, where only less number of employees did not feel stress while working in the organization which is not good sign for organization.
- The most of employee where just satisfied with working in the organization which almost half of respondent, where highly satisfied employee is very few, their least employee where highly dissatisfied.
- The study show that most of employee had stress with dealing with customer and colleagues, ratio for which quit high for industries which have direct contact with customer daily basis only little employee have stress from administration and target/deadlines & least employee had stress with working for long hours.
- It's show that lot of employee used word called "I am busy or I am having hard time" is very high in the organization, which indicate that employee face problem in the organization where only less number of employee said they had not used word "I am busy or I am having hard time"
- Majority of respondents are engaged with entertainment activities to free from stress which help to enjoy their life.
- Most of the respondents said that there is no stress relief activity in the organization.
- Majority of the respondents said they are appreciated for their performance in the company.
- High number of respondents agreed with the insufficient break hours.
- Most of respondent have said very often they pressure for working for longer hours in the company.
- Majority of respondents are agreeing with that they are allowed to give suggestions or ideas at work.
- Lot of employee said they have health related problem through pressure or stress at work.
- Majority of respondents are agree with they are not engage regular with exercise to reduce stress.

## SUGGESTIONS

- **Maintaining Wellness Programs:** Stress management calls for the initiation of wellness programs by the human resource manager. These programs assist in managing employee's lives by eliminating stress at work and home.
- **Flexible Working Environment and Arrangement:** Mechanisms like telecommuting, flexible working hours, part-time schedules and job sharing. These programs can help employees in maintaining a work-life balance. Some employees are more productive at home than at work. With flexible schedules offering such permission, there will be a less stressful environment at work.
- **Ascertaining Health and Safety Measures:** Human resource works with other departments like health and safety to formulate and pass policies based on the solutions that the employees have identified. Through the health and safety department, employees are provided with a framework comprising six standards to assist in

generating more tips for managing stress. Although these standards are not compulsory, there are high chances that they provide the best-proven approach to effective stress management at work. These rules include strategies based on how you can manage stress effectively.

- **Identification of Primary Causative Agents:** Stress management in workplace calls for a joint report on the primary causative agents. Usually, human resource focuses on finding out why an employee is distressed. Just like in a hospital, it is vital for the human resource to decipher this point before exploring the options for treatment. When the factor is identified, depending on how related to work it is, treatment is administered. These causative agents must offer insight on how to manage stress effectively.
- **Management Standards Reinforced:** Human resource management is ideally placed as the bridging gap between the management and stressed employees. This department acts as the daily project managers responsible for handling stress management in workplace. Through their analysis of stressors, the department colludes with the line managers to offer strategies on how to manage stress effectively. This is done through organizing, planning, and outsourcing relevant feedback to the management.
- **Showing Empathy Concern:** Cases of injuries at work have been known to induce work related stress compensation. After the injury, it can be difficult for an employee to claim compensation. The human resource department is in charge of initiating a meeting with personal injury lawyers. The aim of this meeting is to handle the work related stress compensation. With a specialist in charge of the proceedings, it is always easy to handle the magnitude of stress. If an employee has an accident at work, it is crucial for them to understand that they have the right to demand compensation through personal injury lawyers.

### CONCLUSION

Stress can make an individual productive and constructive when it is identified and well managed. In times of great stress or adversity, it's always best to keep busy, to plow anger and energy into something positive. Positive attitude and meditation will be helpful for coping the stress. Stress can be minimized if companies take the right steps. Stress-free employees perform better, work harder, feel happier and have a long term commitment to the organization as compared to their counterparts. Having broader perspective of life will definitely change the perception of stress. Let us hope that we will be successful in making distress into eustress for our healthy lifestyle as well as organizational well being. Thus this paper has analyzed the stress level for the employees of Metro Cash And Carry, Bangalore and stated the features sustained by the employees of it. Further, the researchers have also proposed the suggestions to the HR department of Metro Cash And Carry, to better maintain the working environment in such a way that the employees will lead a stress free working life and evidence effective work accomplishments.

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