

# Work Related Stress of Employees working in Domino's Pizza with Reference to Chennai City Only

Magdalene Peter, S.Fabiyola Kavitha

**Abstract:** *Stress is related with imperatives and requests. The previous keeps a person from doing what the person in question wants. The last alludes to the loss of something wanted. With respect to fulfillment, it might be expressed that individuals who experience pressure secure positions disappointing. Low-to-direct pressure has positive effect on execution. It prompts better execution. While high pressure prompts lower execution. The impact of weight on fulfillment is negative consistently. [1],[ 3],[5]*

**Keywords :** *Mental stress, college students, scientific, college students, Dental, students, Engineering, Epidemiology, India*

## I. INTRODUCTION

Stress is commonly comprehended to have antagonistic impact on person's life and association's viability. In spite of the fact that pressure is seen commonly in the negative sense, it has positive side moreover. Eustress is the term used to depict positive pressure. As opposed to this moderate pressure is welcome as it can expand exertion, animate inventiveness and energize determination in one's work. In any case, exorbitantly high pressure can over-burden and breakdown an individual's physical and mental frameworks. Execution can endure as individuals experience disease expedited by exceptional pressure or potentially respond to high worry through non-attendance, turnover, mistakes, disappointment and decreased execution. [13], [15] ,[ 17]

## II. OBJECTIVES

- a) Primary:  
To study the work related stress of employees working in DOMINO'S PIZZA.
- b) Secondary:
  - i) To study the most stressful aspects of the job.
  - ii) To study the rate of level of job stress of the employees.

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### A. Scope of the study

This project is intended to study the work related stress of employees in DOMINO'S PIZZA with reference to Chennai city only. [2],[ 4],[6]

### B. Limitations:

1. Collecting information from the employees was difficult.
2. The confidential information cannot be collected due to certain rules and regulations.
3. Time given for doing the project was not enough. [31],[33],[32]

### C. Research Methodology:

#### Research Type:

The exploration strategy embraced for the investigation is Descriptive research. The clear research is likewise called as Explanatory plan. Unmistakable research thinks about for the most part worried about portrayal of attributes of a specific individual or gathering. This exploration incorporates overviews and truth discovering enquiries of various types. The real motivation behind graphic research is portrayal of the situation, as it exists at present. [7],[ 9] ,[11]

#### Tools for collecting data:

- a) Primary data:  
By structured questionnaire method, the primary data was collected from the sample size of 100 employees. [8],[ 10] ,[12]
- b) Secondary data:  
The secondary data was gathered from books and websites.

#### (3) Analysis of data:

The data collected were analysed with the help of tables, percentages and presented by charts.

#### (4) Sampling Frame:

The sampling frame for the study is focused on the employees working in DOMINOS PIZZA with reference to Chennai only.

#### (5) Sampling size:

The sample size for the study is 100 employees.

#### (6) Reference period:

The period used for the project is of three

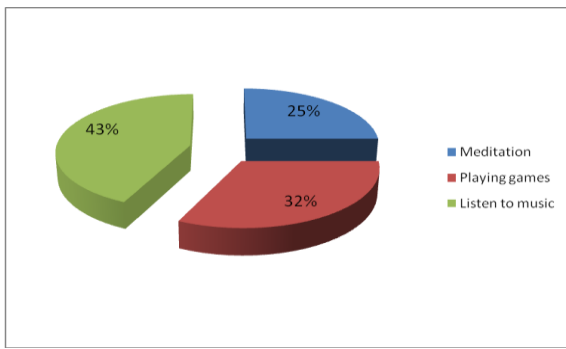
months from January 2011 to March 2011.

**Table-1 When the employees are under stress what they do to overcome stress**

Category	Frequency	Percentage (%)
Meditation	25	25
Games	32	32
Listen to music	43	43
Total	100	100

**Interpretation**

This table shows that 25% of the employees do meditation, 32% play games and 43% listen to music to overcome stress.



**Fig:1 When the employees are under stress what they do to overcome stress.**

**Inference:**

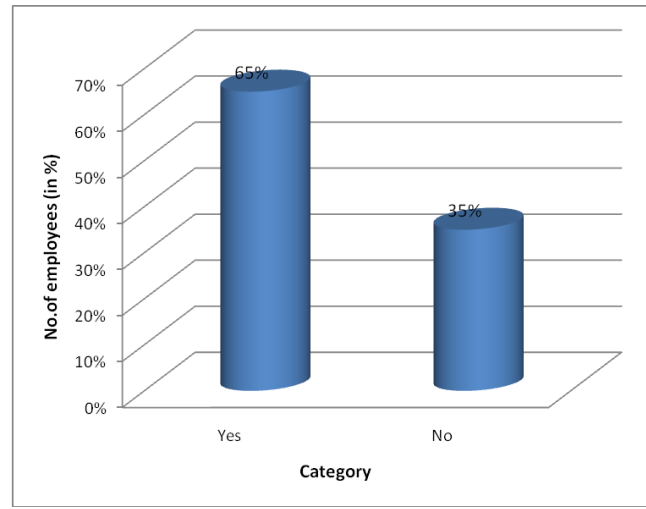
32% of the employees listen to music when they are under stress.

**Table-2 Whether the company gives training for the employees to avoid the stress**

Category	Frequency	Percentage (%)
Yes	65	65
No	35	35
Total	100	100

**Interpretation:**

This table shows 65% of the employees had given training by the company to avoid stress and 35% had not given training.



**Fig:2 Whether the company gives training for the employees to avoid the stress**

**Inference:**

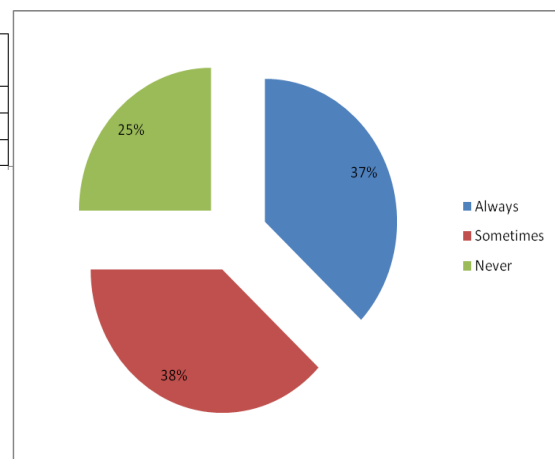
65% of the employees had given training by the company to avoid stress.

**Table-3 Whether the training helps the employees to overcome stress**

Category	Frequency	Percentage (%)
Always	37	37
Sometimes	38	38
Never	25	25
Total	100	100

**Interpretation:**

This table shows that 37% of the employees says that the training helps them to overcome stress.



**Fig:3 Whether the training helps the employees to overcome stress**

**Inference:**

38% of the employees says the training helps them to overcome stress. [26],[28],[30]

**Table-4 Employees suggestions the company can take effective measures to reduce the work stress.**

Category	Frequency	Percentage (%)
By proper stress training	20	20
Proper counselling	15	15
Entertainment	45	45
Tours	15	15
Games	5	5
Total	100	100

**Interpretation:**

This table shows that 20% of the employees says by proper training, 15% by proper counselling, 45% by entertainment, 15% by tours and 5% by games the company can take effective measures to reduce the work stress

**III. RESULTS**

- ✚ About 65% of the employees are male.
- ✚ 70% of the employees are in between the age group of 18-25.
- ✚ About 80% of the employees work as full time.
- ✚ 45% of the employees work for 45-55 hours in a week.
- ✚ 35% of the employees say work load is the most stressful aspect of their job.
- ✚ 37% of the employees have stress for the whole month. [14],[ 16], [18]
- ✚ 35% of the employees rate the level of their stress as severe.
- ✚ 25% of the employees feels headache when they are stressful.
- ✚ About 22% of the employees describe their work as challenging one.
- ✚ About 40% of the employees redouble their efforts when they are given more work.
- ✚ 50% of the employees accept to work overtime sometimes.
- ✚ About 55% of the employees always get tense when they are given late orders.
- ✚ 76% of the employees respond in a negative manner when they are asked to do something for which they lack training.
- ✚ 60% of the employees say their job stress is caused by the co-workers.
- ✚ 53% of employees say their working environment causes stress for them.
- ✚ About 48% of the employees overcome stress slowly if they a stressful working day.
- ✚ 62% of the employees say the pay given to them causes stress.
- ✚ 50% of the employees get irritated by the employees little.
- ✚ About 32% of the employees says when they are under stress they listen to music to overcome it.
- ✚ About 65% of the employees had given training to avoid the stress.

- ✚ 38% of the employees say the training sometimes helps them to overcome stress.
- ✚ About 45% of the employees say by entertainment the company can take effective measures to reduce the work stress.

**IV. DISCUSSION**

- ✚ To avoid stress the company should arrange tours and they also can have some games.
- ✚ The company should give incentives for the employees who work overtime.
- ✚ Festival time holidays should be given to the employees.
- ✚ As there is no medical insurance in Dominos, the company should introduce the same.
- ✚ Training and development will help employees to develop their skills and equip them to take up other challenges.
- ✚ Weekly team review meetings can enhance the team performance as well as individual performance.
- ✚ Team outings can bring about more understanding among employees and help to reduce the stress levels.
- ✚ The pattern for privileged leaves and flexible timing can help employees to do things of their interests.
- ✚ Employing multitasking people can help in reducing the work overloads.
- ✚ Work overload can be reduced by effective manpower planning.
- ✚ Employees who perform well should be given rewards and awards in order to motivate the employees and to reduce their stress level. [25],[27],[29]

**V.CONCLUSION**

A descriptive study is intended to be made on stress management which is very common and complex in nature, particularly in food industries like Dominos where stress is a part of the employees. [19],[21],[23]  
All the employees working in Dominos Pizza is having stress.  
Majority of the employees says work load is the most stressful aspects of their job.  
The company should take effective measures to avoid stress of employees in their job.  
Some of the effective measures the company can take are by proper stress training, proper counseling, entertainment, tours, games,etc. [20],[ 22], [24]

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