

**FACTORS INFLUENCING ON EMPLOYEES'
STRESS IN AN APPAREL INDUSTRY IN
AMPARA DISTRICT**



FCM1842



Project Report
Library - EUSL

DISSANAYAKA MUDIYANSELAGE NILUKA KUMUDINI

DEPARTMENT OF MANAGEMENT

FACULTY OF COMMERCE AND MANAGEMENT

EASTERN UNIVERSITY, SRI LANKA

2017

ABSTRACT

The aim of this study is to identify the factors influencing on employee stress in an apparel industry. While many studies focused on only the employee stress of operational employees, this is one of the studies that focus exclusively on employee stress in the workplace. Based on the comprehensive literature review, six factors were identifies which could predict employee stress in the workplace.

The studies mainly analyze the objectives of the research such as, To identify the level of demand factors which are related with stress of operational level employees in Apparel Company, To identify the level of control factors which are related with stress of operational level employees in Apparel Company, To identify the level of support factors which are related with stress of operational level employees in Apparel Company, To identify the level of relationship factors which are related with stress of operational level employees in Apparel Company, To identify the level of role factors which are related with stress of operational level employees in Apparel Company, To identify the level of change factors which are related with stress of operational level employees in Apparel Company and To identify the level of demographic factors which are related with stress of operational level employees in Apparel Company.

The study is mainly considers the primary data. The primary data were collected through closed structure questionnaire from 200 respondents from apparel manufacturing firms in Ampara District and used univariate analysis in order to analyze data and find the results of study objectives.

At the same time the results show that both organizational and demographic factors have positive impact on employee stress. Furthermore, the dimensions of organizational factor such as demand, support, relationship and change having high level of contribution to determine the operational level employees' stress in the apparel industry. The findings of this study have various managerial implications for other apparel manufacturing firms and other industries.

TABLE OF CONTENTS

| | |
|----------------------------|------|
| ACKNOWLEDGEMENT..... | I |
| ABSTRACT..... | II |
| TABLE OF CONTENTS..... | III |
| LIST OF TABLES..... | VII |
| LIST OF FIGURES..... | VIII |
| LIST OF ABBREVIATIONS..... | IX |

Chapter-1 Introduction

| | |
|--|---|
| 1.1 Background of the Study..... | 1 |
| 1.2 Problem Statement..... | 3 |
| 1.3 Research Questions..... | 5 |
| 1.4 Research Objectives..... | 5 |
| 1.5 Scope of the Study..... | 6 |
| 1.6 Significance of the Study..... | 6 |
| 1.7 The Organization of the Chapter..... | 7 |
| 1.8 Chapter Summary..... | 8 |

Chapter-2 Literature Review

| | |
|--|----|
| 2.1 Introduction..... | 9 |
| 2.2 Employee Stress..... | 9 |
| 2.2.1 Definitions of Employee Stress..... | 9 |
| 2.2.2 Evolution of Employee Stress..... | 11 |
| 2.2.3 Theories of Employee Stress..... | 11 |
| 2.2.3.1 Stress in General..... | 11 |
| 2.2.3.2 Symptoms of Stress..... | 12 |
| 2.2.3.3 Emotions and Stress..... | 12 |
| 2.2.3.4 Causes of Stress..... | 13 |
| 2.2.3.5 Consequences of Stress on Employees..... | 13 |
| 2.2.4 Measurement of Employee Stress..... | 13 |
| 2.2.4.1 Useful Datasets..... | 13 |
| 2.2.4.2 Need for Anonymity..... | 14 |

| | |
|--|----|
| 2.2.4.3 Manager Intervention..... | 14 |
| 2.3 Models of Employee Stress..... | 15 |
| 2.4 Relationship between Factors and Stress..... | 19 |
| 2.5 Theoretical Framework of the Research..... | 20 |
| 2.5.1 Organizational Factors..... | 20 |
| 2.6 Chapter Summary..... | 22 |
| Chapter -3 Conceptualization and Operationalization | |
| 3.1 Introduction..... | 23 |
| 3.2 Conceptualization..... | 23 |
| 3.2.1 Demand..... | 25 |
| 3.2.2 Control..... | 25 |
| 3.2.3 Support..... | 25 |
| 3.2.4 Relationship..... | 25 |
| 3.2.5 Role..... | 26 |
| 3.2.6 Change..... | 26 |
| 3.3 Variable Association..... | 27 |
| 3.4 Operationalization..... | 28 |
| 3.5 Chapter Summary..... | 29 |
| Chapter -4 Research Methodology | |
| 4.1 Introduction..... | 30 |
| 4.2 Study Setting, Design and Method..... | 30 |
| 4.3 Time Horizon..... | 30 |
| 4.4 Unit of Analysis..... | 31 |
| 4.5 Sample Design..... | 31 |
| 4.5.1 Study Population..... | 31 |
| 4.5.2 Sampling Elements..... | 31 |
| 4.5.3 Sample Size and Sampling Method..... | 31 |
| 4.6 Method of Data Collection..... | 32 |
| 4.6.1 Questionnaire Design..... | 32 |
| 4.6.2 Sources of Data..... | 33 |

| | |
|---|----|
| 4.7 Data Processing..... | 33 |
| 4.8 Data Analysis and Presentation..... | 33 |
| 4.9 Method of Data Evaluation..... | 33 |
| 4.9.1 Reliability Test..... | 34 |
| 4.9.2 Univariate Analysis (Descriptive Statistics)..... | 34 |
| 4.10 Chapter Summary..... | 35 |
| Chapter -5 Data Presentation and Analysis | |
| 5.1 Introduction..... | 36 |
| 5.2 Analysis of Reliability..... | 36 |
| 5.3 Data Presentation and Analysis of Personal Information..... | 37 |
| 5.3.1 Sample Distribution of the Current Job Position..... | 37 |
| 5.3.2 Sample Distribution of the Gender..... | 38 |
| 5.3.3 Sample Distribution of the Age..... | 38 |
| 5.3.4 Sample Distribution of Civil Status..... | 39 |
| 5.3.5 Sample Distribution of Education Level..... | 39 |
| 5.3.6 Sample Distribution of Work Experience..... | 39 |
| 5.4 Data Presentation and Analysis of Research Information..... | 40 |
| 5.4.1 Univariate Analysis..... | 40 |
| 5.4.2 View of Factors-Influencing on Employee Stress..... | 40 |
| 5.4.2.1 Mean, Standard Deviation and Frequency level of Demand..... | 41 |
| 5.4.2.2 Mean, Standard Deviation and Frequency Level of Control..... | 42 |
| 5.4.2.3 Mean, Standard Deviation and Frequency Level of Support..... | 43 |
| 5.4.2.4 Mean, Standard Deviation and Frequency Level of Relationship..... | 44 |
| 5.4.2.5 Mean, Standard Deviation and Frequency Level of Role..... | 45 |
| 5.4.2.6 Mean, Standard Deviation and Frequency Level of Change..... | 46 |
| 5.4.2.7 Mean, Standard Deviation of Demographic Factors..... | 47 |
| 5.5 Chapter Summary..... | 49 |
| Chapter -6 Discussion of Findings | |
| 6.1 Introduction..... | 51 |
| 6.2 Discussion of Personal Information..... | 51 |
| 6.2.1 Current Job Position of Employees..... | 51 |

| | |
|--|----|
| 6.2.2 Gender of Employees..... | 51 |
| 6.2.3 Age Level of Employees..... | 51 |
| 6.2.4 Civil Status of Employees..... | 52 |
| 6.2.5 Education Level of Employees..... | 52 |
| 6.2.6 Work Experience of Employees..... | 52 |
| 6.3 Discussion of Research Information..... | 52 |
| 6.3.1 Objective One..... | 52 |
| 6.3.2 Objective Two..... | 52 |
| 6.3.3 Objective Three..... | 53 |
| 6.3.4 Objective Four..... | 53 |
| 6.3.5 Objective Five..... | 53 |
| 6.3.6 Objective Six..... | 53 |
| 6.3.7 Objective Seven..... | 55 |
| 6.3.7.1 Level of Current Job Position on Organizational Factors..... | 56 |
| 6.3.7.2 Level of Gender on Organizational Factors..... | 56 |
| 6.3.7.3 Level of Age on Organizational Factors..... | 56 |
| 6.3.7.4 Level of Civil Status on Organizational Factors..... | 56 |
| 6.3.7.5 Level of Educational level on Organizational Factor..... | 57 |
| 6.3.7.6 Level of Work Experience on Organizational Factor..... | 57 |
| 6.4 Chapter Summary..... | 58 |
| Chapter -7 Conclusions and Recommendations | |
| 7.1 Introduction..... | 59 |
| 7.2 Conclusion of Research Objectives..... | 59 |
| 7.2.1 Conclusion for Objective One..... | 59 |
| 7.2.2 Conclusion for Objective Two..... | 59 |
| 7.2.3 Conclusion for Objective Three..... | 60 |
| 7.2.4 Conclusion for Objective Four..... | 60 |
| 7.2.5 Conclusion for Objective Five..... | 60 |
| 7.2.6 Conclusion of Objective Six..... | 60 |
| 7.2.7 Conclusion of Objective Seven..... | 60 |
| 7.3 Recommendations..... | 62 |

| | |
|---|-----------|
| 7.4 Limitations of the Study..... | 62 |
| 7.5 Directions for Future Research..... | 63 |
| References..... | 64 |
| Appendixes..... | 70 |