

## **A Study on Managing Occupational Stress in Al-Hassan Group Company, Muscat**

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**Abstract:** Al-Hassan Group comprises about 11 companies operating in Oman and the UAE employing a multi-cultural workforce of over 5000 people. Also infrastructure covering energy, water, oil and gas industries department specialized in lighting. We choose this title of our senior project according to current stress that employees face in Hassan company. Managing occupational stress in Hassan company is a little difficult for employee at work it can actually be good for them it helps the employee to focus and prepare the body for action. Recognizing and knowing how to tackle stress is something that Hassan company, need to be prepared for. This guide examines the causes of workplace stress and looks at what businesses can do to help protect their employees and themselves. In our study we try to justify some basic objective including identifies the existence causes of work stress in the organization and also suggest measures for coping with stress. The research designed includes the descriptive research design. It describes the study of strategic how managing occupational stresses in Al-Hassan Group companies. It gathers information about this topic, and describing it in details. We looked to some articles of some people after that we analyzed them according to our objectives in the project. The Source of Data Collected by Primary data was collected within the employees of organization through survey and personnel interview. Secondary data was collected from various published books, companies 'web sites and company old records. In this paper gave our recommendation based on data being collected through a structured questionnaire and also suggest Organization should know and make sure that the employees face a lot of situation related to stress because of internal or external factors.

**Keywords:** Occupational stress, productivity, management, work environment, optimal level.

### **INTRODUCTION TO STRESS**

Stress is the "wear and tear" our bodies experience as we adjust to our continually changing environment; it has physical and emotional effects on us and can create positive or negative feelings [1]. The reasons for the stress differ from person to person. An optimum amount of stress can always act as an energizer or motivator and propel people to apply the efforts and complete the work [2]. However, a high level of stress can be serious threat to the personality trails of the individual and can cause physiological and social problems [3].

The manner in which we perceive and understand the changes or the particular event creates same event can bring happiness and cause stress in two different people depending upon how they react to it So, Stress is our reaction to external events and it can be positive or negative depending upon how were act, it is the general wear and tear of the body machine that takes

place due to extra demands put on it so it is importance to under stress for better organizational productivity [4].

Al-Hassan Group comprises about 11 companies operating in Oman and the UAE employing a multi-cultural workforce of over 5000 people. In addition, infrastructure covering energy, water, and oil and gas industries department specialized in lighting. In this paper, I identified the problem related to stress that employee's face in Hassan Company, to know how the HR department treats with the stress, and to know if there are any alternatives of HR strategies to deal with stress employees, to study if Hassan Company does any new strategies to per event termination of employees. [5] In Hassan Company, employers have a legal responsibility to recognize and deal with stress in the workplace so that employees do not become physically or mentally ill and lower employee productivity. The purpose of the research was to get the effects or impacts of stress on employees' productivity [6]. It will also provide suggestions on how to reduce the effects of

stress on output. It will also provide suggestions on how to reduce the effects of stress on output. Again, it will be a source for further research and of relevance to owners [7].

It is important to tackle the causes of stress in the workplace as stress at work can lead to problems for the individual, working relationships and the overall working environment [8]. These issues may include lowered self-esteem and poor concentration skills for the employee. The employer may suffer from increasing customer complaints, staff turnover and days lost to sickness [9]. However, if stress manages in the organization it will increase the productivity, good reputation for the company, and increase employee's performance and retentions [10].

Managing occupational stress in Hassan Company is a little difficult for employee at work it can actually be good for them it helps the employee to focus and prepare the body for action. Some studies even suggest that it can improve memory. However, prolonged stress can lead to both physical and mental problems, and long-term absence. In addition, when it becomes a problem for both the employee and the company [11].

**EXPERIMENTAL SECTION**

**Research objective and design**

In research designed includes the descriptive research design. It describes the study of strategic how managing occupational stresses in Al-Hassan Group companies. Primary data was collected within the employees of organization through survey and personnel interview. Secondary data was collected from various published books, companies 'web sites and company old records [12]. I have distributed a sample of the questionnaire in the main branch of Al-Hassan Group Companies. And this explains in detail what we found information from the company director Target.

**Population**

All employees of Al Hassan company group-250. Sample size: There are 40 respondents including all gender, marital status nationality, designation. [13]

	8	10
Mean	10.66666667	10
Variance	80.33333333	0
Observations	3	3
Hypothesized Mean Difference	0	
df	2	
t Stat	0.128831325	
P(T<=t) one-tail	0.454639079	
t Critical one-tail	2.91998558	
P(T<=t) two-tail	0.909278158	
t Critical two-tail	4.30265273	

here t stat is less than t critical value so we accept null hypothesis H null hypotheses lu is is greater than value of alpha(.05 so we acceptt well as t va as well)

**Sampling method**

A sample of 40 employees is taken out of a total population of 250employees (58%), based on Convenience sampling. The sample is selected in such a way that it includes the employees of all ages, different designations from different educational streams with distinct experience from various departments. For my research tabulation Percentage and Mean methods has been used as statistical tools for data analysis. [14] Graphical representation of data will be done by pie and par chats. Percentage analysis is specific tools to make comparison between two or more series of data beside this to test the hypotheses used t tail test for two sample variance and find the p value to accept or reject hypothesis [15].

- To identify the existence of work stress in the organization.
- To identify the causes of work stress.
- If yes, suggest measures for coping with stress.
- To measure the impact of work stress on organizational productivity.

To solve my objectives, I worked on following null Hypothesis.

- H0 1: Employee does not face stress in the organization
- H0 2: Employee does not feel satisfied while working in the organization
- H0 3; Longer working hours is not the reason for stress.
- H0 4; work load is not the reason for stress in the company.
- H0 5: No one is taking care of stress in the organization
- H0 6; Employee are not handling stress situation optimistically.
- H0 7: Management is not effective in handling stress situation
- H0 8: Top management pressure is not the reason for stress
- H0 9: There is no effect on stress on productivity of employees
- H0 1:** Employee does not face stress in the organization

I find employees are fully satisfied with their assigned job and never faced stress. Although employees have different level of stress and all employees have different reason for their stress.

**H0 2**

Employee does not feel satisfied while working in the organization employee feel satisfy us rejecting null hypotheses even critical t value is greater. some employees feel satisfy working in this organization about highest 40% rate but some employees feel depressed that is very less.

t-Test: Two-Sample Assuming Unequal Variances		
	Variable 1	Variable 2
Mean	8	8
Variance	32.5	0
Observations	5	5
Hypothesized Mean Difference	0	
df	4	
t Stat	0	
P(T<=t) one-tail	0.5	
t Critical one-tail	2.131847	
P(T<=t) two-tail	1	
t Critical two-tail	2.776445	

**H0 3:** Longer working hours is not the reason for stress I reject this hypothesis based on t value which is greater than 0.05. from the analysis I find 32.5 % suffer from

longer working hours which act as a major reason for causing stress.

t-Test: Two-Sample Assuming Unequal Variances		
	Variable 1	Variable 2
Mean	10	10
Variance	22.66667	0
Observations	4	4
Hypothesized Mean Difference	0	
df	3	
t Stat	0	
P(T<=t) one-tail	0.5	
t Critical one-tail	2.353363	
P(T<=t) two-tail	1	
t Critical two-tail	3.182446	

**H0 4:** work load is not the reason for stress in the company. I rejected null hypothesis based on critical t value which is moving on greater side. Workload is too heavy and that you could not possibly finish during the ordinary workday. In addition, hardly 5 % of the

employee said that they the work load decreased. It means that mostly of the employees sometimes think that workload is too heavy and that they could not possibly finish during the ordinary workday.

t-Test: Two-Sample Assuming Unequal Variances		
	Variable 1	Variable 2
Mean	10	10
Variance	28	0
Observations	4	4
Hypothesized Mean Difference	0	
df	3	
t Stat	0	
P(T<=t) one-tail	0.5	
t Critical one-tail	2.353363435	
P(T<=t) two-tail	1	
t Critical two-tail	3.182446305	

**H0 5:** No one is taking care of stress in the organization is rejected based on statistic value which is greater than t value of table. In the research I find 15% employees mostly face stress situation and 32.5 % employees rarely face a stress in their working. Frequently about 37.5 % employees face stress sometimes which is

maximum and 15% employees are not at all face stress situation being care off. We can analyses that when ever employee faces stress their problem are solved some time and some time problems are not taken in t consideration at all.

t-Test: Two-Sample Assuming Unequal Variances		
	Variable 1	Variable 2
Mean	10	10
Variance	22	0
Observations	4	4
Hypothesized Mean Difference	0	
df	3	
t Stat	0	
P(T<=t) one-tail	0.5	
t Critical one-tail	2.353363435	
P(T<=t) two-tail	1	
t Critical two-tail	3.182446305	

**H0 6:** Employee are not handling stress situation optimistically. In this study find 20% employees optimistically can handle stress situation and 42.5% employees handle stress situation with help of other.37.5% depends upon level to handle stress

situation. We can observe that cooperation with each other is exited but with the top management participation is less which effects on the productivity and morale of employees.

t-Test: Two-Sample Assuming Unequal Variances		
	Variable 1	Variable 2
Mean	13.33333333	10
Variance	22.33333333	0
Observations	3	3
Hypothesized Mean Difference	0	
df	2	
t Stat	1.221694444	
P(T<=t) one-tail	0.173139775	
t Critical one-tail	2.91998558	
P(T<=t) two-tail	0.34627955	
t Critical two-tail	4.30265273	

**H0 7:** Management is not effective in handling stress situation. In this paper I find that 27.5% of employee are satisfied completely with effective handling stress situation, also you can see there is huge change in management stress effectively in al Hassan group

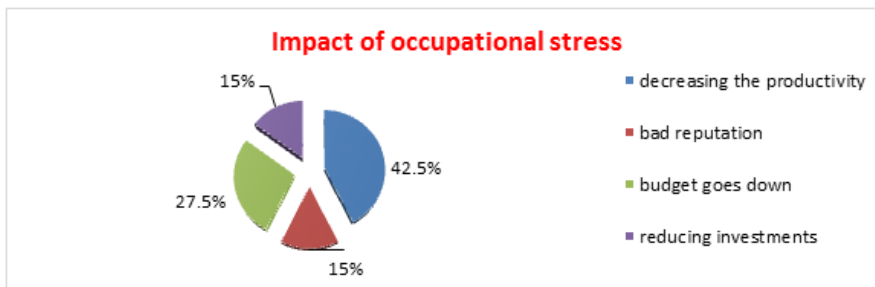
company to a certain extent into 37.5% which decrease the motivation level moreover 22.5% related to satisfactory level, and 12.5% of level is not at all effective in handling stress situation in organization. Reject null hypothesis based on t statistics.

t-Test: Two-Sample Assuming Unequal Variances		
	Variable 1	Variable 2
Mean	10	10
Variance	17.33333333	0
Observations	4	4
Hypothesized Mean Difference	0	
df	3	
t Stat	0	
P(T<=t) one-tail	0.5	
t Critical one-tail	2.353363435	
P(T<=t) two-tail	1	
t Critical two-tail	3.182446305	

**H0 8:** Top management pressure is not the reason for stress we reject the null hypothesis based on critical t value. paper managemet pressure is the reason for causing stress In this graph you can see the upper management pressure is can be main reason for stress. However not all the employees agree with this statement 30% of employees are agree and 70% of

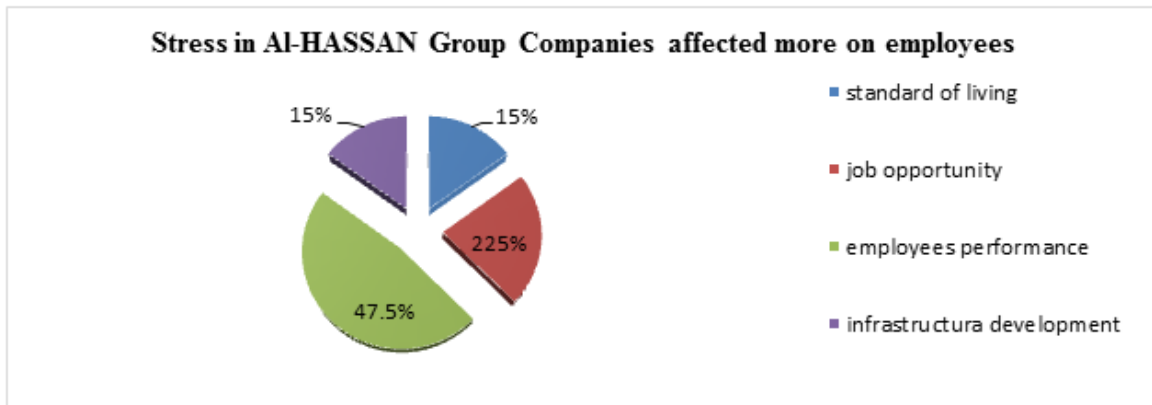
employees are disagree. Pressure and force crested by upper level create more absenteeism and affects the health of employees

**H0 9:** There is no effect on stress on productivity of employees this hypothesis is rejected based on t statistics.



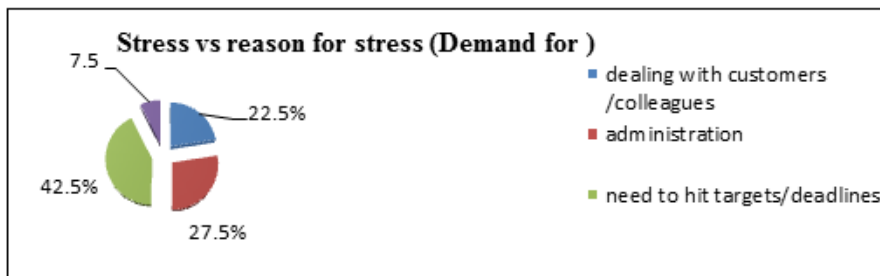
St-Test: Two-Sample Assuming Unequal Variances		
	Variable 1	Variable 2
Mean	10	10
Variance	27.33333333	0
Observations	4	4
Hypothesized Mean Difference	0	
df	3	
t Stat	0	
P(T<=t) one-tail	0.5	
t Critical one-tail	2.353363435	
P(T<=t) two-tail	1	
t Critical two-tail	3.182446305	

**Other analysis**



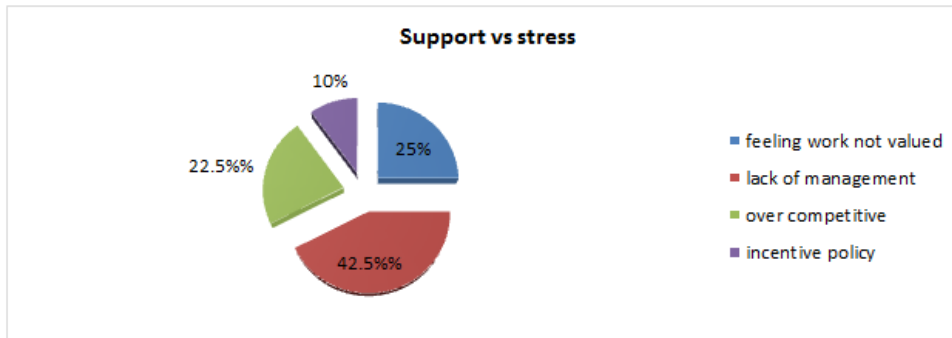
In this graph, you can see employees stress in Al-HASSAN Group Companies affected more on many reasons such as standard of living 15%, job opportunity

22.5%, employee’s performance 47.5%, infrastructure development 15%.



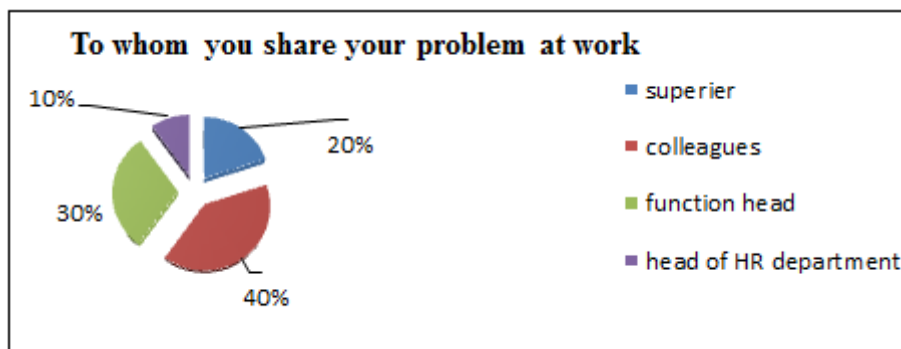
In this graph you can see 42.5 employees say need to hit targets/deadlines about Stress related to demand this highest rate but low rate 7.5 employees say

long working hours. We can easily found that target and deadlines create more stress at work place.



In this graph, you can see that 25% of employees feeling work not valued which stress is related to support and 42.5% of employee’s lack of management support, also you can see that 22.5% of

employees are over competitive /confrontational institutional culture. Moreover, 10% employees are choosing the incentive policy as stress related to support.



In this graph, you can see 20% of employees say that superior is the one who report/ share if you have any problem in your work .40% of employees say colleagues are report them.30percentage function head and 10% head of HR department. It means employees are more close to their peers and most of the stress problems are not being reported to upper level.

- Most of the employees face too much stress due to meeting of Deadlines and targets.Lack of
- management support create dissatisfaction among workers which is valid reason for stress in the company .
- Reporting system for sharing of any problem is also valid reason casuing stress among the employees.
- Employees are not sharing their problems with upper level and they r sharing with colleagues so reporting system is also a reason which create stress in the company .
- 70% employees says top management pressure is not causing stress too much .

**RESULTS AND DISCUSSION**

Our first objective is whether there is existence of stress or not what we find that stress is existed in the company but not very much high .With reference to our question 1,4,10 which indicated that employee face stress situation sometimes (52.5%) but not very high and mostly 40% employees are satisfied with the their job .It has been observed that very frequently company is taking care of stress full situation.

Our second objective is causes/reasons for stress in the Al Hasson Group .There are many reason for stress as such. But some causes have major impact on the stress level of the employees . It has been found work environment is the major cause for stress but long working hour does not have much impact on stress of workers.

- Even the workload does not have much impact on the stress of workers.

The third objective is based on stress management handling and techniques which is more affective based on the thinking of employees. It has been found that cooperation and helping each other stress can be over come . To a certain extent management is able to cover the stress ful situation of tn employees for managing stress in suggestion given by employees for coping of stress . It has been observed that there training and development and job rotation or transfer of employess is best strategy which can be used for coping the stress . giving break during the working hours is also success full way for mthe mangemnet of stress . The company should improve training and



development program for managing occupational stress in the company.

It has been found that stress has major impact on absenteeism of employees and employees are not able to perform well due to stress. It has been observed that employees participation is less and they do not report for stress much. Job opportunity is also been due to stress level among the employees. It creates bad reputation of the company [16].

## CONCLUSION

A survey of the various studies on stress management reveals that research study on the occupational stress and job satisfaction in al Hassan Group Company, Muscat Branch is not yet attempted. The present paper "Impact of occupational stress on Job Satisfaction of employees in al Hassan Group Company attempts to fill the research gap. The study focuses mainly on the impact of occupational stress on job satisfaction employees in al Hassan group company. The findings of this study not only throw light on level of stress and coping strategies adopted by the company. It may also help scholars and researchers to develop new ideas, techniques and methods for coping with stress and to improve the employees' wellbeing [17].

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