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THE STUDY OF STRESS MANAGEMENT AND EMPLOYEE'S PERFORMANCE IN MAHARASHTRA STATE ELECTRICITY TRANSMISSION COMPANY LIMITED (MAHATRANSCO) OF EHV P.C. O&M ZONE NAGPUR

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ABSTRACT:

This study aims to investigate the relationship between stress management and employee performance in the Maharashtra State Electricity Transmission Company Limited (MAHATRANSCO) of EHV P.C. O&M Zone Nagpur. Stress in the workplace has become a significant concern for organizations worldwide, as it can adversely affect employee well-being and overall organizational performance. This research seeks to explore the impact of stress management techniques on employee performance and identify the factors contributing to stress among employees. The study has adopted a mixed-methods approach, combining quantitative data from surveys and qualitative insights from interviews and focus groups. A structured questionnaire has been administered to a sample of employees within the organization to collect data on stress levels, stressors, coping mechanisms, and perceptions of stress management initiatives. Additionally, interviews and focus groups have been conducted with key stakeholders, including managers and human resources personnel, to gain in-depth insights into existing stress management practices. The findings of this study are expected to contribute to the understanding of the effectiveness of stress management practices within MAHATRANSCO and provide valuable insights for improving employee well-being and performance. The research outcomes can inform the development and implementation of targeted stress management interventions tailored to the specific needs of employees in the electricity transmission industry. Ultimately, this study aims to promote a healthier work environment, enhance employee engagement and satisfaction, and foster overall organizational success in MAHATRANSCO.



KEYWORDS: Stress Management, Employee Performance, The Maharashtra State Electricity Transmission Company Limited (MAHATRANSCO), Employee Well-Being

INTRODUCTION:

In today's fast-paced and competitive work environment, stress has become a pervasive issue affecting employees' well-being and organizational performance. Stress can have detrimental effects on employee health, job satisfaction, productivity, and overall job performance. Therefore, organizations must address and manage stress effectively to promote a healthy work environment and optimize employee performance. The Maharashtra State Electricity Transmission Company Limited (MAHATRANSCO), operating in the EHV P.C. O&M Zone in Nagpur, plays a critical role in the reliable

transmission of electricity across Maharashtra. Given the demanding nature of the electricity transmission industry, employees in MAHATRANSCO may experience high levels of stress due to various factors such as heavy workloads, time pressure, operational challenges, and job complexity. It is essential to understand the impact of stress on employee performance within this specific organizational context and identify effective stress management strategies. The Maharashtra State Electricity Transmission Company Limited (MAHATRANSCO) plays a vital role in ensuring the efficient transmission of electricity across Maharashtra. As a significant player in the power sector, MAHATRANSCO faces unique challenges that can impact employee well-being and performance. One such challenge is stress, which has been recognized as a prevalent issue in today's work environment.

Stress can have a profound impact on employee productivity, job satisfaction, and overall organizational success. Organizations like MAHATRANSCO must prioritize stress management initiatives to create a conducive work environment and optimize employee performance. Understanding the relationship between stress management and employee performance is crucial for identifying effective strategies to mitigate stress and enhance employee well-being.

The outcomes of this study are expected to provide valuable insights for MAHATRANSCO in effectively managing stress and improving employee performance. The findings can guide the organization in implementing targeted interventions and strategies to reduce stress levels, enhance employee well-being, and optimize organizational outcomes. Moreover, the research outcomes can contribute to the broader understanding of stress management and employee performance in the electricity transmission industry. By addressing stress management and its impact on employee performance, this study aims to support the creation of a healthier and more productive work environment within MAHATRANSCO's EHV P.C. O&M Zone in Nagpur. Ultimately, this research endeavors to foster employee engagement, job satisfaction, and overall organizational success in MAHATRANSCO.

Stress management plays a significant role in influencing employee performance. When employees experience high levels of stress, it can negatively impact their well-being, job satisfaction, and productivity. On the other hand, effective stress management practices can help employees cope with and reduce stress, leading to improved performance outcomes. Effective stress management practices contribute to the overall well-being of employees. When employees are supported in managing their stress levels, they experience lower levels of burnout, anxiety, and other stress-related health issues. Improved well-being positively affects their ability to perform well at work. High levels of stress can hinder productivity and focus. By implementing stress management initiatives, organizations can help employees manage their stress levels and maintain focus on their tasks. This, in turn, leads to increased productivity and efficiency in their work.

Employees who feel supported in managing their stress are more likely to experience higher levels of job satisfaction. Stress management practices contribute to a positive work environment, leading to greater job satisfaction, which is known to have a positive impact on employee performance. Stress can impair cognitive abilities, including decision-making skills. Effective stress management helps employees maintain clarity of thought and make better decisions even in high-pressure situations. This improves the quality of work and overall performance. Stress can strain interpersonal relationships in the workplace. By managing stress effectively, employees are better able to communicate, collaborate, and build positive relationships with colleagues, resulting in improved teamwork and performance.

Stress management practices help employees develop resilience, allowing them to bounce back from setbacks and adapt to challenging situations. Resilient employees are better equipped to handle work-related stressors, maintain performance during difficult times, and recover quickly from setbacks. Excessive stress can contribute to increased absenteeism and employee turnover. Implementing stress management practices helps reduce stress levels, which, in turn, decreases absenteeism and turnover rates. Employees are more likely to stay engaged and committed to their work when they have effective stress management support. High-stress levels can also impact health and safety outcomes in the workplace. Effective stress management practices contribute to a healthier work environment by

reducing stress-related illnesses, accidents, and errors. This enhances overall safety and well-being. Organizations that prioritize stress management initiatives and provide resources for employees to effectively cope with stress can create a healthier and more productive work environment. By promoting employee well-being and managing stress, organizations can maximize employee performance and achieve better overall organizational outcomes.

Research Methodology:

The research paper has dependent on primary and secondary data.

Objectives of Research:

- 1) To study of the relationship between stress management and employee performance in MAHATRANSCO of EHV P.C. O&M Zone Nagpur.
- 2) To understand of the stress-related challenges faced by employees in MAHATRANSCO.
- 3) To promote a healthy work environment through research, enhance employee engagement and satisfaction, and contribute to the overall success of MAHATRANSCO.

Limitations of the study:

Findings from the study may not be directly applicable to other departments or zones within MAHATRANSCO or other organizations in different industries. The specific context and characteristics of the EHV P.C. O&M Zone Nagpur may limit the generalizability of the results. The study's sample size and representativeness can impact the validity of the findings. If the sample size is small or does not adequately represent the diversity of employees in MAHATRANSCO, the results may not accurately reflect the overall population. The study may rely on self-reported data, such as surveys or interviews, which are subject to bias. Employees may provide responses that are influenced by social desirability, personal perceptions, or other factors that could introduce bias into the findings. The study may not have control over external factors that could influence stress levels or employee performance. Factors such as industry trends, economic conditions, or personal life events of employees can influence outcomes but may not be accounted for in the study.

The Stress Management and Employee's Performance in Maharashtra State Electricity Transmission Company Limited (MAHATRANSCO) of EHV P.C. O&M Zone Nagpur:

The study of stress management and employee performance in Maharashtra State Electricity Transmission Company Limited (MAHATRANSCO) of EHV P.C. O&M Zone Nagpur is significant for several reasons. Stress can have a significant impact on employees' mental and physical health. By studying stress management, the organization can identify strategies to support employee well-being and create a healthier work environment. High levels of stress can negatively affect employee performance, leading to decreased productivity, increased absenteeism, and lower job satisfaction. Understanding the relationship between stress management and employee performance can help identify interventions that can improve individual and team effectiveness. When employees are stressed, it can impact the overall effectiveness of the organization. By studying stress management, MAHATRANSCO can identify factors that contribute to stress and develop strategies to mitigate them. This can lead to a more engaged workforce, improved teamwork, and better overall organizational performance. Excessive stress can contribute to employee dissatisfaction and turnover. By addressing stress through effective management strategies, the organization can improve employee retention rates and enhance job satisfaction. This can result in cost savings associated with recruitment and training of new employees.

In a high-risk industry like electricity transmission, stress management becomes even more critical. Excessive stress can impair decision-making, attention, and concentration, increasing the risk of accidents and errors. By studying stress management, MAHATRANSCO can improve safety protocols, reduce the likelihood of accidents, and ensure the well-being of both employees and the public. The study of stress management in MAHATRANSCO can contribute to the broader knowledge base in the

field. It can help identify best practices that can be shared with other organizations in the energy sector or other industries facing similar challenges. This knowledge sharing can promote collaboration and learning among professionals working on stress management and employee performance.

Several factors can contribute to stress in the workplace of MAHATRANSCO. Heavy workloads, tight deadlines, and high job demands can create significant stress for employees. In the electricity transmission industry, the need to handle complex technical tasks, manage power distribution systems, and respond to emergencies can lead to increased pressure and stress levels. When employees feel they have limited control over their work processes or decision-making, it can lead to feelings of frustration and stress. If there is a lack of autonomy in job roles or insufficient involvement in decision-making processes within MAHATRANSCO, employees may experience increased stress levels. Unclear job expectations, conflicting roles, or insufficient guidance can contribute to stress. Employees may experience stress when they are unsure about their responsibilities or when they face conflicting demands from different supervisors or departments.

A negative or unsupportive organizational culture can increase stress levels. Factors such as lack of communication, inadequate feedback, limited recognition or rewards, and a lack of support from supervisors or colleagues can all contribute to stress in the workplace. Difficulties in interpersonal relationships with supervisors, colleagues, or subordinates can create stress. Workplace conflicts, bullying, harassment, or poor teamwork can significantly impact employees' well-being and contribute to stress. Lack of career advancement opportunities, limited growth prospects, or concerns about job security can be stress-inducing. Employees may experience stress if they perceive a lack of professional development or feel uncertain about their future within MAHATRANSCO. A lack of work-life balance can increase stress levels. In a demanding industry like electricity transmission, long working hours, shift work, on-call duties, and limited flexibility can make it challenging for employees to manage their personal and family commitments, leading to increased stress.

In a high-risk industry, concerns about safety can contribute to stress. Employees may experience stress related to the potential hazards and risks associated with working in electricity transmission, such as electrical accidents, equipment failures, or exposure to hazardous materials. Identifying and addressing these factors contributing to stress in the workplace is crucial for promoting employee well-being, reducing stress levels, and improving overall organizational performance. It allows MAHATRANSCO to develop targeted interventions and policies that create a supportive and stress-free work environment for its employees.

Stress can have a significant impact on employee performance in MAHATRANSCO. High levels of stress can impair cognitive functioning and decision-making abilities, leading to decreased productivity. When employees are stressed, they may find it challenging to concentrate, focus on tasks, and make effective decisions, which can negatively impact their performance. Chronic stress can lead to decreased job satisfaction and engagement. Employees who experience high levels of stress may become disengaged from their work, leading to lower motivation and commitment. This can result in reduced effort, lower quality of work, and diminished overall performance. Stress can impair attention, memory, and concentration, making employees more prone to errors and mistakes. In the context of MAHATRANSCO, where accuracy and precision are crucial for ensuring the safe transmission of electricity, increased stress levels can contribute to errors in critical tasks, leading to potential accidents or operational inefficiencies.

Stress can lead to increased absenteeism, as employees may take time off to manage their stress or cope with related health issues. Additionally, some employees may still come to work despite being stressed (presenteeism), but their reduced focus, motivation, and energy levels can result in decreased productivity and suboptimal performance. Stress can impact communication, collaboration, and teamwork within MAHATRANSCO. When employees are stressed, they may have difficulties in maintaining positive relationships with their colleagues and supervisors. This can lead to increased conflict, reduced cooperation, and impaired teamwork, negatively affecting overall organizational performance. Prolonged exposure to stress can lead to physical and mental health issues, such as anxiety, depression, insomnia, and burnout. These health problems can further impact employee

performance, leading to decreased energy, increased absenteeism, and difficulty in coping with work demands. Excessive stress levels can contribute to employee dissatisfaction and turnover. Employees experiencing chronic stress may seek alternative job opportunities that offer better work-life balance, reduced stress levels, or a healthier work environment. This can result in increased recruitment and training costs for MAHATRANSCO and potential loss of experienced employees. Addressing stress in the workplace and implementing effective stress management strategies can help mitigate these negative impacts on employee performance. By promoting a supportive work environment, providing resources for stress reduction, and fostering work-life balance, MAHATRANSCO can improve employee well-being and enhance overall organizational performance.

Implementing stress management strategies and interventions in MAHATRANSCO can help mitigate the negative effects of stress on employees and promote a healthier work environment. Conduct workshops, training sessions, or awareness programs to educate employees about stress, its impact on health and performance, and effective stress management techniques. Providing employees with information and resources can empower them to proactively manage their stress levels. Review and optimize workloads to ensure they are manageable and realistic. Encourage employees to prioritize tasks, set clear goals, and establish effective time management techniques. Providing employees with the necessary tools and resources to manage their work efficiently can help reduce stress. Train supervisors and managers to recognize signs of stress in employees and provide support and guidance. Encourage open communication, active listening, and regular check-ins to address concerns and provide feedback. Supportive leaders can create a positive work environment and foster trust, which can reduce stress levels.

Promote work-life balance by implementing flexible work arrangements, such as telecommuting or flexible working hours, where feasible. Encourage employees to take regular breaks, utilize vacation time, and engage in activities outside of work to recharge and rejuvenate. Supporting employees' personal well-being can reduce stress and improve performance. Establish an EAP that offers confidential counseling services to employees dealing with personal or work-related stress. EAPs can provide professional support, resources, and referrals to help employees manage their stress effectively and improve their well-being. Implement wellness programs that focus on physical, mental, and emotional well-being. This can include activities like yoga or meditation sessions, stress reduction workshops, exercise programs, or access to mental health resources. These programs can help employees develop healthy coping mechanisms and reduce stress levels.

Foster a supportive and collaborative work environment by encouraging teamwork, communication, and positive relationships among employees. Organize team-building activities, social events, or peer support programs to enhance social connections and provide emotional support. Educate employees about stress reduction techniques, such as relaxation exercises, mindfulness practices, deep breathing exercises, or stress management apps. Encourage employees to incorporate these techniques into their daily routines to help manage stress effectively. Regularly review and update organizational policies and procedures to ensure they support stress management and employee well-being. This can include policies on workload management, work hours, communication channels, and support systems. Clear guidelines and resources can provide a structure that minimizes stressors and supports employees. Continuously monitor the effectiveness of stress management strategies through employee surveys, feedback sessions, or focus groups. Regular evaluation allows for adjustments and improvements based on employee needs and changing work environments.

Implementing these stress management strategies and interventions can create a supportive work environment in MAHATRANSCO, promote employee well-being, and enhance overall organizational performance. It is important to customize and adapt these strategies to meet the specific needs and challenges of the organization and its employees.

Given the nature of the electricity transmission industry, it is possible that some employees in MAHATRANSCO may experience higher stress levels due to the demands and responsibilities associated with their roles. Factors such as managing critical infrastructure, responding to emergencies, working in high-pressure situations, and dealing with technical complexities can contribute to stress. To

accurately assess stress levels among employees in MAHATRANSCO, it would be beneficial to conduct employee surveys, interviews, or assessments specifically targeting stress and well-being. These tools can provide valuable insights into the prevalence and impact of stress, identify specific stressors within the organization, and help tailor stress management interventions accordingly. It's important for MAHATRANSCO to proactively address employee stress by implementing supportive policies, fostering a positive work environment, and providing resources for stress management and well-being. By prioritizing employee well-being and stress reduction, the organization can create a healthier and more productive workplace.

Employee experiences and perspectives can vary greatly based on individual circumstances, roles, and personal perceptions. To gain insights into employee experiences and perspectives on stress management in MAHATRANSCO, conducting surveys, focus groups, or interviews with employees would be the most effective approach. By directly engaging with employees, MAHATRANSCO can gather valuable feedback on their experiences with stress management initiatives. The organization can inquire about the effectiveness of existing programs, identify areas for improvement, and gain insights into employees' specific stressors and needs. By collecting and analyzing employee feedback, MAHATRANSCO can gain insights into the effectiveness of their stress management initiatives and make informed decisions about adjustments or enhancements to better meet employee needs. Regularly engaging with employees in this manner can foster a culture of continuous improvement and demonstrate the organization's commitment to employee well-being.

The relationship between stress management and employee performance in MAHATRANSCO is crucial for understanding how effectively managing stress can impact individual and organizational outcomes. Effective stress management practices can contribute to increased work engagement among employees in MAHATRANSCO. When employees feel supported in managing their stress levels, they are more likely to be motivated, focused, and committed to their work. This enhanced engagement can positively impact their performance and productivity. High levels of stress can impair cognitive abilities such as attention, memory, and decision-making. By implementing stress management strategies, MAHATRANSCO can help employees better regulate their stress levels, leading to improved cognitive functioning. Employees who can think clearly and make informed decisions are more likely to perform their tasks efficiently and effectively.

Excessive stress can lead to increased absenteeism, where employees take time off work due to stress-related issues. Additionally, it can result in presenteeism, where employees are physically present but unable to perform at their best due to stress. By implementing effective stress management practices, MAHATRANSCO can reduce absenteeism and presenteeism, leading to improved attendance and overall employee performance. Stress management initiatives that address employee well-being and work-life balance can contribute to increased job satisfaction. When employees feel supported in managing their stress and have resources available to them, they are more likely to experience job satisfaction. Satisfied employees tend to be more engaged, committed, and perform better in their roles.

Effective stress management practices can help employees develop greater adaptability and resilience in the face of challenges. This allows them to better cope with stressors and maintain performance even in demanding situations. By building resilience, MAHATRANSCO can promote employee well-being and help employees thrive in their roles. Stress management initiatives that foster a supportive work environment can enhance interpersonal relationships among employees. When employees feel supported, have access to resources for stress reduction, and experience open communication, it can positively impact teamwork, collaboration, and overall work dynamics. Stronger interpersonal relationships can lead to improved cooperation and performance within teams. Stress management practices are particularly important in safety-critical industries like electricity transmission. High stress levels can impair decision-making, attention, and concentration, increasing the risk of accidents and errors. By effectively managing stress, MAHATRANSCO can promote a safer work environment and reduce the likelihood of safety incidents.

By prioritizing stress management, MAHATRANSCO can create a work environment that supports employee well-being, enhances performance, and improves overall organizational outcomes.

It's important to continuously assess the effectiveness of stress management initiatives and tailor them to the specific needs of the organization and its employees.

It is essential for MAHATRANSCO to regularly evaluate the effectiveness of stress management initiatives, gather feedback from employees, and make necessary adjustments based on the specific needs of the organization. By continuously improving stress management practices, the organization can reap the benefits of a healthier and more productive workforce.

RECOMMENDATIONS:

- Start by conducting a thorough needs assessment to identify the specific stressors and challenges faced by employees in MAHATRANSCO.
- Create a comprehensive stress management policy that outlines the organization's commitment to employee well-being and stress reduction.
- Offer training and educational programs to employees and managers on stress management techniques, resilience-building, and work-life balance.
- Promote a supportive work environment that encourages open communication, empathy, and mutual support. Foster positive relationships among employees and encourage teamwork.
- Review and optimize workloads to prevent excessive stress. Distribute tasks evenly and consider workload capacity when assigning responsibilities.
- Encourage work-life balance by offering flexible work arrangements, such as remote work options, flexible hours, or compressed workweeks where appropriate.
- Implement or enhance employee support systems, such as Employee Assistance Programs (EAPs), where employees can access confidential counseling services, resources, and guidance for stress management.
- Develop and promote wellness programs that focus on physical, mental, and emotional well-being.
- Continuously evaluate the effectiveness of stress management practices through employee feedback, surveys, or assessments.
- Leaders should lead by example in managing their own stress levels and promoting a healthy work-life balance.

CONCLUSION:

This study provides valuable insights into the relationship between stress, employee well-being, and organizational outcomes. While the specific findings of the study are not available, it is evident that stress management plays a crucial role in shaping employee performance and overall organizational success. By implementing effective stress management practices, MAHATRANSCO can create a supportive work environment that enhances employee well-being, reduces stress levels, and improves performance. Strategies such as workload management, work-life balance initiatives, employee education, and leadership support can contribute to employee engagement, productivity, and job satisfaction. However, it is important to acknowledge the limitations of the study, including potential generalizability issues, sample size and representativeness, self-reporting bias, and the inability to establish causal relationships. Researchers should consider these limitations and address them through rigorous methodology, clear reporting, and future research to strengthen the validity and reliability of the findings. Overall, the study underscores the significance of stress management in MAHATRANSCO, highlighting the need for continuous efforts to identify and address stressors, enhance support systems, and foster a positive work culture. By prioritizing employee well-being and stress reduction, MAHATRANSCO can create a healthier, more productive work environment that benefits both employees and the organization.

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