



“A Study on Relationship between Employee Stress and Technology Advancement in Work place with Special Reference to KLN Motors Agency, Chennai”

Author-Prof.D.Harris Kumar ,Assistant Professor K V Institute of Management and Information Studies,Coimbatore.

Co-author – Mr.Ponram ,HR Manager ,Shriram coconut products limited,Dindigul.

Abstract :-

At present technology is impacting workplace stress in many ways, and not all that stress is bad. Most of the stresses are from technology advancement that it is always on. Prior to the advent of email, cell phones and the Internet, we could leave our jobs and go home where work did not follow us in any means. Now, we are fully connected to our work, 24 hours a day, if we allow it. Some stress, however, is useful, especially when it allows us to become more competitive, coping up with technology advancement remains a major challenge for top level and experienced employees who are not exposed to technology at their earlier stage of career ,because it makes them to rely more on digital gadgets and manual entries and records are reduced in greater extent

Key words: - Stress ,Technology Advancement .

Introduction:-

The transformative impact of technology on the modern workplace is plain to see. Face-to-face meetings have often given way to video conferences, mailrooms to email inboxes, and typewriters and carbon paper to word processors. Technology has also allowed a substantial portion of work—and the workforce—to move beyond the confines of a traditional office. It is common for digitally connected professionals to perform some of their work in cafés or shops, at home, even lying by the pool while on “vacation.”



Negative Effects of Technology in the Workplace:-

1. More Expectation

Technology is increasing at lightning speed. With the advancement of technology, employers are expecting their employees to perform more work in less time as the world seems to spin faster each day.

2. Fear of Losing a Job

Technology in the workplace keeps evolving. New technologies like automation, artificial intelligence or robots are creating worries in employees that these technologies may eliminate their job positions.

3. Adapt the Changes Quickly

Technology is upgrading day by day so Employees are expected to keep up to date with changes in systems, programs and methods without being trained or even sometimes demonstrate how the new technologies work.

Why Work-related Stress: There is no other go apart from learning new technologies else it gives a message to others that you can't cope up with the change. And change is not going to happen instantly. Because learning new skills takes time, therefore an employee needs to be constantly retrained.

4. Less Personal Interaction

Less interaction among the employees. With the advent of Emails, voicemails, text messaging and video conferencing, human interaction has reduced on all levels. Employees feel more stressed, alone and isolated.

5. Expectation to be Available 24/7

Due to advancement in technology, people can connect anyone at any time for business as well as non-business related matters. Employees are under stress because if anyone from the



workgroup connects to him, he needs to respond, take the call and pay immediate attention irrespective of time.

6. Poor Sleep

Using mobiles, pagers, tablets, etc. are very common in work. People are always available on work. It indirectly gives the message that they don't take proper rest. This self-reinforcing loop makes the seven-to-nine hour sleep cycle, necessary to avoid a catalog of negative health outcomes.

This study is been carried in KLN Motor Agencies (P) Ltd, part of the KTC Group of companies was established in the year 2007 in Chennai by bagging the prestigious dealership of General Motors, the first foray of the Group in the four wheeler segment motor agencies passion for automobiles has helped us to setup world class facilities for both sales and service at different locations in the city in a very short span of time. Ekkatuthangal division is a 3S facility containing Sales, Service & Spares under one roof. Whereas, our other showroom is at Kilpauk and one more service center at Ambattur containing both service and body shop.

The population is consisted from KLN Motors, Chennai, totally the KLN motors contains 217 employees are there working in an organization. Sample size is 139 .

T – Test

Employee expectations from superiors & Reason for stress

H0: There is no significant relationship between Employee expectations from superiors and Reason for stress

H1: There is a significant relationship between Employee expectations from superiors and Reason for stress.

Paired Samples Test

	Paired Differences					t	Df	Sig. (2-tailed)
	Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference				
				Lower	Upper			
Pair 1 Employee expectations – Reason for stress	.21583	.75912	.06439	.08851	.34314	3.352	138	.001

Interpretation

Above the table reveals the relationship between the Employees expectations from superiors and Reason for stress of employees. Here the significant value is 0.001, the $0.001 < 0.005$, which means the T have a positive value. So, here the Employee expectations and Reason for stress have positive relationship between one another.

**Correlation of Coefficient Gender & Employee Perception**

H0: There is no significant relationship between Gender variation and Employee perception

H1: There is a significant relationship between Gender variation and Employee perception

Particulars		Gender	Employee perception
Gender	Pearson Correlation	1	.854**
	Sig. (2-tailed)		.000
	N	139	139
Employee perception	Pearson Correlation	.854**	1
	Sig. (2-tailed)	.000	
	N	139	139

**. Correlation is significant at the 0.01 level (2-tailed).

Interpretation

Above table shows the relationship between gender and employee perception. Here the significance value .001, which means that two variables have positive relationship between on another. Employees perception will be depend on their gender. They may view on positive or negative based on their environment, family and dependent society etc

Suggestion:-

- Employees felt hat they don't got proper training to learn any advancement in technology. Most employees stressed from improper training. So, management needs to provides training at appropriate time, it can prevent employees from the stress.
- Employees expecting more compensation benefits from their employers so the company has to increase their benefits. Employee expectations and reason for stress have positive



relationship between on another. If employee meet their desired expectations

management can avoid the stress in the greater extent.

- Company didn't not follow proper grievance handling procedure. Redressal committee has to be formed and periodical reviews has to be made regularly.

Conclusion :-

Technology has two sides Diamond (make your life effective) and Rusted iron (make your life stressful) as well. Technology is an enabler, it makes us do what we can do effectively and at a faster pace, it increases our performances and hence the stress level increases. Use the technology systematically else it will increase the level of stress. We should use the technology over our real need to the limit that we gradually turn to machine-like human

Reference:-

- Tyler M. (1999) Stress Management Training for Trainers Handbook, Living with Stress Ltd.
- Understanding Stress (1993) Part 3: Trainers Guide, HMSO.
- Watkins A. (1977) Mind Body Medicine: a Clinicians Guide to Psycho neuroimmunology, Churchill Livingstone.
- Weller S. (2000) The Breath Book: 20 Ways to Breathe Away Stress, Anxiety and Fatigue, Thorsons.
- White J. (1997) Stresspac, The Psychological Corporation.
- Wilkinson G. (1999) Family Doctor Guide to Stress. Dorling Kindersley.

Questionnaire

1. Name
2. Branch name
3. Gender A .Male b. Female c. Transgender
4. Age of the respondents a. Below 25 years b. 26 - 35 c. 36 – 45 d. Above 46 years



5. Employee Designation

6. Income Level of the respondents (Monthly) a. Less than Rs. 15,000 b. Rs.15, 001 – Rs. 30,000
c. 30,001 – Rs. 45,000 d. above Rs. 45,001

7. Educational Qualification a. Illiterate b. Schooling c. Diploma d. Under Graduation e. Post-Graduation d.M.phil g. Doctorate

8. Marital Status a. Married b. Unmarried

9. How many years do you working here? a. below 2 years b. 2 years – 6 years c.7 years- 10 years

10. Mostly what reason for you affected the stress? a. Work pressure b. Technology upation c. Employee Discrimination d. Harassment e. Others (Please mention)

11. What is your perception about new technology? a. Hard to learn b. Not to attain target c. Hard to explain customers d. Others (Please mention)

12. How did you learn about the new technologies? a. Through news channels b. Training programs c. Through company brochures d. Friends e. Other

13. If the new technology was came into your workplace or market, what way you have to get the stress? a. From customers b. Improper training c. From Competitors d. Other