

## **ABSTRACT**

Occupational stress is a pattern of reactions that occurs when employees are presented with work demands that are not matched to their knowledge, skills or abilities, and which challenge their ability to cope. When the worker perceives an imbalance between demands and environmental or personal resources, this can cause a number of possible reactions. These may include physiological responses, emotional responses, cognitive responses, and behavioral reactions. Stress at work can be generated by job demands, environmental conditions, work organization and human relations; its impact on job satisfaction, performance efficiency and health can vary widely depending on the psycho-physical characteristics and coping resources of individuals, as well as on the social support received.

Airport employees are generally considered one of the working groups having to deal with a highly demanding job pressure. In fact, airport working entails a complex set of tasks requiring very high levels of knowledge and expertise, as well as the practical application of specific skills pertaining to cognitive domains, communicative aspects and human relations. According to several surveys, the main sources of stress reported by airport employees are connected both to operative aspects and to organizational culture. The airport employees, despite their rank or field of working, always have to run under the pressure of time to deliver the services which should not only be valuable to the customers but also proficient to the employer and therefore have to undergo tremendous stress during the working hours. These stress factors can affect not only their performance and job satisfaction, but also the well-being and safety of the employees.

This research is intended to reveal all such stressors in an airport environment and also to explore various opportunities for using Indian traditional system for stress management and its workability in integrating such systems in the work culture of an organization. Accordingly nine objectives and twenty hypotheses were defined. This research is a case study centered to the employees working at Bangalore International airport to investigate the stress level among employees, identifying most prominent stressors and the impact of stress in their productivity, health and personal front. This study also targeted to identify and establish various stress mitigation measures with main focus on Indian ethics which could be adopted easily in the work environment. For this purpose, an experimental group was established and their stress levels had

been measured periodically to draw conclusions. For comparative analysis, data collection was also done from another target group of non-airport service sector employees.

The method of data collection adopted in this research was through mailed self-administered structured questionnaire and by approaching the respondents directly by trained volunteers with the questionnaires. Data analysis was conducted using various statistical tools and the hypotheses were tested using quantitative techniques primarily Chi square test and correlation analysis. The results of the research clearly establish the links of various environmental, work and organizational factors to employee stress. The experimental research also reveals various remedial measures to manage the established problem. The abstract of all findings and recommendations are described in the last chapter of the thesis.