

## **JOB STRESS AND ITS IMPACT ON THE WORK PERFORMANCE OF WOMEN EMPLOYEES IN IT COMPANIES WITH SPECIAL REFERENCE TO CHENNAI**

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### **Abstract**

In most organizations today, Information technology is a critical component in their strategic and operating plans. There is a growing reliance on the IT sector to support all aspects of organizational work. The new era of the digital economy is being shaped not only by the development and diffusion of computerization but also by much cheaper and rapidly increasing electronic connectivity. This proposed study would be useful for determinates of stress and its impact on the work performance of women employees in IT Companies in Chennai. These proposed studies are important because it helps to identify the work performance of women employees and its impact on the work performance of women employees. The reason is the work performance of women employees in IT Companies to have their full involvement and commitment for determinates of stress and its impact on the work performance of women employees. Hence the researchers of this study has attempted to analyze the determinates of stress and its impact on the work performance of women employees in IT Companies in Chennai

**Key words:** Work Performance, Women Employees and Job Stress

### **1. Introduction**

Stress is a biological term that refers to the consequences of the failure of a human or animal body to respond appropriately to emotional or physical threats to the organism, whether actual or imagined. Stress refers to the strain from the conflict between the external environment and the mind of a powerful person which leads to emotional and physical pressure. In our fast-paced world, it is impossible to live without stress, whether you are a student or a working adult. There is both positive and negative stress, depending on each individual's unique perception of the tension between the two forces. Stress at work is a relatively new phenomenon in the modern lifestyle. The nature of work has gone through drastic changes over the last century and it is still changing at whirlwind speed. They have touched almost all professions, starting from an artist to a surgeon, or a commercial pilot to a sales executive. The changing work environment is the main reason for stress. Job stress poses a threat to physical health. Work-related stress in the life of organized workers, consequently, affects the health of organizations also. Job stress is a chronic disease caused by conditions in the workplace that negatively affect an individual's performance and overall well-being of the body and mind. Stress has been identified as one of the most common perils of modern times. It has become a major buzzword and a legitimate concern of the ultimate human. The characteristic of life has undergone radical changes over the last century and are still

shifting at a twister pace. The impact of Globalization, the continuous technological advancements and up-gradations, the win-win race velocity of fast-track professions, and the ever-changing lifestyles of modernization have a great effect on many civilizations across the world. Human biological evolution is lagging behind developments in technology and lifestyle. Job stress is negatively related to performance. Nowadays, the number of ITs has increased tremendously. Due to the increasing number of ITs, the employees are facing pressure heavily from the management. This may cause the employees to face heavy stress and therefore it affects their satisfaction and even their physical and mental health. At present, the work environment has become more stressful because of diverse role expectations, cutthroat competition, globalization, and technological innovation. Such changes have created several complications in both the domestic and professional life of the employees.

## **2. Impact of Stress**

The impact of e-commerce, with rapidly changing Info Tech (IT) enhanced the interactive communication potential of the market. The management of business portfolios, mergers, splits, redesigning, restructuring, finding synergies, and achieving targeted values exerts effective pressure on the executive. In such a climate of optimizing human and intellectual capital, stress plays an inevitable role in the workplace. At the individual level, workplace stress can have a devastating effect on the physical and mental health of the employee, causing irreparable damage to his well-being. It can erode the confidence of an individual, leading to a loss of capacity to cope with challenging work and social situations. It can affect concentration and focus on work, leading to poor performance, loss of career opportunities, and loss of employment. At the organizational level, stress can take a heavy toll on the productivity and efficiency of the organization. It costs the company in terms of increased absenteeism on account of sickness, higher medical expenses; drop in performance due to low motivational levels, high labor turnover associated with recruitment and training costs, workmen's compensation, and legal costs.

## **3. Stress and IT Industry**

Information Technology has made possible information access at gigabit speeds. Today a country's IT potential is paramount for its march towards global competitiveness, healthy GDP, improving defense capabilities, and meeting up the energy and environmental challenges. It has created a level playing field among nations and has made a positive impact on the lives of millions who are poor, marginalized, and living in rural and far-flung topographies. In the early 1970s, American firms looked offshore for cheaper ways to develop software products. India, Ireland, and Israel were obvious choices given the widespread knowledge of English and relatively low costs of programmers. The implantation of technically sophisticated industry-like software into a less developed host country has typically been explained by the access of transnational corporations to local resources facilitated by policy reform (often after efforts to create industry through protectionist policies have failed). In the 1980s, domestic software startups, funded by government research contracts, were established initially; they provided software services to the defense industry and later developed security software products for global markets. This trend continued into the 1990s with support from global Venture Capital firms. Local product firms currently dominate the market accounting for 75 percent of employment. Indian policy in the 1970s was appropriately described as "statistic, protectionist and regulatory." In IT, the state was the main producer of products and services. Its strategy was to create 'national champion' state-owned enterprises. These were granted monopolies. The creation of national champions resulted, not surprisingly, in championship-scale failures. It created no output of any significance, crowded out the private sector, and produced a labor force of dubious quality. A key protectionist policy was the Foreign Exchange Regulation Act of 1973 (FERA- 1973). Policy reforms in the 1990s and 2000 reduced import tariffs to near zero and standardized foreign ownership, intellectual property protection, venture capital, stock market listing, and telecommunications policies to global best practices. Thus, many of the weaknesses and challenges described above are likely to reduce in importance. In addition, technological changes during this period, particularly the Internet, led to a sharp decline in data storage and transmission costs. These changes induced a new round of entry for TNCs and startups and opened new opportunities for existing firms in remote software services, such as email management and remote software maintenance. The Indian Information Technology Information

Technology Enabled Services (IT-ITES) industry has continued to perform its role as the most consistent growth driver for the economy. Service, software exports, and BPO remain the mainstay of the sector. Over the last five years, the IT and ITES industry has grown at a remarkable pace. IT/ITES exports have grown to a staggering US\$ 46.30 billion in 2008-09. The IT sector is currently employing 2.20 million professionals directly and another 8 million people indirectly accounting for over five percent of GDP. Majorities of the Fortune 500 and Global 2000 corporations are sourcing IT/ITES from India and it is the premier destination for the global sourcing of IT/ITES accounting for 55 percent of the global market in offshore IT services and garnering 35 percent of the ITES/BPO market. The Indian IT-BPO sector including the domestic and an export segment continues to grow from strength to strength, witnessing high levels of activity both onshore as well as offshore. The companies continue to move up the value chain to offer higher-end research and analytics services to their clients. India's leadership positions in the global IT and BPO industries are based primarily on the following advantages.

The new era of the digital economy is being shaped not only by the development and diffusion of computerization but also by much cheaper and rapidly increasing electronic connectivity. This proposed study would be useful for determinates of stress and its impact on the work performance of women employees in IT Companies in Chennai. These proposed studies are important because it helps to identify the work performance of women employees and its impact on the work performance of women employees. The reason is the work performance of women employees in IT Companies to have their full involvement and commitment for determinates of stress and its impact on the work performance of women employees. Hence the researcher of this study has attempted to analyze the determinates of stress and its impact on the work performance of women employees in IT Companies in Chennai

#### **4. Significance of the Study**

The stress and its impact on the work performance of women employees are a plays in all job sector work field but it is very high in the ITs. This topic was chosen by the researcher to Determinates of stress and its impact on the work performance of women employees in IT Companies in Chennai The objectives of the research are to analyze the organizational stressors causing job stress and their impact on the performance of the employees. This study helps to identify the various job stressors contributing to the job performance of the employees. This study has attempted to find out the relationship between the performance of women and its impact on the performance of women employees. This study has contributed a lot in identifying the other factors influencing the performance of the employees working in ITs. The work-life balances affecting the performance are family problems, personal problems, financial problems, family commitments, no time to spend with family, difficulty taking care of the dependents, and lack of recognition from the society. The physical conditions causing job stress are crowding and lack of privacy, excessive noise, excessive heat and cold, the pressure of toxic chemicals & radiation, air pollution, safety hazards, and poor lighting. The life and career changes leading to job stress are promotion; demotion and transfer have been identified to find out their impact on the performance of the employees. The Role conflict causing job stress is Role conflict doing multiple roles and Role ambiguity- not being clear about the nature of the job

#### **5. Stress Indicators of Women**

Employees Stress is a complex and multivariate process. Diverse measures of occupational stress such as psychological health, anxiety, and job satisfaction are often used interchangeably. The following are the major stress indicators used for women employees. Lack of focus or attention, avoidance, Yawning, Increase frequency of urination or defecation, Vomiting, Diarrhea, Drooling, Stretching, Shaking, Confusion, Excessive grooming, Sleeping excessively, Excessive thirst, Stiffness, Shivering, Whining, Moodiness, Hyperactivity, Blinking, Moving excruciatingly slowly, Sitting or lying down. Job stress can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker. Job stress can lead to poor health and even injury. This study deals with determinates of stress and its impact on the work performance of women employees in IT Companies in Chennai and the study has the following research questions.

## 6. Research Questions

1. How are the organizational policies influencing the performance of the women employees working in ITs?
2. How are the workplace stressors influencing the performance of the women employees working in ITs?

## 7. Plan of the Study

The study plans to determine stress and its impact on the work performance of women employees in IT Companies in Chennai. When the work performance of women employees obtains to be familiar with the factors disturbing the organizational stressors are mainly focusing on the organizational policies unfavorable to the women employees. Every organization is having its policies and it generates a huge chance of stress and its impact on the work performance of women employees in IT Companies.

## 8. Objective of Study

1. To determine stress and its impact on the work performance of women employees in IT Companies in Chennai
2. To analyze the organizational policies causing job stress and their impact on the performance of the women employees

## 9. Hypothesis of the Study

Hypothesis means an assumption about certain characteristics of a population. If it specifies values for every parameter of a population, it is called a simple hypothesis; if not, a composite hypothesis. If it attempts to nullify the difference between two sample means (by suggesting that the difference is of no statistical significance), it is called a null hypothesis.

1. H1 =There is no relationship between organizational policies causing job stress and the performance of the women employees working in ITs.
2. H2 =There is no relationship between workplace stressors and the performance of the women employees working in ITs.

## 10. Research Methodology

The data were collected through primary and secondary sources.

### Primary Data

Primary data are measurements observed and recorded as part of an original study. When the data required for a particular study can be found neither in the internal records of the enterprise nor in published sources, may it become necessary to collect original data? The work of collecting original data is usually limited by the time, money, and manpower available for the study. There are two basic methods of obtaining primary data questioning and observation. In the questioning method, the data are collected by asking questions from people who are thought to have the desired information. Questions may be asked in person or in writing. A formal list of such questions is called a questionnaire. The observation method does not automatically produce accurate data. Physical difficulties in the observation situation on the part of the observer may result in errors. Primary data are in the form of "raw material" to which statistical methods are applied for analysis and interpretations. The primary sources are discussions with employees; data's collected through questionnaires etc.

### Secondary Sources

Secondary data is in the form of finished products as they have already been treated statistically in some form or other. The secondary data mainly consists of data and information collected from records, company websites, and also from the agenda/ minutes from the management of the organization. Secondary data was also collected from journals, magazines, and books.

### Questionnaire Design

A well-defined questionnaire was used effectively can gather information on both the overall performance of the test system as well as information on specific components of the system. A structured questionnaire was carefully prepared and specially numbered. The questions were arranged in proper order, following the relevance. Respondents can read all questions beforehand and then decide whether to complete them or not. A questionnaire requires respondents to fill out the form themselves, and so requires a high level of literacy. Where multiple languages are

common, questionnaires should be prepared using the major languages of the target group. The questionnaire was divided into six domains like demographic information, organizational policies causing job stress, organizational structure causing job stress, the organizational process causing job stress; work-life balance leading to job stress, and other job stress factors influencing the performance of the employees working in ITs.

### Sampling Plan

Because the detail with the purpose of selected locations for the research is especially large and all the respondents cannot be interviewed due to realistic difficulties, only selected samples to comprise been inside exercise by women employees in IT Companies in Chennai, a Multi-stage sampling process was adopted. First of all, the Chennai City was divided into three regions at the beginning of the environmental unit and from each region. This division unfolds the determinate of stress and its impact on the work performance of women employees in IT Companies in Chennai. The framework of work performance of women employees in IT Companies was selected from each recognized City in the region. Consequently, the number of women employees in IT Companies in Chennai in each region comes to 50, and thus the total number of women employees in the three regions is 150.

### Statistical Tools

The primary data obtained from women employees in IT Companies in Chennai of Tamilnadu was analyzed. The most efficient statistical tools relevant to this study were selected based on the objectives framed earlier for this study.

### Scaling technique

The primary Scaling Technique was used in the study. The 5-point Likert scale ranging from SA - Strongly Agree, A - Agree, N - Neutral, DA – Disagree, and SDA- Strongly Disagree was used to measure need recognition. The importance of the source of information was measured using the Likert Scale ranging from VI- Very Important, I -Important, N - Neutral, NI -Not Important, and NAI - Not at All Important

### Limitations of the study

This survey research has many limitations. Some of them were the sample size that has not represented the entire population of the study and the methodology. The researcher has considered only the simple random sampling technique and selected the respondents. In future research, more valuable constructs may be attempted through the application of other sampling techniques and tools for arriving at different findings that will be useful to the researchers and the audience of the domain.

**Table – 1**  
**Demographic Profile of the Respondents**

	Profile	Frequency	Percentage
<b>Occupation</b>	Business analyst.	61	40.7
	Programmers	29	19.3
	Web Developers	19	12.7
	Network Engineer	41	27.3
<b>Age</b>	Below30 years	112	74.7
	Above30 years	38	25.3
<b>Education</b>	Graduation	40	26.7
	Post-Graduation	85	56.7
	Diploma	7	4.7
	Others	18	12.0
<b>Family</b>	Nuclear family	113	75.3
	Joint family	37	24.7
<b>Total</b>		<b>150</b>	<b>100.0</b>

In this study, Out of 150 respondent 74.7% was under the age group of below 30 years and 25.3% of respondent's falls under the age group of above 30 years. 56.7% have done their Post-Graduation, 26.7% of the respondents have done their graduation, whereas 7% of respondents have done their

diploma and the remaining 12% falls under other category. 66.7% of them belong to nuclear family and the other 33.3% as joint family. 40.7% of the respondents are Business analyst, 19.3% of the respondents are Programmers, whereas 12.7% of the respondents are engaged in Web Developers and in service sector and the rest 27.3% of the respondents are Network Engineer. 45.3% of the respondents fall under the income group of Rs.1,00,000 to Rs.2,00,000, 21.3% of respondents fall under the income group of Rs.2,00,000 to 3,00,000, 14.7% of respondents fall under the income group of Rs.5,00,000 and above. Whereas, 10.7% of respondents fall under the income group of Rs.3, 00,000 to 4, 00,000 and 8% of respondents fall under income group of Rs.4, 00,000 to 5, 00,000. Demographic profile are used to frequently to segmenting the market, as well understand Job Stress and its impact on the work performance of women employees in IT companies to know about the target group helps to achieve highest position in the competitive work performance scenario (Kotler,2010). The study also examined Job Stress and its impact on the work performance of women employees in IT companies.

**Table - 3: Stress and Its impact on the work performance of women employees**

Attributes	Weighted Average mean	Rank
Hurry to complete work	3.73	2
Burned out	3.28	7
Fatigue during the workday	3.75	1
Frustrated on the job	3.71	3
Get upset in the job	3.47	5
Understaffed department	3.55	4
Lengthy job	3.21	8
Appropriate	3.34	6
Time consuming	2.71	11
Too much pressure	2.75	10
Disruptive	2.93	9

most important positive attribute of an viral marketing is being Hurry to complete work (3.75), while the second most popular reason for Burned out (3.73), it is been followed by Fatigue during the workday (3.71), Frustrated on the job (3.55), Get upset in the job (3.47), appropriate (3.34), trustworthy (3.28), Lengthy job (3.21) are most important viral attributes which are considered while spreading marketing messages and negative attributes towards being disruptive (2.93), followed by easy to reject (2.75) and time consuming (2.71). It is concluded from the above table Job Stress and its impact on the work performance of women employees.

**Discriminant Analysis Validation of Cluster Results**

In this study, the discriminant analysis was carried out for 2 cluster groups according to their perception level and it resulted in 1 discriminant functions and consequently 1 eigen values.

**Table -4: Discriminant Analysis Validation of Cluster Results**

Dimensions	n-63	n-87	n-150	Wilks' Lambda	F value	P value
Hurry to complete work	17.11 (1.833)	15.64 (2.199)	16.26 (2.172)	.888	18.657	.000
Burned out	25.22 (2.524)	19.78 (2.838)	22.07 (3.816)	.501	147.164	.000
Fatigue during the workday	12.37 (1.903)	10.79 (1.862)	11.45 (2.029)	.853	25.558	.000
Frustrated on the job	12.48 (3.482)	11.49 (3.827)	11.91 (3.706)	.983	2.592	.110
Get upset in the job	15.94 (2.055)	11.79 (2.602)	13.53 (3.142)	.574	110.000	.000
Understaffed department	16.38 (1.689)	14.07 (2.662)	15.04 (2.567)	.801	36.756	.000

From the above table work performance of women employees are clustered into 2 groups with 6 attributes according to their Hurry to complete work towards work performance of women employees through work performance, they are internally homogeneous and externally heterogeneous. In order to determine the variables which significantly contribute to the differentiation of groups, F-test for Wilks’s Lambda was used for discriminating variables. F-test value shows that Hurry to complete work, Burned out, Fatigue during the workday, Frustrated on the job and Get upset in the job work performance of women employees are clustered (significant smaller than 0.05) whereas only irritating was not a significant (significant value is more than 0.05) discriminating attribute to the respondents. The mean scores for women employees that encourage the groups for work performance of women employees Hurry to complete work =16.26 (SD= 2.172), Burned out = 22.07 (SD= 3.816), Fatigue during the workday,= 11.45 (SD = 2.029), Frustrated on the job = 11.91 (SD= 3.706), Source creditability = 13.53 (SD= 3.142) and Get upset = 15.04 (SD = 2.567).

**Eigenvalues**

Function	Eigenvalue	% of Variance	Cumulative %	Canonical Correlation
1	1.855 <sup>a</sup>	100.0	100.0	.806

a. First 1 canonical discriminant functions were used in the analysis

The highest eigenvalue (1.855) corresponds to the discriminant function, which shows that it has the strongest power of discrimination of the function and the canonical correlation is a correlation between the discriminant scores and the levels of the dependent variable. The present correlation of 0.806 is extremely high.

**Wilks' Lambda**

Test of Function(s)	Wilks' Lambda	Chi-square	Df	Sig.
1	.350	152.099	6	.000

It’s clear that calculated lambda value is  $.350 < 0.5$  which indicates the stronger power of discriminant function and the calculated chi- square value is 152.09 and it is significant at the level of significance .000 at the degrees of freedom 6. In chi-square analysis if the significant value is less than 0.05 then reject the null hypothesis and accept the alternate hypothesis In the above obtained result, since the significance value is less than 0.05 the null hypothesis is rejected and alternate hypothesis is accepted and it is concluded that the Get upset does significantly vary according to their discriminant variables.

**SUGGESTIONS**

Descriptive Statistics show the mean, standard deviation, and the number of respondents who participated in the questionnaire survey. The mean values indicate hurry to complete work, too much pressure, worried about doing the job well. Over worked, etc. are the important variables that increase job stress to the female employees of the organizations. The Bartlett's test of sphericity confirmed that the variables within factors are correlated. The Kaiser-Meyer-Olkin (KMO) measure of sampling adequacy indicated a practical level of common variance (KMO = 0.545). Total variance explains the factors extractable from the analysis along with their Eigen Values. Eigenvalue reflects the number of extracted factors whose sum should be equal to the number of items which are subject to factor analysis. The next item shows all the factors extractable from the analysis along with their eigenvalues. The Eigenvalue table has been divided into three sub-sections, i.e. Initial Eigen Values, Extracted Sums of Squared Loadings and Rotation of Sums of Squared Loadings. For analysis and interpretation purpose, we are only concerned with Extracted Sums of Squared Loadings. Here, the first six factors have significant variance. All the remaining factors are not significant the idea of rotation is to reduce the number of factors on which the variables under investigation have high loadings. It the factors Frustrated on the job, Get upset in the job more than usual, Experience headache, and Frustrated with coworkers are substantially loaded on Component 1; Hurry to complete work, Burned out, Too much pressure, and Over-worked are substantially loaded on component. All the remaining variables are substantially loaded on other Factors. Finally, according to the responses, factor analysis extracted six factors such as frustration, job pressure, inadequate staff and working hours, less time for family, anxiety, and distress which are important factors of

causing the job stress of the female employees

### CONCLUSION

The primary objective of this study was to identify the factors that job stress and its impact on the work performance of women employees in IT companies with special reference to Chennai. This study found by using the overall stress of female employees in Chennai is associated with six factors such as frustration, job pressure, inadequate staff and working hours, less time for family, anxiety, and distress. Job stress is inevitable and unavoidable in other organizations. Job stress has become a major cause of ill health and is a serious risk factor for female employees' psychological and social well-being. The stress that employees experience in their work often reflected in behavior and attitudes. Stress has been recognized as a disease that spoils employees' health and reduces their work performance level. As stress in private organizations is mostly due to excessive work pressure and an imbalance in work life, the organization should support and encourage the taking up of roles to help make the balance between work and family. Excellent management and good organization are the best forms of prevention of stress. Management must, therefore, take some initiatives to help their female employees overcome their disastrous effect. The government should also develop friendly and promising policies to encourage working women; those will support them to working friendly manner without stress. Further studies are needed to provide a better analysis of the relationship in private organizations between work-related stress and health. For this study, only 150 respondents were considered which represented a very small portion of the sector in Chennai. Based on the limited literature review with selected studies related to this field, study variables were selected. But to generalize these findings, this study can be replicated in different industrial settings. To carry out longitudinal studies would be particularly interesting to identify changes in the level and incidence of health issues and map variations in economic, organizational and social conditions.

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