

A STUDY ON STRESS MANAGEMENT OF DELIVERY PARTNERS

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ABSTRACT:

Delivery partners play a critical role in the logistics and transportation industry, often working under tight deadlines and facing numerous challenges on the road. Chronic stress can have severe consequences on their physical and mental health, leading to decreased job satisfaction, increased absenteeism, and reduced productivity. This study explores the causes and consequences of stress among delivery partners and identifies effective strategies for managing stress and promoting well-being. The findings highlight the importance of self-care, resilience-building, and employer support in mitigating stress and promoting a healthy work-life balance. The study provides recommendations for logistics companies and policymakers to implement stress management initiatives and promote the well-being of delivery partners.

KEYWORDS:

Stress management, delivery partners, logistics, transportation, well-being, resilience.

INTRODUCTION:

As a delivery partner, you work in a fast-paced environment, often dealing with tight deadlines, heavy traffic, unpredictable weather, and demanding customers. These challenges can lead to stress, which, if unmanaged, may affect your health, performance, and overall well-being. Effective stress management helps you stay focused, energized, and positive. Simple strategies such as proper time management, taking short breaks, staying hydrated, practicing deep breathing, and maintaining a work-life balance can make a big difference. Prioritizing self-care and seeking support when needed will help you stay motivated and deliver with confidence.

OBJECTIVES:

- To analyze the different stress levels based on demographics such as age, gender and experience.

- To identify the physical, emotional and psychological challenges faced by delivery partners during their work.
- To assess the impact of workload, time pressures and customer interactions on stress levels.
- To determine the long-term implications of chronic stress on the health and performance of delivery partners.

Methodology

Source of primary data

Primary data for a study on stress management of delivery partners can be collected through surveys, questionnaires, interviews, observational studies, work diaries/logs, and feedback forms. These methods provide direct insights into their experiences, challenges, and stress management practices.

Source of secondary data

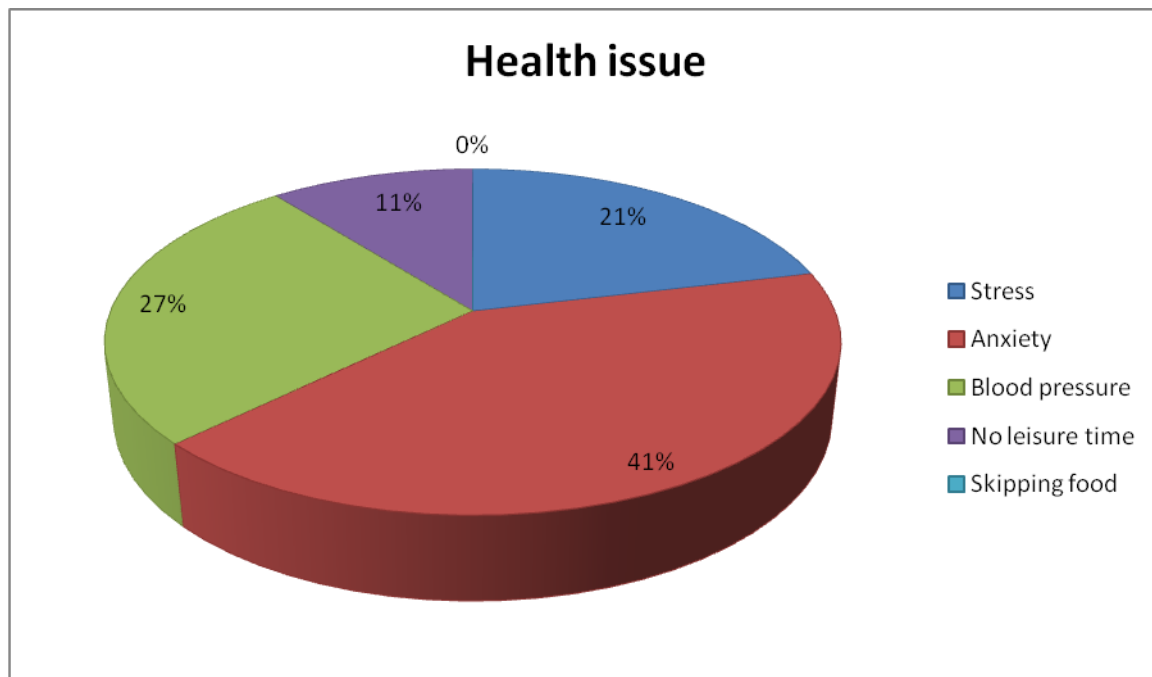
Secondary data for a study on stress management of delivery partners can be obtained from research articles, industry reports, company records, government publications, case studies, and online resources such as blogs, forums, and news articles discussing gig work and occupational stress.

TABLE 1

REASON FOR HEALTH ISSUES

Reasons	Frequency	Percent
Stress	20	19.6
Anxiety	39	38.2
Blood pressure	25	24.5
No leisure time	10	9.8
Skipping food	6	7.9
Total	100	100

Source: Primary data



Inference:

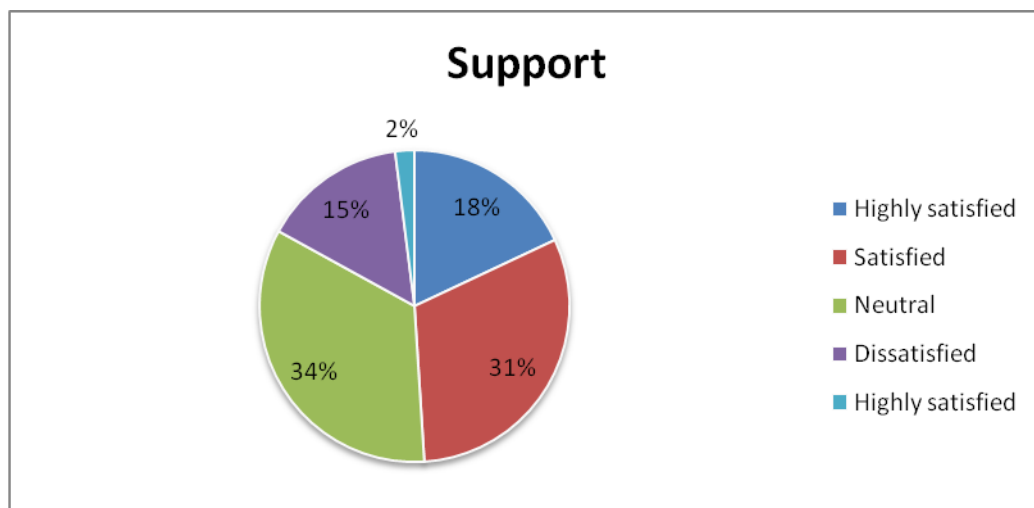
The above table depicts that 19.6% of the respondents health issue is stress, 38.2% of the respondents health issue is anxiety, 24.5% of the respondents health issue is blood pressure, 9.8% of the respondents health issue is no leisure time, 7.9% of the respondents health issue is skipping food.

Majority 38.2% of the respondents have health issue due to anxiety.

TABLE 2 EMPLOYER’S SUPPORT FOR THE RESPONDENTS

Opinion	Frequency	Percent
Highly satisfied	18	17.6
Satisfied	31	32.4
Neutral	34	33.3
Dissatisfied	15	14.7
Highly dissatisfied	2	2.0
Total	100	100

Source:Primary data



Inference:

The above table depicts that 17.6% of the respondents are highly satisfied for the support provided by the company, 32.4% of the respondents are satisfied for the support provided by the company, 33.3% of the respondents are neutral for the support provided by the company, 14.7% of the respondents are dissatisfied for the support provided by the company, 2.0% of the respondents are highly dissatisfied for the support provided by the company.

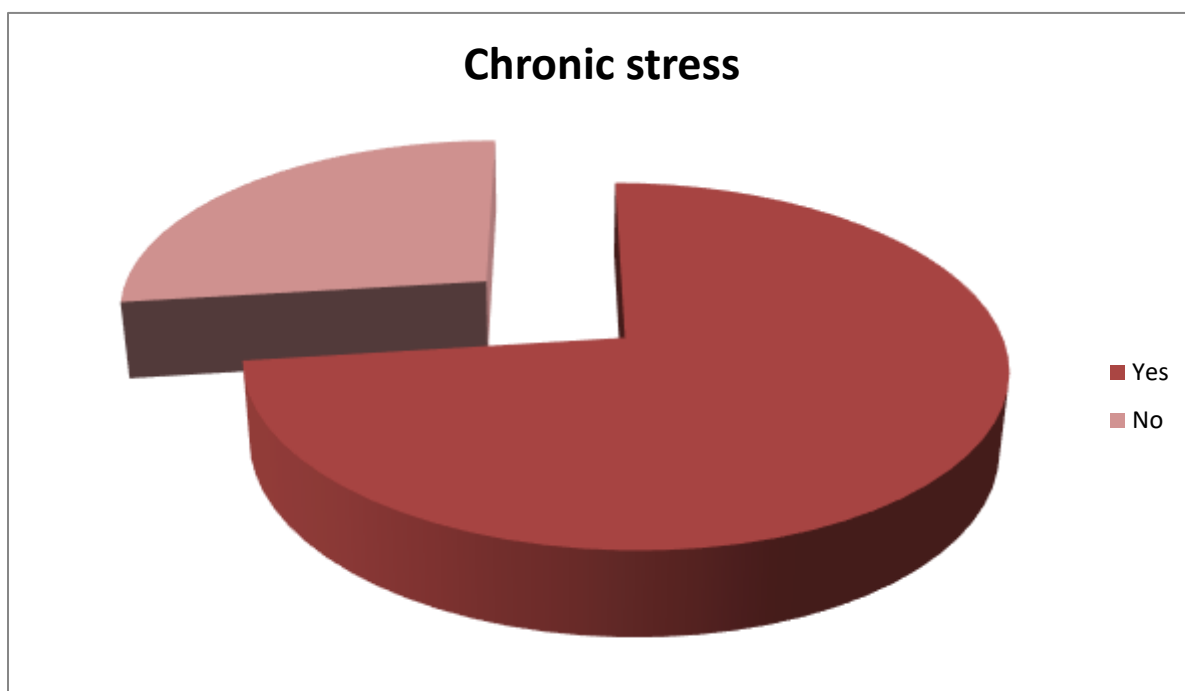
Majority 33.3% of the respondents are neutral for the support provided by the company/employer. Altogether highly satisfied and satisfied 50% agreed that employer renders fullest support for the work.

TABLE 3

OPINION ABOUT CHRONIC STRESS

Chronic stress	Frequency	Percent
Yes	73	72.5
No	27	27.5
Total	100	100

Source:Primary data



Inference:

The above table reveals about chronic stress of respondents, out of 100 respondents, 72.5% of the respondents have agreed tat possibility for chronic stress, 27.5% of the respondents have expressed that no possibility for chronic stress.

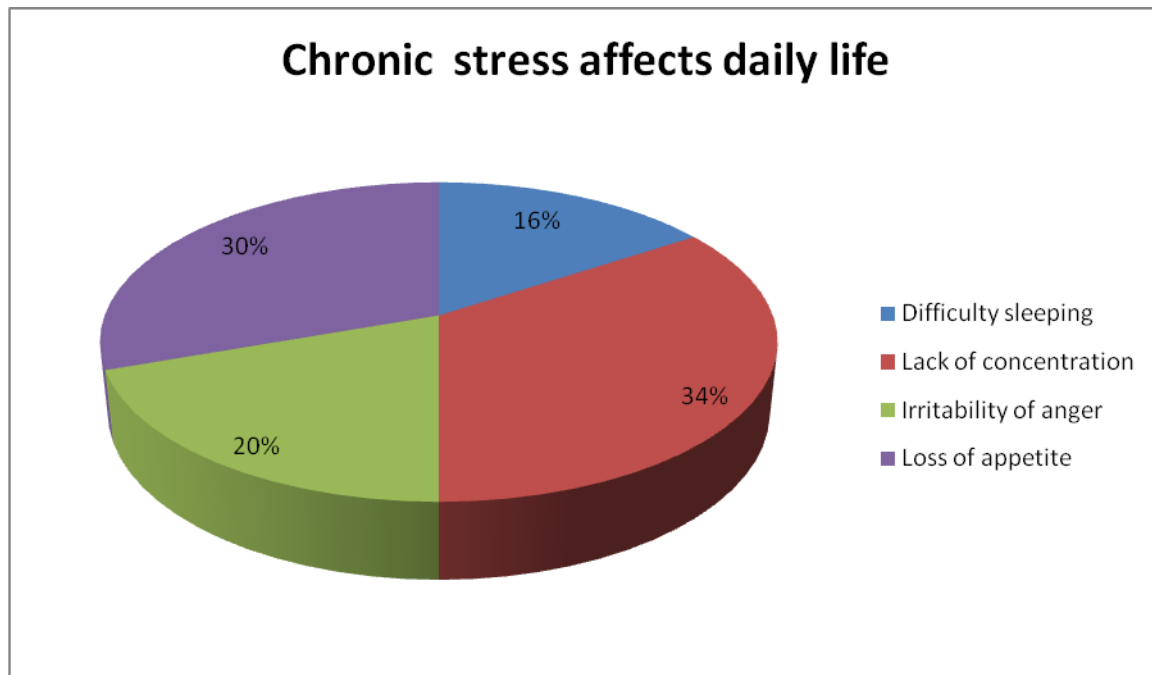
Majority 72.5% of the respondents have acknowledged about chronic stress.

TABLE 4

IMPACT OF CHRONIC STRESS AFFECTS DAILY LIFE

Affects daily life	Frequency	Percentage
Difficulty sleeping	16	15.7
Lack of concentration	34	34.3
Irritability of anger	20	19.6
Loss of appetite	30	30.4
Total	100	100

Source: Primary data



Inference:

The above table depicts that 15.7% of the respondents have expressed that difficulty in sleeping due to chronic stress, 34.3% of the respondents have told lack of concentration due to chronic stress, 19.6% of the respondents have told irritability of anger due to chronic stress, 30.4% of the respondents have told loss of appetite due to chronic stress. Majority 34.3% of the respondents have told lack of concentration due to chronic stress.

Testing the relationship between gender and qualification in delivery partners

Test of hypothesis

Null hypothesis (H₀):

There is no significant relationship between gender and qualification in delivery partners.

Alternative hypothesis (H₁):

There is a significant relationship between gender and qualification in delivery partners.

Table 5

CHI-SQUARE TEST VALUE FOR GENDER AND QUALIFICATION OF DELIVERY PARTNERS

Factor	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	4.377 ^a	4	.357

Interpretation:

The table shows the significance value (0.357) is lesser than (0.05). Hence the null hypothesis is rejected and the alternate hypothesis is accepted. There is a significant relationship between gender and qualification of delivery partners.

Hence, gender influenced with qualification that enhances individual. The above chi-square table elucidates that there is a relationship between gender and qualification of the delivery partners.

Testing the relationship between break and primary cause of delivery partners

Test of hypothesis

Null hypothesis (H₀):

There is no significant relationship between break and primary cause of delivery partners.

Alternative hypothesis (H₁):

There is no significant relationship between break and primary cause of delivery partners.

Table CHI-SQUARE TEST VALUE FOR BREAK AND PRIMARY CAUSE OF DELIVERY PARTNERS

Factor	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	8.997 ^a	4	.061

Interpretation:

The table shows the significance value (0.061) is lesser than (0.05). Hence the null hypothesis is rejected and the alternative hypothesis is accepted. There is significant relationship between break and primary cause of delivery partners.

Hence break influenced primary cause that enhances individual.

Findings

The study was aimed at measuring the factors influencing stress of delivery partners. The data thus, collected were subduced into suitable tabular forms for drawing inferences. Quantitative techniques like chi-square tests and garret ranking were applied as and when found necessary. The level of stress was identified by means of a scoring scheme.

- Majority 38.2% of the respondents health issue is anxiety.

- Majority 33.3% of the respondents are neutral for the support provided by the company.
- Majority 72.5% of the respondents have told yes to chronic stress.
- Majority 34.3% of the respondents have told lack of concentration due to chronic stress.
- The chi-square elucidates that there is a relationship between gender and qualification of the delivery partners.
- The break influenced primary cause that enhances individual.

SUGGESTIONS:

To effectively manage stress, delivery partners can benefit from implementing a multifaceted approach that incorporates various strategies to mitigate the physical, emotional, and mental demands of their job. Firstly, prioritizing self-care is essential, and this can be achieved by engaging in regular exercise, such as walking, jogging, or yoga, to reduce stress and anxiety, as well as promoting overall physical and mental well-being. Additionally, maintaining a healthy diet that includes plenty of fruits, vegetables, whole grains, and lean protein can help support energy levels and resilience to stress. Getting sufficient sleep is also critical, aiming for 7-8 hours of restful sleep each night to help regulate stress hormones and support recovery. Moreover, engaging in relaxation techniques, such as meditation, deep breathing, or progressive muscle relaxation, can help calm the mind and body, reducing feelings of stress and anxiety. Furthermore, setting realistic goals, breaking tasks into manageable chunks, and taking regular breaks can help alleviate time pressure and workload stress, while also promoting a sense of control and accomplishment. Maintaining open communication with colleagues, managers, and customers is also vital, as this can help prevent misunderstandings, resolve issues promptly, and provide emotional support. Finally, seeking support from friends, family, or mental health professionals can provide a safe and confidential space to discuss stress-related concerns, receive guidance and support, and develop personalized coping strategies to manage stress effectively.

CONCLUSION:

The study on stress management of delivery partners highlights the significance of addressing the stress and pressure faced by these individuals in their daily work. The findings of the study emphasize the need for effective stress management strategies, such as self-care, relaxation techniques, and social support, to mitigate the negative effects of

stress on delivery partners' well-being and performance. The study's recommendations, including the development of industry-specific stress management guidelines, provision of stress management training and resources, and fostering a supportive work environment, can help companies and organizations support the stress management efforts of delivery partners. Ultimately, the well-being and performance of delivery partners are critical to the success of the logistics and delivery industry. By prioritizing stress management and providing support, companies can promote a healthier, more productive, and more sustainable workforce.

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