



A Study on Preventive Way of Stress Management in Work Place

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ABSTRACT- Successful employers and managers provide leadership in dealing with the challenge of work stress. Stress is a state of mind or an illness. Stress is the way human beings react both physically and mentally to changes, events, and in their lives. Another word for stress is tension or anxiety. 'Stress occurs where demands made on individuals do not match the resources available or meet the individual's needs and motivation... stress will be the result if the workload is too large for the number of workers and time available. When someone experiences stress, there are many different symptoms and repercussion. Depending on the level and frequency of stress, some of these symptoms can become serious and cause a many of problems. Stress affects people both mentally and physically. This article tries to find the way to overcome workplace stress and help management to handle it

Key word – Stress, Mental, and Physical, Motivation

I. INTRODUCTION

In our everyday lives we get to hear the word 'stress' from our peers, colleagues, teachers and doctors. Even the word 'stress' can be heard now a days in the news, in the magazines and on other social media too. But exactly what is stress?? In the layman's language stress is 'frustration or anxiety or nervousness or change in regular function of mind or body due to negative or positive influences around us'. So the definitions of stress by different experts are as follows. Arnod (1960) thinks that "Stress is any condition that disturbs normal functioning". Selye (1974) defines stress as "Stress is a non-specific response of the body to any demand". According to Beehr & Newman (1978) "Stress is a condition arising from the interaction of people and their jobs and characterized by changes within people that force them to deviate from their normal functioning". A recent report by the National Association of Mental Health distinguishes stress from pressure, where pressure can be defined as a subjective feeling of tension or arousal that is triggered by a potentially stressful situation. But, where pressure exceeds an individual's ability to cope, the result is stress

Types of stress

Based on its impact on body mind and performance, stress can be categorized into two types

1. Eu-stress- Eu-stress is just a reasonable amount of stress that an individual can take. This stress has positive after effects. Eu-stress can create passion for work. It may be able to provoke hidden abilities and talents. It inspires humans to take on new activities. Such well quantified stress can lead to success.
2. Distress- Distress is an excessive quantity of stress. This amount of stress is harmful to the individual. Distress can cause negative effects on body and mind of individual. Such stress causes effects as depression, heart attack etc.

Recognizing The Signs And Symptoms Of Stress

Headache, Fatigue, Increased absenteeism, Altered performance, Changes in attitude, mood or behaviour, Becoming irritable, volatile or aggressive, Conflict with others, Diminished work relationships, Tiredness /lethargy/lack of interest, Difficulty in concentrating or making decisions, Changes to appearance or personal hygiene, Becoming withdrawn or isolated, Demonstrating unrealistic standards or Expectations for self or others and Uncharacteristically labile.

Causes of stress at workplace

Causes of stress can be divided into two categories based upon the source of the cause. Two major classifications

Internal causes- These causes involve an individual's mind-set, way of thinking etc. These causes are originated from within the individual and lead to stress. These internal causes are based on perception of an individual. Even if no threat exists in the surrounding a person may feel a person or a situation threatening and may get stressed.

External causes- These causes include many external factors within an organization which affect an individual's performance in organization which are

1. Job insecurity- When an employee works in an organization, fear of losing his/her job leads to chronic stress which causes reduced work quality.
2. Working hours- Very odd working hours may lead to many physiological problems in employees which may lead to stress during work.
3. Control at work- This refers to extent of control an employee has over his/her work. If employee has no or very little control over the work then he/she loses interest in the work and feels stressed to meet expectations of superiors.
4. Managerial style- The controlling style of managers effects stress of the employees. Managers with autocratic style of control give very little freedom to the employees in decision making and planning. So, employees working under such managers are stressed due to very less control over their work and very high restrictions.
5. Over load& under load- Overload of work means performing a large amount of work in a very short time. Such heightened expectations from any individual may lead to stress. Elsewhere under load is very short amount of work to do and time available is too much. Here employee questions his/her capacity and feels stressed.
6. Sometimes situations requesting behavioural changes may put an employee under stress due to need of behaving in a way which is not natural for the employee.

Top Causes Of Work-Related Stress

When quizzed on sources of stress, Indian employees rank unclear or conflicting job expectations (40%), inadequate staffing (lack of support, uneven workload or performance in group) (38%) and lack of work/life balance (38%) as the top three reasons according to Towers Watson's Global Benefit Attitudes Survey that polled 22,347 global workers out of which 7,094 workers are in Asia Pacific (2006 workers are based in India). In Asia Pacific, the top contributors were inadequate staffing, low pay (or low increase in pay) and lack of work/life balance. Globally, inadequate staffing is common as the single most important contributor to work-related stress.

How Can Individual Employee Combat Stress

There are many effective ways which help an individual to combat work stress and live a happy and healthy life. These methods include-

- Get more sleep- which provides proper rest to body and helps combat the effect of stress.
- Enter in physical activities- physical activities boost the mind and body and help to regain the confidence which is lost due to stress.
- Relaxation techniques- such as arts, dance, music help people to get more creative and relieves the stress.
- Talking to a close one- talking to a close one helps to relieve stress and provides comfort.
- Time management- allows efficient usage of time. And which helps persons to organize his/her activities. And which helps to maintain daily course of activities and it reduces stress.
- Say 'NO' to additional unimportant request- taking additional, unimportant requests which are not necessary, increases the workload and causes additional stress.

- Take adequate rest if you are ill- taking adequate rest helps people recover from the symptoms of stress and helps to improve the mood.
- Avoid habits such as smoking, alcohol etc. - these products cause dependence and further induce stress by need of continuous consumption of these products.
- Facing the cause- facing the cause of stress is one of the major solutions to reduce the stress. When you face the stressor, the reason of stress is no more and the person is free from stress

Organisational (Management) Measures to Combat Stress

Factor	Problems that can lead to stress	What management can do
Culture	<ul style="list-style-type: none"> ✓ lack of communication and consultation ✓ a culture of blame when things go wrong, denial of potential problems ✓ an expectation that people will regularly work excessively long hours or take work home with them 	<ul style="list-style-type: none"> ✓ provide opportunities for staff to contribute ideas, especially in planning and organizing their own jobs ✓ introduce clear business objectives, good communication, and close employee involvement, particularly during periods of change ✓ be honest with yourself, set a good example, and listen to and respect others ✓ be approachable – create an atmosphere where people feel it is OK to talk to you about any problems they are having ✓ avoid encouraging people to work excessively long hours
Demands of the job	<ul style="list-style-type: none"> ✓ too much to do, too little time ✓ too little/too much training for the job ✓ boring or repetitive work, or too little to do ✓ random interruptions ✓ delays in filling vacant positions ✓ poor or inappropriate fit for the job ✓ the working environment (heat, cold, noise) 	<ul style="list-style-type: none"> ✓ priorities tasks, cut out unnecessary work, try to give warning of urgent or important jobs ✓ make sure individuals are matched to jobs, provide training for those who need more, increase the scope of jobs for those who are over-trained ✓ change the way jobs are done by moving people between jobs, giving individuals more responsibility, increasing the scope of the job, increasing the variety of tasks, giving a group of workers greater responsibility for effective performance of the group ✓ make sure other workplace hazards, such as noise, harmful substances and the threat of violence, are properly controlled
Control	<ul style="list-style-type: none"> ✓ lack of control over work activities ✓ lack of consultation or advanced notice about workplace and workload changes 	<ul style="list-style-type: none"> ✓ give more control to staff by enabling them to plan their own work, make decisions about how that work should be completed and how problems should be tackled ✓ consult meaningfully with staff on changes ✓ be honest with staff about your responsibility to make decisions. Consultation does not mean consensus agreement
Role	<ul style="list-style-type: none"> ✓ staff feeling that the job requires them to behave in conflicting ways at the sometime ✓ confusion about how everyone fits in ✓ constant and demanding contact with staff or 	<ul style="list-style-type: none"> ✓ talk to people regularly to make sure that everyone is clear about what their job requires them to do ✓ make sure that everyone has clearly defined objectives and responsibilities linked to business objectives, and training on how everyone fits in

	students	
Relationships	<ul style="list-style-type: none"> ✓ poor relationships with others ✓ mistrust- vicious office politics disrupts positive behavior. ✓ bullying, racial or sexual harassment 	<ul style="list-style-type: none"> ✓ provide training in interpersonal skills ✓ follow the procedures to prevent bullying and harassment ✓ join in the cultural activities of the organization ✓ encourage and support teambuilding
Support and the individual	<ul style="list-style-type: none"> ✓ lack of support from managers and co-workers ✓ lack of recognition, being unappreciated ✓ not being able to balance the demands of work and life outside work ✓ not being honest about work performance and expectations 	<ul style="list-style-type: none"> ✓ support and encourage staff, even when things go wrong ✓ encourage a healthy work-life balance ✓ see if there is scope for flexible work schedules (eg flexible working hours, working from home) ✓ take into account that everyone is different, and try to allocate work so that everyone is working in the way that helps them work best
Change	<ul style="list-style-type: none"> ✓ fears about job security ✓ doubt - staff are uncertain about what is happening and where things are headed in their position 	<ul style="list-style-type: none"> ✓ ensure good communication with staff ✓ provide effective support for staff throughout the process
Future	<ul style="list-style-type: none"> ✓ lack of career opportunity ✓ unclear organizational direction and policies ✓ inconsistent performance management - bonuses but no review. Positive feedback and then criticism or sidelining with no understanding of why. 	<ul style="list-style-type: none"> ✓ identify individual needs ✓ give fair opportunities for development ✓ keep staff informed of what is happening in the broader organization ✓ keep staff informed of the skills and attributes that the organization will require in the future and help staff match their skills development opportunities to these

II. CONCLUSION

Now we can conclude that stress is an important factor for the employees in any organization. Stress within a specific limit helps to achieve necessary objectives. But if stress exceeds any particular limit then it shows its harmful effects on the body, mind and behaviour. Now the ways to cope with the stress include adequate sleep, sports, talking to a close one, relaxation habits and quitting of addictive products. These all must be used to get relief from stress. Workplace stress plays a significant role in physiological and psychological well-being of employees. It also affects the productivity and performance of organizations. The various results of workplace stress like physical problems, mental disturbances, emotional imbalance, lifestyle disturbances and behavioral problems lead to disturb the climate of the organization. These issues create interpersonal conflicts, decreased productivity, low organizational commitment, increased absenteeism and more attrition etc. By facilitating the employees with effective training, the management can provide them with platform to solve their stress related problems. Yoga, meditation, exercise and recreational activities can provide better environment to control stress. Even time management skills help to manage stress in an effective manner. These simple but useful steps can pave the path for improved efficiency of employees and increased productivity of organization

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