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Stress Management

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Abstract

Majority of the employees try to find solution to relieve them from stress. Also the measures are also suggested in the paper to overcome stress that affects their physical and mental health.

Human Resource Management occupies the prime position of all disciplines in Management and it deals with many resources. According to Adam Smith, these were land, labour and capital.. Later these resources were expanded to include, among others men, materials, machinery, money etc. In the present nuclear age and globalization it may be appropriate to expand the scope of resources further and show them under the following three broad classifications.

- Human Ware
- Info-Ware
- Orgo-Ware

In these definitions of resources we find human beings playing a dual role a resource as well as a motive force for all other resources. For example, Manpower as such fills in the role of one of the resources. In addition to that role, human beings are also responsible for manipulating all other resources by way of developing, utilizing, commanding and controlling all other resources like men. Materials, machines, money, information, land, infrastructures, etc. Thus of all the resources manpower is the most important. Thus Human resources management plays a decisive role in creating proper working condition, ethos and values, which improves productivity and personal satisfaction of employees.

Human resources management HRM is concerned with the "people" dimension in management. Since every organization is made up of people, acquiring their services, developing their skills, motivating them to high levels of performance, and ensuring that they continue to maintain their commitment to the organization are essential to achieving organizational objectives. This is true regardless of the type of organization –government, business, education, health, recreation, or social action. Getting and keeping good people is critical to the success of every organization, whether profit or nonprofit, public or private.

Keywords: Stress, Health, Conflict

Introduction

Stress

According to **SCHULER**

"Stress is a dynamic condition in which an individual is confronted with an opportunity, constraint or demand related to what he or she desires and for which the outcome is perceived to be both uncertain and important"

Stress can manifest itself in both, positive and negative ways. Eu-stress is the term used to describe positive stress. It is often viewed as a motivator since in its absence, the individual lacks the cutting edge that is necessary for peak performance. It is negative when associated with heart-disease, alcoholism, drug-abuse, marital breakdown, absenteeism and a host of other social physical, organizational and emotional problems. It is a result of excessive performance of body beyond the normal range.

Importance on the Study of Stress

The study on stress is important for the following reasons.

- a) Negative Stress reduces efficiency and productivity
- b) Stress induces sickness and reduces life span
- c) Stress causes accidents, absenteeism, alcoholism, drug abuses etc. Which are the symptoms of poor mental health

- d) Stress related sickness is very difficult to detect and often detected too late
- e) Stress sickness takes considerably long time to cure
- f) Stress related sickness is wide spread as evident from the following statistics
 - American academy of family Physician estimates that nearly 25 percent of industrial patients are suffering from stress related sickness.
- g) Globalization and liberalization now taking place in India and other developing nations, have further aggravated stress due to higher competition, more cases of merger and acquisitions, large scale lay offs and industrial sickness etc.
- h) Stress is present in almost all jobs. It is very difficult to identify even one job, which does not have stress.

Good Stress V/S Bad Stress

Stress has often been misunderstood to be negative, , stress is everywhere and definitely unavoidable; hence our emphasis should be on differentiating between what is good stress, and what is bad. This will help us to learn to cope with negative stress, and enhance the power of positive stress to help us achieve more.

The different types of stresses are,

- Eustress,
- Distress,
- Hyper stress and
- Hypo stress.

Positive stress can be very helpful for us where as Negative stress can cause many physical and psychological problems, Eustress: Eustress is the positive form of stress, which prepares your mind and body for the challenges. It is a natural physical reaction by your body which increases blood flow to your muscles, resulting in a higher heart rate. Athletes before a competition would do well with eustress.

Distress: Distress is negative form of stress. This occurs when the mind and body is unable to cope with changes, and usually occurs when there are deviations from the norm. Distress can be categorized into two types a)acute stress and b)chronic stress.

- The characteristic of Acute stress is intense, but does not last for long.
- The characteristic of chronic stress persists over a long period of time.

Hyper Stress: Hyper Stress is a negative stress that occurs when the individual is unable to cope with the workload.

Examples: Highly Stressful Jobs,

Hypo Stress: Hypo stress occurs when a person has nothing to do with his time and feels constantly bored and unmotivated.

Practicing the following methods can also reduce stress:

- ❖ Regular Exercise
- ❖ Transcendental Meditation
- ❖ Yoga Exercise
- ❖ Prayers

Causes of Stress

1. Causes of Stress at Home

- Death of spouse, family, near relative or friend.
- Injury

- Illness
- Marriage of self or son or daughter or brother or sister.
- Divorce
- Disobedience of Children.
- Bad Educational performance of children.
- No sufficient money.

Causes of Stress at work

- Meet the challenges of the job.
- No good relationship with colleagues.
- Difficult to control staff under you.
- As a Manager difficult to get things done by staff
- No cordial relations with boss, colleagues and juniors.
- Excessive work pressure.
- Not able to meet out deadlines.
- To give productive results.
- Working overtime and on holidays.
- Unclear role specifications
- Role conflict
- Unrealistically high self-expectations (Perfectionism)
- Inability to influence decision making (powerlessness)
- Frequent clashes with superiors
- Isolation from colleagues support
- Lack of variety
- Poor communication
- Inadequate leadership
- Conflicts with colleagues
- Inability to finish a job
- Fighting unnecessary battles

Other causes of stress

- Fear,
- Threats.
- Uncertainty.
- Lack of sleep.

Consequences of Stress

Consequences of Stress: Individual Consequences

Behavioral Consequences

The behavioral consequences of stress, such as alcohol abuse, may harm the person under stress or others.

Psychological Consequences

Psychological consequences relate to a person's mental health and well-being.

Medical Consequences

Medical consequences affect a person's physical well-being. Heart disease and stroke, among other illnesses, have been linked to stress.

Strategies for Managing Stress

1. Meditation
2. Body relaxation exercises
3. Be Present
4. Reach Out
5. Tune In to Your Body
7. Laugh Out Loud
8. Get Moving
9. Be Grateful
11. Physical exercise

- yoga
- workout routine

12. Counseling

- talk therapy
- life coaching

Objectives of the Study

1. To study the impact of stress on health and performance of different personnel working in the organization.
2. To study the measures adopted by them to combat stress
3. To study whether the organization has adopted measures to help improve health and performance of different personnel working in the organization.
4. To study the subject matter of stress

Review of Literature

Review of past data records and institute journals, feedback forms by the respondents with regard to stress and its impact on their health and performance were referred.

Methodology and Sampling

The Survey Method is adopted for the study. The primary and secondary data are used.

The Primary data was collected with the help of questionnaire, which contains both open-ended questions; Personal Survey Methods was used to collect the primary data by fixing appointments with the higher officials.

The Secondary Data was collected from journals of the Company, through Internet and library

Summary of Findings

1. A sample size of 30 is considered
2. Most of the respondents come under the age group of 35-45 years and 45-55 years and it is found out that people under this age group are more prone to stress
3. Most of them recognize and negative stress is hazardous to their health and performance.
4. Most of the respondents agree that negative stress is the direct result of excessive pressure
5. 100% of respondents agreed that Lack of energy, Putting things off, anger, Depression and Irritability are all signs of stress. This shows that they are aware of the signs of stress.
6. Maximum respondents accepted of experiencing Depression, irritability and anger while in stress.
7. Environmental factors that cause stress consisted of 50% of respondents saying political incidents causing them stress, 20% of them said socio-cultural aspects, 20% of them said for Religio-Cultural aspects as their cause for stress and 10% of respondents said change in economy was also the cause for stress
8. Work overload as the organizational factor was main cause of stress for the respondents followed by job dissatisfaction
9. Psychological disturbances (50%), physiological suffering (40%), and physical incapacity (10%) are individual factors that cause stress to respondents.

10. 100% of respondents agreed that stress has an impact on their health and performance
11. Most of the respondents replied that stress caused them sleeplessness, gastrointestinal disturbances, exhaustion and fatigue. while 45% of respondents have said they suffered headaches when in stress
12. Most of the respondents said sleep helped them reduce stress, while most of them used Relaxation exercise and socializing to reduce stress.
13. 67% of respondents said sleep helped them reduce stress, while most of them used Relaxation exercise and socializing to reduce stress.
14. 100 % of respondents have agreed that the organization does not have any stress management programs for the people working in the organization
15. Most of the respondents have not attended stress management program or counseling to learn manage stress, only 6% of respondents have attended the programs, which were yoga, therapy, prayer and lectures. Of the 6% respondents, 4% accepted that these programs were very useful in managing stress, while 2% of respondents accepted that it was useful.
16. 100 % of respondents recommended stress management programs in the organization

Conclusion

Looking at the facts it is evident that stress is causing problems to the organization. Any organization should always ensure that it provides the correct atmosphere at one in which employee well being is promoted and looked after.

Primary Steps: Identify stressors causing stress to employees

Secondary Step: Improve the organization's ability to recognize and deal with stress related problems as and when they occur.

Tertiary step: help employees cope with and recover from the work related problems

To execute these steps into action, the management can follow the following methods:

1. The organization can adopt employees Welfare Program. This program will help in providing the correct atmosphere at work-one in which employee well being, will be promoted and looked after. This program will help in tackling the root causes of stress by providing employees with a free, confidential and independent source of practical information and emotional support, helping individuals to handle a wide range of personal and work related issues. It will facilitate the progress and continued growth of the organization through the development and empowerment of employees and through the alleviation of much of the stress, worry and pressure that can result in absenteeism, poor performance and increased costs.

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