

Stress Management at Workplace

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ABSTRACT

Stress is normally unavoidable part of everyone's life living in this world. It portrays a negative notion that can have an impact on one's mental and physical well-being. This paper is aimed at helping members to understand the signs of stress and to develop strategies to deal with it, as well as building up their own personal resilience. This study provides practical advice on how to deal with work stress. This paper implies Work-related stress occurs when there is mismatch between the demands of the job and the resources and capabilities of the individual worker to meet those demands. Subjective and self-reported evaluations of stress are just as valid as 'objective data', such as statistics on presenteeism, absenteeism, and health (physical and psychological). It is intended that employers, managers use this booklet as part of an initiative to educate on the management of work stress. Discussed are the nature of stress at work, the causes and effects of stress, as well as prevention strategies. Also discussed are the roles of the organizational culture in this process and resources to be drawn upon for managing work stress.

Key Words: Organizational stress, Stress management, Work stress

INTRODUCTION:

Stress is a part of day-to-day living of every individual. The college students may experience stress in meeting the academic demands, people on the job, business men may suffer stress to reach office in time and to complete the projects on time and even the house hold ladies may experience stress in managing the home affairs and to look for the maid servant. The reasons for the stress differ from person to person. The stress people experience should not be necessarily treated as harmful. An optimum amount of stress can always act as an energizer or motivator and propel people to apply the efforts and complete the work. But a high level of Stress can be a serious threat to the personality traits

of the Individual and can cause physiological and social problems.

What is Stress?

We generally believe that the stress is caused by the external events and the dynamics of the environment. But we need to emphasis the fact that the Stress is caused by our reaction to the external environment. The manner in which we perceive and understand the changes, or the particular event creates same event can bring happiness and cause Stress in two different people depending upon how they react to it. When students are asked to prepare a presentation, some may take it to be an opportunity to reveal their talents and to improve upon their weakness while the other students may be perturbed by it for the fear of his

weakness. So, Stress is our reaction to external events, and it can be positive or negative depending upon how we react. It is the general wear and tear of the body machine that takes place due to extra demands put on it. We can define Stress as “body’s non-specific response to any demand made on it”. Stress is not by definition synonymous with nervous tension or anxiety. On one side Stress provides the means to express talents and energies and pursue happiness on the other side it can also cause exhaustion and illness, either physical or psychological.

OBJECTIVE OF THE STUDY

1. Assess current stress level.
2. Identify situations that cause stress.
3. Be more knowledgeable on techniques/methods to lower stress.
4. Apply various stress reduction techniques to alleviate stress.
5. Show a decrease in baseline body temperature or blood pressure B/P.
6. Identify emotional, physical, and mental effects of stress

METHODOLOGY

To achieve the said objectives a comprehensive study has been made on crucial areas of stress management. A detailed questionnaire has been developed and can be employed on the selected sample employees.

SAMPLING DESIGN

In order to design the total list of manpower is collected according of the department. 60 employees are picked randomly by applying simple random sampling technique. Thus, the sample size for the present study is 60 employees.

SOURCES OF DATA

The present study is based on both primary and secondary sources of data. The primary data collection is done through a structured questionnaire, which contains open and closed questionnaire. The secondary sources for the study modules are internet, websites, articles.

ABOUT THE QUESTIONNAIRE

The instrument used in this study was structured questionnaire. Questionnaire has been divided into two parts. Part 1 helps in providing the information about the respondent. Part 2 contains various items of questions on stress causing parameters that are useful for the study of the stress management. A copy of the questionnaire is included.

DATA ANALYSIS AND INTERPRETATION:

The data collected from the primary and secondary sources have been coded, tabulated and analyzed for interpretation using various statistical techniques. A sample of 60 was surveyed regarding the respondent’s awareness, their satisfaction levels and speed of service. The data thus collected is tabulated, analyzed and interpreted using various statistical techniques as follows:

COMPOSITION OF THE STUDY

Mathematical tools:

Tables, pie charts and bar charts are the mathematical tools for the analysis. The above table illustrates that out of total 60 respondents, 7% have strongly agree that multiple tasks are creating them more stress, 77% of the respondents have agreed, 3% of them not certain the task, 13% of them have disagree and none of the respondents are in strong disagreement regarding the role of multiple creating stress in APFD.

TABLE NO: 1

MULTIPLE TASKS CREATES STRESS

Analysis:

S n o	RESPON SES	NUMBE R OF RESPO NDENT S	PERCE NTAGE (%)
1	Strongly agree	4	7%
2	Agree	46	77%
3	Uncertain	2	3%
4	Disagree	8	13%
5	Strongly disagree	0	0%
6	Total	60	100%

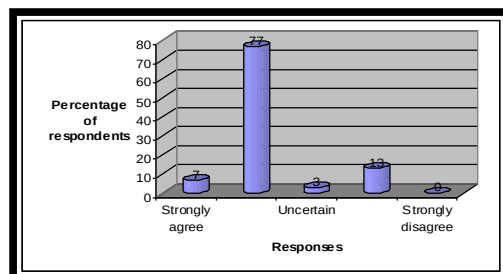
TABLE NO: 2

WORKING IN GROUPS REDUCE THE STRESS

S no	RESPONSES	NUMBER OF RESPONDEN TS	PERCENT AGE (%)
1	Strongly agree	28	47%
2	Agree	26	43%
3	Uncertain	4	7%
4	Disagree	2	3%
5	Strongly disagree	0	0%
6	Total	60	100 %

GRAPH NO: 1

MULTIPLE TASKS CREATES STRESS



Interpretation:

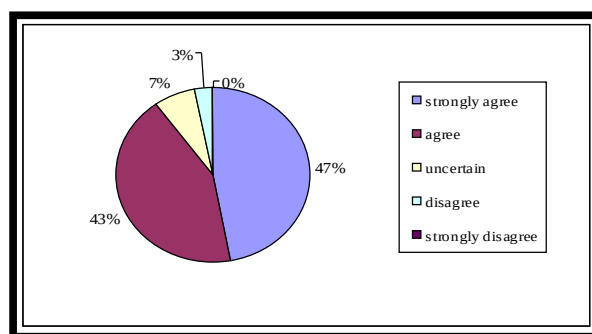
It is interpreted that all the respondents said that many factors cause stress.

Analysis :

From the above table it can be interpreted that 47% of the respondents have stress agreed that working in groups is reducing their stress, 43% of them have agreed and 7% of them an certain that working in groups is reducing their stress, 3% of them have disagreed that working in is reducing their stress. However none of the respondents strongly disagree that is 0% of themstrongly disagreed.

GRAPH NO: 2

WORKING IN GROUPS REDUCE THE STRESS



Interpretation:

It is interpreted that the workload on individual persons increases the stress levels and the team working reduces the stress.

TABLE NO: 3

CHANGE IN WORK ENVIRONMENT AS A STRESSOR

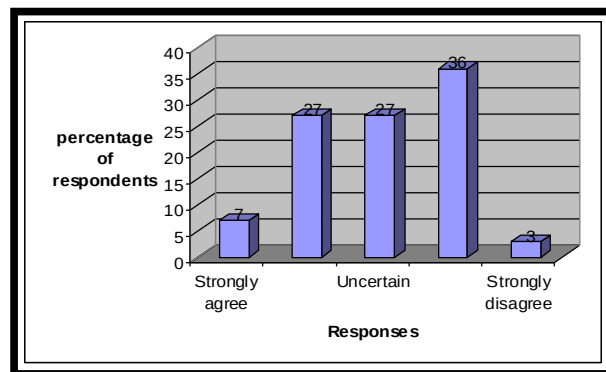
S. NO	RESPONSES	NUMBER OF RESPONDENTS	%PERCENTAGE
1	STRONGLY AGREE	4	7%
2	AGREE	16	27%
3	UNCERTAIN	16	27%
4	DISAGREE	22	36%
5	STRONGLY AGREE	2	3%
6	TOTAL	60	100 %

Analysis :

From the above table it can be illustrated that 7% of the total sample have strongly agreed that change in work environment is causing them stress 27% of them agreed and 27% are no sure regarding that change in work environment in causing the stress, 36% of them have disagreed that change in environment is causing them stress but only 3% of them are in strong disagreement with statement that change in work environment is causing them stress.

GRAPH NO: 3

CHANGE IN WORK ENVIRONMENT AS A STRESSOR



Interpretation:

It is interpreted from the above that frequent change in the working environment causes more stress on them as they need to put more efforts to adapt for the frequent changing culture and environment.

TABLE NO: 4

STRESS DUE TO LONG WORKING HOURS

SNO	RESPONSES	NUMBER OF RESPONDENTS	%PERCENTAGE
1	STRONGLY AGREE	6	10%
2	AGREE	46	77%
3	UNCERTAIN	0	0%

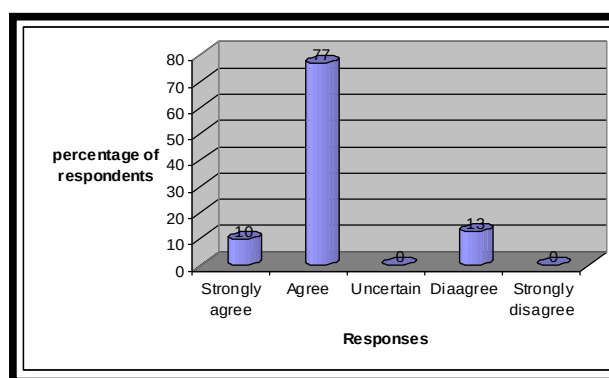
Analysis :

The table 7 exemplify that 10% of the total sample have strongly agreed that working hours is causing them stress and 77%

of the respondents uncertain and 13% of them have disagrees that long working hours are causing them stress, none of respondents have strongly disagreed the statement that long working hours are causing them stress.

GRAPH NO: 4

STRESS DUE TO LONG WORKING HOURS



Interpretation:

It is concluded that the long working hours is causing more stress on the employees. So in order to control stress working hours should be reduced.

TABLE NO: 5

STRESS DUE TO NON COOPERATION FROM PEERS

SN O	RESPON SES	NUMBER OF RESPOND ENTS	%PERCEN TGE
1	STRONG LY AGREE	0	0%
2	AGREE	8	13%
3	UNCERT AIN	22	37%

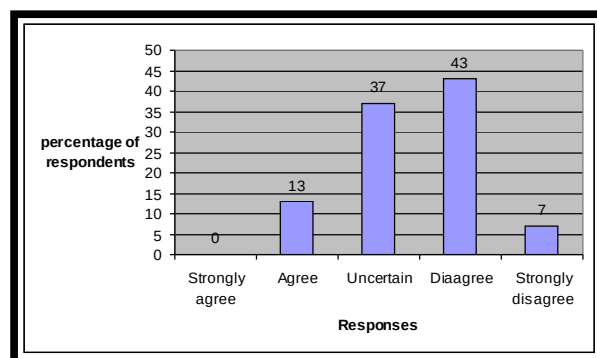
4	DISAGR EE	26	43%
5	STRONG LY DISAGR EE	4	7%
6	TOTAL	60	100 %

Analysis :

The above table illustrates that the none of respondents have strongly agreed stress is not caused due to non cooperation of colleagues, 13% of them have agreed that stress is cause due to non cooperation of peers, 37% of them are not certain, 43% of them disagree that stress is cause due to non cooperation of their peers and 7% of them strongly disagree.

GRAPH NO: 5

STRESS DUE TO NON COOPERATION FROM PEERS



Interpretation:

For the superiors to complete their tasks need a good relationship with their peers and sub ordinates. It can be interpreted that the co-operation from the peers is satisfactory for the APFD Solutions.

TABLE NO: 6

STRESS DUE TO ILL HEALTH

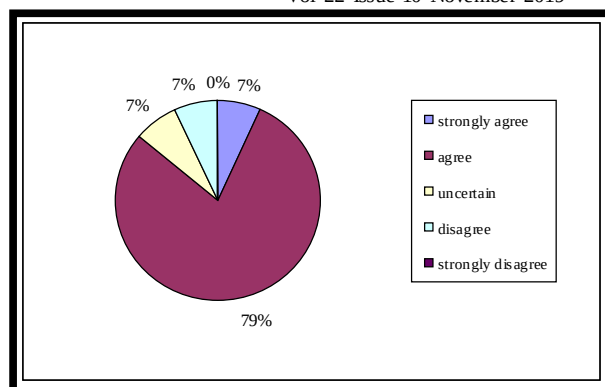
SN O	RESPONS ES	NUMBER OF RESPONDE NTS	%PERCENT AGE
1	STRONGL Y AGREE	4	7%
2	AGREE	48	79%
3	UNCERT AIN	4	7%
4	DISAGRE E	4	7%
5	STRONGL Y DISAGRE E	0	0%
6	TOTAL	60	100 %

Analysis :

The above Table illustrates that out of 60% sample, 7% of the respondents strongly agree that stress is caused due to their in health and 79% of them agreed that stress is caused due to their ill health, 7% of them are not certain and 7% of them disagree that is stress is caused due to their ill health but none them strongly disagreed that stress is caused due to their ill health.

GRAPH NO: 6

STRESS DUE TO ILL HEALTH



Interpretation:

For every one to complete their tasks effectively and efficiently they should be physically fit first. From the study, it can be conclude that employees feel more stressed due to their internal health problems.

TABLE NO: 7

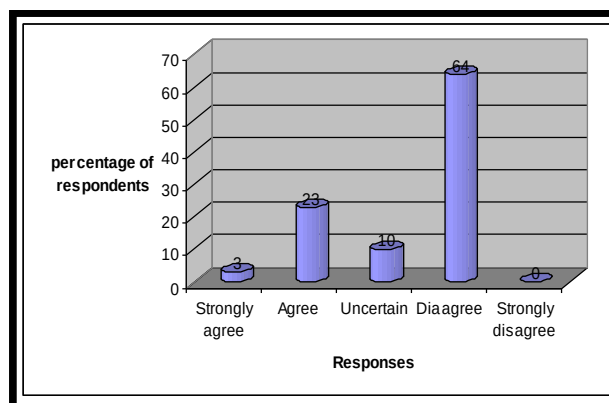
STRESS CAUSED WHILE REPORTING TO SUPERIOR

SN O	RESPONS ES	NUMBER OF RESPONDE NTS	%PERCENT AGE
1	STRONGL Y AGREE	2	3%
2	AGREE	14	23%
3	UNCERT AIN	6	10%
4	DISAGRE E	38	64%

Analysis :

From the above table it can be illustrated that out of total sample of 60 respondents 3% have strongly agreed that stress is caused while reporting to superior, 23% of them agreed and 10% have

exhibited not certain, 64% of them have disagreed that stress is caused while reporting to their superior how ever none of the respondents have strongly disagreed that stress is called while reporting to their superior.



Interpretation:

It can be conclude that employees feel more stress when reporting to their superiors.

TABLE NO: 8

STRESS DUE TO FEAR OF THEIR SUPERIOR

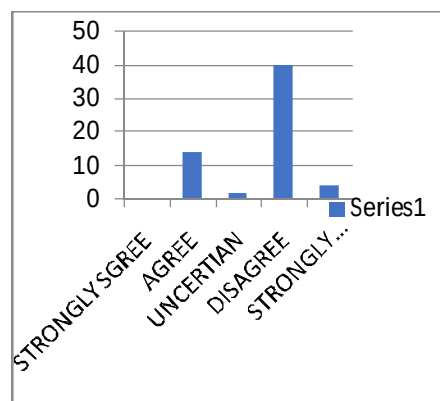
SN O	RESPONS ES	NUMBER OF RESPONDE NTS	%PERCENT AGE
1	STRONGL Y SGREE	0	0%
2	AGREE	14	23%

Analysis :

From the above table it can illustrated that out of 60 respondents none of the respondents have strongly agreed that stress is caused due to fear their superiors, 23% of them have agreed that stress is caused due to fear their superiors and 3% of them are not certain and 67%of them have disagreed that stress is caused due to fear their superior and 7% of them strongly disagreed

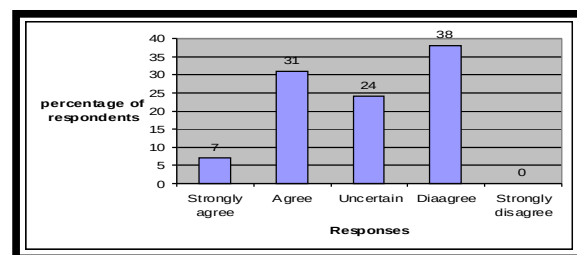
GRAPH NO: 8

STRESS DUE TO FEAR TOWARDS THEIR SUPERIORS



Interpretation:

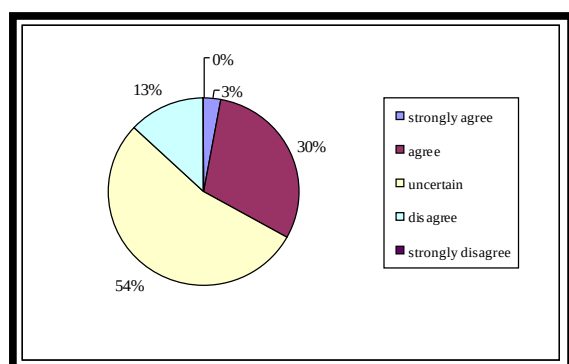
It is observed that the employees undergo stress because of the fear they have towards their superiors. To avoid this friendly relationship should be developed by the organizations.



S.NO	RESPONSES	NUMBERS OF RESPONDENTS	% PERCENTAGE
1	STRONGLY AGREE	4	7%
2	AGREE	18	31%
3	UNCERTAIN	14	24%
4	DISAGREE	22	38%
5	STRONGLY DISAGREE	0	0%
6	TOTAL	60	100%

STRESS DUE TO UNCERTAINTY IN DOING THINGS

From the above table it can be illustrated 3% of the total sample have strongly agreed that uncertainty in doing things is the main reason for the stress in their organization, and 30% them have agreed and 54% of them are not sure about the role of uncertainty in doing things in causing stress 13% of them have disagreed and 0% of them have strongly disagreed.



Understanding Stress

Modern life is full of hassles, deadlines, frustrations, and demands. For many people, stress is so commonplace that it has become a way of life. Stress isn't always bad. In small doses, it can help you perform under pressure and motivate you to do your best. But when you're constantly running in emergency mode, your mind and body pay the price.

If you frequently find yourself feeling frazzled and overwhelmed, it's time to take action to bring your nervous system back into balance. You can protect yourself by learning how to recognize the signs and symptoms of stress and taking steps to reduce its harmful effects.

STRESS AND WORK PLACE

Professional stress or job stress or job stress poses a threat to physical health. Work related stress in the life of organized workers, consequently, affects the health of organizations.

Job stress is a chronic disease caused by conditions in the workplace that negatively affect an individual's performance and /or overall well-being of his body and mind

Causes of work place stress

Job stress may be caused by a complex set of reasons. Some of the most visible causes of workplace stress are:

- **Job Insecurity:** Organized workplaces are going through metamorphic changes under intense economic transformations and consequent pressures. Reorganizations, takeovers, mergers, downsizing and other changes have become major stressors for employees, as companies try to live up to the competition to survive. These reformations have put demand on everyone, from a high level employee to a mere executive.
- **High Demand for Performance:** Unrealistic expectations, especially in the time of corporate

reorganizations, which, sometimes, puts unhealthy and unreasonable pressures on the employee, can be a tremendous source of stress and suffering. Increased workload, extremely long work hours and intense pressure to perform at peak levels all the time for the same pay, can actually leave an employee physically and emotionally drained. Excessive travel and too much time away from family also contribute to employee stressors.

- **Technology:** The expansion of technology computer, pages, cell phones, fax machines and the inter net has resulted in heightened expected for productive speed and efficiency increasing pressure on the individual worker to constantly operate at peak performance levels. Workers working with heavy machinery are under constant stress to remain alert in this case both the worker and there family members live under constant mental stress. There is also the constant pressure to keep up with technological break thoughts and improvisations, forcing employee to learn new software all the times.
- **Workplace culture:** Adjusting to the workplace culture, whether in a new company or not, can be intensely stressful. Making one adept to the various aspects of workplace culture such as communication patterns, hierarchy, dress code if any, workspace and most importantly working and behavioral patterns, of the boss as well as the co- workers, can be a lesson of life. Maladjustment to workplace culture may lead to subtle conflicts with colleagues or even with superiors. In many cases office politics or gossips can be major stress inducers.

Personal or family problems: Employees going through personal or family problems tend to carry their worries and anxieties to the workplace. When one is in as depressed mood, his unfocused attention or lack of motivation affects his ability to carry out job responsibilities. Apart from these stress there is a stress called “unemployment”.

This can be explained as follows:

- Coping with job less
- Mental health of unemployed

- conflicts between work and family life

From the following conflicts between work and family life can be explained briefly:

Signs and symptoms of stress overload

It's important to learn how to recognize when your stress levels are out of control. The most dangerous thing about stress is how easily it can creep up on you. You get used to it. It starts to feels familiar – even normal. You don't notice how much it's affecting you, even as it takes a heavy toll.

The signs and symptoms of stress overload can be almost anything. Stress affects the mind, body, and behavior in many ways, and everyone experiences stress differently.

Learn how to manage stress

You may feel like the stress in your life is out of your control, but you can always control the way you respond. Managing stress is all about taking charge: taking charge of your thoughts, your emotions, your schedule, your environment, and the way you deal with problems. Stress management involves changing the stressful situation when you can, changing your reaction when you can't, taking care of yourself, and making time for rest and relaxation.

TYPES OF STRESS

The major types of stress can be broken down four different categories

- Eustress
- Hyper stress
- Hypo stress
- Distress

Eustress: Eustress is one of the helpful types of stress. What is the definition for eustress? It is the type of stress you experience right before you have the need to exert physical force. Eustress prepares the

muscles, heart, and mind for the strength for whatever is about to occur. Eustress can also apply to creative endeavors. When a person needs to have some extra energy or creativity, eustress kicks in to bring them the inspiration they need. An athlete will experience the strength that comes from eustress right before they play a big game or enter a big competition. Because of the eustress, they immediately receive the strength that they need to perform.

When the body enters the fight or flight response, it will experience eustress. The eustress prepares the body to fight with or flee from an imposing danger. This type of stress causes the blood to pump to the major muscle groups, and will increase the heart rate and blood pressure to increase. If the event or danger passes, the body will eventually return to its normal state.

Distress: Distress is one of the negative types of stress. This is one of the types of stress that the mind and body undergoes when the normal routine is constantly adjusted and altered. The mind is not comfortable with this routine, and craves the familiarity of a common routine. There are actually two types of distress: acute stress and chronic stress.

Acute stress: Acute stress is the type of stress that comes immediately with a change of routine. It is an intense type of stress, but it passes quickly. Acute is the body's way of getting a person to stand up and take inventory of what is going on, to make sure that everything is ok.

Chronic stress: Chronic stress will occur if there is a constant change of routine for week after week. Chronic stress affects the body for a long period of time. This is the type of stress experienced by someone who constantly faces moves or job changes.

Hyper stress: Hyper stress is the type of negative stress that comes when a person is forced to undertake or undergo more than he or she can take. A stressful job that overworks an individual will cause that individual to face hyper stress.

A person who is experiencing hyper stress will often respond to even little stressors with huge emotional outbreaks. It is important for a person who thinks they might be experiencing hyper stress to take measures to reduce the stress in their lives, because

hyper stress can lead to serious emotional and physical repercussions.

Hypo stress: The final of the four types of stress hypo stress. Hypo stress stands indirect opposite to hyper stress. Hypo stress is basically insufficient amount of stress. That is because hypo stress is the type of stress experienced by a person who is constantly bored. Someone in an unchallenging job, such as factory worker performing the same task over and over, will often experience hypo stress. The effect of hypo stress is feelings of restlessness and a lack of inspiration.

Dealing with stress

Stress is a normal factor of life, and sometimes, like in the cause of eustress, stress can be a help and healthy function of the body. However, when stress gets out of control and starts to cause emotional and physical problems, it needs to be brought under control. The best way to deal with stress is to remove the thing causing the stress if a job is causing the stress, consider a career change.

Behavioral therapy helps teach the stressed person how to deal with the anger and anxiety that come with stress. The person learns to control their body and emotions to control these thoughts and feelings.

TECHNIQUES OF STRESS MANAGEMENT

- There are several ways of coping with stress. Some techniques of time management may help a person to control stress. In the face of high demands, effective stress management involves learning to set limits and to say "No" to some demands that others make. Techniques of stress management will vary according to the theoretical paradigm adhered to Cognitive therapy
 - Conflict resolution
 - Exercise
 - Meditation
 - Deep breathing
 - Relaxation Techniques
 - Fractional relaxation
 - Progressive relaxation
 - Stress balls
 - Natural medicine
 - Time management

- Listening to certain types of relaxing music, particularly:
 - New age music
 - Classical age music

Apart from some techniques there are also some ways of reducing stress. They are:

Ways to reduce stress:

Whether the stress is related to your home, family, work or other relationship:

- Share your thoughts and feelings with your loved ones.
- Discuss the causes of stress, openly with those concerned.
- Try to avoid unpleasant situations.
- Realize that there are other people experiencing problems similar to yours
- Manage time and conserve energy. Make time for hobbies, recreational and social activities which will help divert attention away from problems.
- Follow a regular exercise program. Practice a relaxation routine involving exercises, breathing patterns and meditation.
- Seek help from professional organizations or self-help groups which offers support and advice.
- Try to stay healthy.

QUESTIONNAIRE

The below options can be used for the questions.

- a) Strongly agree
- b) Agree
- c) Uncertain
- d) Disagree
- e) Strongly disagree

1. Multiple tasks at work cause me stress in this organization

2. In my organization working in groups reduces the stress

3. Frequent changes in work Environment in the organization causes me stress

4. Working for longer hours in the organization causes me stress

5. I feel stress due to non-cooperation from my colleagues

6. Impact of my ill health on work aspects is also one of the factors for the stress

7. Reporting to superior causes me stress

8. Fear of my superior causes me stress

9. Sudden changes in the organization culture causes me stress:

10. Uncertainty of doing things causes me stress

11. High expectations in my performance in the organization causes me stress

12. Job Insecurity in the organization creates me stress

13. The stress management practices conducted by the organization are sufficient to manage our stress levels

14. The organization should adopt some more activities on stress management

15. The organization regularly conducts these activities

CONCLUSION

It is vital that stress management techniques are implemented into our daily lives:

- Stress can be managed if we understand the reasons that cause stress and the level of stress. We should also try to estimate if we could bring about any change in the

environment that can subsequently reduce stress.

- Some stress is good, but we need to find that optimal level of stress, which will motivate but not overwhelm us.
- Managing stress can help you have less pain and feel healthier.
- Stress can be confronted and reduced if and only if we understand ourselves better, analyze the behavior and identify the stressors.
- Learn to identify those situations you can do something about and those you cannot work at reducing the cause of your stress by communicating better and respecting your limits of energy and pain.
- Simplify your life, "look on the bright side," and develop and keep a sense of humor. Prepare for stressful events by getting extra rest.
- Remember that you cannot change others. Keep in mind that no one is perfect. Seek professional help for serious problems

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