

Stress Management

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Abstract: This is the study about the “**Stress management**” among the employees and finding out the measures to reduce it. Stress is a physiological and psychological reaction that results from an individual’s belief that they are unable to meet a demand. This can be further broken down into a definition of ‘Job Stress’ which is harmful physical and emotional responses. Stress is a physiological and psychological reaction that results from an individual’s belief that they are unable to meet the demand. This can be further broken down into a definition of stress. Stress refers to an individual’s response to a disturbing factor in the environment and the consequence of such reaction. Stress is mostly understood to be negative. But it has positive dimension also. Where stress brings out something better from an individual, it is called eustress.

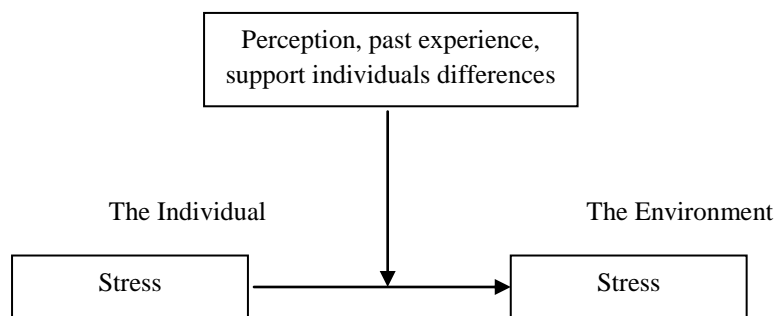
Introduction:

Stress

Not all individuals experience stress with the same intensity. Some people over-react to stressors and get highly stressed. Others have the stamina, endurance and composure to cope with any stressors. How an individual experiences stress depends on,

- The person’s perception of the situation.
- The person’s past experience.
- The presence or absence of social support
- Individual differences with regard to stress reactions.

Stress and Stress Relationship



Causes of Stress

Companies must identify what causes stress in the workplace. Stress can be caused by a number of factors while on the job. An employee can be affected by unusually long work hours or shift work. The amount of workload is a possible source of stress. An employee may have too many tasks to accomplish or not enough tasks to keep them busy.

A major cause of stress is other people with whom an individual comes in contact. These include co-workers and supervisors. An employee may suffer from the lack of a promotion or a promotion that extends beyond personal capabilities. Other factors that contribute to stressful working environment include downsizing, technological change and mismatching an employee’s personality with the job.

Stress in Biological Terms:

Stress is a biological term which 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. It includes a state of alarm and adrenaline production, short-term resistance as a coping mechanism, and exhaustion. It refers to the inability of a human or animal body to respond. Common stress symptoms include irritability, muscular tension, inability to concentrate and a variety of physical reactions, such as headaches and accelerated heart rate.

The term "stress" was first used by the endocrinologist Hans Selye in the 1930s to identify physiological responses in laboratory animals. He later broadened and popularized the concept to include the

perceptions and responses of humans trying to adapt to the challenges of everyday life. In Selye's terminology, "stress" refers to the reaction of the organism, and "stressor" to the perceived threat. Stress in certain circumstances may be experienced positively. Eustress, for example, can be an adaptive response prompting the activation of internal resources to meet challenges and achieve goals.

Good Stress V/S Bad Stress:

Stress has often been misunderstood to be negative, with few people acknowledging the importance and usefulness of positive stress. In our everyday lives, 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 harness the power of positive stress to help us achieve more.

There are 4 main categories of stress, namely eustress, distress, hyper stress and hypostress. Negative stress can cause many physical and psychological problems, whilst positive stress can be very helpful for us. Here's how we differentiate between them.

Eustress

This is a positive form of stress, which prepares your mind and body for the imminent challenges that it has perceived. Eustress 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 or perhaps a manager before a major presentation would do well with Eustress, allowing them to derive the inspiration and strength that is needed.

Distress

We are familiar with this word, and know that it is a 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. They can be categorized into acute stress and chronic stress. Acute stress is intense, but does not last for long. On the other hand, chronic stress persists over a long period of time. Trigger events for distress can be a change in job scope or routine that the person is unable to handle or cope with.



Hyper Stress

This is another form of negative stress that occurs when the individual is unable to cope with the workload. Examples include highly stressful jobs, which require longer working hours than the individual can handle. If you suspect that you are suffering from hyper stress, you are likely to have sudden emotional breakdowns over insignificant issues, the proverbial straws that broke the camel's back. It is important for you to recognize that your body needs a break, or you may end up with severe and chronic physical and psychological reactions.

Hypo Stress

Lastly, hypo stress occurs when a person has nothing to do with his time and feels constantly bored and unmotivated. This is due to an insufficient amount of stress; hence some stress is inevitable and helpful to us. Companies should avoid having workers who experience hypo stress as this will cause productivity and mindfulness to fall. If the job scope is boring and repetitive, it would be a good idea to implement some form of job rotation so that there is always something new to learn.

Statement of the Problem

A major cause of stress is other people with whom an individual comes in contact. These include co-workers and supervisors. An employee may suffer from the lack of a promotion or a promotion that extends beyond personal capabilities. Other factors that contribute to stressful working environment include downsizing, technological change and mismatching an employee's personality with the job.

Objectives of the study

Primary Objective

- To know the Study on Stress Management of the employees in the working Environment of Century Wells Pvt.Ltd.

Secondary Objective

- To determine the level of the stress among the employees
- To find the factors that causes more stress
- To find the kind of stress whether it is physical or mental
- To determine the ways to reduce the stress of the employees

Scope of the study

The present world is fast changing and there are lots of pressures and demands at work. These pressures at work lead to physical disorders. Stress refers to individual's reaction to a disturbing factor in the environment. Hence this study would help the organization to know the factors of stress and to reduce the stress in employees. Since it is a well known fact that healthy employee is a productive employee.

Hypothesis

Null hypothesis – There is no significant relationship between the age and the stress in their job.

Limitations of the study

In spite of the precautions, vigilance and scrupulousness taken by the investigator to make the study objective, it cannot be denied that there are certain limitations.

- The employees were reluctant to give correct information.
- Even though the employees gave correct information during the unstructured interview conducted, they gave positive answer while answering the questionnaire.
- The investigator intended to cover only few areas of stress relevant to the proposed study.

Sampling Design

Researcher make use of the **convenience sampling technique** was used to collect the data through the questionnaire.

Data Collection

Source of data:

Statistical data may be classified in to primary and secondary depending upon the nature of data and of collection.

i) Primary data:

Primary data are original observations collected by the researcher for the first time for any investigation and used by them in the statistical analysis. The researcher used the questionnaire as the primary data.

ii) Secondary data:

Secondary data refers to the information or facts already collected such data are collected with the objective of understanding the past status of any variable are the data collected and reported by some source is accessed and used for the objective of a study. The researcher used magazine, journals, website, research books, and previous reports as the secondary data.

Sample Details

- Sample size - 100
- Sample Universe – 250

Questionnaire Design

A structured questionnaire is prepared and distributed among employees; some of them are being interviewed and problems.

Statistical Tools

The tools used in this study are

- Percentage analysis
- Chi-Square analysis

Percentage Analysis

Percentage refers to a special kind of ratio. Percentages are used in making comparison between two or more series of data. Percentage is used to describe relative terms the distribution of two or more series of data.

$$\text{Percentage of respondents} = \frac{\text{No of respondents}}{\text{Total no of respondents}} \times 100$$

Chi-square Analysis

The Chi-Square test is one of the simplest and most widely used non parametric tests in statistical work. The symbol χ^2 is the Greek letter Chi. Karl Pearson first used the chi-square test in the year 1980. The quantity chi-square describes the magnitude of the discrepancy between theory and observation.

In this Chi-square test Yates correction is used when the value of observed frequency is less than 10. The formula is given as,

$$\chi^2 = \sum \frac{(O_i - E_i)^2}{E_i}$$

Hypothesis

According to Goode and Hatt, "Hypothesis is a proposition, which can be put to test to determine validity". A hypothesis can be defined as a logically conjectured relationship between two or more variables expressed in the form of testable statement.

Null Hypothesis (H0):

Null hypothesis (H_0) is formulated only to test whether there is any relationship between variables related to the problem being studied. Usually the null hypothesis is formed as a negative statement. Null hypothesis used in this study is - There is no significant relationship between the age and the stress in their job.

Alternative Hypothesis (H1):

Alternate Hypothesis (H_1) is a statement, which is accepted after the null hypothesis is rejected based on the test result. The alternate hypothesis usually is formed as a positive statement

Chi-Square Analysis

Chi-Square analysis between the age of the employees and their work stress Observed Frequency

Age Group \ Stress in your job	<20	21-30	31-40	>40	Total
Yes	0	26	7	1	34
No	5	51	8	2	66
Total	5	77	15	3	100

Null Hypothesis (H0) – There is no significant Relationship between the age and the work stress. **Alternative Hypothesis (H1)** – There is significant Relationship between the age and work stress.

Expected Frequency

Age Group \ Stress in your job	<20	21-30	31-40	>40	Total
Yes	1.7	26.18	5.1	1.02	34
No	3.3	50.82	9.9	1.98	66

Calculations

Calculated chi-square value (χ^2) = 3.6506

Degrees of Freedom = (r-1) (c-1)
 = (2-1) (4-1)
 = (1) (3)
 = 3

Chi-square table value for 3 is **7.815**

Therefore **3.6506 < 7.815**

Here calculated value is less than the table value and so the null hypothesis is accepted.

Observed frequency (O_i)	Expected Frequency (E_i)	$(O_i - E_i)$	$(O_i - E_i)^2$	$(O_i - E_i)^2 / E_i$
0	1.7	-1.7	2.89	1.7
26	26.18	-0.18	0.0324	0.0012
7	5.1	1.9	3.61	0.7078
1	1.02	-0.02	0.0004	0.0004
5	3.3	1.7	2.89	0.8758
51	50.82	0.18	0.0324	0.0006
8	9.9	-1.9	3.61	0.3646
2	1.98	0.02	0.0004	0.0002
			$\chi^2 = \sum \frac{(O_i - E_i)^2}{E_i}$	3.6506

There is no significant relationship between age of the employees and their work stress.

Findings

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Percentage Analysis

- 89% of the employees in the organization is male
- 35% of the employees in the organization is qualified with the under graduation or Post graduation
- 51% of the employees in the organization receiving the salary below 10,000
- 48% of the employees in the organization are experienced about 1-5 years
- 41% of the employees are satisfied with the working environment.
- 46% of the employees are more interested in the job which they are doing.
- 62% of the employees are satisfied with the working hours of the organization.
- 41% of the employees rarely feel that they are overloaded with their work given by the organization.
- 46% of the employees feel that work under load causes more stress in them and it leads to uncomforted in the work given by the organization.
- 46% of the employees in the organization suffer more with the mental stress rather than the physical work stress.
- 47% of the employees feel moderate level of stress in the work provided by the organization.
- 66% of the employees do not suffer from some physical inconvenience in their job.
- 57% of the employees in the organization need some shift basis system in their organization to reduce their workload to get relief from the stress.

- 51% of the employees in the organization are satisfied with the promotional activities which are done by the organization.
- 35% of the employees in the concern rarely feel that they are so isolated when there is no one to talk to.
- 73% of the employees are capable enough with the work given for them by the organization.
- 56% of the employees take some coping strategies personally to reduce stress in the working environment.
- 62% of the employees feel that there are no steps taken in the part of the organization to reduce the stress of the employees.
- 35% of the employees feel that effective training and development should be given to the employees to reduce the level of stress in them.

Chi-Square Analysis

- There is no significant Relationship between the age and the work stress.

Suggestions

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- The working environment of the organization can be improved and the satisfied employee's percentage can be raised. .
- The working hours of the concern can be maintained as the same that maximum numbers of the employees are satisfied with the working hours
- The organization can give better training and development program for the employees and counseling for the employees can be given and reduce their uncomfortably towards their work.
- Engaging the bored employee in aerobic exercise, because it stimulates the brain and the body. Also the employee must do meditation and yoga in their daily life.

Some of the Suggestions Given by the Employees of the Organization

- Just smile away
- Talking to family member
- Get adjusted with others, Find and spend time for prayer, Study the scriptures, See oneness in all, All are manifested of the supreme GOD
- Working in environment welfares, lot of positive attitude. Positive attitude is only that reduces stress and achieves success. Most of the people frustrate due to lack of positivity and stress level climbs up due to that. So get positive attitude about work, about life, and forget the stress

Conclusion

Stress in the work place has become the black plague of the present century.

Much of the stress at work is caused not only by work overload and time pressure but also by lack of rewards and praise, and more importantly, by not providing individuals with the autonomy to do their work as they would like. Most of the employees were not satisfied with the grievance handling procedure of the organization which was found by the unstructured interview.

Organization must begin to manage people at work differently, treating them with respect and valuing their contribution. If we enhance the psychological well being and health of the employees, in the coming future the organization would make more revenue as well as employee retention. Because it is said that, **“A Healthy Employee is a Productive Employee”**

Books

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