



## EXPLORATORY STUDY ON STRESS MANAGEMENT STRATEGIES

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### INTRODUCTION

Human Resource Management is an art of managing people at work in such a manner that they give their best to the organization. In simple word human resource management refers to the quantitative aspects of employees working in an organization. Human Resource Management is also a management function concerned with hiring, motivating and maintains people in an organization. It focuses on people in organization. Organizations are not mere bricks, mortar, machineries or inventories. They are people who are staff and manage organizations .HRM involves the application of management functions and principles. The functions and principles are applied to acquisitioning, developing, maintain, and remunerating employees in organizations. Decisions relating to employees must be integrated. Decision on different aspect of employees must be consistent with other human resource decisions. Decision made must influence the effectiveness of organization. Effectiveness of an organization must result in betterment of services to customers in the form of high-quality product supplied at reasonable costs HRM function s is not confined to business establishment only. They are applicable to non-business organizations, too such as education, health care, recreation etc. The scope of HRM is indeed vast. All major activities in the working life of his or her entry into an organization untilhe or she leaves-come under the previews of HRM specifically, the activities included are HR planning, job analysis and be sign, recruitment and selection, orientation and placement, training and development, performance appraisal and job evaluation, employee and executive remuneration, motivation and communication, welfare, safety and health, industrial relations and the like.

HRM is a broad concept Personnel management and human resource development is a part of HRM. Before we define —Human Resource Management, it seems good to first define heterogeneous in the sense that they differ in personality, perception, emotions, values, attitudes, motives, and modes of thoughts. Human resource management plays an important role in the development process of modern economy. In fact it is said that all the development comes from the human mind.— Human Resource Management is a process of producing development, maintaining and controlling human resources for effective achievement of organization goals.

### INTRODUCTION TO STRESS

A lot of research has been conducted into stress over the last hundred years. Some of the theories behind it are now settled and accepted; others are still being researched and debated. During this time, there seems to have been something approaching open warfare between competing theories and definitions: Views have been passionately held and aggressively defended. What complicates this is that intuitively we all feel that we know what stress is, as it is something we have all experienced. A definition should therefore be obvious...except that it is not. Definition: Hans Selye was one of the founding fathers of stress research. His view in 1956 was that —stress is not necessarily something bad – it all depends on how you take it. The stress of exhilarating, creative successful work is beneficial; while that of failure, humiliation or infection is detrimental. Selye believed that the biochemical effects of stress would be experienced irrespective of whether the situation was positive or negative. Since then, a great deal of further research has been conducted, and ideas have moved on.

Stress is now viewed as a "bad thing", with a range of harmful biochemical and long-term effects. These effects have rarely been observed in positive situations. The most commonly accepted definition of stress (mainly attributed to Richard S Lazarus) is that stress is a condition or feeling experienced when a person perceives that “demands exceed the personal and social resources the individual is able to mobilize.” In short, its what we feel when we think we have lost control of events. This is the main definition used by this section of Mind Tools, although we also recognize that there is an intertwined instinctive stress response to unexpected events. The stress response inside us is therefore part instinct and part to do with the way we think

The types of stress are as follows: Mechanical Stress (physics), the average amount of force exerted per unit area. Yield stress, the stress at which a material begins to deform plastically. Compressive stress, the stress applied to materials resulting in their compaction. Biological Stress (biological), physiological or psychological stress; some types include: o Chronic stress, persistent stress which can lead to illness and mental disorder o Eustress, positive stress that can lead to improved long-term functioning of Workplace stress, stress caused by employment Music Accent (music). Stress(band) an early 80s melodic rock band from San Diego. Stress (punk band) an early 80s punk rock band from Athens Stress (Neo-Psychedelic band), from the late 1980s. Stress, a song by the French band Justice on their debut album Other Stress (game), card game



Stress (linguistics), phonological use of prominence in language Stress (physics), the average amount of force exerted per unit area. Stress is a measure of the average amount of force exerted per unit area. It is a measure of the intensity of the total internal forces acting within a body across imaginary internal surfaces, as a reaction to external applied forces and body forces. It was introduced into the theory of elasticity by Cauchy around 1822. Stress is a concept that is based on the concept of continuum.

### POTENTIAL SOURCES OF STRESS

#### There are three categories of potential stressors

Environmental factor, Organization factor, Individual factors, Environmental factors: Just as environmental uncertainty influences the design of an organization. Changes in business cycle create economic uncertainties.

#### Political uncertainties

If the political system in a country is implemented in an orderly manner, there would not be any type of stress. Technological uncertainties: New innovations can make an employee's skills and experiences obsolete in a very short period of time.

**Technological uncertainty** therefore is a third type of environmental factor that can cause stress. Computers, robotics, automation and other forms of technological innovations are threat to many people and cause them stress.

#### Organization factors

There are no storages of factors within the organization that can cause stress; pressures to avoid error or complete tasks in a limited time period, work overload are few examples. Task demands are factors related to a person's job. They include the design of the individual's job working conditions, and the physical work layout. Role demands relate to pressures placed on a person as a function of the particular role he or she plays in the organization. Roll overhead is experienced when the employees is expected to do more than time permits. Role ambiguity is created when role expectations are not clearly understood and employee is not sure what he / she is to do. Interpersonal demands are pressures created by other employees. Lack of social support from colleagues and poor interpersonal relationships can cause considerable stress, especially among employed with a high social need. Organizational structure defines the level of differentiation in the organization, the degree of rules and regulations, and where decisions are made. Excessive rules and lack of participation in decision that affect an employee are examples of structural variables that might be potential sources of stress.

### CAUSES OF STRESS

The factors leading to stress among individual are called as stressors. Some of the factors/stressors acting on employee's are-  
1. Organizational factors

With the growth in organizational stress and complexity, there is increase in organizational factors also which cause stress among employees. Some of such factors are-

- Discrimination in pay/salary structure
- Strict rules and regulations
- Ineffective communication
- Peer pressure
- Goals conflicts/goals ambiguity
- More of centralized and formal organization structure
- Less promotional opportunities
- Lack of employees participation in decision-making
- Excessive control over the employees by the managers

**Organizational Factors:** An organization is a grouping of assets, goals, strategies, and policies .In order to create groups to work, organizations generate structure, process and working conditions. In modern organizations, number of factors generates an environment of stress. The altering environmental dynamics, globalization, organizational adjustments like mergers and acquisitions directs towards stress. A number of in-house organizational factors cause worker a stress. Some of the factors are deprived of good working conditions, strained labor management relations, disputed resource allocations, co-employee behavior, organizational design and policies, unpleasant leadership styles of the boss, misunderstandings in organizational communication, bureaucratic controls, improper motivation, job dissatisfaction, and less attention to merit and seniority. Some of the organizational stressors in are

- Working Conditions
- Organizational Tasks
- Administrative Policies and Strategies
- Organizational Structure and Design



2. Job concerning factors-Certain factors related to job which cause stress among employees are as follows-

- Monotonous nature of job
- Unsafe and unhealthy working conditions
- Lack of confidentiality
- Crowding

3. Extra-organizational factors-There are certain issues outside the organization which lead to stress among employees. In today's modern and technology savvy world, stress has increased. Inflation, technological change, social responsibilities and rapid social changes are other extra-organizational factors causing stress.

4. Intra-organizational factor

1) Stress is a psychological state and body uneasiness. Stress is a general experience. Every person experiences stress at various situations. Workers faces stress in the procedure of congregating the targets and working for extended hours. When an individual experiences a control inhibiting the achievement of wishes and order for achievement, it leads to possible stress. There are various intra organizational factors of stress they are:

- Individual factors
- Family Problems
- Economics Problems
- Life Styles
- Role Demands

### CONSEQUENCES OF STRESS

The effect of stress is closely linked to individual personality. The same level of stress affects different people in different ways & Behavioral consequences of stress are responses that may harm the person under stress or others. Behaviorally related stress symptoms include changes in productivity, turnover, as well as changes in eating habits, increased smoking or consumption of alcohol, paid speech, and sleep disorders. Burnout Individual consequences: Individual consequences of stress are those, which affect the individual directly. Due to this the organization may suffer directly or indirectly, but it is the individual who has to pay for it. Individual consequences of stress are broadly divided into behavioral, psychological and medical.

- Organizational consequence
- Individual consequences
- Each person has different ways of coping.

Recognizing these personality types means that more focused help can be given. Stress shows itself number of ways. For instance, individual who is experiencing high level of stress may develop high blood pressure, ulcers, irritability, difficulty in making routine decisions, loss of appetite, accident proneness, and the like. These can be subsumed under three categories: One main affect of employee stress is directly related to attitudes. Job satisfaction, morale and organizational commitment can all suffer, along with motivation to perform at higher levels.

Burnout:- A final consequence of stress has implementation for both people and organizations.

Burnout is a general feeling of exhaustion that develops when an individual simultaneously experiences too much pressure and few sources of satisfaction.

### MANAGING STRESS

Management may consider being —a positive stimulus that keeps the adrenaline running| is very likely to be seen as —excessive pressure| by the employee.

There are two approaches towards managing stress:-

1. Individual Approaches
2. Organization Approaches

#### Individual Approaches

An employee can take personal responsibility for reducing his or her stress level. Individual strategies that have proven effective include implementing time management techniques, increasing physical exercise, relaxation training, and expanding the social support network.

1. Time management Techniques
2. Physical Exercise
3. Relaxation Techniques



4. Social Support Network:

**2) Organizational Approaches:** -Several of the factors that cause stress particularly task and role demands and organizational structure are controlled by management. As such, they can be modified or changed. Strategies that management might want to consider include improved personnel selection and job placement, training, use of realistic goal setting, redesigning of jobs, increased employee involvement, improved organizational communication, offering employee sabbaticals, and establishment of corporate wellness programs.

1. Selection and Placement
2. Training
3. Goal Setting
4. Redesigning Jobs
5. Increasing Employee Involvement
6. (d) Organizational Communication
7. Sabbaticals:
8. Wellness Programs:

### RESEARCH METHODOLOGY

In fact, research is an art of scientific investigation.

Types of Research

1. Descriptive vs. Analytical:

**Descriptive research** includes surveys and fact-findings enquiries of different kinds. Major purpose is description of the state of affairs as it exists at present.

**Under analytical** the researcher has to use facts or information already available, and analyze these to make a critical evaluation of the material

**RESEARCH DESIGN:** - Exploratory & Personal interview→ Questionnaire—descriptive Research approach:- Survey approach Research instrument:-A structured questionnaire was prepared, which was administrated as a schedule, which mainly incorporated rating scale.

**CONTACT METHOD:** - Personal Interview of all the respondents was carried out.

### DATA COLLECTION TECHNIQUE

#### Primary Data

There is in significance relationship between stress The environment makes the employee too boredom. The employees have a moderate bonding with their superiors and colleagues. A study is to find out whether the employees are facing more stress in the organization. The study was carried out by selecting 100 members working in the office. The research was done in the around Venketramana Motors Autherised Deeler, Vt Road Nalgonda,Talanganana State.. The data was collected through questionnaire. The data collected was analyzed based on pre-determine objectives. The analysis helped to come out with the mentioned findings and suggestions. All suggestions are given to regional administrative and facility manager. Hoping that they would incorporate my suggestions, which will raise the satisfaction of the employees

### OBSERVATIONS FINDINGS

The finding of the present revealed the following. & demography factors i.e. age, experience and the following dimensions of personal policies designation.

1. The organization falls under a very tall structure of stress among hierarchy practices of the organization have contributed to stress among employees. The organization should take extra care related to government like electricity, water facility, drainage, etc.
2. The working environment should be improved to make the staff member feel happier.
3. Try to get 6-7 hrs of continuous sleep per day
4. Realize excessive use of tea / coffee cigarette is not answer to stress at the individual level the employees could practice a relaxing holiday (where in quality time is spent with the family) every fortnight or month
5. Time management Protection yoga cum meditation
6. Inter personal skill development ⚡ Positive outlook towards works / responsibilities
7. Relaxation
8. The employees working in the plant gave a positive response in answering the questionnaire.



## RESEARCH

Research is as a scientific and systematic search for pertinent information on a specific topic.

## SUGGESTIONS

A Small percentage of the employees did have high stress. Person facing stress at the organizational level of lot of psychological problems in the form of decreased motivation, absenteeism low productivity targets not being achieving etc. as a remedy for the above said employees facing stress are advised to attend stress management courses which will help them to build coping strategies and cause out their stress. The stress management cause comprise of a package program consisting of:  
⊗ The employees facing more stress on their deadlines. This is one of the reasons for employees being stressed.

## CONCLUSION

It is vital that stress management techniques are implemented into our daily lives. As mentioned earlier, some stress is good, but we need to find that optimal level of stress, which will motivate but not overwhelm us. Coping with stress is an individualized task and one method over another may not be superior, so find what works for you and master it. A person that is stressed takes so much away from his or her health and performance levels. Reducing stress could be as simple as adding exercise to you day or making new friends. To make the most of your life, limit your stress and of course for that stress that you cannot diminish, learn to manage it. Take a walk, go dancing, stretch, take deep breathes, laugh, play a game, see a movie, express affection, share feelings, sing, paint, write, make new friends, tackle problems head on, give thanks, let go, and laugh some more..By taking control of your thoughts, emotions, and environment you are controlling your life instead of letting stress control you remember what is truly important in life- Your Happiness

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