

Review of Work Stress and Its Management

ANKITA SINGH, Dr. S. ARUNA

¹Research Scholar
SSSUTMS, Sehore

²Research Guide
SSSUTMS, Sehore

Abstract

Stress is an interaction between individuals and every source of demand (stressor) in their environment. Employment can be an exciting challenge for many people; It can also be an important source of stress. (Long, Pretty C.) Workload can cause physical and mental harm to many people. Several reasons for the intense stress are: Too many requests from colleagues, bosses breathing constantly in the back, high levels of noise in the workplace, lack of knowledge for a specific position, colleagues who do not fulfill their responsibilities to help with the task and favoring The lack of advancement opportunities in your workplace, despite the fact that it goes on, will contribute to stress.

Keywords: Employment, Management, Work Stress and Its Management, Stress Management

Introduction

All jobs are potentially stressful, though stressors vary broadly. Existing theory and research in the workplace undoubtedly helps with the successful management of people at work. The literature offers well-rounded information on work psychology and a manager, according to his needs, may choose from a variety of existing issues and apply the theories into practice. However, it should be emphasized that from the implementation of a theory into practice, there is always a gap. I choose to examine the stress in the workplace, which is a very common issue that arises nowadays as stress is definitely part of our lives. Additionally, it is vital for a manager to be aware of job stress issues and how one can cope with it. There are many definitions regarding stress. Many theorists describe it as an external force that causes strain upon an individual, while others as a reaction to a disturbance. As a result, people will try to resist to this disturbance or try to escape. According to Cannon, this is called the "fight or flight reaction" and it means that people will either chose to give up or they will stay and fight, when they are faced with danger. Latest and more complete theories upon stress define it, as the interaction between an individual and his environment (Arnold et all). A recent theory of stress is that of Cooper (1996), who believes that stress is anything that can drive a psychological or physical factor away from its "stability range" and therefore, produces strain upon the individual. When a person knows that a stress situation will arise, he feels threatened and this causes a strain to the individual.

Literature Review

It becomes the duty of a careful researcher that they should study the researches which have been conducted either in India or abroad because all the researches are based on the previous knowledge. It particularly helps to avoid the duplication of that has done and also provides useful hypotheses and helpful suggestions for further significant investigations. Citing studies that show substantial agreement and those that seem to present conflicting conclusion and helps to modify and define understanding of previous knowledge in the problem area, provides a background for research project, and makes the reader aware of all aspects of the issue. Infected available review of literature for the related work is like as a valuable guide for defining the problem, identifying its significance, suggesting useful data gathering devices, appropriate study design and various sources of data. Hence, the review of related literature is an important and most crucial aspect of a research project which means to locate the real and evaluate the past as well as current literature of research concerned with the planned investigations.

Organizational Change

Dawson(1994) has described the organizational changes as the modification and alteration in activities or task. According to Kanter et. al. (1992) change is a process of analyzing the past informations to elicit the present actions which are well suited for the future. Cao et. al. (2000), believed that organizational changes are those changes that show diversity of the organization in its environment, and also illustrate the interaction of human activities and techniques. These are the interrelated dimensions in the organization.

It is difficult to change the attitudes once they have been learned (Dunham, 1984). Because attitude develops a resistance for making changes in that and resistivity is from within. Dawson (1994) also suggested that resistance for changes within organization may result into various factors. It may be one or many at the same time such as substantive change in job, loss or reduction in economic security, threats that affect the psychology, disruption of social arrangements, and lowering down of the status. Infected it is also true that different people think differently for the concept of organizational changes. Some people positively accept the alteration and make changes within themselves also while some people are not affected by the changes. thus it can be concluded that some are more resistant to change whereas others are more receptive to change.

Research Model

Every research study requires relevant data form many sources, direct or indirect. This data should be adequate in quantity and quality and reliable and valid. Various devices and instruments for collecting desired data related with the study of any problem. These instruments and devices which are used by researcher for collecting information, these are actually called the tools / questionnaires.

The success of a research study is broadly dependent on the appropriate selection of suitable instruments or tools. Different tools are used for different purposes because different questionnaire provides unique information needed for the research. The investigator may use one or more the one tools required for the appropriate analysis of the research problems.

Data Collection

Neumann (2003) discussed that data are the empirical evidence or information and these evidences are collected by the researcher vary carefully following all the rules or strategies planned for the investigation of the problem. Every researcher collects data using one or more methods.

Zikmund (2000) examined the data collection methods. He suggested two types of data that is collected from various methods. These types are - Primary and Secondary. Primary data are those data which are assembled by the researcher at the time of investigation specifically for the project. Whereas secondary data is collected from previously available information in print, these information are used by a number of researcher at the same time. Secondary data can be collected more rapidly and it is not expensive as the gathering primary data. However, the secondary data may or may not be able to satisfy the need of the researcher since it was collected for another purpose.

Sample

A sample can be defined as a small representative of the large population. It is a group selected from a larger population with the aim of yielding information about this population as a whole. The process by which sample is made from a large population is referred to as sampling. The process makes it possible to draw valid inference or generalization on the basis of careful observations of variables within a relatively small portion of the population.

Testing of Hypotheses

There exist two criteria for a good hypothesis. First, it is a statement about the relations between variables. Second, it clearly implies possibilities of empirical testing of the stated relationship. Thus, a hypothesis is a statement involving two or more variables which are measurable or at least potentially measurable and specifies the way in which these variables are related. A statement which does not meet these criteria does not form a scientific hypothesis. However, the exception to these criteria is the hypothesis formulated in factor analytic studies.

The following hypothesis can be cited to show how these criteria apply to them:

1. Persons of higher level of intelligence will be less hostile than those of lower level of intelligence.

2. “More” and “Less” aggressive individuals will have significant differences in their personality patterns and in respect of some personality traits.

Data Analysis

Demographic Profile of Respondents

A total of 500 questionnaires were distributed and 465 questionnaires were duly received from the respondents. The respondents consists of both male and female, belonging to different age groups i.e. the lowest age of 25 years to highest 72 years.

The remainder of the questionnaire was designed to gather information regarding levels of job stress, sources of job stress and measures for coping with such stress in the Indian corporate sector.

Table 1.1: Demographic Characteristic of Respondents

Characteristic	Frequency	Percentage
(n=465)		
Gender		
Male	301	64.7
Female	164	35.3
Respondent		
IT Company	190	40.7
BPO	220	46.0
Education	45	9.7
Other	10	3.5

Respondent Age

Under 30	106	22.9
31 to 40	142	30.6
41 to 50	153	32.9
Above 50	64	13.6

Current Position

CEO	106	22.9
General Manager	123	26.4
HrManager	141	30.2
Executive	52	11.2
Production Manager	7	1.6
Manager (other)	36	7.8

Education Level

SPM/STPM	14	3.1
Diploma	97	20.9
Degree	189	40.7
Master	152	32.6
Professional	9	1.9
Other	4	0.8

Conclusion

Every person has a working life-time/period of about 35 years, normally between 25 to 60 years of age. Given the Indian scenario of competitive market, over population and scarcity of good jobs, runs on the theory of “Survival of the Fittest”, no profession is stress free. The degree and depth may vary from one another. Both employer and employee must understand that work should be valued and not excessive. Work should not compromise on health and family life; rather offer happiness, peace of mind, certainty, variety and flexibility.

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