

# A study on Workplace stress and its consequences

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## ABSTRACT

The paper focuses on the level of stress being found among individuals at workplace in Indian context, to study employees' perception towards stress, and to suggest measures to both management and employees to deal with stress.

Work life & personal life are the two sides of a similar coin. In the world loaded with challenges, conflicting Job duties, and family obligations. Work life balance has become a major issue in the work environment.

People are hard-wired to have a physical and mental worry as a response when confronting an apparent risk, regardless of whether it is genuine or not. Basically, Stress is a work in condition.

Specific stress is critical for the growth of specific and even a part of stress can cause the intense disorder causes. Challenge can be referred as the bit of stress good for survival and development and results to be positive. But when the challenge moves at a quick pace with high effect and sharp pressure, lead towards a negative effect of stress.

The finding of the paper reveals that extra stress or less stress is being skilled by the individuals at work-place. Increased workload and organisational difficulties are the major triggers of workplace stress.

The management should provide training, Yoga classes, meditation, deep breathing, exercise to their employees help them to make a healthier decision and reduce stress level at their work place.

**Keywords:** Stress, Stress Management, Workplace and work life.

## 1. Introduction:

Job stress is a common trouble across occupations and its effects on task overall job performance. It is essential to take a holistic image of surroundings of challenge pressure thru such as the consequences of an individual, the organizational elements and the art work-family interaction in the perception of job stress.

The father of strain theory Dr. Hans Selye (1956) described stress as a widespread response of the frame to any demand made upon it. These needs are referred to as 'stressors' and maybe both exceptional or unpleasant situations or issue.

Stress is an all-inclusive marvel that basically shows itself in human because of pressure emanating from a few encounters or challenging situation. Stress is a Common detail in any type of job and persons ought to face it in almost every issue of lifestyles. Stress has been described in special approaches through the years.

According to Stephen P. Robbins et al (2007)<sup>1</sup> has defined “Stress is a dynamic condition in which an individual is confronted with an opportunity, demand, or resource related to what the individual desires and for which the outcome is perceived to be both uncertain and important.”

Aswathappa. K (2007)<sup>2</sup> Defines, “Stress is an adaptive response to an external situation that results in physical, psychological and/or behavioural deviations for organization participation.”

Stress is the response of the body and brain to the stressors. A Stressor is a synthetic or natural operator, condition, outer boost or an occasion that makes pressure a living being. There are distinctive Stressors like Environmental Stressors, Daily Stress Events, Life Changes, Workplace Stressors, Chemical Stressors and Social Stressors.

According to Pestonjee <sup>3</sup> stress can be categorized into four major types such as eustress, distress, hyper stress, and hypo stress.

Stress could have both high-quality and negative impact at the workplace. The stress is related to Workload, Urgency of time, Competition, and Frequent Organizational Changes. Two kinds of stressors are visible in institutions or organization like as Challenge Stressors and problem stressors.

Stress at work is an especially new marvel of current life. The idea of work has long past by means of uncommon changes over the previous century and it is still changing at a tornado speed. They have touched all professions, beginning from an artist to a specialist, or a business pilot to a sales executive. With change comes stress will show up naturally.

Work stress is a persistent ailment resulting from situations inside the workplace that adversely affect a person's overall performance and usual prosperity of his physical and mental health. Alternatively stating, greater stress diminishes the comprehensive performance.

Work-related stress is a state which is accompanied by physical, psychological or social complaints or dysfunctions and which results from individuals feeling unable to bridge a gap with the requirements or expectations placed on them (Rondinone M. et.al., 2012).

A few authors distinguished 5 sources of stress, with cases of the parts of these sources given for each, are:

- ✓ Characteristic of the job including components, for example, poor physical working conditions, time pressures or over-burden of work.
- ✓ Career progress including the desire for professional security and under/over promotion.
- ✓ Role in the organisation including performance duplicity and role conflict.
- ✓ Relationships at job including unhealthy relationships with your boss or peer group; over even work place bullying.
- ✓ Organisational operation and condition including minority involvement in decision-making and job politics. (Johnson S., et al, 2005).

Organizational inefficiency, high staff turnover, absenteeism and decreased job satisfaction are the consequences of stress. Excessive working shifts, conflicting demands, improper compensation and adverse working condition are some typical sources of stress.

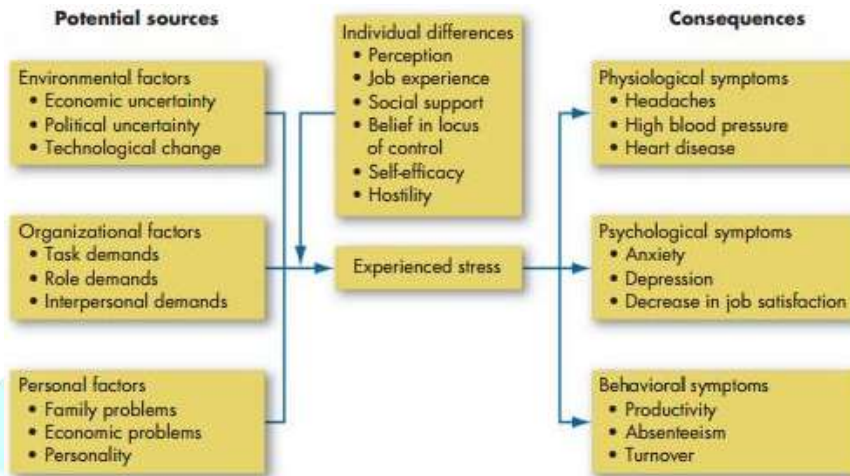
Stress corresponds to the inefficiency to carry out work and loses concern towards the organization.

Consequently, it is clear that stress:

- Irregularities in meeting the job targets.
- Repress skills and abilities.

- Affects person psychologically as well as physiological health.
- Hinder the ordinary functioning.
- Jeopardize a person.
- Difficulty in adapting to a job.

### 1.1 A MODEL OF STRESS:



Source: Stephen P. Robbins, Organizational Behaviour, P.597 edition 15th

#### Potential source of Stress:

Three categories of potential stressors such as environmental, organizational, and personal factors.

An organizational structure is affected by the environmental uncertainty and also the stress level among the employees. The unhealthy organizational factors for instance deadlines, work burden, pressures to avoid errors, insensitive boss and unpleasant peers etc. causes of stress

Conjugal problems, family issues, personal economic problems are considering as the causes of stress and these are degrading the work performance of the employee's.

#### Individual differences:

As per Stephen P. Robbins, the accompanying six factors have been observed to be important arbitrators. Those are perception, job experience, social support, belief in the locus of control, self-efficacy, and hostility.

Work stress and experience on the job are inversely related to each other. Workers who stay for quite a while in an organization in the end, create methods for dealing with stress. The social assistance of the company helps mitigating the terrible impacts of high- pressure workplace.

Generally, efficacious employees are good at dealing with stress made by long working hours and work pressure than those who are not.

#### Consequences:

The outcomes of stress are visible at both the individual and the organizational level. Mainly these are divided into physiological (e.g. Headache, high BP, heart diseases etc.), psychological (e.g. depression, anxiety, job dissatisfaction etc.) and behavioural symptoms (e.g. productivity, turnover, changing eating and drinking habits etc.).

## 2. CONSEQUENCES OF STRESS-

Stress reveals itself in numerous ways. Consequences occur at both the individual and the organizational level. Broadly these can be divided into three general categories such as physiological, psychological, and behavioural symptoms.

### 2.1 Individual Level Consequences -

Stress can lead to impairment in physiological processes such as cardiovascular reactivity, elevated levels of various hormones, impaired immune function. Additionally, there can be some physical outcomes like that hypertension, stroke, cancer, ulcers and gastrointestinal disorders, musculoskeletal disorders, migraine headaches.

Anger, depression, anxiety, posttraumatic stress syndrome, burnout, etc. are a certain offshoot of poor psychological and mental health resulting from work strain.

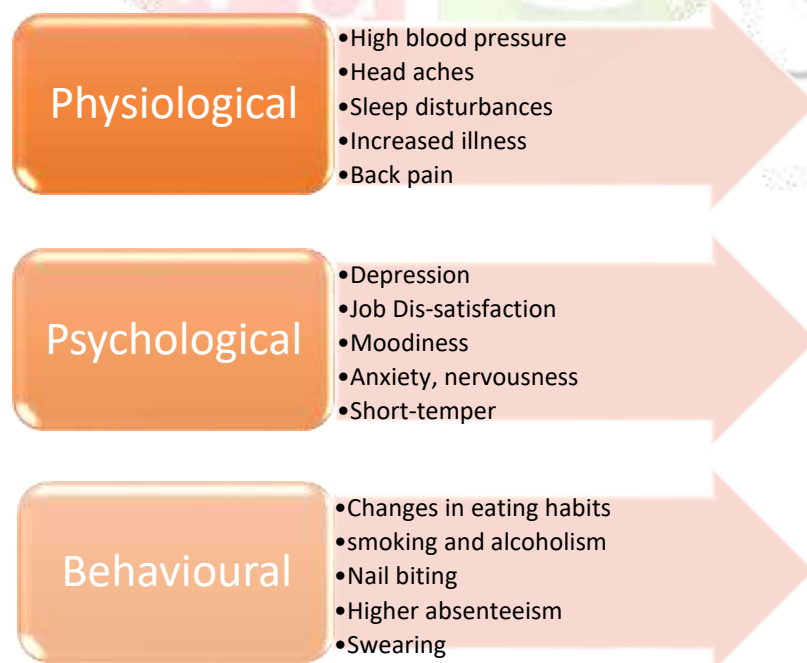
In line with this, various detrimental behavioural outcomes are sleep disturbance, consumption of alcohol and tobacco, illicit drug use, poor eating habits, intimate partner violence and so on.

### Organization Level Consequences-

Employees tend to discuss low job satisfaction and morale with one another which if not noted and addressed by management at the earliest, can lead to erosion of team dynamics, hurting the social and cultural synergies present in the organization. This shows that stress in the workplace can be contagious.

Increased accidents and incidents reports, absence due to illness, workers' compensation claims are indicators of poor physical health. Similarly, dismal psychological and emotional condition leads to higher absenteeism, low organizational commitment, and poor performance and productivity.

Behavioural impairments related to work are injuries, poor job performance, sexual harassment and abuse against co-workers.



### 3. Conclusion-

Work-related stress is hazardous for both employees and organization. The issue of work-related stress is not new and there is a lack of deserving attention.

Proper action plans and attention from the management can pave the way for resolution of stress. A healthy workplace always turns out to be more fruitful as compared to those with poor working conditions.

The WHO (2001) predicts that by 2020, mental illness will be world-wide the second most important cause of work-disability after heart disease. Lower productivity, reduced motivation and job skills are expensive for both employees and employers. Hence, employees and management should collectively address this issue.

Training, wellness programs are not the only way to help relieve stress around the office, meditation, deep breathing, exercise are great ways to help employees start making healthier decisions that can reduce stress and increase overall employee happiness and workplace harmony.

A lot of research is still needed in this area. One of the limitations of this study is that it blends of results from previous studies.

Where the conditions of work environment are getting worst day by day, comprehensive empirical research studies are needed with proper responses from employees.

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