



STRESS MANAGEMENT IN INDUSTRIAL SECTOR – A DETAIL CASE STUDY OF BHEL, HYDERBAD

DR. SHAMA YASMEEN,
ASSOCIATE PROFESSOR, GLOBAL EDUCATION CENTRE(MBA), MOINABAD

ABSTRACT:

The title of this paper is “**STRESS MANAGEMENT**” in Industrial sector- A detail case study of BHEL, Hyderabad. The main purpose of this paper is to find out the relevance of trade union. Trade unions were for the first time formed primarily to agitate against the ill treatment of the mill workers at Bombay, and to help in drawing public attention upon the interests of workers and were largely influenced by the ideologies of the leaders. However, these gained the momentum after the independence as it were much governed by the leaders of independent India. The procedure involved in collecting the relevant information is through both primary and secondary source of data. The primary data presented in these areas is collected through the responses given by the employees of structured questionnaire and the interview type questions. The results of the survey show that trade unions do discharge their duties and responsibilities in protecting the rights cum interest of the fellow employees. The conclusion of the report is that the unions are very much required by the employees as they believe the unions as someone who talks with management in their behalf. Further the paper will enable the better understanding of the activities of trade unions in Industrial sectors as well.

Keywords: Trade Unions, Workers, Industries, Duties and Responsibilities.

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, businessmen 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 serious threat to the personality traits of the individual and can cause physiological and social problems. Stress management is defined as the tools, strategies, or techniques that reduce stress and reduce the negative impacts stress has on your mental or physical well-being. A variety of techniques can be used to manage stress. These include mental, emotional, and behavioural strategies. When stress management is used regularly and in response to stressful life events, we can optimize our well-being. **Stress management** is a wide spectrum of

techniques and psychotherapies aimed at controlling a person's level of stress, especially chronic stress, usually for the purpose of improving everyday functioning. Stress produces numerous physical and mental symptoms which vary according to each individual's situational factors. These can include a decline in physical health, such as headaches, chest pain, fatigue, and sleep problems,^[1] as well as depression. The process of stress management is named as one of the keys to a happy and successful life in modern society. Life often delivers numerous demands that can be difficult to handle, but stress management provides a number of ways to manage anxiety and maintain overall well-being. Despite stress often being thought of as a subjective experience, levels of stress are readily measurable; using various physiological tests, similar to those used in polygraphs. There are several models of stress management, each with distinctive explanations of mechanisms for controlling stress. Much more research is necessary to provide a better understanding of which mechanisms actually operate and are effective in practice.

OBJECTIVES

- To identify the existence of work stress in the organization.
- To study the factors causing stress among the employees
- To study the impact and usefulness of Work Stress Management and also to suggest measures for coping with stress.
- To explore the diseases arising due to stress at every human life now a days.

NEED FOR THE STUDY

To evaluate the effect of the stress management in BHEL and to study the employee psychological stress at BHEL and to make awareness regarding health issues due to stress at workplace. This particular study about Work Stress Management is restricted within the organization. The study is conducted on the employees of the organization. This is not because of non-availability of resources but the nature of the study itself restricts it. It studies the existence or non – existence of stress among the employees in the organization and identifies the factors which are contributing for stress (If any). It also provides the various steps adopted by the organization for managing the work stress of the employees, which can be used as future reference for decision-making and policy making with regard to the employees. This study reveals the morale of the employees.

RESEARCH METHODOLOGY:

Primary data was collected within the employees of organization through survey and personnel interview. Secondary data was collected from various published books, companies' web sites and company old records

Research Design

The research designs under taken for the study is in descriptive one. The methodology involved in this design is mostly qualitative in a nature.

Sample Design

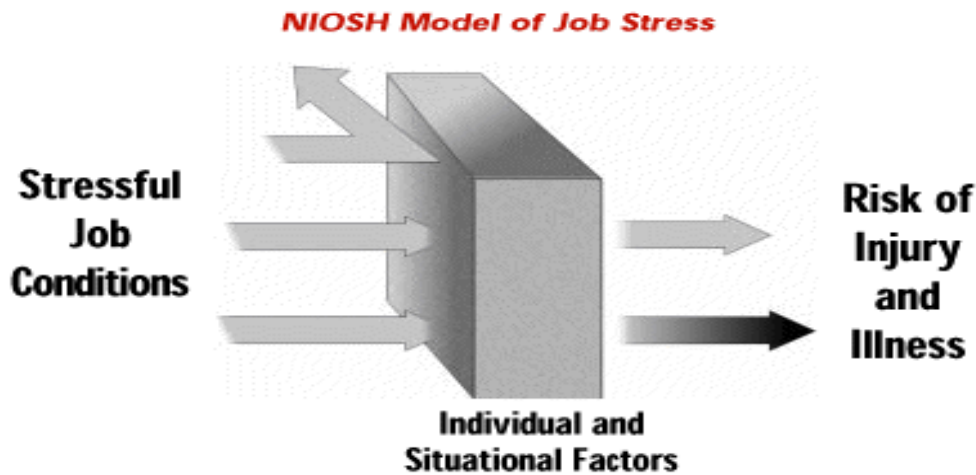
A sample of 80 employees is taken out of a total population of 250 employees (58%), based on judgment sampling. The sample is selected in such a way that it includes the employees of all ages, different designations from different educational streams with distinct experience from various departments. Hence the sample is a representative of the population and an unbiased mix of all factors.

Sample Size

Out of the total universe 250 employees a total of employees a total of 80 employees belonging to different units of BHEL HEAVY INDUSTRIES namely:

STRESS MANAGEMENT AT WORK PLACE:

Positive stress adds anticipation and excitement to life, and we all thrive under a certain amount of stress. Deadlines, competitions, confrontations, and even our frustrations and sorrows add depth and enrichment to our lives. Our goal is not to eliminate stress but to learn how to manage it and how to use it to help us. Insufficient stress acts as a depressant and may leave us feeling bored or dejected; on the other hand, excessive stress may leave us feeling "tied up in knots." What we need to do is find the optimal level of stress, which will motivate but not overwhelm each of us individually.



There is no single level of stress that is optimal for all people. We are all individual creatures with unique requirements. As such, what is distressing to one may be a joy to another. And even when we agree that a particular event is distressing, we are likely to differ in our physiological and psychological responses to it.

Stress Performance Connection



Identifying unrelieved stress and being aware of its effect on our lives is not sufficient for reducing its harmful effects. Just as there are many sources of stress, there are many possibilities for its management. However, all require work toward change: changing the source of stress or changing your reaction to it.

The Six Stress Management Tips:



ORGANIZATIONAL CHANGE



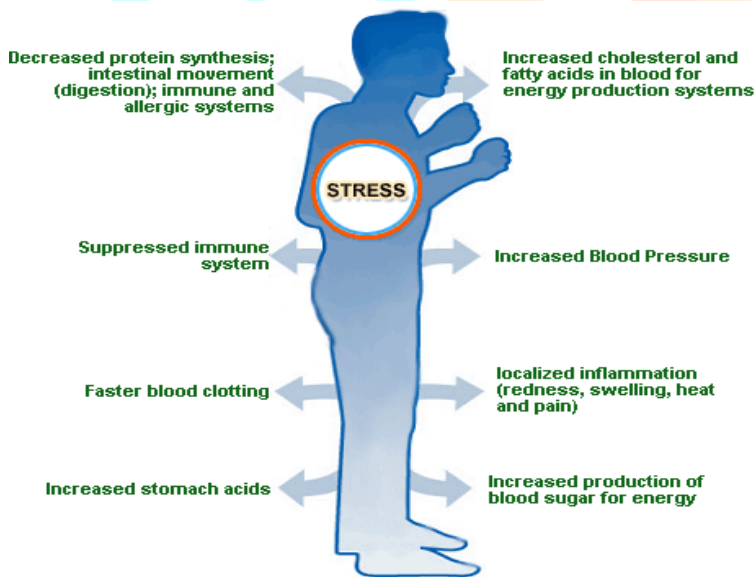
STRESS MANAGEMENT



A HEALTHY WORKPLACE

Reduced stress disorders
Satisfied and productive workers
Profitable and competitive organizations

1. Know what stresses you most. Not your co-worker, friend, husband, or wife. **YOU!!** Get your feelings out. Write them out and describe each situation. Share all bad feelings with a friend or in a journal. Before you can conquer your stresses you must know what is stressing you.



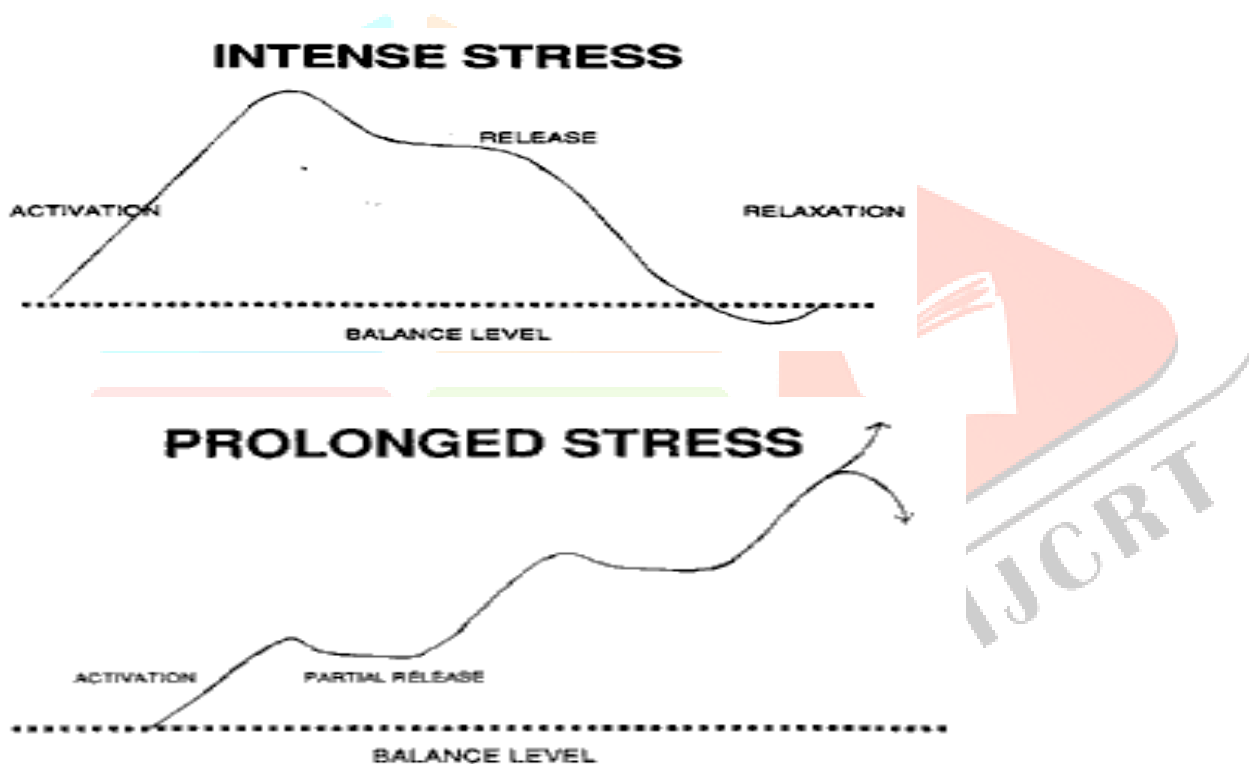
2. Say no. Focus on you own goals, not your spouse's or parents'. You must know yourself, your dreams, and your passions. If asked to chair another group or take on another responsibility, look at your mission statement or goals for the day. If it is does not fit it there say thank you but I just cannot. Saying no is one of the hardest things in life, but will help make you a success in your chosen field.

3. Learn to relax. Work hard but know when to take time off to be with the family, go to the beach, or read a book. Work all day if you must but when you get home play, watch cartoons, or tell your child a story. This allows stress tension to go away and helps you calm the heart's pace and digest food normally, and protect your immune system. Learn to meditate and take deep breaths to calm down.

4. Eat healthy. Eat less junk food and more fruit and vegetables for an amazing overall lowering of stress levels. We can actually lower the amount of the bad stress hormone, Cortisol, by taking vitamins. Take those vitamin pills daily.

5. Ask Yourself WHY. Why are you doing this? Write down your wants, needs, goals, hopes and dreams. Does what you are doing now help you get fulfill any of these things? What is your motivation? The more you understand why you doing what you are doing the less stress you will have. If you cannot come up with a good reason, then stop doing it.

6. Stay active. Exercise is a great way to relive tension and gives you a great break from exams. A healthy body makes a happy body. Even a three-minute jog is helpful at taking your mind off your pressures. You'll come back with an acute focus and renewed energy.



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 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. Stress is the biggest killer in the Western world and the cause of huge losses of production in industry. But the techniques combat stress and Increase wellbeing in your daily life are within your reach –if you know how to go about them.

REPLACING NEGATIVE WITH POSITIVE EMOTIONS

The Successful Stress Management course gives you guidance on the changes necessary to overcome and reject negative emotions, and to replace them with positive ones that give you true quality of life. Your course will enable you to consider the causes and effects of the stress in today's world, and help you plan strategies for managing and controlling stress to develop a healthy sense of self-esteem. This is a much-needed course in today's world of increasing anxieties, and is invaluable whether you want to benefit yourself or make a career out of giving guidance to others. 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.

Stress management is an essential step for you to take once you have determined you are facing stressful situations in your life, regardless of the cause. Although there are helpful types of stress that enables you to cater this added burst of energy into something positive and productive, it is not recommended for your body. Long term stress can specifically produce negative impacts on your health and is recognized to deteriorate your health faster than some other diseases. When it comes to stress management, determining the source of stress is often not enough. For people who are often stressed, keeping a stress journal is highly recommended in order for you to monitor the different levels of stress you are experiencing and what effects it produced. This is an effective way for you to closely study your levels of stress, its triggers, and for you to pinpoint exactly what you can do to relieve yourself from it. The effects that stress can do to you, getting started on a stress management method is necessary. Managing your stress helps you regain control over your life, instead of being consumed by the amount of stress you had to deal with.

Hans Seyle, the endocrinologist, whose research on general adaptation syndrome (GAS), for the first time, revealed how human beings adapt themselves to emotional stresses and strains in their lives. According to him emotional stress occurs in three important stages. 1. Alarm reaction stage 2. Resistance stage. 3. Exhaustion stage. Alarm reaction is caused by physical or psychological stressors. Resistances are brought about by ACTH hormone of the body. Exhaustion follows when ACTH dwindles as a result of continual stress. (ACTH-Adrenocorticotrophic), According to "Stephen P. Robbins", stress related headaches are the leading cause of Loss of work time in U.S. industry. Copper and Marshall visualize stress as characteristics of both the focal individual and His environment they designate the internal and external consutive forces as 'pressures' or 'Stressors' and the resulting stalk of the organism on stress.

FINDINGS:

- It has been found that the age group of 30-39, 40-49 and 50-59 (65%) are having more workload than the employees aged between 20-29. The employees with age group of 30-39 are having more stress on facing the meeting targets than the other age group. Finally, the performance anxiety is more to the 20-29 age group and it is negligible in 50-59 aged employees.
- The analysis shows that the employees grouped between 20-29 and 50-59 are facing more health problems (66%) than the other age group 30-39 and 40-49 and this is because of stress factors like performance anxiety, workload and meeting targets.
- It has been found that the employees of age group 40-49 and 50-59 require counseling (66%) as they are undergoing more stress, where as employees the age group 20-29 and 30-39 do not feel the need for counseling (33%).
- It has been found that the age group of 30-39 and 40-49 (47%) feel more stress; they insist that job

rotation can be used as one of the measures to reduce stress.

- It has been found that 80% of officers face more stress than the other managers because these faces more work load and performance anxiety in meeting the targets. From the above representation we can say that the Managers facing more stress in meeting their targets (71%) than the Dy. Managers and Asst. Managers.
- It has been found that the Managers, Asst. Managers and Officers are having more health problems (65%) because there is a direct impact of stress factors like work load, performance anxiety and meeting targets on health.
- It has been found that overall 60% Officers undergo more stress, hence they are desirous of changes at work place like timely targets, distributed workload and periodic relaxation It has been found that 70% of those in Officers cadre feel the need for counseling, job rotation and recognitions they undergo major stress.
- It has been found that 88% of employees with more than 10 years of experience are facing more workload when compared to 71% of 5-10 years and 50% 1-5 years. But employees with more than 10 years of experience are facing less stress in meeting targets as that of 5-10 years the difference is very minute.
- It has been found that the employees having more than 10 years of experience (77%) are facing more health problems. And 33% of employees with experience 1-5 years are facing health problems less compare to employees of more than 10 years' experience

CONCLUSIONS:

- The opinions, behavior and attitudes of the respondents reflected in this study are restricted to the subject to change with the passage of time. Due to constraint of tie and many other resources this study is confines to managers and officers of BHEL, Hyderabad. Since human resource matters are sensitive in nature the same could not be acquired easily.
- The information used primarily from historical annual reports available to the public and the same does not indicate the current situation of the time.
- The employees of BHEL are selected in a step by step procedure, only the best is selected and the rest are screened out, the usual working hours are 8 to 10 hours a day, depending upon the work load. The work is assigned on equitable basis. On achieving the targets, monetary incentives and perks are given.
- No medical camps are held, but medical reimbursement is given. The employees are satisfied with the working environment; a friendly environment usually prevails in the organization. The management maintains both formal and informal relationship with the employees.
- The management understands the various reasons for stress and plans different techniques and implements it to reduce stress and increase employee moral. The cost incurred on implementing the work stress management techniques is considered to be cost effective. BHEL considers work stress as a management process.
- It is recommended that the more experienced employee should be given more work load than the in experienced employee shouldn't be burdened with workload but initially they should be given distributed work and gradually the amount of workload can be increased with the passage of time as they gain more experience.

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