

A Theoretical Review of Stress Management at Workplace

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ABSTRACT

In the present organizations, there has been a developing belief over the past three decades the experience of stress at workplace has inadmissible consequences for the safety of employees and the growth of the organizations. This view was reflected both in the interest of the individual and the media and in the important concern expressed by professional. But when a employee continuously experiencing the emergency mode, his mind and body pay the cost. Stress accounts for more than 75% of all illnesses either directly or indirectly. Stress weakens the immune system and has other serious effects, such as cardiovascular problems, heart diseases and mental illness like depression. The purpose of this paper is to highlight the critics of the individual approach to workplace stress and to examine the strategies to manage the stress.

1. Introduction

A range of physical reactions often accompany stress. Other physical or mental disorders may characterize these symptoms. After you have had a physical examination, a health care professional can rule out other causes. Managing stress today is important in the lives of all long happy lives with less trouble. Managing stress involves understanding the psychology behind or causing stress and identifying strategies for dealing with, reducing or eliminating stress. Stress may result from yourself or your situations being viewed negatively or unsafely. Stress reduction results from positive situations management or viewing, action, organization, planning, and finding solutions. We can feel a sense of control over the situation and the life by doing this as well. Stress is the consequence of modern life that is inevitable and has become the part of daily routine life style. Modern life is filled with hardships, deadlines, frustrations and demands. Stress is so common for many people that it has become a routine of life. Stress isn't always bad. It can help to perform in under pressure and motivate to utilizes the potential.

Stress: The Concept

Stress can be defined as the pattern of responses an organism makes to stimulus event that disturbs the equilibrium (The state of a body or physical system at rest) and exceeds a person's ability to cope. Furthermore, individual experiences the stress when something is perceived to disturb our well-being, innate drives and not able to fulfil the needs. Stress has its dimensions of physiology and psychology. When a person feels and interprets the psychologically dangerous and challenging situation. Typically, higher heart rate, increased blood pressure, muscle tension, irritability, and depression characterize this cognitive evaluation results. This is caused by a stimulus or an extreme stress, pressure or nervousness circumstance. A psychological body state or mental tension that results from factors that tend to change an existing balance. We usually know the stress caused by the current lifestyles, overwork, job insecurity, the role of information overload and the rhythm of life stress for people depends on circumstances and, more importantly, how a individual handles it, it can be positive or negative. Stress comes from what is known as a 'stressor.' The factor that creates or causes stress

in an individual is a stressor. It is not in itself either positive or negative. Whether stress is positive (known as Eustress) or negative (known as distress) determines how the individual decide to deals with the stressor. This Eustress can be because of sudden over joy, state of happiness and its not harmful and being occasional and fleeting. In other words, we need some stress for our survival. Therefore stress is considered the normal wear and tear of events in daily life. However, most research focuses on distress, because the workplace setting is the major concern of psychologists. Employees often experience stress and lower their performance and raise the mental and physical health risk. So far, this discussion will focus on Distress. Not on Eustress.

2. General Adaptation Syndrome

The GAS model was defined by Hans Selye (1956). He described three predictable stages the body uses to respond to stressors, called General Adaptation Syndrome (GAS). First documented the stress experience fifty years ago. Hans Selye defined that the physiological response of individuals to stressful situations is reasonably persistent. This response is defined as General Adaptation Syndrome (GAS), which is provides an automatic system of defence to addresses environmental and situational needs.

- **Alarming Reaction Stage:** The identification and interpretation of threatening and challenging event is called as an alarm reaction phase. During the alarm stage, an alarm signal is sent to a part of the brain called the hypothalamus at the alarm reaction stage. The hypothalamus allows glucocorticoids to release hormones. Glucocorticoids cause adrenaline and cortisol to be released, which is a hormone of stress. The adrenaline provides an energy boost to a person. Their heart rate is rising and the blood pressure is rising. In the meantime, blood sugar levels also increase. These physiological changes are governed by a part of an autonomous nervous system (ANS) called the sympathetic branch of a person. The GAS alarm reaction phase

- **Resistance or Adaptation Stage:** A person's ability to cope with environmental demand during the stage of resistance rises above a normal state because the body has activated various biochemical, psychological and behavioral mechanisms. For example, during this stage we have a higher than normal level of adrenaline that creates more energy for the body to overcome or eliminate the stress source.
- **Exhaustion Stage:** People have very less capacity for resistance and if the source of stress occurs, this capacity decreases, they will eventually move into the exhaustion stage. The general process of Adaptation Syndrome ends long before complete exhaustion in most work situations.

The general syndrome of adaptation describes the experience of stress, but just part of the situation. To effectively manage stress related to work, it is require understanding the causes and consequences of stress by keeping in mind personality differences.

3. Stressors: The Causes Of Stress At Workplace

Stressors is known as the causes of stress, includes any environmental conditions that place a physical or emotional demand on the person. There are numerous stressors in organizational settings and other life activities. Four main types of work related stressors are interpersonal, role-related, task control, and organizational and physical environment stressors will briefly describe here –

1. Interpersonal Stressors

The interpersonal stressors are the most important aspects of the current work settings. As employees need to interact more with their colleagues, the trend towards teamwork generates interpersonal stressors. For example, a recent study found that employees are other interpersonal stressors who have experienced immediate stress from events in the fields of organizational politics, sexual harassment, violence at workplace and workplace bullying.

Sexual Harassment at work

Occupational sexual harassment is a form of unlawful gender discrimination. The law defines sexual harassment as unwelcome oral, visual, non-verbal or physical behavior of a sexual nature or based on the sex of someone who is severe or omnipresent and affects working conditions or creates a hostile working environment. This definition contains several key phrases which are important for understanding your rights and any potential legal claims you may have: **Unwelcome or unwanted relationship**

Conduct of the sexual nature or based on the sex

Verbal or written-

- Commenting about a person's clothing, personal behavior, personal (romantic) relationships,
- Making sex-based jokes or innuendoes;
- Requesting sexual favors or dates;
- Spreading rumors about a person's personal or sexual life; and/or

- Threatening a person for rejecting or refusing sexual advances or overtures.

Violence at work

The most serious stressor at workplace is the rising wave of physical violence. We quickly think of the United States, where every year 1,000 employees are assassinated at work and millions of others experience lesser forms of violence. The report found that in the workplace, more than one percent of U.S. women were assaulted while very few of Canadian men had higher proportions incidences at work than their U.S. counterparts. Taking long-term disability is not uncommon for primary victims. Some never come back to work. Workplace violence is also a stressor for those who are observing violence.

Bullying at Workplace

Bullying in the workplace does not only hurt those involved. In addition, the wider workplace feels the effects through lost productivity, increased absenteeism, poor morality, and time spent documenting, pursuing, or defending claims. Australian organizations are estimated to cost between \$6 billion and \$36 billion a year. While we often think of bullying as an individual or interpersonal issue, stopping it before it starts is the most effective way to stamp out bullying. This means creating a strong, consistent approach to avoid escalating inappropriate behaviour, and a positive, respectful culture of work in which bullying is not tolerated.

2. Stressors with Roles

Role-related stressors include conditions that make it difficult for employees to understand or perform the different roles and job responsibilities for their workplace. Three types of roles-related stressors i.e. conflict of roles, ambiguity of roles, and work intensification.

a. Role Conflict The degree of incongruity or incompatibility of the expectations relating to the role of the person. Some people have stress when they have two roles that conflict (known as conflicting roles). There is also a role conflict when an employee receives contradictory instructions from different supervisors on how to perform the task (called intra-role conflict) or work with organizational values and work obligations. These types of situations and environments are incompatible with his or her personal values and beliefs (personal and role conflict).

b. Role Ambiguity refers as the lack of clarity and understanding of the persons roles and responsibilities at the workplace. Role ambiguity creates low roles and responsibilities perceptions and motivation. Stress can be seen in variety of situations and in life events, i.e. joining of new organization or starting the new business. It creates poor performance and impression vice versa because the assigned task and social expectations are unclear and even not up to mark as per the expectations of individuals.

c. Role overload referred to as the third work-related stressor as work or role overload and defined as feeling that the occupant can handle the role expects too much..

Work overtime or work more intensively over defined hours without proper breaks. Expecting the role of engaging in multiple role behaviors, all of which in the abstract can be mutually compatible in too short a period of time (Kahn et al 1964).

3. Task-Control Stressors

One of the most important findings from stress research is that employees are more stressed when they lack control over how and when they perform their tasks as well as the pace of work activity. Work may be more stressful if a machine paces it, involves monitoring equipment, or someone else controls the work schedule.

4. Physical and Organizational Environment Stressors

Physical and organizational environment stressors come in different ways. Organization creates stress by changing psychological considerations, reducing job security, restructuring and reducing jobs. Working situation and stress are interconnected in the opposite direction. More stress is placed on people working in poor working conditions. Occupied work areas, dust, heat, noise, polluted air, strong odor due to toxic chemicals, radiation, poor ventilation, unsafe and dangerous conditions, lack of privacy etc. are the factors that

lead to additional stress. A number of organizational processes are planned to meet the organizational objectives successfully. Inappropriate design of different organizational processes leads to stressed worker relationships. They can cause dissatisfaction with work and de-motivation. Workers therefore feel strained to adjust to the method.

Occupational Stress: Several studies have been undertaken to find out which types of jobs are more stressful than others. These lists are not entirely agreed upon. Some sample jobs and relative stressors, however, should be looked at with caution. One problem with rating jobs can have different tasks and work environment in organizations and societies in terms of their stress levels. For example, a police officer's job in a small town may be less stressful than in a big town with higher crime rates and a more formal hierarchy of organization.

4. Signs and Symptoms of Stress Overload

Some common indication of stress is given in the following table. The more indications you notice and the more symptoms you experience, the nearer to excess of stress.

STRESS INDICATION AND SYMPTOMS	
COGNITIVE SYMPTOMS OF STRESS	EMOTIONAL SYMPTOMS OF STRESS
Problems with memory	Moodiness
Ignorance of concentration	Irritability
Wrong ruling	Agitation, failure to relieve
Just seeing the negative	Overwhelmed feeling
Thoughts of anxiety	Sense of sole hood and isolation
Continuous concern	Depression or overall discontent
PHYSICAL SYMPTOMS OF STRESS	BEHAVIORAL SYMPTOMS OF STRESS
Aches and pains	Excess eating or less
Diarrhoea	Sleeping too much or too little
Dizziness & vomiting,	Separating yourself from others
Chest pain, loss of breath	Procrastinating or neglecting household tasks
Loss of sex drive	Using alcohol, cigarettes, or drugs to relax
Frequent colds	Nervous habits (e.g. nail biting, pacing)

5. Consequences of Distress

Physiological Consequences

Stress is affecting the human body. Few researches have shown that medical learners who are concerned about their tests are more prone to resentments and other diseases. Many individuals suffer from pressure tension. Others experience muscle pain and associated back pain. These symptoms are caused by muscle contractions when individuals are subjected to stressors.

Psychological Consequences

Stress has a variety of psychological implications, including work fulfilment, moods and depression. The psychological effects of stress and labour burnout are also emotional exhaustion. Job burnout is an intricate method that involves pressure dynamics, coping techniques and stressful

effects. That's why burnout is most commonly caused by interpersonal and role-related stressors (e.g. nurses, educators and police officers).

Behavioural Consequences

In times of pressure, work efficiency drops and crashes at the workplace are more prevalent. You likely experience it in an test or in an emergency. High pressures concentrations impair our capacity to remember, to create efficient choices and to take suitable actions. You are forgetting significant data, making errors and otherwise under severe stress "drawing a blank." Excessive staff also tends to experience greater absenteeism rates. Stress causes individuals ill, one reason is. The other is that absenteeism is a system for coping. We respond to pressure at the fundamental stage by fighting or flying.

6. Managing Work-Related Stress

Stress management means taking care of your belief, emotions, schedule, atmosphere and problem management. The ultimate objective was to live a healthy world with a moment for job, for interactions, for relaxation and for enjoyment.

Remove the Stressor

Some authors claim from this list of stress leadership approaches that only by reducing stressors that trigger excessive tension and burnout are the firms able to handle pressure efficiently. Although other stress leadership policies can maintain staff "stress-fit," the basic causes of stress are not solved. Employees can also play an active role in removing stressors from the lives. For example, if stress is caused by unclear roles, we may be looking for more information to explain these requirements to others. If an individual piece of work is too complex and the individual is ambiguous, the work can be divided into smaller tasks to reduce the overall risk.

Withdrawal from the Stressor

Stressor removal may be the perfect alternative to cope with the stress, but some of cases its not possible to avoid the situation. An optional approach is to remove staff from the stressor continuously or momentarily. Employees are transferred to work which is more suitable for their skills and principles and permanent removal.

Change Stress Perceptions

Often employees have distinct pressure concentrations in the same scenario because they view it differently. Therefore, reframing the situation into positive manner can reduce pressure. It can enhance the persons self-efficiency and self-esteem. So, that problems at workplace will not seen as menacing. It does not include avoiding hazards or other stressors.

Control the Consequences of Stress

Tackling pressure at work also requires its implications to be monitored. Many Canadian businesses therefore have exercise centres where staff can stay in form. Research shows that physical activity helps to lessen workers' breath, body tension, pulse and body acidity by reducing the physiological impact of stress. Relaxation and meditation also have a way to manage physiological effect. These events usually reduce the

heart rate, blood pressure, muscle stress and the respiratory frequency of the individual.

Receive Social Support

One of the most efficient methods of stress leadership is social support from co employees, managers, families, colleagues and others. Social help relates to interpersonal operations with others and includes supporting the stress experience either emotionally or informally, thus fostering pressure. Social support can reduce the stress in three ways. First, staff increases their understanding that they are worthy and valuable and this they enhance their self esteem to deal with the stressor (for example: "I can manage this situation because my peers trust me"). Second, social assistance offers data to assist staff in interpreting, understanding and potentially suppressing stress. Social assistance, for example, could decrease pressure for an employee because colleagues define methods to deal with challenging clients. Finally, other people's mental assistance can immediately assist balance pressure. In the latter stage, people look for the mental assistance of others when facing mendacious circumstances, and profit from it. This concept is "poverty loves society."

7. Conclusion

Reducing stress in your everyday life is vital for maintaining your overall health, as it can improve your mood, boost immune function, promote longevity and allow you to be more productive.

There are plenty of good reasons to learn some stress management techniques. It'll save you more than it will cost you. Stress management is important because it can save your life and your relationships. Due to stress people attention on their goals in life is diverted to another directions.

The consequences of stress can cause specific disorders in both mind and body.

Recent event of farmer's suicide is also a result of stress. Many people's suicide because of stress. Stress effect there health, family, Relationships, work. Stress leads to marriage breakups, family fights, road rage, suicides and violence. Stress accounts for 80 percent of all illnesses either directly or indirectly. So Stress management is the need of the hour. It's necessary for long happy lives with less trouble that will come about.

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