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STRESS MANAGEMENT AND ORGANIZATIONAL EFFECTIVENESS

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ABSTRACT:

Stress is the body's response to a change that requires a physical, mental or passionate modification or reaction. Stress can come from any situation or thought that makes you feel frustrated, angry, nervous, or even anxious. Stress is caused by an existing stress-causing factor or "stressor". Workplace stress is the harmful physical and emotional response that occurs when there is a poor match between job demands and the capabilities, resources, or needs of the worker. Stress-related clutters incorporate an expansive exhibit of conditions, including mental issue (e.g., discouragement, nervousness, post-horrendous pressure issue) and different kinds of enthusiastic strain (e.g., disappointment, exhaustion, strain, and so forth,) maladaptive practices (e.g., hostility, substance misuse), and subjective weakness (e.g., fixation and memory issues). Thusly, these conditions may prompt poor work execution or even damage. Occupation stress is likewise connected with different organic responses that may lead at last to bargained wellbeing, for example, cardiovascular malady, [2] or in extraordinary cases, passing.



KEYWORDS: Workplace stress, Job demand emotional strain, dissatisfaction, poor work performance.

INTRODUCTION

Occupation stress results from the cooperation of the specialist and the states of work. Perspectives vary on the significance of specialist qualities as opposed to working conditions as the essential driver of occupation stress. The contrasting perspectives recommend various approaches to counteract worry at work. As indicated by one way of thinking, contrasts in individual attributes, for example,

character and adapting abilities are significant in anticipating whether certain activity conditions will bring about pressure. At the end of the day, what is upsetting for one individual may not be an issue for another person. This perspective underlies aversion systems that emphasis on laborers and approaches to enable them to adapt to requesting employment conditions.

CAUSES OF WORKPLACE STRESS

In spite of the fact that the significance of individual contrast can't be overlooked, logical proof recommends that specific working conditions are upsetting to ost individuals. Such proof contends for a more prominent accentuation on working conditions as the key wellspring of occupation stress, and employment overhaul as an essential avoidance methodology .Huge overviews of working

conditions, including conditions perceived as hazard factors for occupation stress, were directed in part conditions of the European Union in 1990, 1995, and 2000. Results demonstrated a period pattern proposing an expansion in work power. In 1990, the level of laborers detailing that they worked at high speeds in any event one-fourth of their working time was 48%, expanding to 54% in 1995 and to 56% in 2000. So also, half of laborers revealed they neutralize tight due dates in any event one-fourth of their working time in 1990, expanding to 56% in 1995 and 60% in 2000. Be that as it may, no change was noted in the period 1995-2000 (information not gathered in 1990) in the level of laborers announcing adequate time to finish undertakings.

A significant increment over the past three decades, particularly for ladies. As indicated by the Department of Labor, there has been an upward pattern in hours worked among utilized ladies, an expansion in expanded work weeks (<40 hours) by men, and a significant increment in consolidated working hours among working couples, especially couples with small kids.

An individual's status in the working environment can likewise influence levels of pressure. While work environment stress can possibly influence representatives all things considered; the individuals who have almost no impact to the individuals who settle on significant choices for the organization. In any case, less incredible representatives (that is, the individuals who have less command over their employments) are bound to endure worry than ground-breaking laborers. Directors as well as different sorts of laborers are powerless against work over-burden (Primm, 2005).

Financial variables that workers are looking in the 21st century have been connected to expanded feelings of anxiety. Specialists and social pundits have brought up that the PC and interchanges unrests have made organizations more proficient and gainful than any time in recent memory. This shelter in efficiency in any case, has caused higher desires and more prominent challenge, putting more weight on the worker (Primm, 2005)

The accompanying monetary elements may prompt working environment stress:

- Sure from speculators, who can rapidly pull back their cash from organization stocks.
- The absence of exchange and expert associations in the working environment.
- Inter-organization contentions brought about by the endeavors of organizations to contend internationally
- The readiness of organizations to quickly cutback laborers to adapt to changing business situations.

The need of the Study

The purpose of this project is to examine a person's sense of well being at work and to explain how work stress can threaten this well-being.

The findings of the Research can tell exactly how much more important one issue IS over another so that the company can focus on their performance improvement initiatives appropriately. In analyzing the data, they can therefore, define and refine issues that need addressed, such as overall job satisfaction, professional fulfillment employee motivation and commitment, likelihood to stay with the organization pay level, corporate goals and objectives. This study can help managers to diagnose, where performance improvement can best be targeted.

GENERAL OBJECTIVE

To study the 'work related stress and its impact on the employees at sat yam computers services private ltd'.

Specific Objective:

- To study the causes and prevalence of symptoms among the employees of Satyam Computers Pvt. Ltd.
- To know the coping strategies of the employees.
- To investigate the role of HR in managing the welfare measures of the employees.

DATA ANALYSIS AND INTERPRETATION

The purpose of every research is to conduct a survey in order to validate the assumptions of the study on the basis of the data collected. A respondent survey is conducted in the form of structured questionnaire, which becomes the data for the study. This data is in raw form unless it is analyzed and interpreted to present the main findings.

This chapter deals with statistical analysis and Interpretation of the data collected through research with the aid of structured questionnaire. Analysis refers to studying the data collected in terms of statistical numbers and interpretation refers to understanding the implication of the statistical finding.

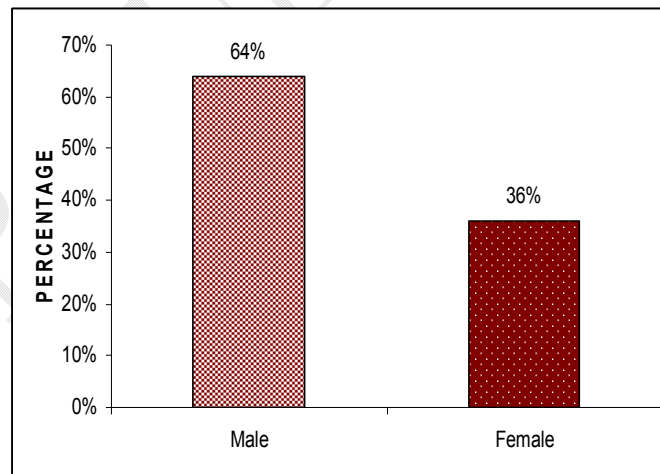
The Researcher had collected data from the employees of Sat yam computer services private limited in Chennai to study the work stress and its impact on the employees. The results are represented with Tables and Figures. The project allows for increased productivity, job satisfaction, and loyalty by identifying the root causes of employee satisfaction and targeting these areas. Listening to employees' insights and suggestions for improvement provides the organization with valuable information that can be acted upon to increase satisfaction in the workplace.

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Table 1
Gender frequency

S. No.	Gender	Frequency	Percentage
1.	Male	64	64%
2.	Female	36	36%
	Total	100	100%

Figure 1.1
Frequency Distribution of Gender



Interpretation:

The table shows that out of 100 respondents, 64 respondents were male and 36 respondents were female.

Table 2
Age Group Frequency

Below 25	26 – 35	36 – 45	56 & above	Percentage
38%	42%	12%	8%	100%

INTERPRETATION:

This table shows that the respondents belong to various age groups out of which 38% consists of below 25 years, 42% consists of 26-35 years of age, 12% consists of 36-45 years of age and finally 8% consists of above 45 years.

Table 3
Years of Experience

Years of Experience	Frequency	Percentage
Below 3 years	45	45
4 – 5 years	42	42
6 – 10 years	10	10
Above 10 years	3	3
Total	100	100%

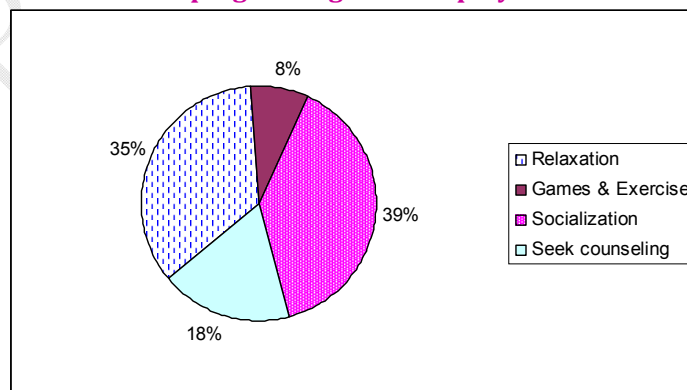
INTERPRETATION:

The table shows that 45% of the respondents have an experience of below 3 years, 42% have 4 – 5 years, 10% have 6 – 10 years and 3 – 5% have above 3 years.

Table - 4
Marital status and coping strategies of employees

Marital Status	Coping Strategies					Total
	Relaxation	Games & Exercise	Socialization	Healthy food	Seek counseling	
Unmarried	8	2	10	10	4	34
Married	22	14	10	8	12	66
Total	30	16	20	18	16	100

Figure 1.2
Coping Strategies of Employees



Interpretation:

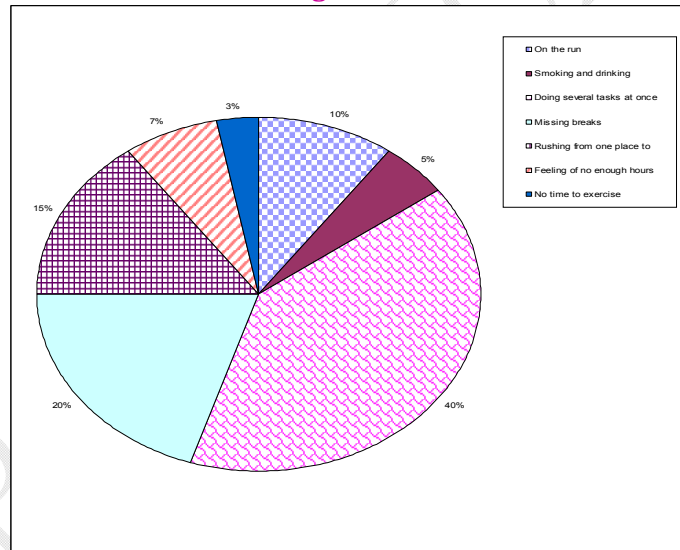
The need for marital status is to find the level of stress among the respondents on whether which category of people are able to cope up with stress easily and by what means. Researches found

that married people cope up with stress easily since they have a partner to share it with them. But in this research, it was found that unmarried respondents were able to cope up easily since they have not much family responsibilities and hence they spend time in pubs, parties, get together. It was found that out of 34 unmarried respondents, 8% spend in relaxation, 2% spend through exercise and games, 10% socialize, 10% prefer healthy foods and 4% seek counseling. Out of 66 married respondents, 22% spend in relaxation, 14% spend through exercise and games, 10% socialize, 8% prefer healthy foods and 12% seek counseling.

Table - 5
Signs experienced due to work stress

Signs	Frequency	Percentage
On the run	10	10
Smoking and drinking	5	5
Doing several tasks at once	40	40
Missing breaks	20	20
Rushing from one place to	15	15
Feeling of no enough hours	7	7
No time to exercise	3	3
Total	100	100

Figure 1.3



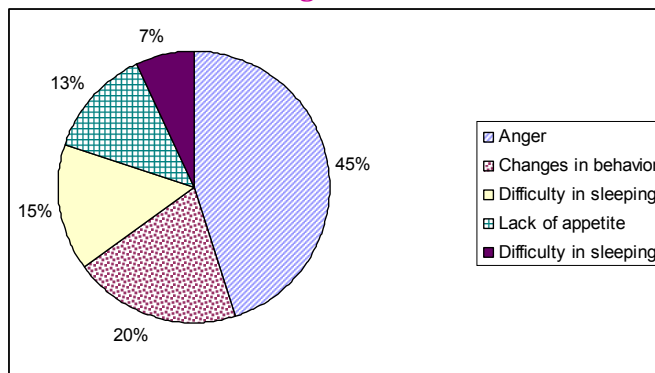
Interpretation:

The previous analyses showed that the working environment is conducive. But this table shows that 100% of the employees are at stress and face at least one of the above mentioned signs. 40 respondents have replied that they have found themselves doing several tasks at once, 20 respondents are missing breaks and taking work home with them, 15 respondents are constantly rushing from one place to another 10 respondents are finding themselves eating 'on the run', or not at all, 7 respondents are feeling that there are never enough hours in a day to complete their work 5 respondents are smoking or drinking excessively and finally 3 respondents are finding it hard to make time for exercise and relaxation.

Table - 6
Psychological symptoms faced during work

Psychological Symptoms	Frequency	Percentage
Anger	45	45
Changes in behavior	20	20
Difficulty in sleeping	15	15
Lack of appetite	13	13
Difficulty in sleeping	7	7
Total	100	100

Figure 1.4



Interpretation

When asked about the psychological symptoms experienced by the employees in their work, 45% experience anger, 20% experience changes in behavior, 15% experience difficulty in sleeping, 13% experience lack of appetite and 7% experience difficulty in concentrating. This shows that the respondents are facing stress in various forms. These signals justify that the respondents are at stress.

4. The Research Findings in Correlation with the Theories

Some stress may help our body to prepare for certain challenges, so it's probably impossible to live without any stress. But too much stress, especially if it's day in, day out, can cause physical and emotional problems.

So that our body can respond almost instantly to challenges, many of its control mechanisms happen without us having to think about them. This involuntary control of things such as how fast your heart beats is achieved by a network of nerves called the autonomic nervous system. This is an essential part of the "fight or flight" response. This is one of the earliest contributions to stress research which was propounded by Walter Cannon.

As well as triggering responses in muscles, such as your heart, your autonomic nervous system sends signals to your hormonal system, triggering the release of chemical messengers such as adrenaline. These are released into your bloodstream and travel all around your body contributing to the "fight or flight" response by, for example, making you more alert, boosting your blood pressure and releasing sugars into your bloodstream. This results in a heightened – or stressed – state that prepares your body for optimum performance in dealing with the situation.

CONCLUSION

The appraisal process seeks to explain that different people react differently to stressors that are objectively the same. Furthermore, the stressors encountered within organizations are often embedded in complex situations. Researchers have examined the stages through which individuals

perceive and evaluate situations in assessing stress. This theory has been proved true through this research finding.

Serious consideration and review of these factors by the management may help in making certain improvements in these areas. Actions taken on same could lead to an increased level of morale, loyalty, productivity and job satisfaction among employees in the organization. By, doing so employees turn out to more committed and satisfied human resources.

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