

Managing Work Place Stress

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Abstract

Problem: Stress at the work place has become an increasing phenomenon due to external factors such as technological advancement, changes in the economy of a country which might lead to becoming redundant and so on. Stress can be considered as an inevitable condition at least at one point in time or another, however it can also be minimized to the extent that the productive organization. Stress is also bound to occur in multinational companies where operation is global and employees have different cultural background. The paper focuses on the level of stress being found among individuals at workplace in Indian context, with understanding the problems faced due to stress on the basis of gender, and also to study employees' perception towards stress, and to suggest measures to both management and employees to deal with stress. The finding of the paper reveals that more or less stress is being experienced by the individuals at workplace. Excessive workload and organizational conflict are the major causes of workplace stress. Lifestyle imbalance is the common result of stress among both the genders. It also finds that the management can play a vital role by providing training, recreational activities, meditation and yoga classes to the employees for managing stress at work.

Purpose: Our purpose for this study is to have a clear understanding of the causes of stress at a multinational company and how Stress by the employees as well as the company's management are managed or handled.

Methodology: This thesis has been made using qualitative approach, with a descriptive and exploratory case study approach. The data used are collected through conducting semi-structured interviews.

Introduction

Modern life is full of stress. Stress on individuals ranges from personal day-to-day life to their organisational activities. Urbanization, Industrialization and increases in scale of operation. In the society are causing increasing stresses. In this changing environment, participations, interaction, transaction, planning and regulation have become key issues, each with its own frustrations attached. People feel stress as they can no longer have complete control over what happens in life. There is no escape from stress in modern life. In today's context, stress is a costly business expense that affects both employee health and company profits. Therefore, our attempt should be to understand stress, its causes and impact, and adopting strategies for minimizing its impact.

Stress is basically the impact of one object on another. There are three terms which are used synonymously to denote this phenomenon: Stress, Strain, and Pressure; however there are thin differences in

these terms. Stress is a term basically used in physical sciences which means pressure of one object on another. From physical sciences the term stress came to medical sciences and finally to social science. As per the medical explanation, the term stress is the body's general response to environmental situation.

Stress Management Based on Indian Philosophy

Indian philosophical approach is coaching the attention of western industrially-developed countries to cope with stress. Meditation and yoga are being practised by more and more countries. Satish Chandra pandy has developed a model for stress management based on Indian philosophy.



Types Of Counselling

Depending on the amount of direction that a counsellor gives to counselled, there may be two extremes of counselling-directive and non-directive. In between these two extremes there may be continuum in counselling and much combination of directive and non-directive counselling.

1. Directive counselling
 - Full direction
2. Participative counselling
3. Non-direction counselling
 - No direction



Directive Counselling

Direct counselling involves listening to an employee's problems, deciding with the employee what should be done, and telling him how to do it. Directive counselling is in the form of giving advice. Sometimes, it may also contain reassurance communication, and release of emotional tension. This counselling is followed mostly in superior-subordinate relationships and is useful in overcoming problems.

Participating Counselling

Participative counselling, also known as co-operative counselling, is a mutual counsellor-counselee relationship that establishes a cooperative exchange of idea to help solve a counselee's problems. In this counselling, the counsellor and counselee mutually apply their knowledge, Perspective, and values to problems.

Participative counselling start with the listening of the counselee's problem and as the discussion proceeds, the role of the counsellor increases in the diagnosing the problem.

Non Directive Counselling

Non-directive, or client-centred, counselling is the extreme end of the counselling continuum. It is the process of skilfully listening to and encouraging a counselee to explain trouble some problems, understand them and determine appropriate solutions.

1. The first factor which determines the suitability of as counselling method is the degree to which the employee's problems focus on a fact and the needs for the timely solution.
2. The degree to which a manager is willing to devote the time for counselling determines the types of counselling to be adopted. If the manager can devote more time, participative or non-directive counselling is more appropriate.
3. The expectation of counselee from counsellor also affects the choice of counselee method.

Features of Stressors

Situation that is considered stress provoking known as stress is not always a bad thing. Stress is simply the body's response to changes that create taxing demands. Many professionals suggest that there is a difference between what we perceive as positive stress, and distress, which refers to negative stress. In daily life, we often use the term "stress" to describe negative situations. This leads many people to believe that all stress is bad for you, which is true. Positive stress is bad for you, which is not true.

1. Positive stress has the following characteristics

- Motivates, focuses energy
- Is short-term
- Is perceived as within our coping abilities
- Feels existing
- Improves performance.

2. Negative stress has the following characteristics

- Causes anxiety or concern
- Can be short or long-term
- Is perceived as outside of our coping abilities.

Review of Literature

Keeva, and Steven in their article titled "Depression Takes a Toll" (2006) deal with the high rated of mental depression among lawyers in the U.S. Studies which highlighted the depression problem among lawyers are cited. It discusses the suicide of Mack Kidd of Austin, Texas. It explores the role of occupational stress in depression among lawyers. Jackson, Leon; Rothmann, Sebastiaan in their titled "Occupational Stress, Organizational commitment, and ill-health of educators in different biographical groups, and to assess the relationship between occupational stress, organizational commitment and ill-health. A sample of 1170 was selected and organizational stress Screening Tool and a biographical questionnaire were administered. The results show differences between the occupational stress, organizational commitment and ill-health of educators of different ages, qualifications and associated with different types of schools. H., Azlihanis A.; L

Botha, Christo; Pienaar, and jaco in their titled "South African correctional official occupational stress: The role of psychological strengths" (2006) conducted a study to determine the dimensions of occupational services in a management areas of the Free State province of south Africa. The results indicated that an external locus of control and negative affect contributed to the experience of occupational stress.

Green, Rosemary; Lonne, Bob In their articles titled, "Great Lifestyle, Pity about the jobs stress" (2005) examined the rural practice and colleagues may attribute inability to cope with the demands of rural practice, strategic that are both systemic and structural, are required to address this significant occupational issue.

Conclusion

Stress at work is common for many professions. While some stress is a normal part of work, excessive stress or high levels of stress over prolonged periods of time can interfere with employee's productivity and have serious implications for the physical and emotional health of the person. As a worker, being aware of your own stress levels is already an important step towards the prevention of diseases and increase of the productivity. Work stress has become a subject of interest only recently. It can be justified by 2 reasons. Firstly, stress is an independent variable influencing employee satisfaction and performance. Secondly, it is incumbent on management to improve quality of life of organizational members. As stress is linked to coronary heart disease, a reduction in stress is expected to improve the longevity of workforce. Therefore, the problem of our study is to study the level of work stress among the various employees of the organization.