

STRESS MANAGEMENT

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Abstract:

Stress adds challenge and opportunity in your life. Stress or anxiety informs you that you may need to prepare for something important (e.g., study for an exam). However, too much stress can seriously affect your physical and mental well-being. Recurrent physical and psychological stress can diminish self-esteem, decrease interpersonal and academic effectiveness and create a cycle of self-blame and self-doubt. It is important for your health to find the optimal level of stress that you can learn to manage effectively.

I. INTRODUCTION

STRESS MANAGEMENT

Stress management is the need of the hour. However hard we try to go beyond a stress situation, life seems to find new ways of stressing us out and plaguing us with anxiety attacks. Moreover, be it our anxiety, mind-body exhaustion or our erring attitudes, we tend to overlook causes of stress and the condition triggered by those. In such unsettling moments we often forget

that stressors, if not escapable, are fairly manageable and treatable.

Stress, either quick or constant, can induce risky body-mind disorders. Immediate disorders such as dizzy spells, anxiety attacks, tension, sleeplessness, nervousness and muscle cramps can all result in chronic problems. they may also affect our immune, cardiovascular and nervous systems and lead individuals to habitual addictions, which are inter-linked with stress.

Like “stress reactions”, “relaxation responses” and stress management techniques are some of the body’s important built-in response systems. As a relaxation response the body tries to get back balance in its homeostasis. Some hormones released during the ‘fight or flight’ situation prompt the body to replace the lost carbohydrates and fats, and restore the energy level. The knotted nerves, tightened muscles and an exhausted mind crave for looseness. Unfortunately, today, we don’t get relaxing and soothing

situations without asking. To be relaxed we have to strive to create such situations.

make the changes necessary for a healthy lifestyle.

STRESS AT A GLANCE

- Stress is normal parts of life that can either help us learn and grow or can cause us significant problems.
- Stress releases powerful neurochemicals and hormones that prepare us for action (to fight or flee).
- If we don't take action, the stress response can create or worsen health problems.
- Prolonged, uninterrupted, unexpected, and unmanageable stresses are the most damaging types of stress.
- Stress can be managed by regular exercise, meditation or other relaxation techniques, structured timeouts, and learning new coping strategies to create predictability in our lives.
- Many behaviors that increase in times of stress and maladaptive ways of coping with stress -- drugs, pain medicines, alcohol, smoking, and eating -- actually worsen the stress and can make us more reactive (sensitive) to further stress.
- While there are promising treatments for stress, the management of stress is mostly dependent on the ability and willingness of a person to

In this chapter an attempt is made to explain the need for study, objectives of the study and methodology adopted by the investigator.

NEED OF THE STUDY:

- The importance of stress management is obvious because if the employees are satisfied then only the organization can function strongly, increasing its production and competition.
- Therefore the organization needs the information on stress levels of their employees in order to take sound decision and to enhance the performance to high level.
- Hence the present study has been undertaken in this direction.
- Stress management is of great significance for effective functioning of any organization, the topic “ stress management” is under taken to find out what is the level of stress, the employees of the organization are obtaining from the job they are doing..

SCOPE OF THE STUDY:

- The scope of the study is extended only to the employees working in yashoda hospital (Malakpet).
- The main aim of this information is helpful to find out the stress levels of employees working for the hospital.
- Collecting information from different departments like general department and nursing department with questionnaires.

OBJECTIVES OF THE STUDY:

- To assess current stress level of employees in the hospital.
- To know whether emotional stress is more or physical stress.
- To identify situations that causes stress.
- To be more knowledgeable on techniques/methods to lower stress.
- To identify emotional, physical effects of stress.

LIMITATIONS OS THE STUDY:

- The scope of the study is confined only to particular employees.
- The research methodology of the study was conducted only in Malakpet branch. It does not

cover employees working in other branches.

- Accuracy of the study is based on the information provided by employees.
- The study is limited to particular department.

II. REVIEW OF LITERATURE**INTRODUCTION**

A lot of research has been conducted into stress over the last hundred years. Some of the theories behind it are now settled and accepted; others are still being researched and debated. During this time, there seems to have been something approaching open warfare between competing theories and definitions: views have been passionately held and aggressively defended.

What is stress?

Stress refers to the strain from the conflict between our external environment and us, leading to emotional and physical pressure. In our fast paced world, it is impossible to live without stress, whether you are a student or working adult or a senior citizen. There is both positive and negative stress, depending on each individual's unique

perception of tension between the two forces. Not all stress is bad. For example, positive stress, also known as eustress, can help an individual to function at optimal effectiveness and efficiency.

Definition

The term “stress” was first used by the endocrinologist Hans selye in the 1930’s to identify physiological responses in laboratory animals. He later broadened and popularized the concept to include the perceptions and responses of humans trying to adapt to the challenges of everyday life.

Hans selye was one of the founding fathers of stress research. His view in 1956 was that “stress is not necessarily something bad –it all depends on how they take it. The stress of exhilarating, creative successful work is beneficial, while that of failure, humiliation or infection is detrimental.”

Since then, a great deal of further research has been conducted, and ideas have moved on. Stress is now views as a “bad thing”, with a range of harmful biochemical and long-term effects. These effects have rarely been observed in positive situations.

The most commonly accepted definition of stress is that stress is a condition or feeling experienced when a person perceives that “demands exceed the personal and social resources the individual is able to mobilize”. In short, it’s what we feel when we think we have lost control of events.

In other words **stress refers to state of mind/body as a result of mismatch between the expectations of others and our performance.**

Good stress v/s bad stress

Stress has often been misunderstood to be negative, with few people acknowledging the importance and usefulness of positive stress. In order everyday lives, stress is everywhere and definitely unavoidable; hence our emphasis should be on differentiating between what is good stress, and what is bad stress. This will help us to learn to cope with negative stress, and harness the power of positive stress to help us achieve more.

WORKPLACE STRESS

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. Job stress is also associated with various biological reactions that may lead ultimately to compromised health, such as cardiovascular disease.

Stress is a prevalent and costly problem in today’s workplace. About one-third of workers report high levels of stress. One-quarter of employees view their jobs as the

number one stressors in their lives. Three-quarter of employees believe the worker has more on-the-job stress than generation ago. Evidence also suggests that stress is the major cause of turnover in organizations.

Coping with stress at work place

Some companies organize parties and make their employees feel valued at work. There are measures to motivate employees and help them to feel secure at their jobs, translating into greater productivity. However, not all companies have such measures in place, and some have not gotten it quite right. Hence, it is up to them to make sure that they can cope up with stress at their workplace, and use it to help their work better. Here are 3 simple steps to help them with coping with stress in the workplace.

Step 1: raising awareness

Help yourself to identify when you are facing rising levels so stress, tipping the scales from positive to negative. This is important, as being able to identify signs of being stressed can help you to take steps to ensure that your overall quality of life does not drop.

If felt unacknowledged, the problem will only snowfall, leading to disastrous consequences to your health and overall well being.

You can identify if you are feeling stressed by checking if you have any physical or

psychological reactions, such as excessive sweating or heart palpitations, or the onset of headaches, irritability or the need to escape. If you experience any of these reactions, identify if you are feeling any overwhelming negative emotions, and if you are constantly worried.

Step 2: identify the cause

You need to be able to analyze the situation and identify what is causing the rise in stress. These stressors can be external and internal. External stresses refer to things beyond your control, such as the environment or your colleagues at work. Internal stressors refer to your own thinking and attitude. Often, we only start reacting to stress when a combination of stressors working together exceeds our ability to cope.

Keep a diary or list of events that have caused you to feel strong negative emotions, or that are likely stressors. This will help you to identify the causes of your stress. Whilst it is not always possible to eradicate them, we can change the way that we cope with it.

Step 3: coping with stress

In order to deal with the situation that is causing you stress, you need to calm your mind and body so as to stave off the reactions and cope with it in a positive way. This can be through different

methods, such as taking time off. If a level of stress taken by the employees and their situation is triggering your stress and you opinion on stress management. are unable to calm down, remove yourself from it. Go outside and take a walk to calm down. Alternatively, you can try implementing relaxation techniques such as deep breathing. If it is an internal stressor, stop your thought process until you are able to deal with it logically. The key to making these 3 steps work for you is to practice them. These are not instantaneous solutions, and you need to condition your mind and practice them so that you can implement it when you are feeling stressed.

EFFECTS OF STRESS

Physical

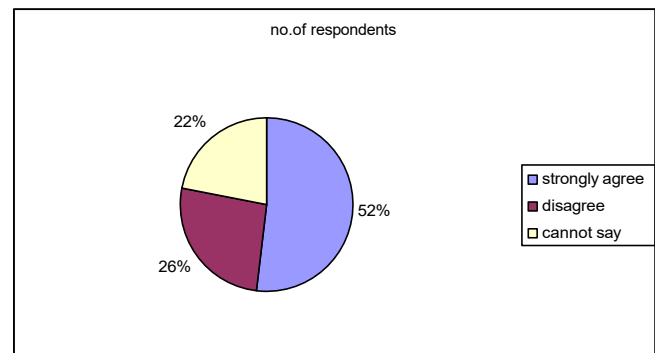
- Head ache
- Back pains/joint pains
- Falling of hair
- Wrinkles on forehead
- Dark circles around the eyes
- Indigestion
- Acidity
 - Heart attacks

III. DATA ANALYSIS AND INTERPRETATION OF GENERAL STAFF

In this chapter an attempt is made to analyze the data of general staff by way of using tables with percentage. The below tables explain the

1. Do you think physical environment at work place causes stress?

	No. of respondents	% of respondents
Strongly agree	26	52%
disagree	13	26%
Cannot say	11	22%



INTERPRETATION

The above table depicts 52% of employees strongly agree that physical environment at work place causes stress, 26% disagree it and 22% cannot say.

Do you feel pressure to complete your given task?

	No. of respondents	% of respondents
Not at all	25	50%
Rarely	16	32%
Often	5	10%
Very often	4	8%



INTERPRETATION

The above analysis depicts that 50% of employees do not feel pressure to complete their given task, 32% of employees rarely feel pressure, 10% often feel pressure and 8% very often feel pressure to complete the given task.

Do you find yourself getting easily irritated by small problems (or) co-workers of your team?

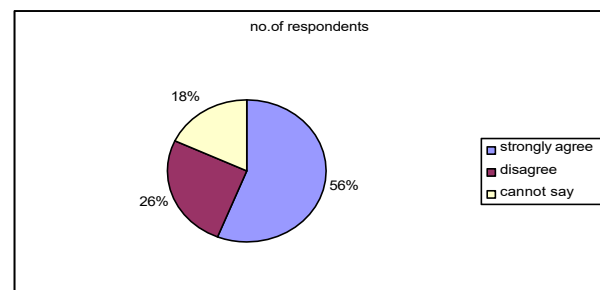
	No. of respondents	% of respondents
Rarely	23	46%
Often	9	18%
Very often	6	12%
Cannot say	12	24%

INTERPRETATION

The above table shows that 46% of employees get rarely irritated by small problems, 18% often get irritated, 12% very often get irritated and remaining 24% cannot say.

Do you think the hospital is providing you all the equipments to reduce stress? (e.g.: chairs, tables etc...)

	No. of respondents	% of respondents
Strongly agree	31	62%
Disagree	12	24%
Cannot say	7	14%



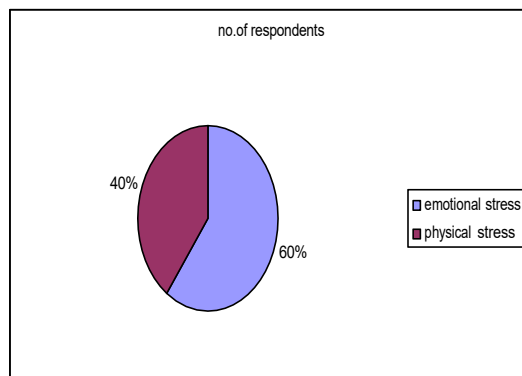
INTERPRETATION

The above table depicts that 56% of employees strongly agree that hospital is providing them all the equipments to

reduce stress, 26% disagree it and 18% cannot say.

Which one among the two gives you more stress when working at hospital?

	No. of respondents	% of respondents
Emotional stress	30	60%
Physical stress	20	40%



INTERPRETATION

The above chart depicts that 60% of employees say that emotional stress is more when working in a health care industry and the rest 40% say that physical stress is more.

FINDINGS

- Majority of employees agree that hospital is providing them all the equipments to reduce stress.
- Most of the employees are getting complete satisfaction working for a health care industry.
- Majority of employees agree that they are completely focusing on patient's satisfaction and in fulfilling their needs.
- Majority of employees agree that they are able to cope up with the organization rules and regulations.
- Nursing department says that physical stress is more and general staff say that emotional stress is more when working for a health care industry.
- Majority of employees say that they rarely get relaxation time to reduce stress.
- Most of the employees agree that due to over stress they find lack of interest in their job.

- Most of the employees agree that proper emotional balances reduce stress.
- Most of the employees strongly agree that time, money and emotions are the main sources of stress.

SUGGESTIONS:

STRESS BUSTING TECHNIQUES

1. KEEP A DIARY: keep a list for at least a fortnight of events, times, places and people that make you feel more stressed you will find that a pattern soon emerges and this may be linked to time pressure, personality clashes or inappropriate demands or simply trying to do so many things at once.
2. EXERCISE REGULARLY: without going to gym you can reduce stress. Even 20 minutes of brisk walking 3 times a week will help to reduce stress as well as promoting restful sleep.
3. PLAN BREAKS IN YOUR DAY: get up 15 minutes early and prepare for the day without rushing. Even better get things ready the night before. At work place plan to take breaks in such a manner that your work will not be disturbed and also complete your given task and by taking breaks you can be energetic till end of the day at work place.
4. DECLUTTER: mess creates confusion and sense of loss of power. If your desk is messy and disorganized, have a good clear out and tidy up. You will feel in control.
5. CHANGE THE HABIT: many stresses are habitual. If you feel anxious or stressed out do something out of character. Stop what you are doing and do something else.
6. THINK POSITIVE: Use positive strands of thought put into words. Repeating “I am a loving and a much loved person”, can work wonders say it and believe it. It will become true.
7. PICNIC: at least once in 3 months plan to go for a picnic and you will feel change from your routine life. And hence stress will be reduced.
8. AVOID SITTING CONTINUOUSLY FOR AN HOUR: if you avoid sitting continuously for an hour it helps to reduce stress.

CONCLUSIONS:

- Individuals may design their own strategies to reduce stress
 - Reducing stress results in improving the productivity of the organization.
- It is must for the organization to develop programs that will help the employee in reducing stress.

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