Effects of Stress Management - An Elaborate Study

Dr. E. B. Khedkar
Dean, Faculty of Management,
Savitribai Phule Pune University (University of Pune) &
Director, Dr. D Y Patil School of Management,
Charholi, Lohegaon, Pune. (India)

Abstract
All sectors in present time have become extremely hectic and tedious in highly competitive scenario. With fast paced life it is rather difficult to avoid stress but to maintain a proper balance in life we have to acquire those characteristics through which we can avoid stress at workplace. Reduced stress at workplace helps in improved performance of an individual as well as of organization. The research is an attempt to understand the reasons behind increasing stress at workplace and also helps to understand how stress affect the organizational productivity. The survey method is adopted to get the responses across Pune City, Maharashtra interviewing respondents working in various sectors. T-test is used to analyse the results in SPSS.

Key Words: Workplace stress, Lifestyle, Organizational Productivity.

Introduction
A highly competitive surrounding and also pressure of performance in our job leads to stress. Stress actually refers to some emotional and physical pressure that causes a conflict in mind between us and external surrounding. Stress can be positive as well as negative depending on individual perception. The stress level at workplace is rising in recent time due to extremely competitive environment. Handling the stress at work place is a practice of efficient Human Resource Management. Stress allows premeditated effects on both the employees and the employer. Organizations were trying hard to reduce the stress level of employee through many activities so that they can put a check on draining out of their employee due to stress. Corporate in India are taking effective steps in handling stress. There are various types of stress but especially in this research we will demonstrate more about workplace stress. Since world is becoming a smaller place to live in and due to globalization, our work culture, work timing hanged completely. Due to change in type of work, the work performance also adds also leads to higher level of stress. In any sector, right from service industry to education sector, stress is prevalent in all type of jobs and almost one- third of the employee in any sectors reports high level of stress. Higher level of stress in any organizations directly or indirectly affects the turnover of an organization. Thus the researcher through this research will try to find out the ways of stress management and the relationship of stress on overall performance of employee as well on employer/organization.

Reasons behind Stress
There are many factors that can cause stress. In this research we will talk about few of them.

a. Stress can be due to discrimination in workplace, stringent rules and regulation, salary structure, due to ambiguity, difference in opinions, conflicts and lack of opportunities for growth.
b. Sometimes stress are due to individual expectations, family expectations, and also due to expectations of superiors at workplace.
c. In day to day's life stress is also due to our life style. The life we lead, the working hour, work time etc are major factor that leads to stress.

Review of Literature
Various literatures discussed broadly on stress and stress related issues in an organization. They also emphasized on many stress management practices adopted by organization to manage the same. Dayo
Akintayo (2012) in his working paper discussed the fact that better work environment is significantly related to employee’s morale and it also positively correlates with the efficiency and productivity of employee. Dr. K. Chandrasekar (2011) through his study highlighted the fact that there are many factors that governs stress at work place some of which are inter-personal relationship, job profile, tasks assigned, overtime duty and long working hours.

L.S. Kang and R.S. Sandhu (2011) in their article stated that stress is nothing but individual state of mind where the mind encounters a situation defining it as harmful for him/her which leads to constraints and threatening for life.

According to Pratibha Garg (2010) workplace stress is nothing but a mismatch between individual capabilities and organization’s expectation. This often arises because of delay in schedule, role conflict, overloaded work, uncertainty in job, poor inter-personal skill etc. These factors lead to stress and decline the productivity of person as well as organization growth.

Kulkarni (2006) in an article demonstrated that rapid changes in our lifestyle and modern days working hours, new types of job responsibilities, hectic work hours, demands for new skills is the predominant reasons for stress in workplace. Also globalization, mergers and acquisitions, privatizations are rapidly changing the work environment, requirement in every sector which augment the level of stress. The stress level is male is higher than the females which is related further to depressions, exhaustion and burn out. Brook (1973) reported in his research that interpersonal relationships within the employee and the employer creates majority of the difficulties and stress in an organization. Barhem et al (2004) defined stress as an unexpected condition disturbing individual human functions.

**Objective of Study**

- To find out the ways of stress management
- To find out whether stress affects the overall performance of employee as well of employer /organization.

**Hypothesis of the Study**

**H0:** Stress affects the overall performance of employee as well of employer /organization.

**H1:** Stress does not affect the overall performance of employee as well of employer /organization.

**Research Methodology**

The research is carried out to understand the stress level and various strategies adopted to manage stress in organizations. To carry out the same survey using questionnaire is circulated to respondents working in varied sectors to understand the same. The sample size used for the same is 60. The responses were entered in SPSS data sheet for further analysis and results. Analysis of the data is performed using descriptive statistics and t- test. The results of the analysis are presented below.

**Data Analysis & Interpretation**

**A. To find out the ways of Stress Management**

Stress Management at workplace can be reduced through effective strategies. While interviewing the respondents the researcher came across many ways which the respondents talked about as different ways or processes through which stress can be managed at workplace. The responses that broadly emerged through the survey were:

- The communication regarding roles and responsibilities should be more to reduce ambiguity and keep transparency in the process.
- Employer needs to encourage the employees for more participation in decision making process.
- Workplace should have fair practices of incentives and time to time promotions.
- Proper breaks should be taken to get back to work accordingly and timely which helps in exerting stress.
e. Some workshops on relaxation, maintaining healthy lifestyle should be encouraged and promoted.
f. Time to time implementation and up gradation of skills so that employee can adapt with current work situation.
g. The interpersonal relationship within the organization should be handled carefully by the employer to minimize the conflict and stress.
From the survey the responses were collected and collated by the researcher to understand from various ways that can be incorporated by organizations to reduce the stress level at workplace.

B. To find out whether stress affects the overall performance of employee as well of employer/organization
To understand the same data were collected from respondents working across various organizations and analyzed in SPSS 16. The results and discussions regarding validating the hypothesis are presented below.

<table>
<thead>
<tr>
<th>Table 1: T – test (One sample statistics)</th>
</tr>
</thead>
<tbody>
<tr>
<td>N</td>
</tr>
<tr>
<td>----------------</td>
</tr>
<tr>
<td>Stress_effect</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Table 2: One sample statistics (Test value = 0)</th>
</tr>
</thead>
<tbody>
<tr>
<td>t Lower</td>
</tr>
<tr>
<td>-----------------</td>
</tr>
<tr>
<td>Stress_effect</td>
</tr>
</tbody>
</table>

**Interpretation**
The table above (table 2) highlights that test signifies a p value which is more than 0.05 at the chosen level of significance. So the chance of accepting the null hypothesis is high from the obtained results and hence under this situation we are accepting the null hypothesis and justify our findings as stress at workplace has an impact on overall performance of employee as well of employer/organization.

**Conclusion**
Most of the employees are affected of stress at workplace and majority of them feel that stress is due to over work load and working hours. Though everyone has to think accordingly for overcoming the stress and have to look for convenient options which will help to create healthy environment as well as increase productivity. Workplace stress can be easily overcome through proper communication, improving interpersonal relationship, adopting new skills and adapting to the work environment. Over to that, maintaining a healthy lifestyle is also very important in reducing stress. All these were major finding that gives an idea and conclude the fact that stress is not only hazardous for an individual but also for an organizations in terms of productivity.

**References**
- Garg P., (Sep 2010), Case Study, Vol 3, Punjab, 52-58

Appendix

Table3: Summary Analysis of Results

<table>
<thead>
<tr>
<th>Sl No.</th>
<th>Statement</th>
<th>Responses (in %)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Are you satisfied with your performance at work?</td>
<td>Yes: 80, No: 20</td>
</tr>
<tr>
<td>2.</td>
<td>Are you worried about your quality of performance</td>
<td>Yes: 72, No: 22, Can’t Say: 6</td>
</tr>
<tr>
<td>3.</td>
<td>Do your work hours exceed most of the time?</td>
<td>Yes: 88, No: 12, Can’t Say: ---</td>
</tr>
<tr>
<td>4.</td>
<td>Do you feel stressed</td>
<td>Yes: 80, No: 18, Can’t Say: 2</td>
</tr>
<tr>
<td>5.</td>
<td>Do you get tensed on non-achievement of your target</td>
<td>Yes: 60, No: 40, Can’t Say: ---</td>
</tr>
<tr>
<td>6.</td>
<td>Do you plan for your work before time</td>
<td>Yes: 73, No: 37, Can’t Say: ---</td>
</tr>
<tr>
<td>7.</td>
<td>Do you maintain a healthy lifestyle</td>
<td>Yes: 42, No: 56, Can’t Say: 2</td>
</tr>
<tr>
<td>8.</td>
<td>Is your social life balanced?</td>
<td>Yes: 88, No: 12, Can’t Say: ---</td>
</tr>
<tr>
<td>9.</td>
<td>Do you regularly spend time on leisure activities</td>
<td>Yes: 66, No: 30, Can’t Say: 4</td>
</tr>
</tbody>
</table>