

## Managing Stress at Workplace

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**Abstract** Stress is typically defined as divergence from the usual functioning of the body and mind. Stress can arise in the workplace for a variety of reasons, including job control and management styles. Stress in moderation is beneficial for both companies and employees. It aids in achieving organizational and personal objectives. However, excessive stress can negatively impact a person's health, mind, and personality. Stress can be assessed psychologically utilizing questionnaire-based techniques. Physical measurements include readings of the body's physical constants, including blood pressure. Physiological measurements included checking the levels of certain hormones. Sports, music, dancing, hobbies, and other activities can reduce stress. Overwhelming stress can be reduced by help of professional counselors. However, addressing the critical issue of job stress is necessary if advancements are to be made. daily difficulties for humans are growing in a variety of disciplines, as advancements also bring up new issues. The nature of labor has gradually changed, and these changes are constantly being made. The prevalence of illnesses has increased as a result of these developments and morality, and due to the fading of human qualities and the daily emergence of new issues, we are now dealing with job stress, sometimes known as "disease of the century." Reducing stress by outsourcing some tasks, sharing the load with coworkers, taking time off work, reducing work overtime, and spending more time with family and loved ones were the top stress-reduction techniques. The results of several studies on this topic indicate that stress has a significant effect on professionals and, consequently, affects the level of productivity. Therefore, professionals are advised to demonstrate self-control and high self-esteem, participate in ongoing professional development to improve their organizational skills, delegate authority and responsibility, and divide work into manageable chunks to handle stress.

**Key Words:** Stress, Stress management, Causes, Measures, Effects.

**Introduction** According to the findings of numerous studies on this subject, stress significantly impacts professionals' levels of productivity. Therefore, in order to be able to handle stress, it is advocated that professionals exhibit self-control and high self-esteem; participate in continual professional development to enhance their organizational abilities; delegate authority and responsibility; and break work into manageable pieces. Stress is "a non-specific response of the body to any demand," according to Selye (1974). "Stress is a condition arising from the interaction of people and their jobs and characterized by changes within people that force them to deviate from their normal functioning," claim Beehr & Newman (1978).

In a recent paper, the National Association of

Mental Health made a distinction between pressure and stress, defining pressure as a potentially unpleasant circumstance that causes a person to experience tension or alertness. Stress, however, occurs when a person's capacity to handle pressure is exceeded.

### **Stresses that exist**

Depending on how it affects the body, mind, and performance, there are two forms of stress

1. **Eu-stress:** Eu-stress is the maximum amount of stress that a person can tolerate. Positive side effects of this stress are evident. Eu-stress can inspire workaholic behavior. It might be possible to awaken latent skills and capabilities. It motivates people to engage in novel endeavors. Success may result from such accurately measured stress.

2. **Distress** - Distress is a state of severe stress. Stress at this level is unhealthy for the person. Distress can have a harmful impact on a person's body and mind. Such tension has negative

impacts like heart attack, depression, etc. occupational stressors and their causes According to the origin of the reason, there are two groups of causes of stress. There are two main

classifications:

**Internal causes:** These factors are related to a person's mindset, style of thinking, etc. These underlying factors that contribute to stress come from the person themselves. These underlying factors are determined by how people see an individual. A person may feel threatened by someone or something even when there isn't a threat present, which can lead to tension.

Most stressful jobs

Sr. No.	Job	Stress score
1	Fire-fighter	71.59
2	Military personnel	70.78
3	Military general	63.11
4	Airplane pilot	60.46
5	Police officer	50.82
6	Actor	50.33
7	Broadcaster	50.30
8	Event coordinator	49.33
9	Photojournalist	49.22
10	Newspaper reporter	48.76

**External causes-** These reasons include a variety of external elements that influence an individual's success in an organization, such as

1. **Job insecurity** – When an employee works for an organization, the worry that they will lose their jobs causes them to experience chronic stress, which lowers the quality of their work.

2. **Workplace hours** - Employees who have extremely irregular work schedules may develop a variety of physiological issues that may result in stress in the office.

3. **The degree of control** an individual has over their work is referred to as "control at work." Employees lose interest in their work and feel under pressure to meet superiors' expectations if they have little or no control over their work.

4. **Management style:** Controlling management style contributes to employee stress. Employees who work for managers that have an authoritarian management style have very limited freedom to make decisions and preparation. Employees who work under such managers often experience stress because they have very little influence over their work and are subject to many limitations.

5. **Overload and under load:** Overloading entails doing a lot of work in a short period. Such elevated expectations may result in tension. The

workload elsewhere is very light and the time available is excessive. Here, the employee is under stress and questions his/her abilities.

6. **Occasionally,** circumstances requiring behavioral modifications may cause stress in an employee because they require them to behave in a way that is not natural for them.

**Top reasons for stress at work:** According to Towers Watson's Global Benefit Attitudes Survey, which polled 22,347 global workers, 7,094 of whom are in the Asia-Pacific (2006 workers are based in India), Indian employees ranked unclear or conflicting job expectations (40%), inadequate staffing (lack of support, uneven workload, or performance in groups), and lack of work/life balance (38%) as the top three reasons for stress. Inadequate staffing, low pay (or limited increases in pay), and lack of work-life balance were the main causes in the Asia-Pacific region. Inadequate staffing is frequently cited as the leading cause of stress at work globally.

**How is stress measured?**

There are numerous ways to gauge the stress. Stress measurement refers to how the body reacts to a stressful scenario. These indicators entail measuring a wide range of bodily characteristics

that are altered under stress.

**Psychological measurements:** These assessments quantify stress based on psychological observations. Every individual has a unique psychology and style of response to stressors. Therefore, several surveys containing questions that gauge how people respond to stress were created to collect such replies.

**Physiological measures** - The HPA axis, which comprises the hypothalamus, pituitary, and adrenal glands, is activated when someone is exposed to any condition that causes stress. These glands produce cortisol and other hormones in response to the stimulation.

**Autonomic measures:** These consist of modifications in body constants and concentrations of different enzymes.

**Blood pressure:** Under stress, a person's blood pressure rises above the typical 120/80 range.

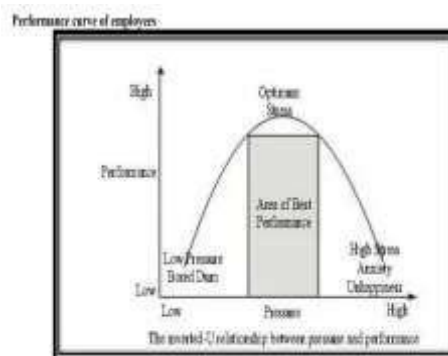
**Vagal tone** is a parasympathetic response that prevents the heart rate from dropping while you sleep or are resting. In other words, a person's heart beats as strongly while sleeping as it does

while they are up.

**salivary alpha amylase:** This salivary enzyme is a key sign of stress. Exercise increases the levels of this enzyme. Additionally, it has been established that salivary alpha- amylase and catecholamine levels are correlated. Additionally, this enzyme can be used to assess the parasympathetic nervous system activity.

**Salivary cortisol** is the quantity of cortisol that is not bound to a receptor. This concentration can affect higher-order cognitive processes, such as learning, memory, and emotional processing, by crossing the blood-brain barrier.

**Performance curve explanation:** When pressure from superiors to complete a task is low, an individual becomes bored because they are not sufficiently motivated. Under the most pressure, an employee is strongly motivated to complete his work and perform at his best. However, when stress levels rise above the optimal level, employees are unable to handle the stress level and develop other diseases, including anxiety. Therefore, in an organization, the right amount of pressure must be applied to people to obtain their best work.



### Outcomes of stress

Humans are the most intelligent species on Earth. However, they continue to succumb to the stress caused by their businesses and organizations. Owing to the high staff turnover caused by excessive stress, this condition is equally risky for businesses. Highly stressed workers choose to skip work to avoid an unpleasant workplace environment. Employees who are under stress are unmotivated.

The body exhibits three unique phases in dealing with dangerous or stressful circumstances.

**Alarming phase:** At this time, the body is ready to go into flight or fight. In this situation, blood pressure rises, blood vessels enlarge, digestion slows, and breathing becomes deeper and faster. Body reserves energy for potential responses.

**Resistance:** In this case, the threat stimulus continued. The body makes adjustments to the stimuli and lessens the negative effects of stress.

The body uses its ability to adapt as a shield to prevent danger. The body develops accustomed to stress stimulation and can tolerate it.

**The exhaustion stage.** At this point, the body was unable to handle the additional stressors. The body's capacity for adaptation declines, making it more vulnerable to stress.

**Physical effects:** Stress can cause changes in system function, which can be observed physically in a variety of ways. High blood pressure resulting from cardiovascular dysfunction. Tension and headaches are the result of stress on the musculoskeletal system. Constipation or diarrhea are caused by a change in the GIT's motility, which is brought on by stress. Employees experiencing stress may experience lightheadedness, fainting, or dizziness. Additionally, it causes the ears to ring suddenly. Stressors might make you sweat more and have clammy hands and feet. Stress can have an impact on the respiratory system as well, which can lead to breathing problems and sighing. The immune system is affected by stress, which increases susceptibility to infections, such as the common cold and other illnesses. Due to a sensitized body, unexplained and/or frequent allergic attacks are typical in stressful situations.

Stress-related stuttering or stammering is frequently observed among the public. Belching or flatulence can also occur. Stressed people tend to grind and grit their teeth. Psychological issues: constant stress affects a person's psychology. Chronic stress may manifest as several different observations. Stress results in declining confidence, which makes it difficult. Excessive anxiety caused by stress causes a person to worry constantly about small things. Owing to his decreased job capacity, the stressed person always exhibits remorse. Asthma results from stress. The darkest dreams are experienced under stress. Stress prevents people from sleeping. Unsettling dreams may develop because of stress.

The concentration is affected by stress. Stress drives one's mind to race with ideas. Stress exacerbates forgetfulness. You become more emotional under stress. Stress fuels worry and terrorism. Prolonged stress causes depression. Decision-making ability is impeded. Stressed-out persons are more prone to Alzheimer's and

dementia than healthy people.

**Behavioral issues:** People who are under stress exhibit altered behavior as a direct result of stress. An individual's short temper is brought about by stress. People who experience stress are frustrated. Owing to their feelings of depression, such irritated people become more aggressive.

#### **How do you deal with your stress?**

Numerous practical strategies can be used to manage stress and lead happy and healthy lives. These techniques consist of

- Increase your sleep, which will give your body the rest it needs to recover from stress.
- Engaging in physical activities. Physical activity helps rebuild confidence that has been lost as a result of stress by boosting both the mind and body.
- Relaxation techniques, such as arts, dance, and music, encourage creativity and reduce stress.
- Talking to a close friend or family member can be comforting and relieve stress.
- Time management enables effective use of time. This assists people in planning their own activities. Additionally, it helps to maintain regular routines and lowers stress.
- Say "NO" to additional trivial requests. Accepting extra requests that are not necessary adds to the workload and increases the stress.
- If you are sick, get enough rest. Sufficient sleep helps people recover from the effects of stress and lifts their spirits.
- Avoid vices like smoking and drinking because they lead to dependence

**Organizational Techniques for Stress Management** Organizations can take the following actions to manage stress:

A. Shortening Long Workweeks: Organizations should be aware of the employees' extended hours of labor should be cut back on, and effective time management They are taught techniques.

B. Educating staff members about work-life balance:

Workers should receive mandatory training to sustain a healthy work-life balance.

C. Technology advantage: Organizations should utilize current technology and offer customized training programs for any subject needed for job advancement.

Communication: Organizations should promote communication and constantly solicit employee feedback, with the HR manager being available to

speaking with and listening to any employee.

The company makes an effort to stay up-to-date on all corporate and business news, as well as on newly released studies on job stress, how to recognize it, and how to deal with it.

E. Security Fears: Organizations should work to reduce employee and public anxiety by enforcing security check regulations, verifying visitors' identities, and forbidding entry by unauthorized parties.

Top 10 steps taken by employers to manage stress

	India	Asia Pacific	United States	EMEA
Flexible working options	50%	40%	51%	50%
Stress mgmt interventions (e.g., workshops, yoga, tai chi)	43%	38%	39%	16%
Education and awareness campaigns	41%	41%	40%	26%
Promotion of employee assistance program (EAP)	40%	24%	85%	29%
Specialised training for employees	30%	26%	23%	39%
Training for managers	23%	24%	34%	41%
External resources used to design and deliver program(s)	16%	12%	23%	18%
Expanding EAP and other services to dependents	15%	10%	46%	25%
Anti-stress space	12%	10%	10%	4%
Written guidelines on stress	10%	9%	7%	9%

**Communication:**

Businesses should encourage employee input and open lines of communication, with the HR manager ready to speak with and hear from any employee.

The company attempts to stay current in all business and corporate news, as well as in recently published studies on how to identify and manage job stress.

E. Security Fears: Organizations should work to lessen security fears among the general public and employees by enforcing security check policies, confirming visitors' identities, and prohibiting entry by unauthorized individuals.

**Conclusion**

Therefore, we conclude that stress is a significant element for workers in any firm. Stress that remains within a certain range aids in achieving important goals. However, when stress exceeds a certain point, it starts to have negative impacts

on the body, mind, and behavior. Currently, methods for managing stress include getting enough sleep, engaging in sports, communicating with loved ones, developing relaxation routines, and giving up addictive substances.

**All of these must be utilized to reduce stress.**

Employees' physiological and psychological well-being are significantly affected by workplace stress. Additionally, it affects an organization's performance and productivity. The numerous effects of job stress, such as medical, mental, emotional imbalances, lifestyle, and behavioral issues, lead to disruptions in the organizational atmosphere. Interpersonal difficulties, poor productivity, lack of organizational commitment, increase in absenteeism, and higher attrition are all caused by these problems. Management can provide staff with a platform to address their issues with stress by helping them receive good training.

Exercise, yoga, meditation, and leisure pursuits can improve an environment in which stress is managed. Time management abilities can also be used to manage stress effectively. These straightforward yet helpful procedures can clear the way for higher employee productivity and organizational productivity.

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