



EMPLOYEE STRESS MANAGEMENT

Sri Saravanan. S, 2nd MBA, Ajaikumar. V, 2nd MBA

Email: srisaro2000sri@gmail.com

Email: ajaimba02@gmail.com

Department of Management Studies, Periyar University, Salem – 636011, Tamil Nadu, India,

ABSTRACT

Stress has been related with every human life and is there to stay for all times to come. Right from birth every individual is undeniably unprotected to various stress conditions. It has become a great matter of anxiety for the personnel of all establishments. The productivity in turn is dependent on the psychosocial well-being of the employees. Stress is unavoidable on the part of the employees as the systems, procedures; techniques are getting complicated with the use of advance technology. Every employee cannot cope with such rapid changes taking place in the jobs. An attempt has been made through this research paper to know the reasons of stress among the employees and the ways used by employees to cope with the stress generated at workplace. The aim of this paper is to provide insight that will help the reader further improve his/her management competencies in managing stress in the workplace.

KEY WORDS: Stress management, employees, stress.

INTRODUCTION OF THE STUDY

Project Manager (PM) is no doubt one of the most stressful jobs out there as the project manager is directly responsible and accountable for the success or failure of a project. Some project managers believed that they can handle and cope with the high level of stress but there are some who are ignoring or refuse to recognize that they are under stress. The experience of stress is not only impacting the cognitive and behavioral performance, it can also have a negative impact on your personal health, wellbeing, and family life. You might not able to change the amount of stress you have on a daily basis, but you can change how you deal with it. It is important to manage the stress before it becomes more and more difficult to handle and manage.

REVIEW OF LITERATURE

Richardson, Katherine (2017) These studies cited the need for systematic reviews given the growing body of literature in the field and the proliferation of stress management interventions and mental health wellness programs, which have traditionally been viewed as two distinct initiatives. More recent research has shown a trend toward incorporating stress management as a component of workplace wellness programs. As part of the special series Journal of Occupational Health Psychology at 20, the purpose of this paper is to reflect back on the findings of the 2008 metaanalyses to review what was learned, see what new studies have added to the literature, and assess recent social and political changes that present new challenges—and opportunities—for the field.

Andrew R. Arthur (2010) The employee assistance programme (EAP) is a benefit increasingly provided by UK employers that claims to reduce the effects of 'stress' on individuals and organisations, provide a 'management tool' to improve workplace performance and productivity, and respond to critical incidents. Although the marketing literature describes services as workplace-based counselling, there is evidence to suggest what they actually offer is consultation, assessment, referral and short-term treatment to clients experiencing a wide range of serious psychological and mental health difficulties. This article describes EAPs, their history, development and operation, and reviews the evidence to support their claims for effectiveness. Because employee distress is often the result of an interaction between organisational and individual factors, the role and claims of EAPs as organisational interventions are also critically examined.

James B. Avey, Fred Luthans, Susan M. Jensen (2009) Workplace stress is a growing concern for human resource managers. Although considerable scholarly and practical attention has been devoted to stress management over the years, the time has come for new perspectives and research. Drawing from the emerging field of positive organizational behaviour, this study offers research findings with implications for combating occupational stress. Specifically, data from a large sample of working adults across a variety of industries suggest that psychological capital (the positive resources of efficacy, hope, optimism, and resilience) may be key to better understanding the variation in perceived symptoms of stress, as well as intentions to quit and job search behaviours. The article concludes with practical strategies aimed at leveraging and developing employees' psychological capital to help them better cope with workplace stress.

WORK STRESS AND EMPLOYEE PERFORMANCE

An assessment of impact of work stress, stress may be a universal element and individuals in every walk of life should face it. The staff working in several organizations should cater to stress. Especially, bankers are under a good deal of stress because of many antecedents of stress. These stresses result in decreased organizational performance, decreased employees' overall performance, and decreased quality of labour, high staff turnover, and absenteeism. It also causes health problems like anxiety, depression, headache and backache. Eight components of job stress: work type, salary pay scale, and job insecurity, poor communication, work overload, lack of motivation, lack of management support and poor performance evaluation and appraisal system were examined during this study. The target of the study is to explore the strain related problems of banker sand examine the factors that play a crucial role in creating stress among the staff of banks. And eventually, to know the impact of stress on employee performance, 200 questionnaires were filled by the bankers from different banks of Kathmandu valley. The results show that everyone the components of stress significantly decreases their performance.

OBJECTIVES OF THE STUDY

- To ascertain the reasons for employee stress in the organization.
- To study the impact of HR policies on employee stress and satisfaction.
- To suggest measures to reduce employee stress.
- To study the physical and behavioural consequences that result due to stress.

METHODOLOGY OF STUDY

The research design adopted is qualitative. This study collects data from various sources including articles and websites.

Stress management

Stress management is a wide spectrum of techniques and psychotherapies aimed at controlling a person's level of stress, especially chronic stress, usually for the purpose of and for the motive of improving everyday functioning. Stress produces numerous physical and mental symptoms which vary according to each individual's situational factors. These can include a decline in physical health, such as headaches, chest pain, fatigue, and sleep problems, as well as depression. The process of stress management is named as one of the keys to a happy and successful life in modern society. Life often delivers numerous demands that can be difficult to handle, but stress management provides a number of ways to manage anxiety and maintain overall well-being.

Models :

Transactional model

[Richard Lazarus](#) and Susan Folkman suggested in 1981 that stress can be thought of as resulting from an "imbalance between demands and resources" or as occurring when "pressure exceeds one's perceived ability to cope". Stress management was developed and premised on the idea that stress is not a direct response to a stressor but rather one's resources and ability to cope mediate the stress response and are amenable to change, thus allowing stress to be controllable. Among the many stressors mentioned by employees, these are the most common:

- Conflicts in company
- The way employees are treated by their bosses/supervisors or company
- Lack of job security
- Company policies
- Co-workers who don't do their fair share
- Unclear expectations
- Poor communication

In order to develop an effective stress management program, it is first necessary to identify the factors that are central to a person controlling his/her stress and to identify the intervention methods which effectively target these factors. Lazarus and Folkman's interpretation of stress focuses on the transaction between people and their external environment (known as the Transactional Model). The model contends that stress may not be a stressor if the person does not perceive the stressors as a threat but rather as positive or even challenging.

Health realization/innate health model:

The health realization/innate health model of stress is also founded on the idea that stress does not necessarily follow the presence of a potential stressor. Instead of focusing on the individual's appraisal of so-called stressors in relation to his or her own coping skills (as the transactional model does), the health realization model focuses on the nature of thought, stating that it is ultimately a person's thought processes that determine the response to potentially stressful external circumstances. In this model, stress results from appraising oneself and one's circumstances through a mental filter of insecurity and negativity, whereas a feeling of [well-being](#) results from approaching the world with a "quiet mind".

Types of stress:

Acute stress

Acute stress is the most common form of stress among humans worldwide.

Acute stress deals with the pressures of the near future or dealing with the very recent past. While acute stress is often interpreted as being a negative experience, it can actually be beneficial and even necessary for one's wellbeing because of its protective effects against potentially dangerous threats. Slamming on the brakes while driving in order to avoid a car accident could be considered a moment of beneficial acute stress. Running or any other form of exercise would also be considered an acute stressor. Some exciting or exhilarating experiences such as riding a roller coaster is an acute stress but is usually very enjoyable. Acute stress is a short term stress and as a result, does not have enough time to do the damage that long term stress causes.

a) Chronic stress :

Chronic stress is unlike acute stress. It has a wearing effect on people that can become a very serious health risk if it continues over a long period of time.

Chronic stress can lead to memory loss, damage spatial recognition and produce a decreased drive of eating. Additional symptoms of chronic stress include: aches and pains, insomnia or other sleep disturbances, changes in social behaviors, low energy, emotional withdrawal or other changes in emotional responses, and unfocused thinking. Chronic stress has also been associated with other medical conditions such as hypertension, heart disease, diabetes, obesity, and arthritis.

The severity varies from person to person and also gender difference can be an underlying factor. Women are able to take longer durations of stress than men without showing the same maladaptive changes. Men can deal with shorter stress duration better than women can but once males hit a certain threshold, the chances of them developing mental issues increase drastically.

CONCLUSION

Stress can make an individual productive and constructive when it is identified and well managed. Positive attitude and meditation will be helpful for coping the stress. Stress can be minimized if companies take the right steps. Stress-free employees perform better, work harder, feel happier and have a long-term commitment to the organization as compared to their counterparts. Having broader perspective of life will definitely change the perception of stress. This study helps in improving stress management of the employees.

REFERENCE

1. A STUDY ON STRESS MANAGEMENT AMONG THE EMPLOYEES OF BANKS, Nirmala. R., International Journal of Science, Technology & Management www.ijstm.com Volume No 04, Special Issue No. 01, May 2015
2. A STUDY ON MANAGING STRESS ON PROJECT MANAGEMENT, Magdalene Peter and Fabiyola Kavitha, International Journal of Pure and Applied Mathematics, Volume 119 No. 12 2018, 14943-14948
3. https://en.wikipedia.org/wiki/Stress_management
4. Dr.M.Suryakumar (2016), Impact of Burnout Syndrome In Emotional Intelligence Among College Teachers, International Journal of Management (IJM), 7(3), 306-312.
5. Dr.M.Suryakumar (2015), Impact of Burnout on usage of technology, International Journal of Management (IJM), 6(12), 89-96.
6. Dr.M.Suryakumar (2016), Exploring Stress Levels of Students Via Burnout, Global Journal of Research Analysis, 5(6), 239-240.
7. Dr.M.Suryakumar (2016), EI Level Among College Students, Paripex- Indian Journal of Research, 5(6), 282-283.
8. Dr.M.Suryakumar (2016), Factors responsible for burnout among college students, International Journal of Management (IJM), 7(1), 164-169.
9. Dr.M.Suryakumar and Tamilselvan K. (2016), Stress Management among college teachers, Paripex- Indian Journal of Research, 5(6), 352-354.
10. Dr.M.Suryakumar and C.Sudha (2016), A Study on Stress Management Among Arts and Science College Students in Salem Town, Global Journal of Research Analysis, 5(6), 377-378.
11. Dr.M.Suryakumar and S.Sasikala (2016), Factors Influencing Quality Management Practices in Perception of Engineering Students, Global Journal of Research Analysis, 5(6), 379-380.
12. Dr.M.Suryakumar and S.Manivannan (2017), [Burnout in Relation with Stress among Engineering Students in Salem City](#), Global Journal of Research Analysis, 6(6), 454-456.
13. Dr.M.Suryakumar and R.Venkatesh. (2017), Rural Marketing Strategies, Issues and Challenges, Paripex- Indian Journal of Research, 6(6), 104-106.
14. Dr.M.Suryakumar and T.Thirunavukkarasu. (2017), A Study On Micro Small Medium Entrepreneurs Preference And Problems Towards Banking Services, International Research Journal of Research and Commerce, 4(9), 63-73.
15. Dr. M. Suryakumar and J. Mohammad Nabi. (2017), Problems Of Women Entrepreneurship On Rural Areas In Dharmapuri District, Tamilnadu, Paripex- Indian Journal of Research, 6(7), 62-63.
16. Dr.M.Suryakumar and A.Dhanalakshmi (2017), A Study on Make in India Through Retaining through in Agriculture, Global Journal of Research Analysis, 6(8), 639-640.
17. Dr.M.Suryakumar and S.Manivannan (2018), A Study on Work life balance among college teacher in Salem District TamilNadu, International Journal of Scientific Research in Computer Science Applications and Management Studies, 7(4).

18. Dr.M.Suryakumar and J.Mohammad Nabi (2018), A Study on Challenges of Young Entrepreneur with Special Reference to Dharmapuri District., International Journal of Research and Analytical Reviews, 5(4), 1060-1066
19. Dr.M.Suryakumar and J.Mohammad Nabi (2018), A Study on problems faced by entrepreneurs in India., International Journal of Scientific Research in Computer Science Applications and Management Studies, 7(4).
20. Dr.M.Suryakumar and T.Thirunavukkarasu. (2018), Perception of micro small and medium enterprise entrepreneurs on banking services, Journal of Management Research and Analysis, 5(3), 348-353.
21. Dr.M.Suryakumar and S.Manivannan (2018), [Emotional Intelligent and relationship among college teacher in Tamil Nadu](#), International Journal of Research, 7(12), 898-903.
22. Dr.M.Suryakumar and T.Ramesh (2018), Marketing Strategies and Customer Satisfaction of Cement Product in Theni District, International Journal of Scientific Research in Computer Science Applications and Management Studies, 7(5).
23. Dr.M.Suryakumar and T.Ramesh (2019), Buyers' approach towards different brands of cement in Salem District - An Analytical study, International Journal of Scientific Research in Computer Science Applications and Management Studies, 8(1), 453-459.
24. Dr.M.Suryakumar and R.Venkatesh. (2018), Innovations in Small and Medium Enterprises in India, International Journal of Creative Research Thoughts (IJCRT), 6(1), 327-332.
25. Dr.M.Suryakumar and R.Venkatesh. (2018), [Rural Employment Development in Small Scale Industries among Salem District](#), International Journal of Research, 7(12), 431-438.
26. Dr.M.Suryakumar and R.Venkatesh. (2018), Profits And Risks On Small Scale Industries In Salem District, International Journal Of Research And Analytical Reviews (Ijrar), 5(3), 541-547.
27. Dr.M.Suryakumar and R.Venkatesh. (2018), [Essential Elements of Rural Economy and Rural Society in India](#), International Journal of Scientific Research in Computer Science Applications and Management Studies, 7(3).
28. R.Venkatesh and Dr.M.Suryakumar. (2018), [Impact of New Development Options for small and Medium Enterprises in India](#), International Journal of Innovative Research and Studies, 8(4), 108-117.
29. Dr.M.Suryakumar and R.Venkatesh. (2018), [Role of Small Scale Industry – A Study with Special Reference to Backward Region in Tamil Nadu](#), International Research Journal of Business and Management, 9(1), 53-57.
30. Dr.M.Suryakumar and R.Venkatesh. (2018), [A Study On Consequence Of Human Factor In Small Scale Industry In India](#), Journal of Emerging Technologies and Innovative Research (JETIR), 5(5), 551-555.
31. Dr.M.Suryakumar and R.Venkatesh. (2017), Problems And Prospects Of Small Scale Industries In Rural Area Of Salem District, North Asian International Research Journal Of Social Science & Humanities, 3(12), 336-343.
32. Dr.M.Suryakumar and R.Venkatesh. (2018), [Small Scale And Cottage Industries – A Study On Problems And Employment Prospects In Rural Area, Tamil Nadu](#), ZENITH International Journal of Business Economics & Management Research, 8(2), 275-280.
33. Dr.M. Suryakumar, T. Thirunavukkarasu, and Mohammad Nabi(2019), Factors Contributing to MSME Entrepreneurs Level of Satisfaction on Banking Services, International Journal of Management Business and Research, 9(1), 115-119. – **SCOPUS**
34. Dr.M.Suryakumar and R.Venkatesh. (2019), Growth of Small Scale Industry and its Impact on Rural Economy in Salem District, Journal of Advanced Research in Dynamical and Control Systems, 11(4), 648-653. – **SCOPUS**
35. Dr.J.Senthil Velmurugan, Dr.M.Suryakumar And S.V.Rajkamal. (2019), Opportunities and Challenges of Rooftop Gardening Among House Hold Women in Salem District, Journal of Advanced Research in Dynamical and Control Systems, 11(4), 1416-1420. – **SCOPUS**
36. Dr.M.Suryakumar, Dr.R.Velmurugan And Dr.J.Sudarvel (2019), Hrm Practices And Its Influence On Employee Performance Towards Job Satisfaction In Selected It Companies, International Journal Of Scientific & Technology Research, 8(12), 3052-3054. – **SCOPUS**
37. Dr.M.Suryakumar And T.Ramesh (2020), Brand Perception Among Cement Brands – An Insight among Consumers, International Journal Of Scientific & Technology Research, 9(1), 1782-1784. – **SCOPUS**
38. Dr.M.Suryakumar And S.Manivannan (2020), [Emotionally Being Stable Helps Avoiding Burnout An Insight Among College Teachers](#), International Journal Of Scientific & Technology Research, 9(1), 2660-2662. – **SCOPUS**
39. Dr.M.Suryakumar And Uthiyakar M (2020), [Problems](#) of Entrepreneurs in Granite Industry, International Journal Of Scientific & Technology Research, 9(4), 2137-2139. – **SCOPUS**
40. V.Vasanth Kumar and Dr.M.Suryakumar (2020), A Study on occupational stress among college teachers, Studies in Indian Place Names, 40(60), 35-39 – **UGC CARE**
41. V.Vasanth Kumar and Dr.M.Suryakumar (2020), Job Burnout and Struggles among college teachers, Studies in Indian Place Names, 40(60), 30-34 – **UGC CARE**
42. Dr.M. Suryakumar, T. Thirunavukkarasu, (2021), Effect of Stress and Burnout on Job Satisfaction among College Faculty Members, Turkish online journal of qualitative Inquiry, 12(3), 1033-1049. – **SCOPUS**
43. T.Ramesh, Dr.M.Suryakumar, (2021), E-Commerce and Cement Brands, Turkish online journal of qualitative Inquiry, 12(3), 4054-4062- **SCOPUS**
44. Dr.M.Suryakumar, Dr.J.Mohammad Nabi (2021), Entrepreneurs and Performance – A Study among small scale entrepreneurs in dharmapuri district, Research and Reflections on Education, 19(01A), 7-9. – **UGC CARE**
45. T.Ramesh and Dr.M.Suryakumar (2021), Customer Happiness among cement brands in Theni District, Research and Reflections on Education, 19(01A), 49-50, 58. – **UGC CARE**
46. T.Ramesh and Dr.M.Suryakumar (2021), Preference among cement brands – An Insight among consumers, Research and Reflections on Education, 19(01A), 29-30,40. – **UGC CARE**
47. Dr.M.Suryakumar(2022), Child Marriage and Its Bane: Influence of Society and Family, Asian Journal of Organic and Medicinal Chemistry, 7(1)-January to March Special Issue 2022, 52-58. – **UGC CARE**

-
48. V. Kalyani, Thangaraja Arumugam and M. Surya Kumar(2022). Women in Oppressive Societies as Portrayed in Kollywood Movies, *The American Journal of Economics and Sociology*, 81(1), 187-205. – **SSCI (WOS) Published :10.03.2022.**
 49. Dr.M.Suryakumar(2022), Celebrity Endorsement and its Effect on Women among Beauty Care Products, *Asian Journal of Organic and Medicinal Chemistry*, 7(1)-January to March Special Issue – II, 2022, 729-735. – **UGC CARE**
 50. Dr.M.Suryakumar(2022), Impact of Technology Development on Consumer Buying Behaviour on FMCG Products through E-Commerce, *Asian Journal of Organic and Medicinal Chemistry*, 7(1)-January to March Special Issue – II, 2022, 736-740. – **UGC CARE**
 51. S.Elango and Dr.M.Suryakumar (2022), Entrepreneurial Celebrity Endorsement And Its Influences On Purchase Behaviour, *International Journal of System Assurance Engineering and Management*. **SCOPUS–Springer– Published (25.07.2022)**, <https://link.springer.com/article/10.1007/s13198-022-01734-x>.
 52. Rajkamal S.V, J. Senthil Velmurugan and M. Suryakumar (2022), Green Entrepreneurs Challenges and Innovation: The Struggles They Face, *International journal of professional and business review*, 7(2), 1-21, DOI: <https://doi.org/10.26668/businessreview/2022.v7i2.0482>.