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## **Management of Stress at Workplace**

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### Abstract:

Stress is the body's reaction to any change that requires an adjustment or response. The body reacts to these changes with physical, mental, and emotional responses. Stress is a normal part of life. You can experience stress from your environment, your body, and your thoughts. Even positive life changes such as a promotion, family function or the birth of a child produce stress. This paper is designed to understand the indicators of stress and to find remedies for it. This study offers practical advice on how to handle work stress. We live in the life full of targets. There is difference between personal and professional targets but the targets at workplace create a next level stress which has become too common nowadays. This paper states that Work-related stress takes place when there is gap between actual work and the targets and sometimes because of unrealistic targets, too. The nature of stress at work, the causes and effects of stress, as well as remedies and preventions are discussed in the paper. What can be the role of the corporate culture in this process? What type of resources should be exploited for managing work stress? Let's discuss that in this paper.

### Introduction

A healthy job is likely to be the one where the pressures on employees are appropriate in relation to their abilities and resources, to the amount of control they have over their work, and to the support they receive from people who matter to them. As health is not merely the absence of disease or infirmity but a positive state of complete physical, mental and social well-being (WHO, 1986). A healthy work environment is one in which staff have made health and health promotion a priority and part of their working lives. Work-related stress is the response people may have when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope. In general, the combination of high demands in a job and a low amount of control over the situation can lead to stress. Stress occurs in a wide range of work circumstances but is often made worse when employees feel they have little support from supervisors and colleagues, as well as little control over work processes. At most of the workplaces, stress is normal. Excessive stress can interfere with your productivity and performance, impact your physical and emotional health, and affect your relationships and home life. It can even determine success or failure on the job.

### Nature/Symptoms of Workplace stress

The symptoms of workplace stress can be common, physical, reactive and behavioral. Rather than



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classifying them, here we had listed them. One may see that Anxiety is common feature of stress and at the same time it is physical, too.

- Less or no Concentration
- Building up Negative perspective always
- Isolation
- Anxiety
- Mood swings and Irritation
- Indecisiveness
- Too much worry
- Depression
- Headache
- Muscle tension or pain
- Chest pains
- Increased heart rate and blood pressure
- Weakened immune system
- Insomnia
- Stomach and digestive issues
- High blood sugar
- Increased cholesterol and fatty acids in blood for energy production systems
- Indigestion
- Procrastination
- Move towards addictions
- Loss of sex drive



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### Causes of Workplace Stress

Bases	Details
Job content	Monotony, Meaninglessness of tasks, Lack of variety, etc.
Work load and work pace	Too much or too little to do, Work under time pressure, etc.
Working hours	Strict or inflexible, Long and unsocial, Unpredictable, Badly designed shifts
Participation and control	Lack of participation in decision-making, Lack of control over work processes and the Work environment
Career development	Job insecurity, Lack of promotion opportunities, Under or over-promotion, Work of 'low social value', Piece rate payment schemes, Unclear or unfair performance evaluation systems, Being over or under-skilled for a job
Role in the organization	Unclear role, Conflicting roles
Interpersonal relationships	Inadequate, inconsiderate or unsupportive supervision, poor relationships with colleagues, bullying/harassment and violence, isolated or solitary work, etc.
Organizational culture	Poor communication, Poor leadership, Lack of behavioral rule, Lack of clarity about organizational objectives,
Work-life balance	Conflicting demands of work and home, Lack of support for domestic problems at work, Lack of support for work problems at home, Lack of organizational rules and policies to support work-life balance

### Effects of Workplace stress

We have already discussed the symptoms of Workplace stress. Those symptoms are nothing but the result of this. A stressed employee may get affected by stress in the same way as we have seen the symptoms. Now, here we will discuss the effects for the company.

- High absenteeism
- High labour turnover
- Poor time keeping



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- Poor performance and productivity
- Low morale
- Poor motivation
- Increased employee complaints
- Increased ill-health
- Accidents and incidents reports

All of these effects are surely going to affect the employee in worst manner but business unit is also not excluded. This will also make an impact on the financial picture and image of the company. When company will be in need of more human power, people will think twice before applying in such companies.

### Remedies/ Prevention of Workplace Stress

This point can be discussed from two perspectives i.e. 1) Employer and 2) Employee.

#### - From Employer's side:

- Treat all employees in a fair and respectful manner.
- Take stress seriously and be understanding to staff under too much pressure.
- Be aware of the signs and symptoms that a person may be having trouble coping with stress.
- Involve employees in decision-making and allow for their input directly or through committees, etc.
- Encourage managers to have an understanding attitude.
- Provide workplace health and wellness programs that target the true source of the stress.
- Incorporate stress prevention or positive mental health promotion in policies or your corporate mission statement.
- Make sure staff has the training, skills and resources they need to be successful in their positions.
- Design jobs to allow for a balanced workload. Allow employees to have control over the tasks they do as much as possible.
- Value and recognize individuals' results and skills.
- Provide support.
- Be clear about job expectations.
- Make sure job demands are reasonable by providing manageable deadlines, hours of work, and clear



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duties as well as work that is interesting and varied.

- Recognition of employees for good work performance
- An organizational culture that values the individual worker
- Management actions that are consistent with organizational values

### - From Employee's side:

- **Turn to co-workers for support**
- **Lean on your friends and family members**
- **Build new satisfying friendships**
- Support your health with exercise and nutrition
- **Improve the quality of your sleep**
- **Create a balanced schedule**
- **Plan regular breaks**
- **Don't over-commit yourself**
- **Learn to say no**
- **Break projects into small steps.**
- **Prioritize tasks**
- **Invest in positive relations**
- Be more active
- Find the Humor
- Invest in personal life



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### Is there anything like Positive Stress?

The answer of the title is a big YES! That is also known as 'Eustress'. Positive stress or eustress (also called good stress) is when you perceive a stressful situation as an opportunity that will lead to a good outcome. This positive expectation is in contrast to negative stress or distress when you perceive a stressor as a threat that will have a poor outcome. A eustress or positive response to a stressor motivates you to deal with a challenge or accomplish a task. It helps you face what you have to face or fix what you have to fix. In the end, eustress can lead you to feelings of satisfaction and accomplishment, well-being and wholeness. Positive stress can help you accomplish an important task and can also assist you in working through



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rewarding challenges. To continue to keep your stress positive, it's important to actively check in with yourself and monitor your [stress levels](#).

### Conclusion

Accept it or not, there is no workplace exists where you can't find stress. Stress can be there in physical or mental form. With the growth of economy and changes in corporate culture led the concept of stress on another level. Work stress is a real challenge for workers and their employing organizations. A culture of stress can soon develop with many damaging consequences for the organization. We can pray that this knowledge will motivate organizations to explore the stressors that are present in their own work environment and to find remedies for it. Learning how to deal with stress at work won't always feel natural, nor should you expect to master it right away. But with the right techniques and attitude, you can definitely take a bite out of any stress that might be plaguing you.

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