Stress Management

Bh. L. Mohanraju[*]
Asst. Prof,
DNR School of Business Management,
Bhimavaram.

K. Neelima[**]
Asst. Prof,
SRKR Engineering College,
Bhimavaram.

Abstract: Simply knowing the range of possible preventive stress management methods does not necessarily lead to effective prevention of distress. This chapter reviews preventive stress management programs (organizational/individual) and presents a framework for the implementation of such programs. At the organizational level, management training programs for all levels of management, organizational development activities, internal or external consultants, and ad hoc task forces can be useful in introducing preventive stress management activities. At the individual level, medical or health departments, stress management programs, fitness programs, and comprehensive health promotion programs can each be vehicles for bringing individual stress management techniques into the organization. Implementing preventive stress management in an organization requires (a) organizational stress diagnosis, (b) planning for prevention, (c) organizational and individual action, and (d) outcome evaluation. These functions form an iterative model for implementing preventive stress management that is intended to foster continuing growth and development of the organization and the individuals within it. (PsycINFO Database Record (c) 2010 APA, all rights reserved)

Keywords: Street, Employees, Industry.

I. INTRODUCTION

In general, stress interventions are effective, though the predominant outcome measures targeted psychological outcomes rather than performance or physiological outcomes. The results also revealed that relaxation interventions were the most frequent type of intervention. Further, there was few stress interventions focused at the organizational level. More specific results also indicated that cognitive-behavioral interventions produced larger effects than other types of interventions.

There are many occupational stress management programmes available which are designed to prevent and cure the negative aspects of job-stress. The focus of the programmes can be directed towards the individual worker, the working group, the organization of the work or the organization as a whole. Moreover, programmes show a considerable variation with respect to the type of interventions they promote and their underlying assumptions, as well as their duration and costs. In this paper, effect studies of occupational stress programmes published between 1987 and 1994 are reviewed. The aim is to give a practical overview of the variety in occupational stress programmes, their scope, applicability and the evidence of their effectiveness.

II. DEFINING STRESS

In the days when prehistoric man had not yet attained self-consciousness, he reacted to any signs of danger in two ways: he fought or he fled. This is the 'fight-or-flight' response—a term coined by W.B. Cannon in 1914. During this, the body reacts with alarm to the threat: there is a rapid increase in metabolism, with hormonal, physiological and biochemical changes taking place instantly. The body muscles become tense and the hypothalamus activates the pituitary gland, which secretes hormones that then activate other hormone-producing centers like the adrenal glands. The release of adrenaline and other hormones sustains the alarm reaction

and physiological changes occur in response to the stress stimulus. The body now needs glucose for the muscles to function properly. The liver responds by releasing some into the bloodstream. For the glucose to be transformed into energy, extra oxygen is required. The heart begins pumping blood faster to carry this extra supply, leading to a rise in blood pressure.

The amount of blood available in the body is, however, limited. In order to deliver extra blood to select areas—the muscles, heart, lungs, kidneys and the brain—there is a temporary cutoff in blood supply to non-priority areas. Consequently, the digestive system slows or stops altogether, the salivary glands stop secreting, blood vessels in the kidneys and the abdomen constrict and the immune system slows down. These physiological effects are categorized as 'arousal'. Concomitant emotional manifestations like fear, apprehension and worry are termed 'anxiety'.

Once the Neanderthal dealt with the threat-usually an animal, which he fought off or fled from—the body's reactions quickly returned to normal. All of which was fine in the good old days of yore.

"Unfortunately," says corporate consultant Santhosh Babu, "this wonderful survival tool hasn't adapted to modern forms of stress. Today we react the same way with the boss as our ancestors reacted to a tiger-despite the fact that we have choices other than fighting or fleeing!" If this stressful situation is not resolved (the Neanderthal could be up a tree with a saber-toothed tiger snarling below all day long!), the body goes into a second stage, the adaptation stage. This also happens when you aren't able to resolve the conflict with your boss. The changes that have occurred become chronic, that is, they take place all the time. This is the stage when the body is most prone to illness.

The third stage, according to Hans Selye (1956), was the "stage of exhaustion" which came about if the stress was constant and prolonged. Here, the body's resistance finally crumbles and death is usually the consequence. Medically, stress is defined as a perturbation of the body's homeostasis. The common indices of stress include changes in:

(i) biochemical parameters such as epinephrine and adrenal steroids,

(ii) physiological parameters such as heart rate and blood pressure and

(iii) behavioral effects such as anxiety, fear and tension. In essence, stress is an umbrella term that encompasses physical trauma, strenuous exercise, metabolic disturbances and anxiety as they produce challenges to the body's homeostasis. The wear and tear that stressors subject our body too is termed as stress. Says Dr Chugh: "Stress is how people react to demands placed on them and arises when there is worry about one's capacity to cope. Seventy-five to 90 per cent of adult visits to primary care physicians are for stress-related problems."

For the lay person, however, the word stress has mental rather than physiological connotations. As Anandi Iyer, Deputy Director at German Technical Cooperation (GTZ) says: "Stress occurs when you are incapable of handling a given situation. For instance, for soldiers constantly at the border, the situation is no longer so stressful. But for others, it would be."

III.   OBJECTIVES OF STUDY

Study has been taken up with the following specific Objectives.

- An understanding of a Manager's responsibilities, within the law, to manage stress.
- An understanding of the relevant Council policies relating to a Manager's responsibilities to manage stress.
- An understanding of what stress is and the difference between pressure and stress.
- Recognize the factors, both external and internal, that could trigger stress at work e.g. conflict, change, bullying, unclear goals, personal problems
- Recognize stress and what the early warning signs are.
- Undertake stress risk assessments.
- Take effective remedial action to reduce employee stress.
- Develop personal strategies for dealing with their own stress.

Research methodology

Collecting the data

In dealing with any problem it is often found that data at hand are inadequate, and therefore it becomes necessary to collect data that are appropriate. These are several ways of collecting the appropriate data, which defer considerably in context of time and other resources. Here for the purpose of study two kinds of data has been used.

1. **Primary Data**

The primary data are those, which are collected afresh for the first time, and thus happens to be original in character, with reference to this study, data is collected through.

A)   Questionnaire

B)   Interview method

A) **Questionnaire Method**

Data is gathered by distributing Questionnaire to managers and employees. Questionnaire in prepared and pre tested before using it for data collection. Questionnaire is a structured one consisting of questions, which are close, ended having fixed response pattern with multiple answers.

B) Interview method

The study also includes obtaining information from knowledgeable persons. This interview is an informal or unstructured one with competent and articulate individuals, employees and professionals of the organization.

2. **Secondary data**

The secondary data are those that are already available, i.e. they refer to the data, which have already been collected and analyzed by someone else. Secondary data is gathered from the organization catalogues, journals and books.

Sample size:
1. The sample size of the survey (N) is 100.
2. Samples are collected customers of showroom.
3. The age limit of the customers is in between 20-55.
4. The customers will be randomly selected.

IV. DATA ANALYSIS

1) What is Stress According to You?
   a) Psychological response
   b) A feeling experienced by a person
   c) Demand or Pressure
   d) Emotional effect

| Particulars	Response (No of persons)
Psychological response	25
A feeling experienced by a person	45
Demand or Pressure	17
Emotional effect	13
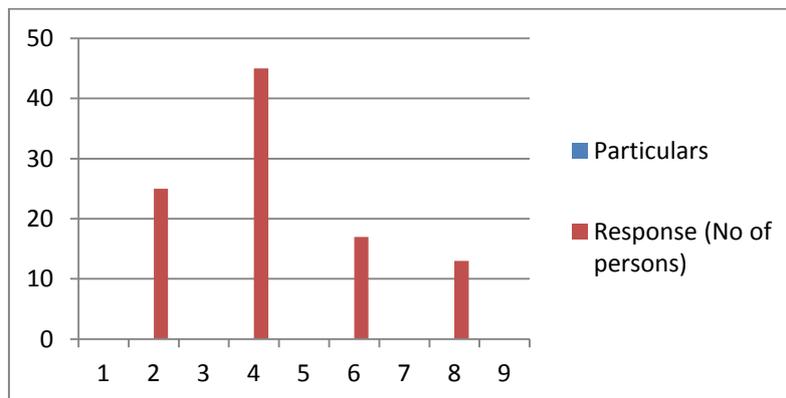
Interpretation: 25 members said the about stress as a Psychological response, 45 members said the about stress as A feeling experienced by a person, 17 members said the about stress as a Demand or Pressure 13 members said the about stress as Emotional effect.

1. When Do You Get Stressed
   a) You are pressured by your superiors
   b) Poor planning of job

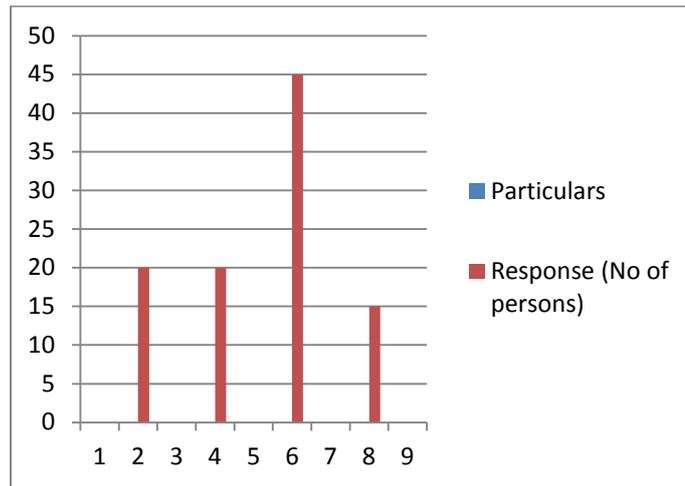c) Poor time management
d) Relation At work
e) All the above

Particulars	Response (No of persons)
You are pressured by your superiors	18
Poor planning of job	20
Poor time management	26
Relation At work	-
All the above	36
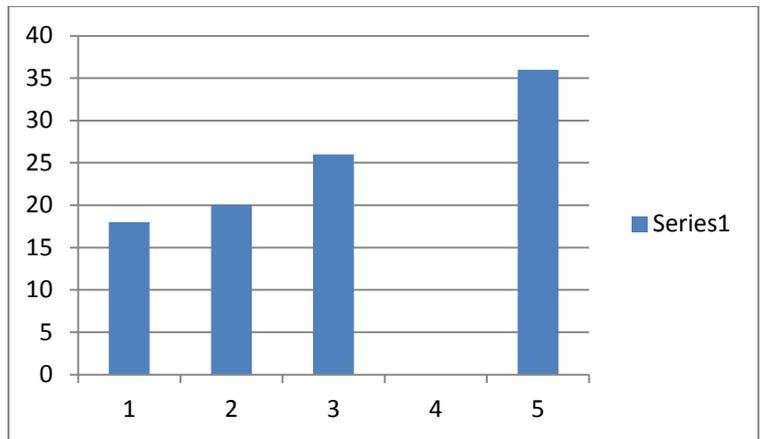
Interpretation: 18 respondents get stressed pressured by your superiors and 20 are stressed by Poor planning of job, 26arefrom Poor time management and 36 are by all the above.

2) How Did You Manage Your Stress?
   a) Time Management
   b) Updating Knowledge
   c) Planning the job schedule
   d) Getting support from colleagues or superiors

Particulars	Response (No of persons)
Time Management	20
Updating Knowledge	20
Planning the job schedule	45
Getting support from colleagues or superiors	15

Interpretation: 20 persons manage the stress by time management and 20 by updating knowledge and 45 are planning the job schedule and 15 by getting support from colleagues or superiors.

3) What are the methods used in your organization in order to help the staff in managing stress?
    a) Rest room
    b) Yoga and Meditation
   c) Physical Exercise and indoor games
    d) Music
    e) None of the above

Particulars	Response (No of persons)
Rest room	20
Yoga and Meditation	40
Physical Exercise and indoor games	25
Music	-
None of the above	15
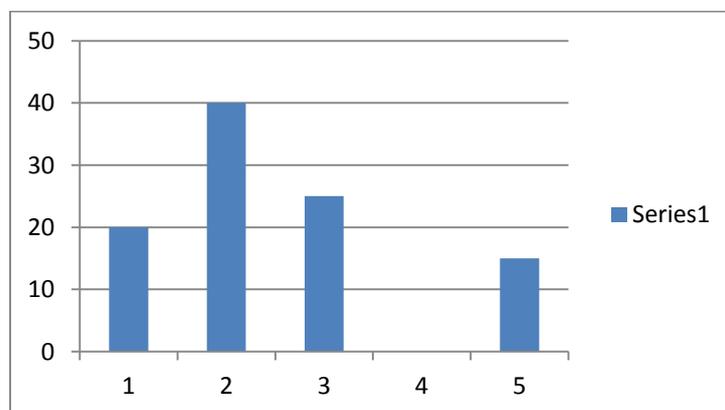
Interpretation: 20 employees are managing the stress by using rest rooms and 40 by meditation and yoga 25 by Physical Exercise and indoor games and 15 are using other.

4) Is it necessary that the organization should take up the programmers for stress management?
   a) Yes
    b) No

Particulars	Response (No of persons)
Yes	89
No	11
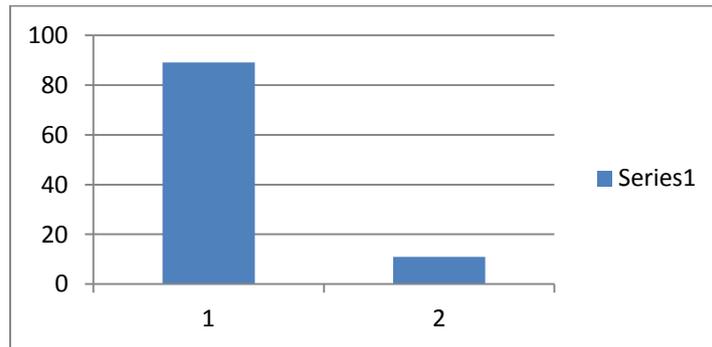
Interpretation: 89 respondents said that the organization should take up the programmers for stress management and 11 are said that no need to do.

5) When You Feel stress, who will help you to overcome the stress?
    a) Management
    b)   Family
   c) Friends
    d) Colleagues
    e) None of the above

Particulars	Response (No of persons)
Management	15
Family	30
Friends	-
Colleagues	35
None of the above	20
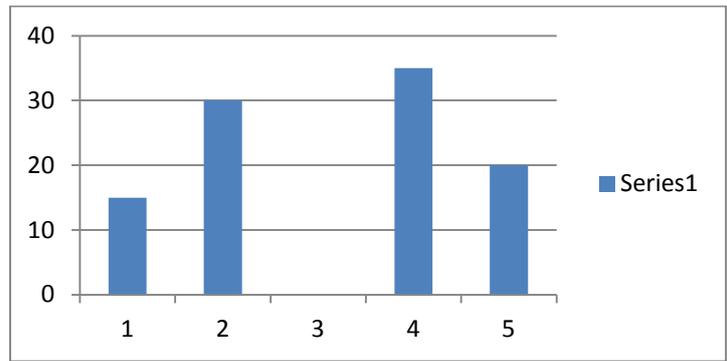
Interpretation: 15 respondents said that management will help and 30 said that family and 35 respondents said that Colleagues and remaining 20 said none of the above.

6) What are the methods used by you to overcome the stress?
   a) Relaxation techniques
   b) Taking short breaks between work
   c) Having fun with colleagues
   d) Others

Particulars	Response (No of persons)
Relaxation techniques	35
Taking short breaks between work	30
Having fun with colleagues	25
Others	10
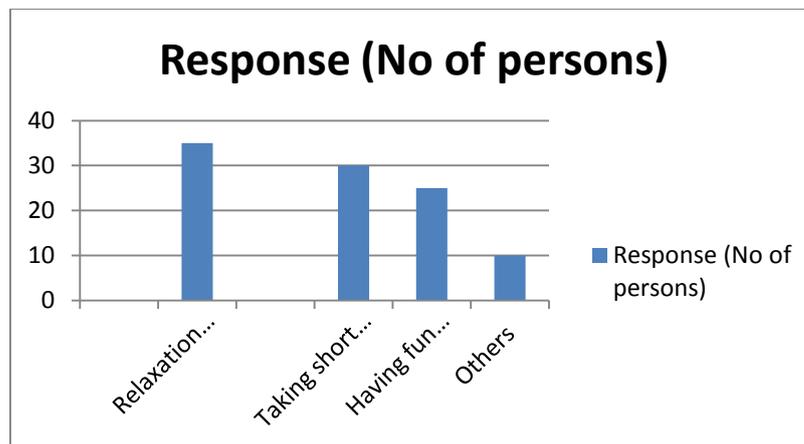
Interpretation: 35 respondents are using Relaxation techniques and 30 are Taking short breaks between work and 25 are having fun with colleagues and remaining 10 are using other techniques.

7) To reduce my stress?
   a) I will work very fast
   b) I' should decide when to relax
   c) I will work very intensively
   d) I will plan my job schedules
   e) I should maintain good relations
   f) Other

Particulars	Response (No of persons)
I will work very fast	15
I' should decide when to relax	20
I will work very intensively	-
I will plan my job schedules	55
I should maintain good relations	10
Other	-
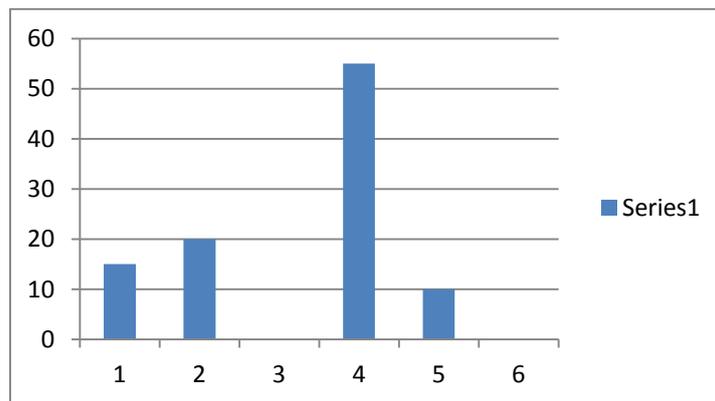
Interpretation: 15 respondents said that I will work very fast and 20 are I' should decide when to relax,55 respondents said that they will plan my job schedules,10 are said that maintain good relations.

8) Does your personal stress interface in your work life?
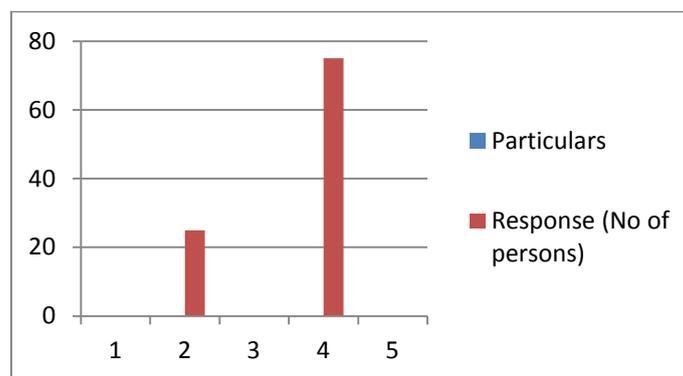   a) Yes
   b) No
   c) At times

Particulars	Response (No of persons)
Yes	20
No	55
At times	25
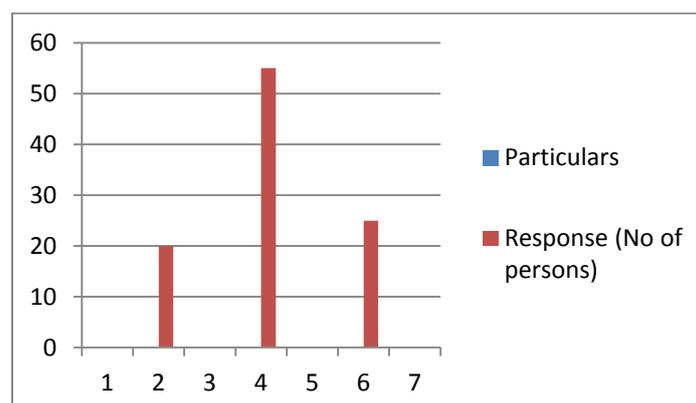
Interpretation: 20 respondents said that personal stress will interfere in work life and 55 are said no impact and 25 are said that at the time of the mind set.

9) Are there any recreational programs/events at your work place?
   a) Yes
   b) No

Particulars	Response (No of persons)
Yes	25
No	75

Interpretation: 25 employees are said that there are recreational programs/events at your work place and 75 said that there are no such programs.

10) As per your opinion which of the following cause the major loss?
   a) Positive Stress
   b) Negative Stress
   c) Both of them
   d) Lack of competencies over the job

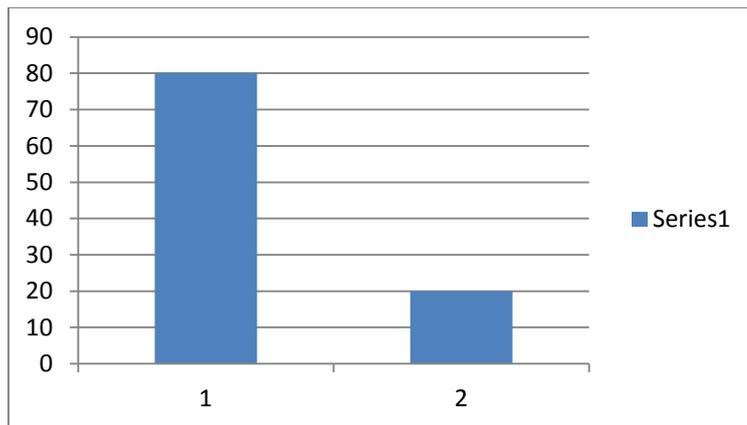| Particulars	Response (No of persons)
Positive Stress	-
Negative Stress	25
Both of them	-
Lack of competencies over the job	75
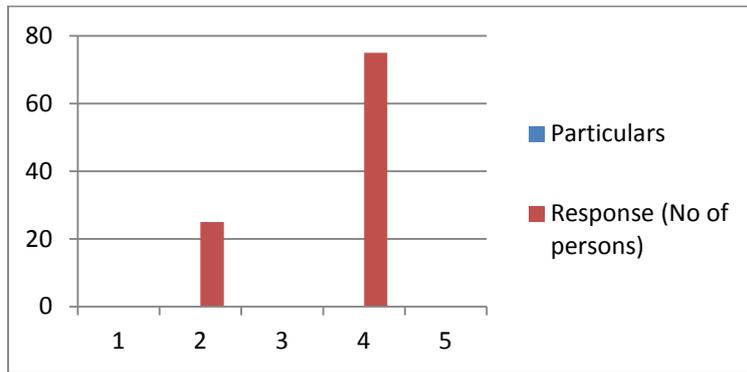
Interpretation: 25 said that Negative stress causes major loss and 75 said that Lack of competencies over the job cause major loss.

11) Do you setup reasonable and attainable goals when you have a large project to computer?
    a) Yes
    b) No

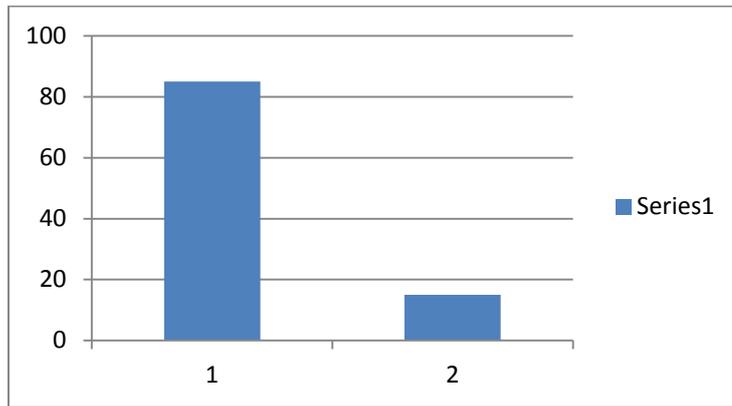| Particulars	Response (No of persons)
Yes	80
No	20

Interpretation: 80 respondent's setup reasonable and attainable goals when you have a large project to computer and 20 say No.

12) Are you satisfied with the job at the work environment?
    a) Yes
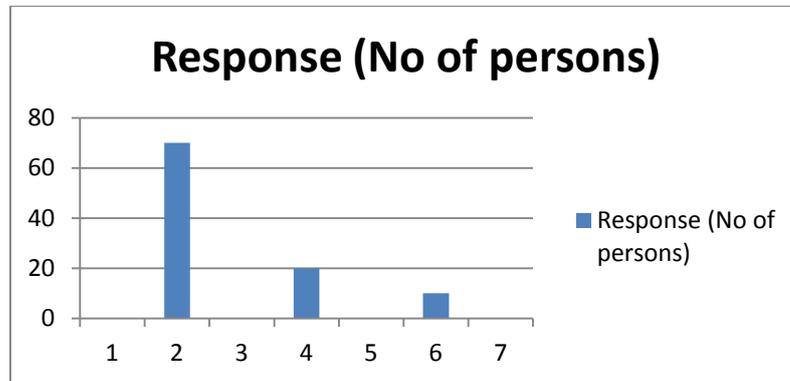   b) No

Particulars	Response (No of persons)
Yes	85
No	15

Interpretation: 85 respondents are satisfied with the job at the work environment And15 are UN satisfied with the job at the work environment.

13) How is the communication among you and the subordinates in an organization?
   a) Good
   b) Bad
   c) Poor

Particulars	Response (No of persons)
Good	70
Bad	20
Poor	10

Interpretation: 70 employees are said that good communication among you and the subordinates in an organization and 20 said bad communication among you and the subordinates in an organization and10 said it is poor.

14) How would you best describe the nature of your job?
   a) Challenging
   b) Making the best use of your abilities
   c) Routing
   d) Dull

Particulars	Response (No of persons)
Challenging	30
Making the best use of your abilities	45
Routing	25
Dull	-
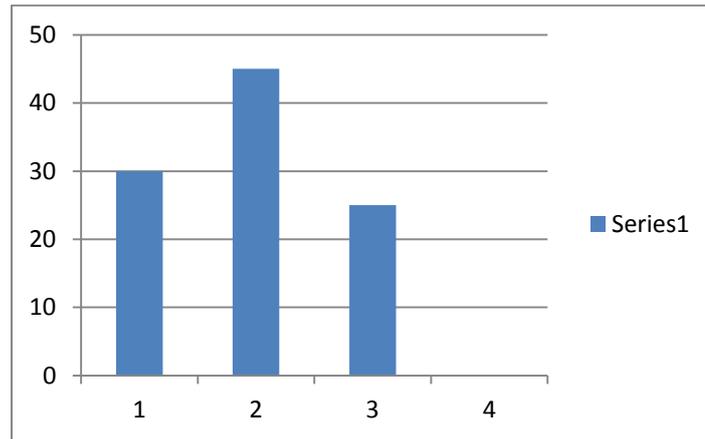
Interpretation: 30 said that Challenging is the best describe the nature of your job and 45 said that Making the best use of your abilities, 25 said that Routing.

15) Does organization provides you any assistance for stress related problems?
   a) Yes
   b) No

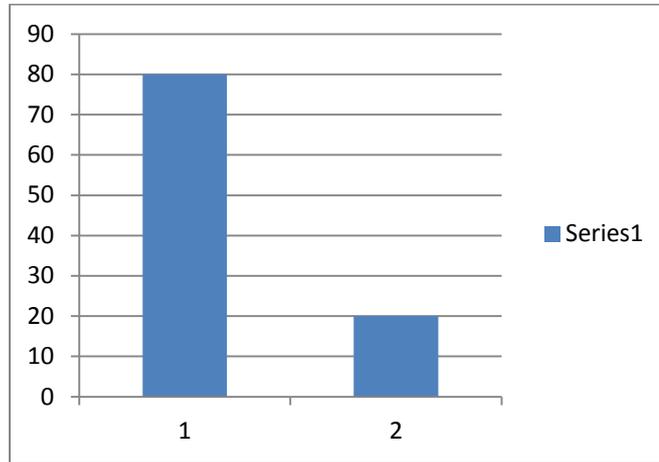| Particulars	Response (No of persons)
Yes	25
No	75
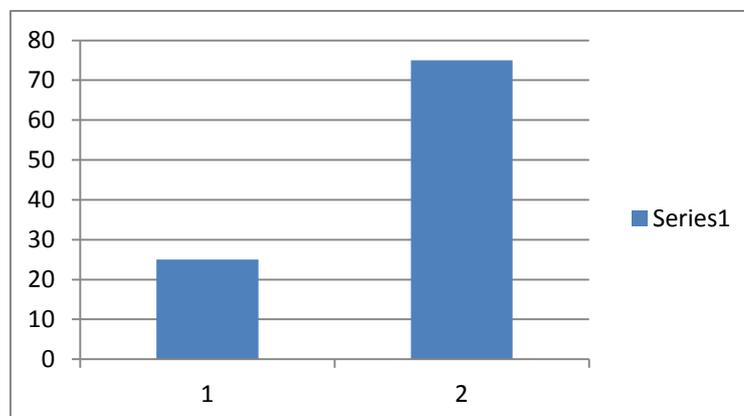
Interpretation: 25 respondents said that organization provides assistance for stress related problems And 75 said than not doing.

16) Do you feel you have enough skills to handle the responsibilities assigned to your role?
   a) Yes

b) N

| Particulars	Response (No of persons)
Yes	80
No	20

Interpretation: 80 are said that they feel enough skills to handle the responsibilities assigned their role, 20 said they are not feeling.

17) What is the effect of stress on you?
   a) Health problems
   b) Disrupted sleep/tiredness
   c) Over drinking
   d) Irritability
   e) Not carrying your job as well as you should

| Particulars	Response (No of persons)
Health problems	35
Disrupted sleep/tiredness	30
Over drinking	-
Irritability	35
Not carrying your job as well as you should	-
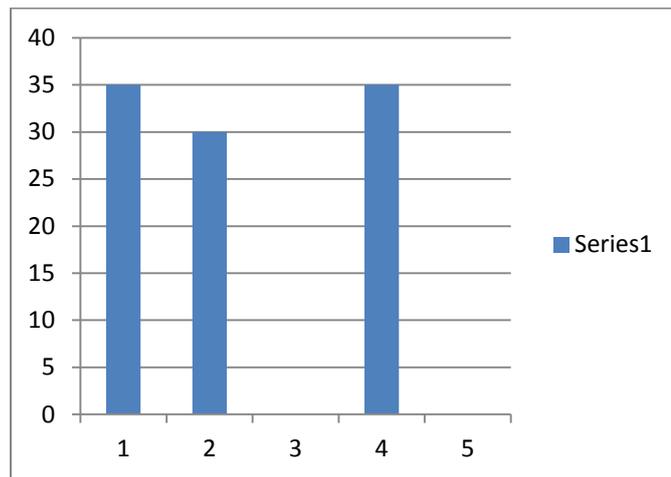
Interpretation: 35 said that Health problems effect of stress and30 said Disrupted sleep/tiredness effect of stress and 35 said Irritability.

18) Do you feel introduction of stress management and its preventive actions in every organization mandatory?
    a) Yes
    b) No
       If yes please comment

Particulars	Response (No of persons)
Yes	70
No	30
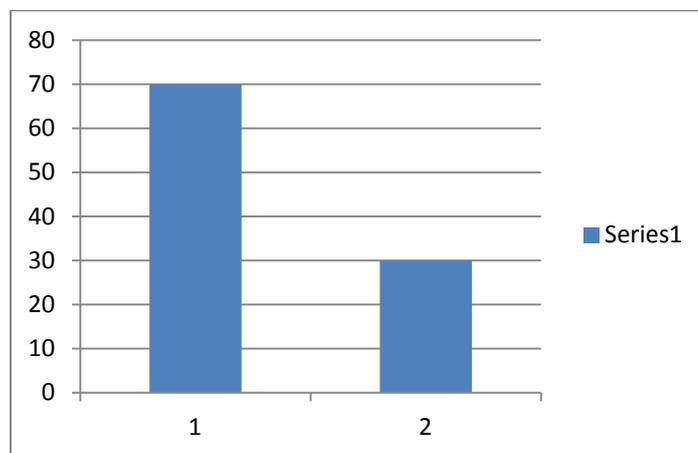
Interpretation: 70 feel that introduction of stress management and its preventive actions in every organization mandatory and 30 say no.

V. FINDINGS

- We can observe the responds physiologically to stress, so that you can recognize and address the symptoms as they appear.
- Situations and events aren't inherently stressful in **Hero MotoCorp Ltd** they vary according to individuals' perceptions.
- Create and agree with senior management, employees and their representatives an overall action plan for the implementation of solutions.
- Share your action plan with all employees, including dates for monitoring and review in the organization.
- It Begin the process of implementing the action plan and lower level plans in Hero Moto Corp.
- The Employee group should be responsible for collating the relevant sections of the various preliminary action plans into an overall action plan for the organization.

- The Employee group may want to focus on the strategic, organizational actions in developing an overall action plan.
- Also find it useful to have sections aimed at different levels of the organization.
- The ways to measure progress is to repeat the Management Standards survey or other survey you may have used as part of finding the Stress in **Hero MotoCorp Ltd**.
- The Management Standards approach suggests that you do this after a period of time as part of the 'continuous improvement' model.
- You may wish to set this up as an annual survey or as part of an annual survey.

VI.   SUGGESTIONS

- There should be coordination and cooperation between executives and non-executives.
- The employees have a high degree of understanding of the concept of worker's participation in management
- Suggestive and collective bargaining should be more effective that they can play much greater role in eliminating the communication gap between management and workers.
- The committees should pay more attention on areas where is scope for improvements, so as to improve the overall performance of the company.
- The employees want the company to give rewards in accomplishing the tasks.
- Improve the promotion and recognition system.
- Every year a survey should be conducted by management regarding the grievances and settlement should be done so that every employee will work with dedication.
- See that the quality of food is maintained in the canteen.
- The suggestions of the workers must be given importance in the decision making.
- The various other facilities and schemes provided by the company such as sports, recreation, compensation and benefit packages, incentives etc are satisfactory.

CONCLUSION

From the stress management in the **Hero MotoCorp Ltd**, I concluded that the organization was following the stress control principals and they are maintain the employees very satisfactory at their work

- Organization should focus on the benefit that are aimed to words self improvement of the employees.
- Organization need to maintain the appropriate balance of work.
- Opportunity for career growth should improve.
- Benefits provided by the organization are very good to satisfy the employee personal needs.
- Teamwork in the organization is very good.
- Organization should focus on the training sessions in order to motivate the employees.
- Organization need to provide scope for the employee development.
- There is no discrimination at work place.
- The relationship with superior at workplace is good.
- On the whole the quality of work life good.

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