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A REVIEW OF LITERATURE ON STRESS MANAGEMENT: WORK RELATED STRESS OF EMPLOYEES

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ABSTRACT

Stress is a common issue in everyone's life. Right from birth to final stage of a life Stress has been associated with every human life in different situations. However, stress is not always bad. Some stress is always necessary to motivate and stimulate us, and also benefits us. Stress is a fact of every human life and mostly experienced by the employees in work place. In this paper an attempt was made to know about the stressful situations of an employee in the workplace.

KEYWORDS

stress, stress management, workplace stress, work place deviances, tackling the stress.

INTRODUCTION

Stress is a feeling which occurs to every human being in different stages of his life in different forms. For example, in childhood regarding education, at the time of adults regarding their financial settlement in life, later job stress, family stress etc. Stress is derived from a Latin word "**STRINGI**" which means "to be drawn tight". **HANS SEYLE** is the **FATHER OF STRESS MANAGEMENT**.

In general terminology stress is an external object or force which has command on one's internal feelings. In 1936, Hans seyle coined the term "stress" and defined it as "the non-specific response of the body to any demand for change". He also stated that "It is the rate of wear and tear of the body".

DEFINITION

Simple definitions of stress according to the dictionary includes, A state of mental tension and worry caused by problems in your life, work etc. Something that causes strong feelings of worry or anxiety. Physical force or pressure.

According to **RICHARD. S. LAZARUS**, stress is a feeling experienced when a person thinks that "the demand exceeds the personal and social resources the individual is able to mobilize".

Stress management refers to the wide spectrum of techniques and psychotherapies aimed at controlling a person's levels of stress, especially chronic stress, usually for the purpose of improving everyday functioning.

TYPES OF STRESS

EUSTRESS

Eustress is a good stress or positive change. This happens to an employee when he meets his targets. And also when he gets high results than he expected

DISTRESS

Distress is bad stress or negative stress. Which is caused to heavy work load and by not reaching the targets before deadline, by excess work load etc.

HYPER STRESS

This is another form of negative stress that occurs when the individual is unable to cope with the workload. Example includes highly stressful jobs, which require longer working hours than the individual can handle.

HYPO STRESS

Hypo stress occurs when an employee feels bored with his work and un motivated to do the work. Organizations need to avoid such type of stress among the employees.

WORK RELATED STRESS

It is the stress related to one's job. It often stems from unexpected responsibilities and pressures that do not align with a person's knowledge, skills, or expectations, inhibiting one's ability to cope. It can increase when workers do not feel supported by supervisors or colleagues, or feel as if they have little control over work processes.

STRESS AT WORK WARNING SIGNS

When an employee feels stress at work he will be anxious irritable and depressed, he loses interest in doing the work. Causes of work related stress includes long hours of work with heavy work load and also the tight deadlines. Even poor relationships with colleagues or boss also cause the work related stress to an employee. At the project completion if there are no continuation projects some may lose their job. This creates insecurity among the employees regarding their job which will be a stressful situation.

TACKLING THE STRESS

To avoid and overcome the stress one need to perform the activities like taking alcohol, nicotine and caffeine excessively. If you difficult to perform a particular task, say no to such tasks. Get more sleep and relaxation or talk to an old friend of yours and inculcate the habit of writing a dairy when you feel more stressed. Find out from where the stress is coming from and avoid them.

OBJECTIVES OF THE STUDY

- Identifying the situations that cause stress.
- Learning how to overcome the stress.
- Identifying the work stress in the organization.
- To know the usefulness of work.
- Understanding the types of stress
- To know the signs that indicates stress.

SCOPE OF THE STUDY

This particular study helps me to study the stress employees are facing and how they are handling or tackling the stressful situations in their work. It also gave about the reasons for stress and how its effects the employees.

METHODOLOGY

Here the methodology is the secondary data. It means the data is collected through different sources like different journals, websites, friend's lecturers, other research papers etc.

REVIEW OF LITERATURE

R. Dhanapal V. Ranjith Kumar, M. Ramachandran, and S. Sathish Ram, in their article they discussed about what is stress, types of stress, stress in employee's perspective, and the ways to tackle stress. It is like when a boss shouts on an employee they shouldn't take it to the heart, they need to analyze the reason for it and make the certain changes if required. They also mentioned about how to avoid stressful situations in an organization and also employees need to have SWOT for themselves to avoid the stressful situations. They even gave some relaxation techniques to avoid stress.

Ajay K. Jain, Cary L. Cooper, in their article discussed about what are the behaviors of employees in BPO's. And they also explained about the Organizational Citizenship Behavior (OCB) that means behavior that contribute to maintaining an organizational social system and which indirectly benefit the work group or organization as a whole. They gave the relation between OCB's and stress, they are interlinked. These are explained through organizational role theory and social exchange theory. Employees of Indian BPO firms are satisfied with the job content, work culture, training and appraisal, but they were not satisfied with image they had even less they are satisfied with the salaries they get. They use techniques like music, dance, teaching etc, to tackle with stress.

Hulya Gunduz Cekmecelioglu, Ayse Günsel, in their article discussed about the concepts by which the contextual factors influence the creativity of job performance and suggest low managers of mature industries can promote creativity and reduce their level of stress. It gave the creativity in the organizational context which is based on the role theory. They explained the inter relationship between autonomy, role stress, creativity and job performance. Because of job expectations of managers, customers and co workers the stress level of an employee is being increased.

Evelyn Kortum, Stavroula Leka and Tom Cox, in their article discussed about the wide changes and shifts of trends in the global developments of the world regarding production in developing countries which are leading to some risks like psychological risks. By different regions the work place risk differs, but in all the regions the common related risk is the work related stress, injury, accident prevention etc. Which are to be taken care by the organization. There is a lack of awareness in the full sense for the employees on work related stress and psychological risk in the developing countries. The international experts should support and educate and guide the employees of the developing countries on psychological risks and work related stress.

F.omar, F.W.Halim, A.Z.Zanai, H.Farhadi, R.Nasir and R Khairudin, in their article discussed about the relation between the work place deviants behavior and other work related factors; work-related stress and job satisfaction. The main work place deviants behavior is caused by both job stress and job satisfaction and also the risks come from them. The relation between job stress and work place deviant behavior is directly related. The relation between job satisfaction and stress is indirect.

Deborah Jones, Takeshi Tanigawa, and Stephen.M. Weiss in their article discussed about the program of stress management in work place reduces the work place disability impact and also can be used to reduce and control the cost of disability in the work place. Providing the most work place interventions of behavioral aspects help the employees, employers to work cooperatively to achieve the optimum cost effectiveness and high results. The implementation of stress management interventions in work place is described in detail with emphasis on the use of cognitive behavioral stress management. If there is a team support and team work and cooperation between the employers they can easily overcome the stress in the work place.

FINDINGS

- ✓ What is stress and types of stress.
- ✓ How to handle and tackle stress.
- ✓ Work place deviants which causes stress.
- ✓ Organizational behavior regarding the stress management.
- ✓ Programmes that reduces the stress of an employee.
- ✓ Relation between the job content, work culture training and appraisals relating work and stress.

CONCLUSION

Stress is an unpleasant state of interaction between external and internal forces of mentality. It may be in the form tensions, pressures either personally or work related. Stress is a common experience. We may feel stress when we are very busy. have important deadlines to meet. or have too little time to finish all of our tasks. Often people experience stress because of problems at work or in social relationships such as a poor evaluation by a supervisor or an argument with a friend. Stress can have both positive and negative effects. Although stress may hinder performance on difficult tasks. moderate stress seems to improve motivation.

Positive stress is helpful and important to the organizations but negative stress is very dangerous and with those lots of consequences also arises. It is a harmful situation to an employee regarding the job insecurity and also his mental health and physical health damages. In organization because of negative stress there will be work pending, negative impact on organization fame etc. so the stress need to be avoided and need to tackled easily.

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