Workplace Stress Management: An Analytical Approach

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> ***Abstract***---Some are admitted to the hospital due to uneasiness in their normal way of life. But maximum employees are admitted in the hospital due to the problem of heart attack and some with heart problems, severe headache, nervous problems and some even they are reaching coma stage and at worst some people die. It is not told that stress is the only reason for the above and stress is one of the reasons. Living beings came into existence in the form of amino nucleic acids. Stress is tension, strain, conflict, pressure, restlessness, etc. It is internal physical energy generated to protect us in case there is a threat to our survival instinct. Stress in the workplace is an increasingly important issue. In the workplace, it is created an imbalanced situation for the concerned people. Maximum employees are affected here only. Generally, Stress is created in the workplace due to Poor Management, lack of management knowledge on the part of the head of the office or the department i.e higher officials, Lack of Sleep, No exercise, Poor diet, etc. Problems due to the Stress are given clearly. Suggestions to manage Stress are also given particularly in the workplace.
>
> ***Keywords***---employees, management, poor management, stress, workplace.

Introduction

We have been seeing that many people are admitted in the hospital while they are on the job, roaming the places without what they are talking, becoming moody, and some are shamelessly doing a lot of unwanted things involving themselves into illegal activities and immoral activities encouraging the anti-national activities. Some are admitted in the hospital due to uneasiness in their normal way of life. But maximum employees are admitted in the hospital due to the problem of heart attack and some with heart problems, severe headache, nervous problems and some even they are reaching coma stage and at worst some people

die. Some people somehow they are pulling the life intending to get their salary. But at the same time some people without doing any work by doing apple polishing and buttering the immediate superiors enjoying the trouble given to the dedicated persons (Banu, 2016; Cooper & Cartwright, 1997). All such things happen only due to the stress created by the officers without understanding the reality. It is not told that stress is the only reason for the above and stress is one of the reasons.

Life

Amino Nucleic Acid is a product of the Process of Chemicals. Living beings came into existence in the form of amino nucleic acids. But once the lives are formed, the struggles they face to live in the mass are, just, not countable. They will have to live among from the "one knowledged persons to six knowledged" persons with helpings, likings, disliking, honoring and dishonoring, loving, hating, and hitting, morals and immoral, legal and illegal, truths and false, success and failures, devotions, dedications, excuses and the malingerers and shirker etc.

Stress

What is this Stress? There are a number of terms used in order to mean the quality of the stress. They are tension, strain, conflict, pressure, restless etc. But the term stress is commonly used. It is a normal physical reaction that occurs when a person feels threatened or overwhelmed. It is internal physical energy generated to protect us in case there is a threat to our survival instinct. It is an adaptive response to an external factor that results in physical, psychological or behavioral deviations in an individual. It is not extra energy. It is fully related to mental ability, emotional power and spiritual quality (Teasdale, 2006; Argyris, 2010).

Stress in the workplace is an increasingly important issue. It is a very problematic one both from the point of view of the employer, employees and the organization as a whole. In the workplace, it is created an imbalance situation to the concerned people. Maximum employees are affected here only. We can not fully blame the organization also. Sometimes the employees themselves due to their illiteracy and difficulty changing their inborn qualities of hippocratic and of lack of common sense, they become always as " Dhuckkys" in English it known as Sadist and they themselves create stress for them (Pant & Yadav, 2016; Seethanaik, 2015).
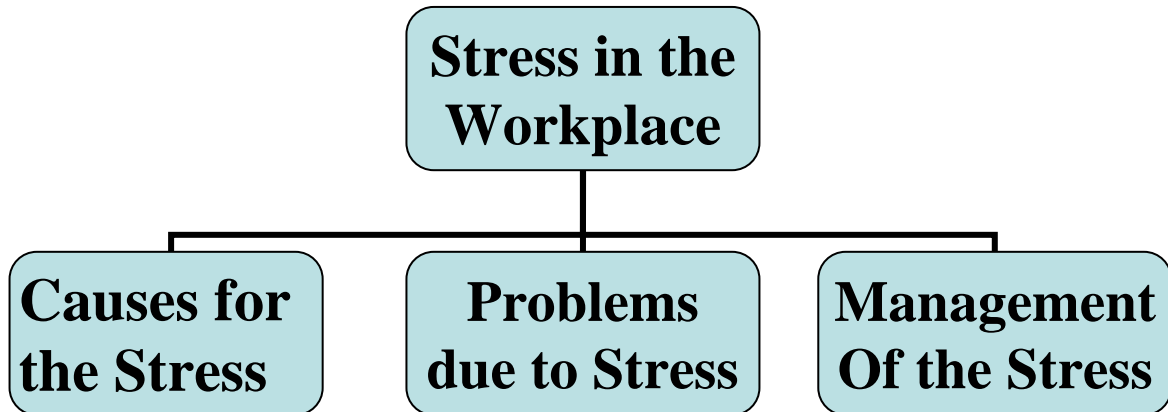
Management of stress in the workplace

Stress in the Workplace

| Causes for the Stress | Problems due to Stress | Management Of the Stress |

Figure 1. Management of stress in the workplace

Causes

Generally, Stress is created under the following circumstances in the workplace. :

- Lack of Sleep, No exercise, & Poor diet
- Poor Management & lack of the management knowledge
- When a particular person in the organization is given a role to play, the others will automatically be affected the stress.
- When a dedicated person contributes more and more towards the development of the organization and the other person could not due to his laziness and illiteracies, the second category will be seriously affected by the stress.
- When a dedicated person is insulted in front of malingerers and shirkers by the unqualified superiors, then the dedicated person will be totally in the hands of the Stress.
- When Career and Life Style change.
- When injustice is incurred to the really dedicated persons, sincere officers, hard workers and god-fearing man, the man who is responsible for the injustice will be affected by the stress.
- When organizational Policies changes, infrastructural facilities are rearranged, processes are remodeled, and other developmental changes take place, the malingerers and shirkers will be seriously affected.
- When the deserving employees are denied their demands, the deserving employees will be affected by the stress also the concerned officer if he is a really real will also be developed with stress himself.
- When the malingerers and shirkers demands something to escape from doing the allotted work and if the same is denied by the controller or by his superior, the malingerers and shirkers will be heavily affected by the stress.
- When there is complex i.e when a person is influenced by the inferiority complex he will be totally and permanently in the hands of the Stress.

Problems due to the stress

When there is a good way to everyone, why should a man choose a wrong way? The lack of knowledge on the part of the people, the others are seriously affected, admitted and their families are loosing such good personalities and the efficient human resource. Generally, the stress is considered to be negative and it is no doubt it is negative. Even if it is positive, why should one get the positives at the cost of negatives 0f the others? I eat the cost of others' happiness. Many dynamic personalities have done a number of research work on Stress Issues. The following are the problems due to Stress (Laal, 2013; McConachie et al., 2014).

Problems to the officers and employees

- Absenteeism
- Addiction to Alcoholisms
- Anger
- Anti- National Activities
- Anti-social Activities,
- Change of Characteristics
- Committing a Lot of Mistakes
- Depression
- Tobacco, gambling and Drug addiction,
- High Blood Pressure
- Anti-Social, Anti- National, Anti-Organisation, Immoral & Illegal Activities
- Increased Heart Beats, Intolerable Heart Disease
- Irreparable Ulcer, kidney-related and eyes related diseases

Problems to the organizations

- Absence of Applying Controlling Techniques
- Absence of crystal clear Communications
- Absence of Motivation and Leading
- Absence of Planning, Organising, Staffing, Directing etc.,
- Absence of Reporting
- Enquiries and Hearing will be repeated.
- Impossibility of the Better Management
- Officers and Employees will be forced to commit corruption activities.
- Officers will be forced to follow the suggestions of the Anti-Social elements.
- Production will be reduced
- Productivity will come down
- Quality of the Products will be declining
- Role of the malingerers and shirkers will be more.
- The officers and the employees will be busy in preparing the memos and replies.
- Un productive Wages will have to be paid

Data analyzation

By taking the stress at the workplace as the main factor, a small survey has been conducted from the employees, employers to find out the reasons and impact of the stress in the place of work. The sample has been selected at the random method. In all 40 employees have been selected. The results are given below.

Table 1
Employees views about stress problems in the workplace

Sl. No	Views	No. of Employees	Percentage
01	Strongly Affected	37	92.5
02	Affected	32	80.0
03	Un Easy due to the Stress	17	42.5
04	Efficient but unwilling due to Stress	14	35.0
05	Average No. of Employees who expressed Stress in the Work Place	25	62.5
06	Not Affected by Stress	09	22.5
07	No. of Employees who expressed No Comment	06	15.0
	Total	40	100.0

Source: Primary Data 2011

The above table pictures that 92.5% of the employees are strongly affected by stress problems. Another 80.0% of the sample told that they are affected by stress and strongly affected occasionally. Seventeen employees of the sample representing 42.5% expressed when they are affected by the stress they feel very uneasy to work (Calnan et al., 2001; Lottrup et al., 2013).

Another dangerous stress problem is that efficient people are unwilling to work. This is something that the head of the office or the manager, head of the educational institutions creating problems for himself. 14 employees 35.0% told that they don't feel to work due the unnecessary stress is being created by the head of the office. So on average, 62.5% of employees in the sample group expressed that they are facing terrible problems due to stress. 22.5% told that they are not affected by the stress and another 15.0% of employees did not give any comment.

Table 2
Stress in the workplace - causes

Stress – Causes	Yes	No	NC	Tot	Yes %	No %	NC %	Tot %
Poor Management- (PM)	29	9	2	40	72.5	22.5	5.0	100.0
Lack of Leadership Qualities (LLQ)	32	6	2	40	80.0	15.0	5.0	100.0
Restlessness (RLN)	18	19	3	40	45.0	47.5	7.5	100.0
Partial Treatment (PT)	21	8	11	40	52.5	20.0	27.5	100.0
Malingerers and shirkers (MS)	37	0	3	40	92.5	0.0	7.5	100.0

Often demands are rejected (ODR)	26	9	5	40	65.0	22.5	12.5	100.0
No Recognition (NR)	19	17	4	40	47.5	42.5	10.0	100.0
Hard work goes waste(HGW)	21	7	12	40	52.5	17.5	30.0	100.0
Always Over burden (AOB)	19	17	4	40	47.5	42.5	10.0	100.0
Dues are not granted(DANG)	21	7	12	40	52.5	17.5	30.0	100.0
No Uniform Policy (NUP)	21	7	12	40	52.5	17.5	30.0	100.0
Often Changing the Conditions (OCC)	27	6	7	40	67.5	15.0	17.5	100.0

Source: Primary Data – 2011 Note: NC – No comment; Tot – Total

While analyzing the causes for the stress, 72.5% sample believes that Poor Management (PM) is the main reason for the Stress. An inclusive of the 80.0% expressed that the lack of leadership qualities(LLQ) in the manager/head, 92.5% expressed the presence of Malingerers and shirkers (MS). 67.5% told that the conditions are often changed (OCC) and another 52.5% told that the main reasons for the stress are that No Uniform Policy (NUP), not granting the dues (DANG), hard works goes waste (HGW), partial treatment (PT) etc.
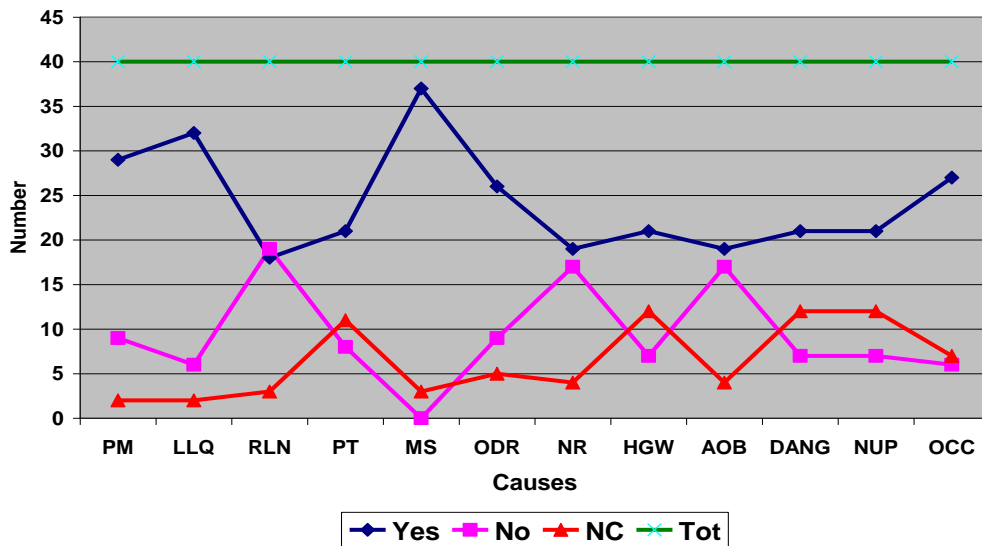

Figure 2. Stress in the workplace-causes

Stress management

This is a special technique that can not be done by everyone. One can not conclude that all managers are the only qualified and the others are not fully qualified. Stress management requires full knowledge about the principles, functions and the practice of management. Mere sitting in the chair and pressing the button to call the peon and call for some files is not a management. This can

be done by anyone. What is the contribution that has been made by the man who is sitting in the chair is the important factor that can be taken for the purpose of the management? Troubling the dedication by supporting the malingerers and shirkers due to the fear of criticism can not be considered as management. As is already expressed that." Stress is a normal physical reaction that occurs when one feels threatened or overwhelmed**,** managing stress is very important particularly Stress in the workplace is an increasingly important issue. This stress management is divided in to two ways - one is workplace stress is to be managed by the officer and he is fully responsible. If any things happen to anybody due to the stress in the workplace, the concerned officer is to be held fully responsible and other part is that one has to manage the stress himself to the extent possible though it is very difficult in between the malingerers and shirkers (Trivellas et al., 2013; Lewis et al., 2010).

Duty of the officers

- He should have the clear picture about the work, employees, materials, procedures, cash balance, bills, vouchers, dedicated employees, the malingerers and shirkers, techniques of the management, budgets, the importance of the office, organisation, mail management, staff management, material management, cash management.   The Officer must know the purpose for which he is appointed by the Administrators and the purpose for which the employees are appointed. He should have clear picture about the Primary work and secondary work.
- A meaningful Work System i. e. Hand-out manual is to be constructed. Sticking too much on the file and taking too much of time in file racing is to be totally avoided. Practical Situation is to be there in the decision making and drafting the System rather than the Theoretical. A & N Islands copy of the Hand Manual is to be given to every employee.
- A Performance Audit is to be introduced in the organisation.   A detailed report is to be obtained year wise the activities carried out by the concerned employees. Shouting, issuing memos, replying for memos, preparing the replies for the court, pressing bell and asking for tea & water, opening and closing the files, writing irrelevance in the note sheet, sitting on the file, chit chatting with the colleagues during the office hours by sitting in the offices, can not be considered as activities at the cost of government money. Such practices are to be totally stopped to see the real growth and development.
- A detailed system is to be drafted regarding the duties and responsibilities of all the employees including the one heading the office. What the employees must do and what they are not supposed to do are to be clearly drafted. If the immediate controlling officer says to do a work, the officer should immediately obey the system and he has to do with out any further arguments.
- Weekly once or fortnightly once a review meeting is to be conducted. The timings of such meeting should after 1500 Hrs. preferably on Saturday / Friday. The deviation between the work allotted and work completed is to be found out.
- The reasons for the deviation are to be arrived and if such reasons are due to the inability of the employee concerned, he should be called for explanation. Otherwise the possible ways are to be found out to remove

such barriers and impediments.   At the same time if the work is completed successfully by the employees, they are to be admired in front of all.

- During working hours, no head of the office or the department is to be called by the immediate superior.   Even if there is something to be consulted, they should make use of the phone. During the office hours, the entrepreneurs will be coming to meet the concerned officers for consultations and to clear any doubts by taking his valuable timings. If the related persons are coming and waiting for any officer and if he is not available or if he is sitting with his colleagues or with his immediate senior in the name of the meeting, it is, no doubt, an unwanted activity on the part of the office, and the concerned officer.
- No meeting is to be fixed from the morning hours to evening upto 1500 Hrs. This is very important for the growth and development of economic activity. If any tension arises anywhere, immediately the officer must take the appropriate discussion with the concerned employees and accordingly issue the instructions in favour of the justice.

Individuals

As far as individuals are concerned, it is the ability to generate internal physical energy at the required time & the required form of energy as per the need of the situation Here it requires both the generation of internal force as well as type of internal force at the command of analytical mind. The following measures are suggested whenever if a person is affected by the Stress.

- The individuals think that Stress is a good thing that gives a chance of facing a challenge.
- Think about your family and your children
- Console yourself that you have done as per the normal justice.
- When the Stress is created by your colleagues and by your superior purposely, think that they have less knowledge about the work. Don't react immediately. Just avoid them in your normal way if they are officers. Stick to the duty.
- Do not forget to perform your duty for which you are appointed.
- Don't talk anything about the officers or your colleagues in front of your dearest friend who may turn down at any time against you. Nowadays the real meaning of the term friendship is getting depreciated. No body is the friend of anybody today.
- To maximum possible, try to laugh in your life with your family members.
- Spend more time with your children and your wife.
- Here I suggest laughing because, laughter cleanses the lungs which will help for deep breathings, it lowers the blood pressure, it reduces the hypertension, boost immune functions, and the laugh reduces the stress hormones.
- Develop the practice of going to Temples, Mosques and Churches etc.,
- Thing about your own career development and you have to avoid the chicken-hearted malingerers and shirkers

If your work place is an academic institution, you may come across a few numbers of Academic Pathars (Pathar means grain-less paddy – NR:2007) who are always interested in criticizing the other dedicated persons, collecting information about others by misusing RTI without doing any teaching work and by sincerely buttering the head of the institutions to earn sympathy, the quantum of stress will be naturally more.   Under that circumstances, it is suggested to avoid them and doesn't entertain them even if they come near to you (Law et al., 1995; Eisen et al., 2008).

Conclusion

The whole Universe and Mass are Blessed with a number of valuable resources. Only thing is that the responsible persons have to take the necessary steps for growth and development. They should not see the face of the person who has told but they should see the matters that are being told. Criticizing anybody and anything is very easy but adopting is very difficult. Every one of us must realize that the government has been paying handsome of money in the name of salary and facilities in the name of perquisites. Just one minute, one should think what we have done to the government and our country. We are all indebted to the government to contribute more by increasing production and productivity. One should not wound others just for self or one's happiness. Dedicated persons are to be admired and the malingerers and shirkers are to be punished and discarded. Everybody must know what they have to do and what they are not supposed to do. What is their duty and to whom they will have a report for the responsibility? Once a strategy is formulated in the light of the suggestion given above and if the same is implemented carefully through the dedicated employees and employers and though qualified officers, it is certainly hopped that the stress will not be created, decision making will be there for the betterment of the organisation which is the right symptoms of the growth and development.

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