

“ANALYTICAL STUDY OF CAUSES AND EFFECT OF STRESS AND STRESS MANAGEMENT OF COLLEGE EMPLOYEE WITH SPECIAL REFERENCE TO WARDHA DISTRICT”

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Abstract :

Today we all are stressed. We have our own task and work which we have to complete with in time. But excess stress is now becoming very dangerous. And due to Covid-19 every person is in stress and it is quite difficult for us to reduce our stress level. Stress effect on mental as well as on our physical level also. Every person wants to cope up with this situation. And organisational stress is also increasing and we have to adjust with the situational requirement. No one wants any kind of stress. Because stress is good only upto some level and after a certain level it is difficult to handle the situation. Every person wants to enjoy stress free life. But stress is now a part of life. We have to do something extra to remove the stress level.

Key Words : Task, Stress, Mental, Situation, Work

Theoretical Background of the study

Introduction :

‘Stress’ is rarely understood and there is not a clear definition of the term (Stranks, 2005). Today, there is a general acceptance of stress as a problem in every industry that needs to be addressed urgently. The term ‘stress’ is often misused and has become a sunshade term. Stress is increasingly becoming accepted as a workplace phenomenon. Stress can be defined as negatively affecting and there are growing number of people across the world (Cox, et al.2000). In simple terms, stress can be defined as an influence that disturbs the natural equilibrium of the living body (Stranks, 2005).

Nature of Stress :

Although, the contemporary approach to understand stress embraces an interactive viewpoint (i.e. stress is in the eye of the beholder), it is necessary to be aware of potential stressors in the environment. Evidence from a growing body of research suggests that six major categories of stress may be identified. Since, a high proportion of the population is engaged in paid employment outside the home and most research tends to focus on occupational stress, five of these categories are concerned with work stress.

These include :

1. Stress in the job itself; stressors intrinsic to the job include workload, poor physical, low decision-making attitude etc;
2. Role-based stress; associated with role conflict, role ambiguity and responsibility;
3. Relationship with others (i.e. superiors, colleagues and subordinates); interpersonal demands are potential stressors;
4. Career development; including under or over promotion and lack of job security;
5. Organizational structure and climate; this includes restrictions on behavior and the politics and culture of the organization as source of stress.

Although, a significant amount of stress research has focused on white-collar occupations, shop floor blue-collar studies indicate that these classification may be applicable to the labor force as a whole (Cooper and Marshall,1978) . Every job has potential stress agents but each will vary in terms of the degree of stress experienced from these five factors. For example, stressors intrinsic to the job are more likely to feature as stress agents among blue-collar workers than among professional groups. Therefore, stress source will be defined by the nature of the job. However, it is also important to acknowledge that stress in the workplace cannot be fully understood unless reference is made to life stress.

These include;

- 1) The interface between home and work , Which refers to the relationship between work demands and family or social demands,(i.e. the stressors that overspill from one life arena into the others);
- 2) Life –cycles and life events.

Examples of Stress :

- “I feel trapped without control in my life.”
- “I don’t have time for myself anymore.”
- “I get depressed and have no energy.”
- “I have difficulty sleeping or resting these days.”
- “The quality of my work suffers.” And
- “I get regular headaches and other pains.

Situations of Stress :

It is not just negative things that cause stress; positive things can causes stress too.Consider the following situations;

- Getting married
- The birth of a child
- Christmas time

- A holiday abroad

These are generally regarded as positive events or experiences. Now consider the following situations:

- First day in a new job
- Stuck in a traffic jam on way to the office
- Being given several tight task deadlines
- Having a disagreement with your boss

These are generally regarded as potentially negative situations or experiences.

Symptoms of stress :

There are four signs of symptoms of stress which are categorized into

1. **Physical Signs :** The following are some physical signs of stress which can be identified that the person is facing stress-

- Headaches
- Throbbing heart
- Tiredness
- Vague aches or pains
- Skin irritations or rashes
- Excessive sweating
- Frequent cold, 'Flu or other infections

2. **Mental signs :** The following mental signs of stress which are as follows -

- Loss of concentration
- Worrying
- Muddled thinking
- Less sensitive
- Persistent
- Indecision

3. **Emotional Signs :** The following are some emotional signs of stress -

- More gloomy
- Feeling tense
- Drained, no enthusiasm
- Cynical, inappropriate humour
- Feeling nervous, apprehensive, anxious

- Loss of confidence
- De-motivated
- Reduced self-esteem
- Job dissatisfaction

4. Behavioural Signs : The following shows the behavioural signs of stress -

- Unsociability
- Depressed
- Restlessness
- Loss of appetite or overeating
- Disturbed sleep or insomnia
- Drinking more alcohol
- Taking work home more
- Too busy to relax low productivity
- Voice tremor
- Poor time management

What Is the Competitive Impact of Workplace Stress?

In addition to the financial cost of workplace stress, employers should also be concerned about the adverse impact of workplace stress on a business' ability to compete in the marketplace. Investing in workplace stress reduction can yield significant payoffs in business productivity and competitiveness.

Some cases which shows the importance of study :

These cases shows need of stress management in the organization

1. Between 1983 & 1993, 34 people were killed & 20 wounded in 12 post-office related shooting in the United States. Job related tension were said to be a factor in all the incidents. Such incident is although not an unknown phenomenon in India but a recent phenomenon in India. 19th November, 1997, should go down in the history of corporate India as a dark day. On this fateful day on executive of just 31 year old jumped to death from seventh floor of hung building in Mumbai. His body was shattered into piece, leaving his wife wrecked, daughter orphaned and parents, for whom the deceased was the only child, shocked with disbelief. Work stress consumed one more brilliant young man.
2. Sridhar Reddy an M, Tech & M.B.A. (XLRI) was topper all through & a successful executive in a prestigious group of companies. He was heading the western region & for the company this region was most crucial, what with more than 50 percent of total revenue & profit being contributed by him & his team.

Effects of Stress - Effects on organization :

The following are the evil effects of executive stress on organization.

- I. **Low productivity** – The employees and executives performing in a stressful work situation are unable to produce more. Their job performance tends to be low. Increased level of stress mars employee efficiency, though a moderate increase in stress is helpful in encouraging the workers to meet the job requirements and face challenges.
 - II. **Poor quality of products or services** – The organizations the employees of which suffer from stress, frustration and burnout are unable to produce and offer to their customers the goods and services bearing standard quality. As the employees perform under stress due to some or the other reasons, they may not handle the materials, machines and other physical components with due care and precautions. Resultantly, the quality of work output suffers.
 - III. **Higher costs** – The employees under stress and strain tend to produce more wastes and scraps, there may take place the breakdown of machineries requiring frequent repairs, up-keep and maintenance, the damages, losses, accidents, pilferages and obsolescence may frequently occur resulting in the high cost of production.
 - IV. **Increased absenteeism and labour turnover** – The employee suffering from stress and frustration are non-cooperative and show less interest and involvement in performing their assignments and responsibilities.
They are unstable in their behaviour and responses. The rate of absenteeism and labour turnover of such employees tends to be high.
- I. **Low job satisfaction** : Due to mismatching of the job demands and the personalities of the employees, the stressful situation may crop up. The employees performing under stress, pressure and frustration are unable to derive needed job satisfaction which gives rise to frequent complaints and grievances of the employees.
 - II. **Poor interpersonal communication** : The communication system and network in the organization may get paralyzed in a stressful situation in an organization. There may persist a communication gap in management which may prove dangerous from the viewpoint of healthy industrial relations.

Effects on individual employees :

The employees suffering from stress show somewhat different characteristics vis-a-vis physical symptoms, mental or psychological traits and behavioural patterns and practices than their counterparts who are capable of responding to stressful situations.

Physical effects :

There are lots of physical effect of stress on stress. They are likely to suffer from headache, indigestion, insomnia, heart trouble etc some of them are as follows:-

- a) **Heart Disease**: - The stressed out type a personality has a higher risk of High blood pressure and heart problem. We don't know why exactly. Stress can directly increase heart rate and blood flow and cause the release of cholesterol and triglycerides into the blood stream. It's also possible that stress is related to other problems.

- b) **Asthma:** - Many studies have shown that stress can worsen asthma. Some evidence suggests that a parent's chronic stress might even increase the risk of developing asthma in their children. One study looked at how parental stress affected the asthma rates of young children who were also exposed to air pollution or whose mothers smoked during pregnancy. The kid with stressed out parents has a substantially higher risk of developing asthma.
- c) **Obesity:** - Excess fat in the body seems to pose greater health risk than fat on the legs or hips and unfortunately, that is just where people with high stress seem to store it. Stress causes higher levels of the hormone cortisol, and that seems to increase the amount of fat that's deposited in the abdomen.
- d) **Diabetics:** - Stress can worsen diabetes in two ways. First is increasing the likelihood of bad behaviours, such as unhealthy eating and excessive drinking. Second stress seems to release the glucose levels in blood.

Data collection and tabulation :

Field Work :

Field work is the collection of information from College staff. The data gathered by the employee depends on the involvement and ability to see and visualize things that other individuals visiting the area of study may fail to notice. In this research, field work is done with the help of questionnaires.

The research in this collected that data from the employee of College to know their stress level. The field work is done by taking response from the employees through questionnaires.

A Questionnaire helps to give the concrete, complete & concise data for the completion of the research work.

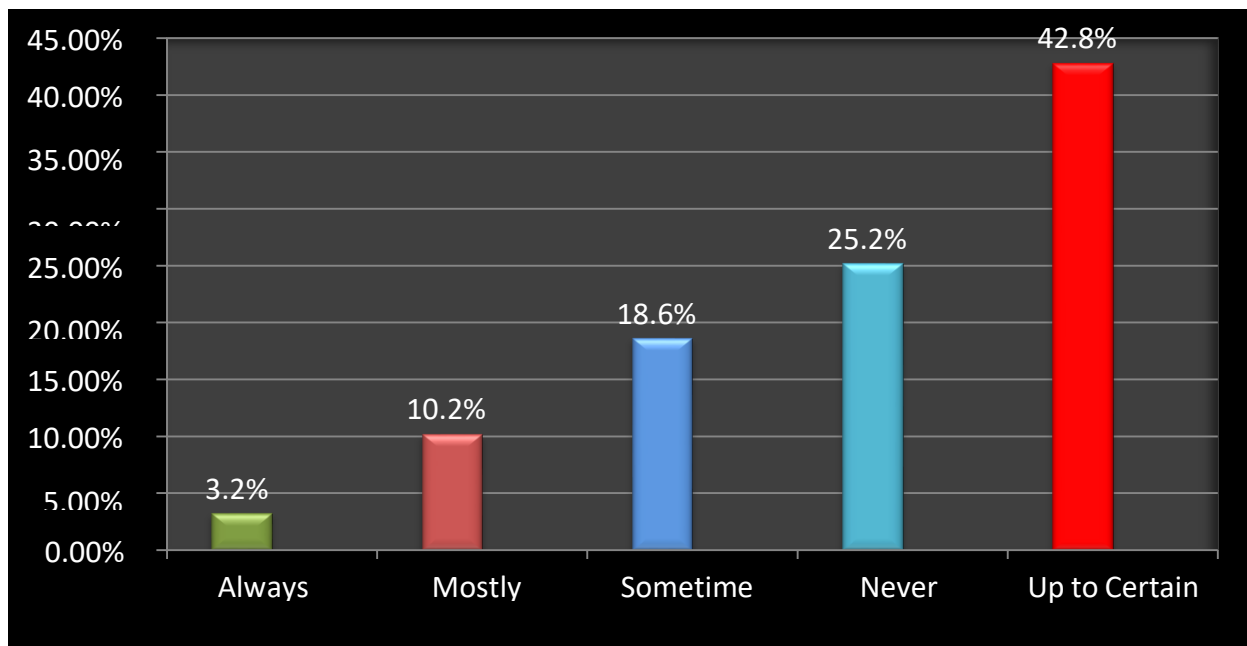
Collection of Data :

Collection of data refers to the process where the researcher accumulates the data for his research. A researcher uses various sources of data for a research work. After the field work through questionnaire, the data collection process through primary tool is completed by the researcher to take the research to higher level.

Q. Do you feel stress should be there in organization to work?

1. Always 2. Mostly 3. Sometime 4. Never 5. Up to certain level

Stress in the Organization	Always	Mostly	Sometime	Never	Up to certain level
	3.2%	10.2%	18.6%	25.2%	42.8%



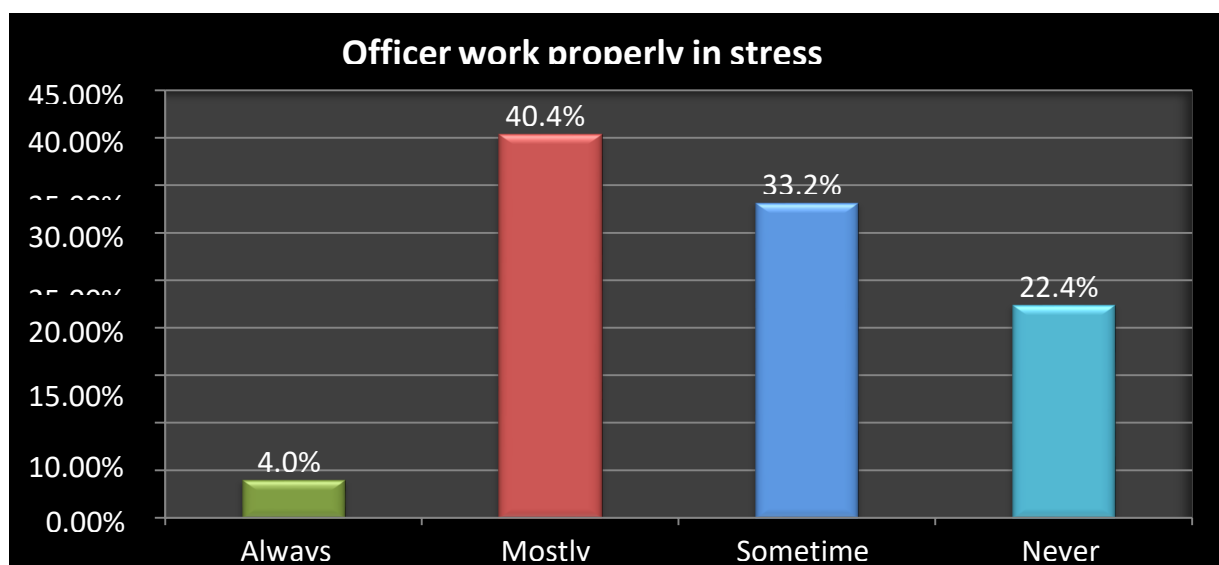
Interpretation:

From the data, it can be interpreted that the most of the employee want to work freely as they don't want any stress in the organization beyond a level. Up to a certain level, they feel stress should be there to work. But still some time work stress must be there for good quality of work which is known as functional stress.

Do you feel your officer's work properly in stress?

1. Always 2. Mostly 3. Sometime 4. Never

Do you feel your officer's work properly in stress?	Always	Mostly	Sometime	Never
	4%	40.4%	33.2%	22.4%



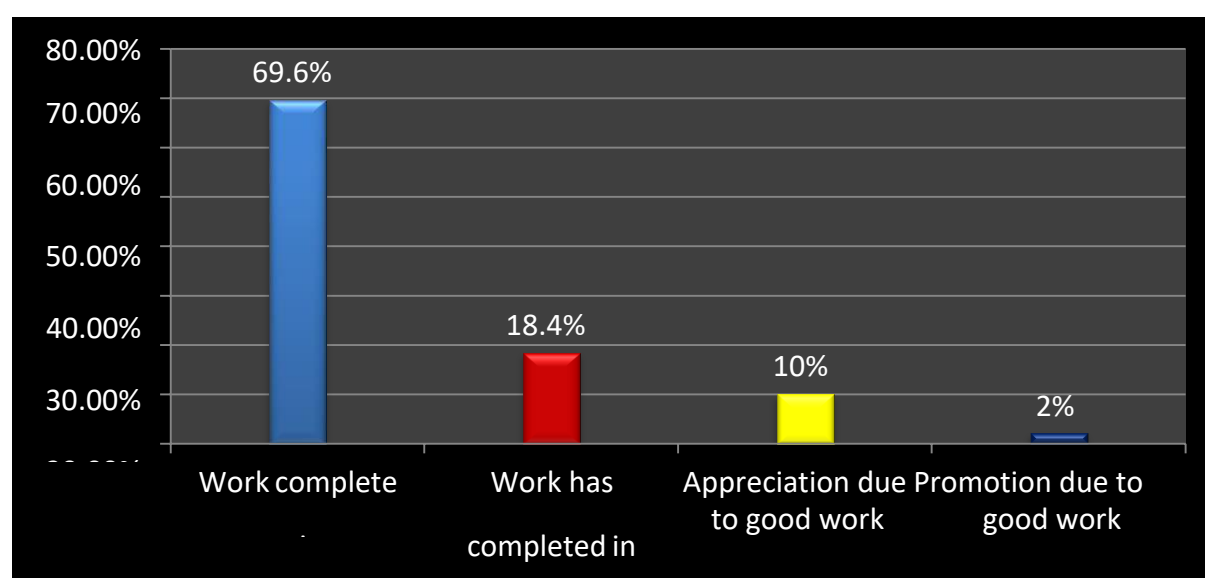
Interpretation:

From the above data, it can be interpreted that even the officers most of the time work properly in functional stressful condition. It helps them to complete their work in time.

According to you, what are the benefits of positive stress from the points given below

1. Work completes on time.
2. Work gets complete in proper way.
3. Get Appreciation due to good work.
4. Get Promotion due to good work.

The benefit of positive stress	Work completes on time	Work gets completed in proper way	Get Appreciation due to good work	Get Promotion due to good work
	69.6%	18.4%	10%	2%



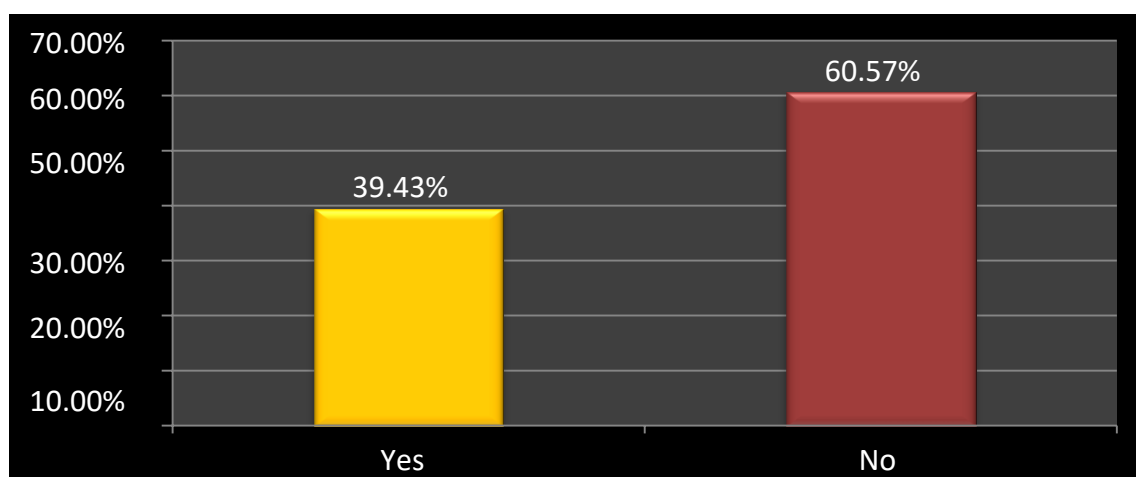
Interpretation:

From the data, it can be interpreted that positive stress helps in completing the work within time. Because of positive stress, work completes in proper way.

Q. Does your organization help you to reduce stress?

Yes ☐ No ☒

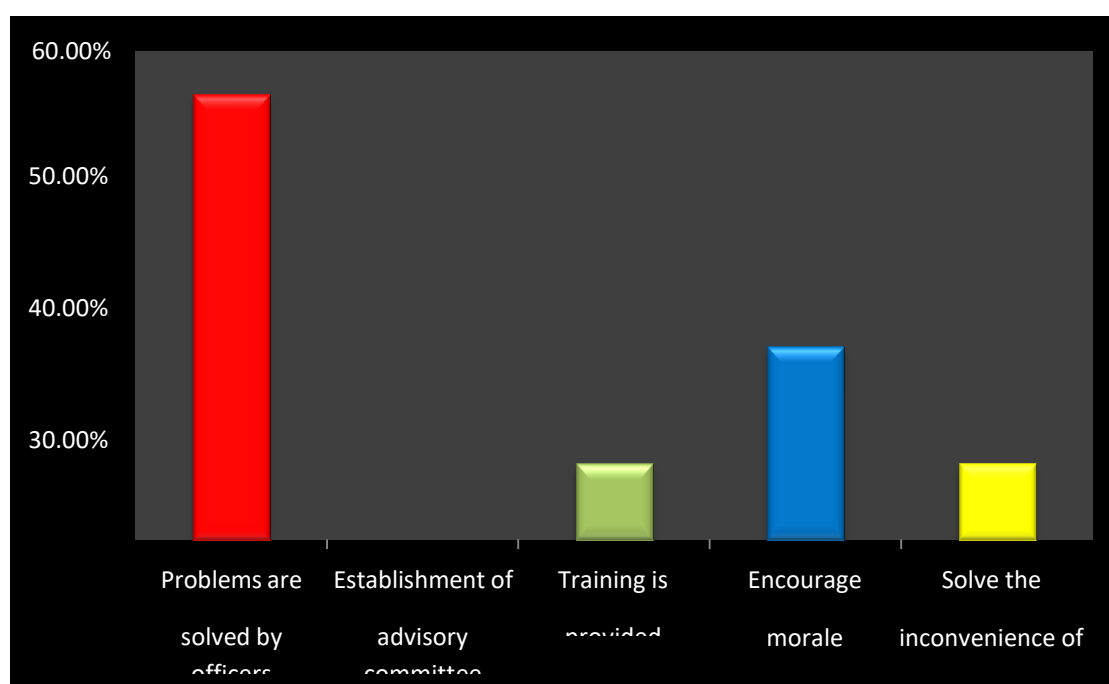
To reduce stress	Yes	No
	39.43%	60.57%



If Yes then how?

1. Problems are solved by official
2. Establishment of advisory committee
3. Training is provided
4. Encourage morale.
5. Solve the inconvenience of organization

If yes	Problems are solved by officers	Establishment of advisory committee	Training is provided	Encourage morale	Solve the inconvenience of organization
	54.63%	3.09%	9.28%	23.71%	9.29%



Interpretation:

From the above data, it is interpreted that organization does not adopt any measures to reduce the level of stress. While , there are some employees who feel they get support from officers when they solve their problems.

Suggestions :

It is found that College employee is facing lots of stress during work. The causes of stress are different for different staff. Everyone has to go with the work throughout the year. But still it needs some encouragement and support. There is some suggestion which definitely support the staff to overcome with the problem of stress.

Some suggestion towards the organization :

1. The most urgent and basic need of staff is the lunch room. There is no separate lunch room for staff. They have to take their lunch at the work place. Without proper hygiene space they have to adjust them self for lunch. So hygienic lunch room must be provided to them.
2. The drinking water facility is also not good. In some floor water purifier is working properly while in some it is not working. Even water-cooling facility is also poor. In summer there is much need of water cooler.
3. The staff member of College is too much and still there is no rest room or all the staff. They are male or female staff. So it is always advice to provide separate or at least one rest room for staff. It will support them while any of them feel seek whether male or female.
4. During the election time and session time the working hours of College employees is not fixed. It can exist the limit of 10-12 hours. For that a canteen facility must be there for them. So that, they can satisfy there need of tea and snacks.
5. Sanitation is basic rights of an employee. Neat and clean toilets and urinal facility should be there for the employees.

Suggestions for Education Department :

1. Frequently variation in job and its nature affect the mentality of employees. A proper stable working system should be provided by the organization. It can be done with the help of proper guidelines.
2. A faculty who completes his/her education in Hindi medium students was but, when he/her gets different medium to teach, it creates problem Teaching is an intellectual activity. It should be free. A burden on a teacher can affect his/her teaching ability. A teacher should get the chance to teach in his/her own medium, from where he completed his/her education. It will create the interest of him/her in work. Thus, it will help to reduce stress.

3. Transfer should be done on the basis of age and seniority. An aged employee feels inconvenience when he/she gets transfer at this age. It affects their working ability.
4. Proper funds should be given for any work. Improper amount of funds affect the objective achievement efficiency of plan. Proper budgeting must be there before execution.
5. Positive thinking and working must be encouraged. Employee must get motivation to do things in a positive way.
6. Proper time should be given to complete a task. More work in less time creates problems and stress. The direction should be issued prior to the work and time should be given to complete that work.
7. A person having computer skills is in demand today. Today's world is a compute raised world. In every school, a trained computer teacher must be appointed by the authority.
8. Research work must be encouraged a every department Various training and workshops must be provided to train people in doing research.
9. Proper Personnel policies should be adopted. It will help to have right member of people at the right job at the right place. Understanding and over staffing creates stress and it should be avoided.

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