

## HOW TRAINING AND DEVELOPMENT PROGRAMS HELPS TO MANAGE STRESS IN EMPLOYEES OF ONGC, RAJAHMUNDRY ASSET

**BODANKI LAKSHMI SAI  
SANTHOSHI SRUTHI,**

Research Scholar, Osmania University,  
Hyderabad

**Prof. R VENKATESWARA RAO  
(Retd.)**

Department of Business Management  
Osmania University, Hyderabad

### **Abstract:**

*The execution and results of training and development initiatives targeted at reducing stress among employees at Oil and Natural Gas Corporation Limited (ONGC) are the main topics of this abstract. The organization's performance depends on the employees' health and productivity; thus, managing stress through efficient training programs can be beneficial. The study used quantitative questionnaires to evaluate the success of ONGC's stress management training and development programs. The research involved a sample of executives from various organizational levels and departments. According to the findings, employees at ONGC experience a lot of stress as a result of their roles' high levels of responsibility and accountability, strenuous workloads, and operational difficulties. However, the study discovered that stress management-focused training and development programs benefited participants. Enhanced resilience in dealing with workplace stresses, improved coping mechanisms, and higher awareness of stress-related issues were some of the main benefits of the training and development programs. Participants said they now understood the value of work-life balance and how it affects general well-being. The report suggests that ONGC Limited improve initiatives for employee development and stress management training in light of the findings. These include providing access to ongoing training opportunities, encouraging open discussion about stress-related issues within the workplace culture, and facilitating frequent training sessions. Supporting employees in ONGC Limited requires training and development initiatives focusing on stress management. The beneficial effects of such programs on staff performance and well-being highlight the significance of stress management as a key component of ONGC's dedication to employee welfare and organizational success.*

### **Introduction:**

Stress is often described as a departure from normal bodily and mental functioning. Factors such as manager management style, job control, etc., may contribute to workplace stress. Moderate stress benefits both the business and the person. Both personal and professional goals may be achieved with its help. However, too much stress may adversely affect a person's physical and mental well-being. Stress may be evaluated psychologically using approaches based on questionnaires. Physical measurements also contain information on biological constants like blood pressure. The levels of several hormones are examined throughout the physiological parameters of many things. Activities such as music, sports, hobbies, dance, and other pastimes may all be utilized to relieve stress. Professional counselors might help you reduce too much stress. However, if progress is to be achieved, the crucial issue of work stress must be addressed. People in many different industries deal with growing challenges daily, as though development only worsens things. The nature of labour has evolved throughout time and is still changing.

As a consequence of these changes that have increased the number of sicknesses, declined morals and human traits, and created new problems every day, we are now dealing from the stress of job, which has been named the "disease of the century." The most effective stress-reduction techniques were assigning specific duties to others, splitting the burden among coworkers, taking time off work to spend with loved ones, and minimizing overtime. The results of several research on this topic demonstrate that stress has a substantial impact on professionals and therefore impacts the level of productivity. In order to manage stress, it is recommended that professionals show self-control and good self-esteem, participate in continuing professional growth to improve their organizational skills, delegate authority and responsibility, and break work up into manageable pieces.

Stress management training and development programmes are of utmost relevance in today's everyday lives. Employees frequently experience high stress in today's fast-paced and demanding work situations, harming their health and productivity. Employees who participate in stress management programs gain practical coping skills and coping mechanisms for handling workplace pressures. Employees can enhance their mental and emotional health, increasing job satisfaction and general happiness, by learning how to manage stress. An employee's capacity for concentration, problem-solving, and sound judgment may be hampered by stress. Employees can work more productively and effectively by lowering stress, which boosts output and improves work quality. Chronic stress can have a detrimental effect on physical health, resulting in a number of conditions like hypertension, heart difficulties, and weakened immune systems. Programs for managing stress can help lower the likelihood of stress-related illnesses, leading to healthier workers and lower healthcare expenses for businesses. Increased absenteeism and staff turnover might result from high levels of stress. By addressing the underlying causes of stress, stress management programs can improve the working environment and increase employee retention. Businesses that place a high priority on employee well-being and spend money on stress-reduction programs promote a healthy and encouraging workplace environment. As a result, there is an increase in employee dedication, loyalty, and involvement with the organization's objectives. Employees who receive stress management training become more resilient and adaptable, improving their capacity to deal with changes and stressful circumstances at work. Interpersonal and communication skills training is a common component of stress management programs. Employees who can control their stress and emotions will be better able to connect with clients and coworkers, creating a more unified and peaceful workplace. Training in stress management can help managers and supervisors become better leaders. They can better help and comprehend their team members, promoting a productive work atmosphere. Work-life balance is frequently emphasized in stress management programs. Promoting a harmonious balance between work and personal life helps employees feel more fulfilled and less stressed.

Literature review:

Understanding the connection between training, transfer, and turnover. Three groups of counselors—isolated, integrated, and exceptional—were identified by latent profile analysis of staff traits and organizational climate data for 1047 counselors from 345 programs (Joe et al.,

2007). In contrast to counseling Centre interns, non-counseling Centre interns expressed a desire for additional opportunities to get supervision training and to supervise others during their internship year, according to a qualitative study of participant responses (Crook-Lyon et al., 2011). Creating an ASP staff professional development training program is discussed in (Weaver et al., 2012). Common monitoring objectives included assessing the effectiveness of tree management and planting, adopting a proactive approach to tree care, and involving communities (Roman et al., 2013). (Kamal et al., 2017) provide examples of the approaches used to evaluate the performance of local personnel during shift changes. Accelerating Malnutrition Actions: Strengthening the Capacity of Health and Nutrition Programme Staff in Devbhumi Dwarka, Gujarat (Mehta et al., 2022) study. Through the use of a descriptive cross-sectional study design, the TNA (Training Needs Assessment) was carried out. Deering et al. (2009) and Galvin et al. (2015) are other important works.

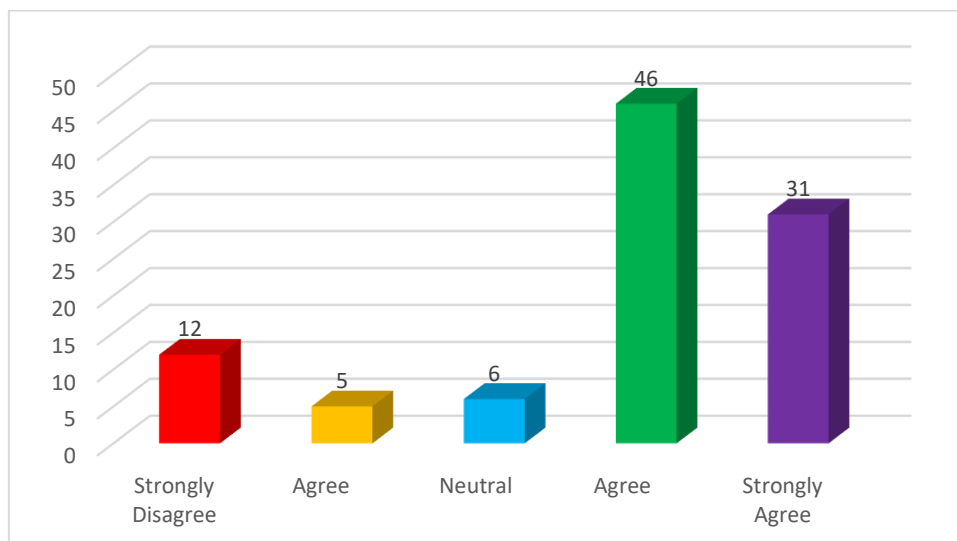
#### Research Methodology:

This was a survey-based study. The participants were executives (officers) of ONGC, Rajahmundry Asset. This a quantitative study. The Primary data was obtained through a survey designed for this study. The sampling technique adopted for the study will be Non-Probability Purposive and Convenience sampling. The sample size is 100.

#### Data Analysis:

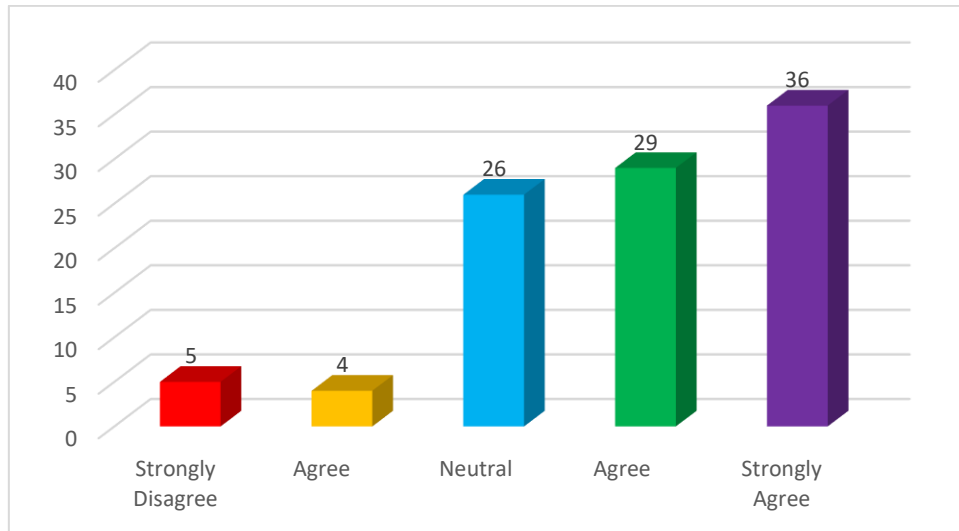
100 participants of a Mean  $\pm$  SD of  $32.29 \pm 2.17$  years have been involved in the study. Of the 100 participants, 71 were males, and 29 were females. The following is the interpretation of the questionnaires filled out by the participants of the study:

1. The stress management training program provided valuable insights into understanding and managing stress effectively.



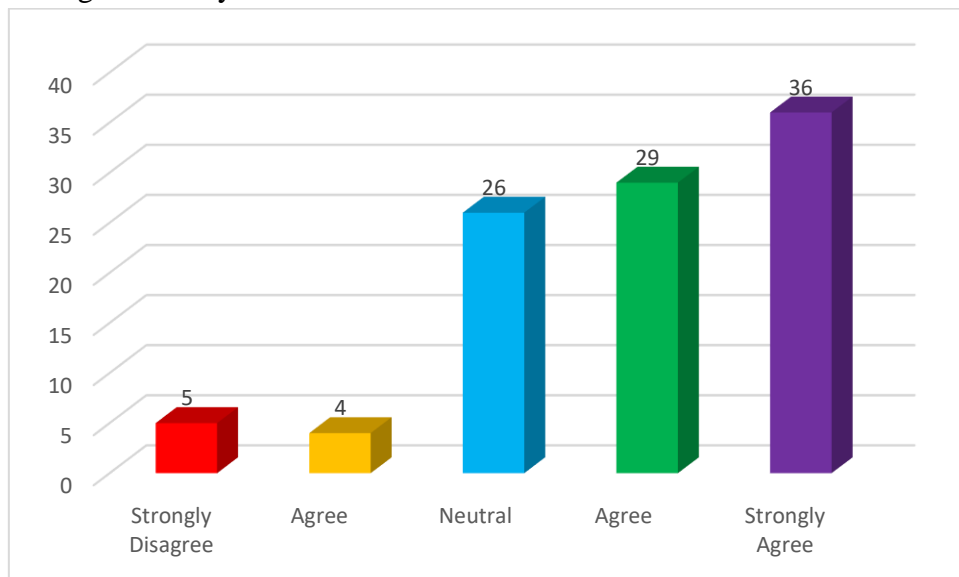
46 participants agreed, and 31 strongly agreed that the stress management training program provided valuable insights into understanding and managing stress effectively

- 2. The stress management training program offered practical techniques and coping strategies that can be applied in daily work situations.



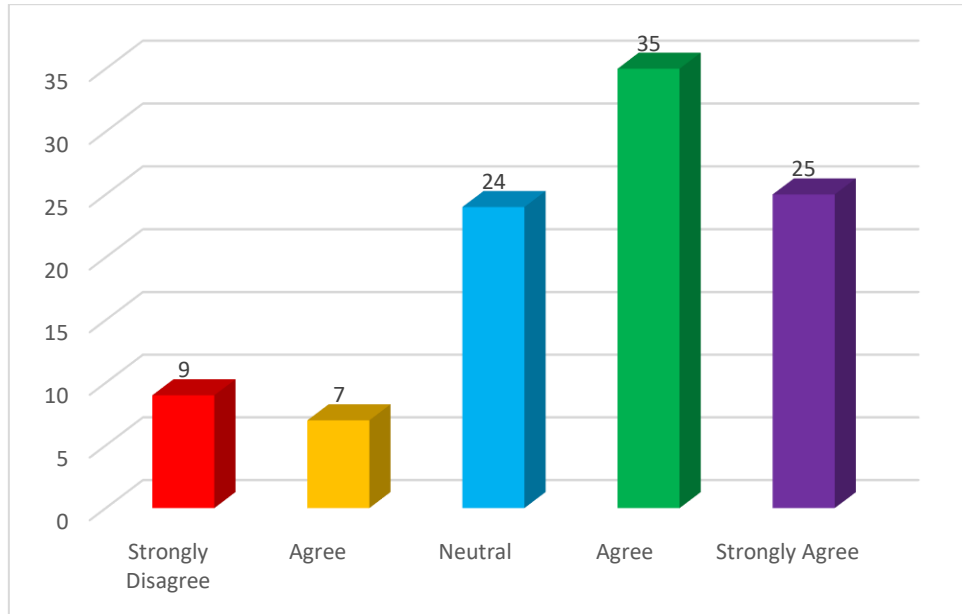
36 strongly agreed, and 29 agreed that the stress management training program offered practical techniques and coping strategies that can be applied in daily work situations.

- 3. The stress management training program was relevant to the specific stressors faced in the oil and gas industry.



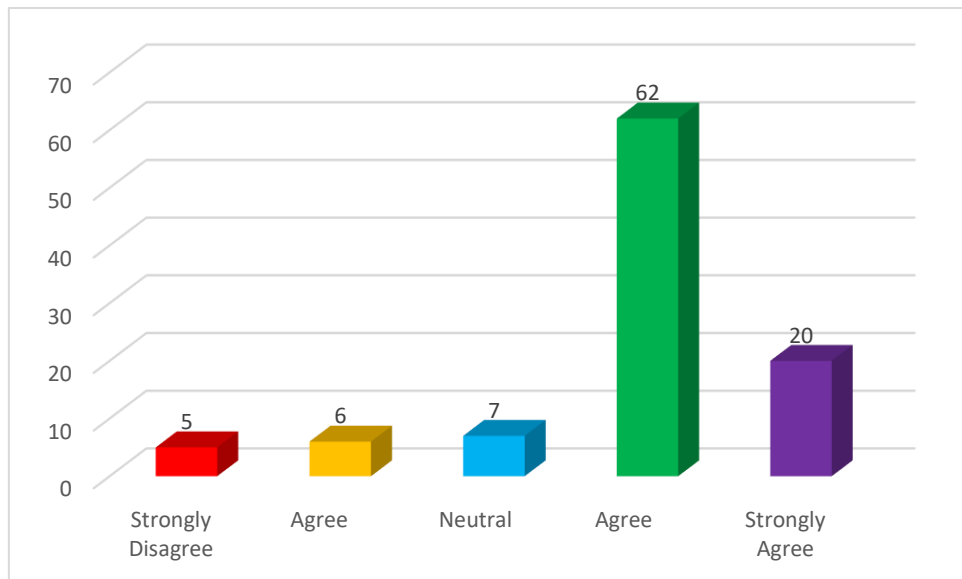
36 Participants strongly agreed, and 29 agreed that the stress management training program was relevant to the specific stressors faced in the oil and gas industry.

- 4. The training program helped me become more aware of the signs of stress and how it can impact my well-being.



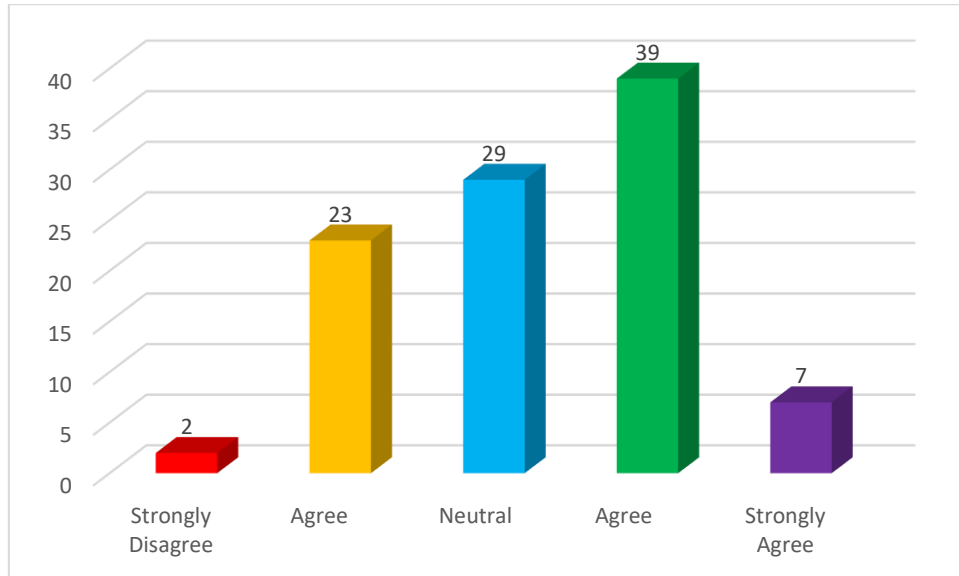
35 participants agreed, and 25 strongly agreed that the training program helped me become more aware of the signs of stress and how it can impact my well-being.

5. The stress management training program provided valuable tips for improving work-life balance.



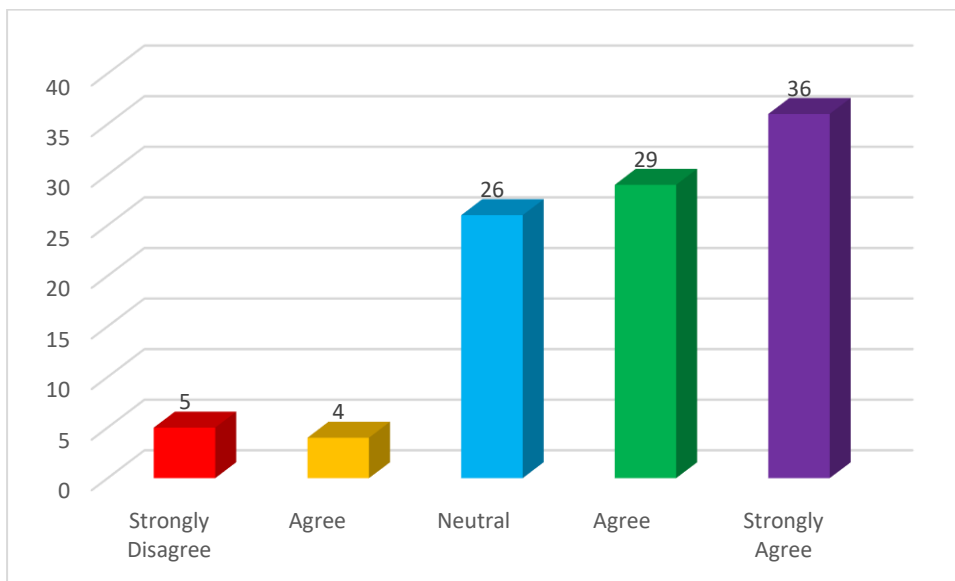
62 participants agreed that the stress management training program provided valuable tips for a better work-life balance.

6. The stress management training program improved my ability to handle work-related stressors effectively.



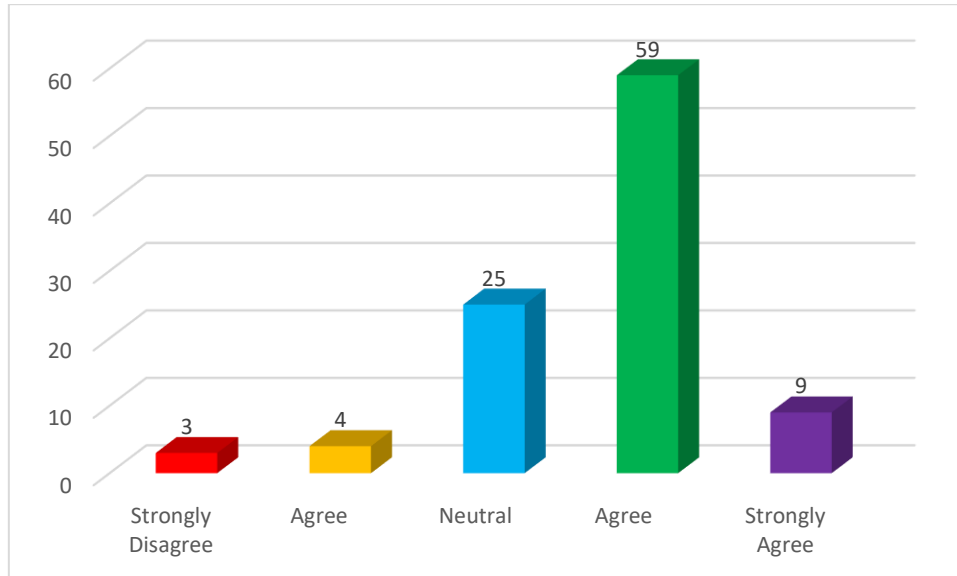
39 Participants agreed and 29 gave neutral responses that the stress management training program improved my ability to handle work-related stressors effectively.

7. The training program enhanced my resilience in coping with challenging situations at work.



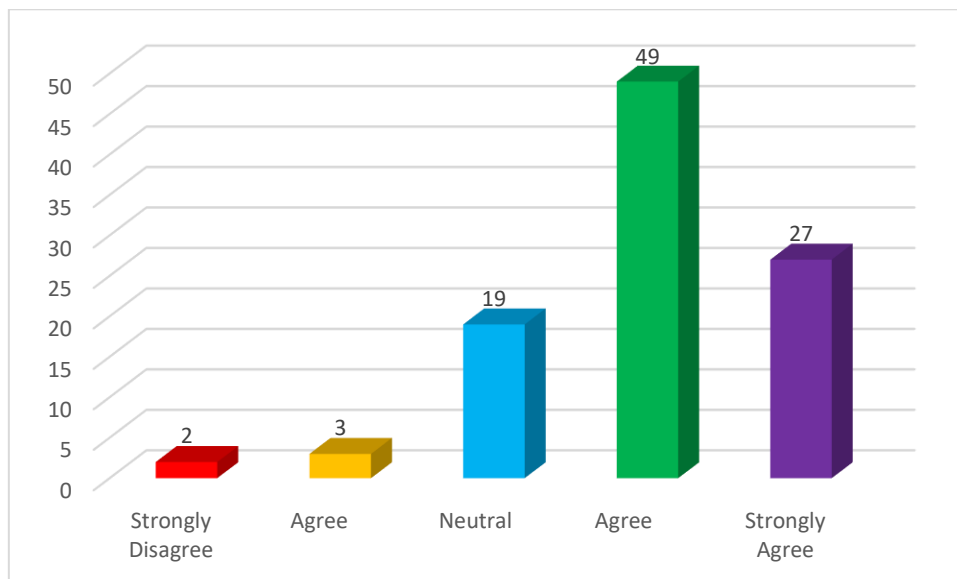
36 Participants strongly agreed, and 29 agreed that the training program enhanced my resilience in coping with challenging situations at work.

8. I feel supported by the organization in implementing the stress management techniques I learned in the training program.



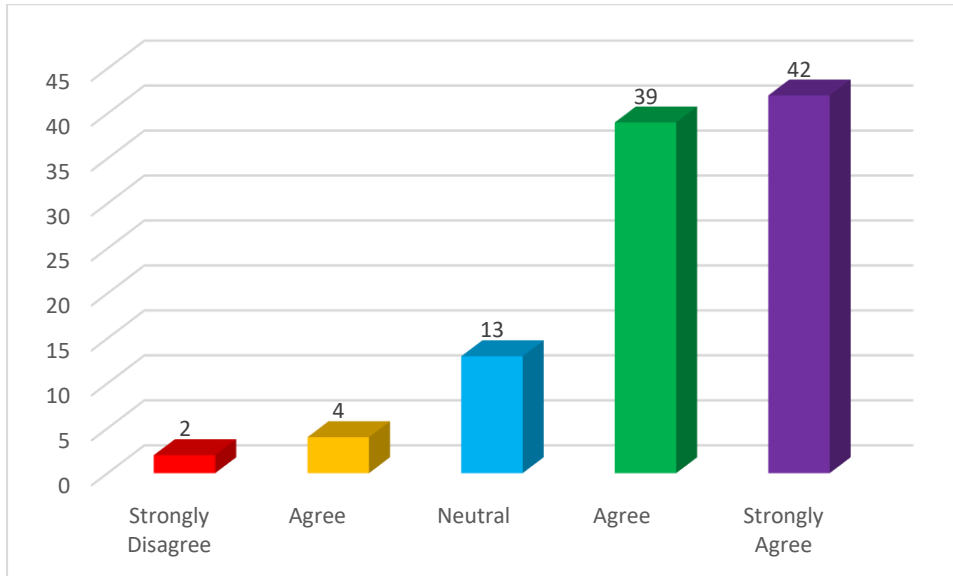
59 participants agreed that they felt supported by the organization in implementing the stress management techniques I learned in the training program.

9. I believe that the stress management training program positively impacts employees' overall well-being and performance.



49 Participants and 27 strongly agreed that the stress management training program positively impacts the overall well-being and performance of employees.

10. I would recommend the stress management training program to other employees in the company.



42 Participants strongly agreed, and 39 agreed that they would recommend the stress management training program to other employees in the company.

#### Major Findings:

- Participants assured that the stress management training program provided valuable insights into understanding and managing stress effectively.
- The stress management training program seemed to offer practical techniques.
- The stress management training program for the staff was relevant to the specific stressors faced in the oil and gas industry.
- The training program helped the employees to become more aware of the signs of stress and how it can impact their well-being.
- The stress management training program provided valuable tips and ways to improve work-life balance.
- The training program enhanced the resilience in coping with challenging situations at work.
- The employees were supported by the organization in implementing stress management techniques.

#### Suggestions and recommendations:

To develop effective Training and Development Programs to manage the stress of employees of ONGC, it's essential to consider the specific needs and challenges the executives face. Here are some recommendations for creating comprehensive stress management programs:

- Conducting a thorough needs assessment to understand the stressors faced by employees of ONGC. Use surveys, interviews, and focus groups to gather supervisor feedback and identify the most significant stressors.
- Tailor the training program to address the unique stressors and challenges specific to the oil and gas industry and ONGC's work environment.



- Start with stress awareness training to help supervisors recognize the signs and symptoms of stress in themselves and their team members.
- Stress Management Techniques: Introduce various stress management techniques and coping strategies, such as mindfulness, meditation, deep breathing exercises, time management, and problem-solving skills.
- Work-Life Balance: Highlight the importance of work-life balance and provide practical tips on how supervisors can achieve a healthier balance between their personal and professional lives.
- Resilience Building: Include modules on resilience building to help supervisors bounce back from challenging situations and adapt to change effectively.
- Effective Communication: Train supervisors in effective communication and active listening, as this can reduce misunderstandings and conflicts that often contribute to workplace stress.
- Emphasize the significance of empathy and emotional intelligence in supporting their team members' well-being and creating a positive work environment.
- Physical Well-being: Address the impact of physical health on stress and encourage supervisors to adopt healthy lifestyle habits, such as regular exercise and proper nutrition.
- Highlight the importance of building and utilizing organizational support systems, such as mentoring programs, peer support groups, and Employee Assistance Programs (EAPs).
- Provide leadership training to supervisors to enhance their ability to lead by example and create a culture that promotes a healthy work-life balance and stress management.
- Incorporate mindfulness practices into the training program to help supervisors stay present, manage their emotions, and improve decision-making under stress.
- Offer ongoing support and resources even after the training program ends, such as providing access to stress management tools and offering periodic refresher sessions.
- Continuously evaluate the effectiveness of the stress management training programs through feedback surveys and assess the impact on supervisors' well-being and job performance.
- Secure support from senior management for the stress management initiatives to emphasize the organization's commitment to employee well-being.

### **Conclusion:**

In conclusion, ONGC (Oil and Natural Gas Corporation) is taking a proactive and critical step towards cultivating a healthier, more resilient, and productive staff by establishing training and development programs to reduce stress. These initiatives prioritize worker well-being and foster a supportive workplace environment that values workers' mental and emotional well-being. ONGC can provide a work environment that supports employees' general well-being by providing adequate stress management practices and coping mechanisms, especially for executives working in ONGC, Rajahmundry Asset. Employees are better equipped to manage professional challenges and preserve a healthier work-life balance. Training in stress

management has an effect that goes beyond just one employee. It favors the entire organization, resulting in higher production, lower absenteeism rates, and better staff retention rates.

Additionally, it may give employers a competitive edge in luring top personnel who appreciate a collaborative and employee-focused workplace. Managers and supervisors who receive stress management training are crucial in forming the organizational culture. Their improved leadership abilities and encouragement of their staff foster an environment where candid dialogue, teamwork, and resiliency are valued. Continuous assessment, feedback gathering, and ongoing staff assistance are crucial for these programs' success. To ensure the relevance and efficacy of the programs, ONGC should customize stress management measures to address the unique stresses experienced by its personnel in the oil and gas business. Long-term organizational prosperity depends on ONGC's commitment to employee wellness, which is why investing in stress management training and development programs is important. A happier, healthier workforce is better able to handle obstacles, adjust to change, and contribute to the success and longevity of the business. ONGC paves the way for a brighter and more prosperous future, where people can thrive emotionally and professionally, by prioritizing stress management and establishing a pleasant work culture. These initiatives are valuable since they improve not just the health of the workforce but also the standing and general performance of the company. As long as ONGC keeps putting the well-being of its employees first, it can establish itself as an employer of choice and a leader in the sector.

#### References:

- Dale Curry; Timothy McCarragher; Mary Dellmann-Jenkins; "Training, Transfer, and Turnover: Exploring The Relationship Among Transfer of Learning Factors and Staff Retention in Child Welfare", *CHILDREN AND YOUTH SERVICES REVIEW*, 2005.
- George W Joe; Kirk M Broome; D Dwayne Simpson; Grace A Rowan-Szal; "Counselor Perceptions of Organizational Factors and Innovations Training Experiences", *JOURNAL OF SUBSTANCE ABUSE TREATMENT*, 2007.
- Shad Deering; Michael A Rosen; Eduardo Salas; Heidi B King; "Building Team and Technical Competency for Obstetric Emergencies: The Mobile Obstetric Emergencies Simulator (MOES) System", *SIMULATION IN HEALTHCARE : JOURNAL OF THE SOCIETY FOR ...*, 2009.
- Rachel E. Crook-Lyon; Jennifer Presnell; Lynda Silva; MichSuyama; Janine Ruth Stickney; "Emergent Supervisors: Comparing Counseling Center and Non-Counseling-Center Interns' Supervisory Training Experiences", *JOURNAL OF COLLEGE COUNSELING*, 2011.
- Robert Glenn Weaver; Michael W Beets; Collin Webster; Aaron Beighle; Jennifer Huberty; "A Conceptual Model For Training After-school Program Staffers To Promote Physical Activity And Nutrition", *THE JOURNAL OF SCHOOL HEALTH*, 2012.
- Lara A. Roman; E. Gregory McPherson; Bryant C. Scharenbroch; Julia Bartens; "Identifying Common Practices and Challenges for Local Urban Tree Monitoring Programs Across The United States", *ARBORICULTURE & URBAN FORESTRY*, 2013.
- J Galvin; E Suominen; C Morgan; E-J O'Connell; A P Smith; "Mental Health Nursing Students' Experiences Of Stress During Training: A Thematic Analysis Of Qualitative Interviews", *JOURNAL OF PSYCHIATRIC AND MENTAL HEALTH NURSING*, 2015.
- A. Kamal; R. Kamal; "Good Governance & Community Participation Efficiency Improvement of Local UUU's in Handling Participatory Planning Projects", *URBAN ECONOMICS & REGIONAL STUDIES EJOURNAL*, 2017.



- *Mrunal Mehta; SomenSaha; Apurvakumar Pandya; Mayur B Wanjari; Deepak Saxena; "Accelerating Actions Against Malnutrition: A Call for Strengthening The Capacity of Health and Nutrition Program Staff in Devbhumi Dwarka, Gujarat",*