

CONSEQUENCES OF JOB STRESS IN WORK PLACE

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ABSTRACT

Life in the organisation is quite stressful. Work pressures, meetings that never seem to end on time, unhelpful colleagues, tight schedules, critical bosses, incompetent subordinates and all the factors may all have a cumulative effect in making the lives of modern-day executives quite miserable. As per the medical explanation of the term "stress is the body's general response to environmental situations". In simple words, stress refers to an individual's reaction to a disturbing factor in the environment Stress is the body's reaction to any demand made on it. Major stress comes from having too much work, not having enough work, doing work that is unfulfilling, fearing a job layoff or not getting along with boss. Perceptions of events, whether positive or negative, activate stress. Stress is always bad – mild stress may improve productivity, severe stress persists for long periods of time, and it can be harmful.

Key words: working condition, stress management, work pressure, reaction

I. INTRODUCTION

Life in the organisation is quite stressful. Work pressures, meetings that never seem to end on time, unhelpful colleagues, tight schedules, critical bosses, incompetent subordinates and all the factors may all have a cumulative effect in making the lives of modern-day executives quite miserable. Stress is the body's reaction to any demand made on it. Perceptions of events, whether positive or negative, activate stress. Stress is always bad – mild stress may improve productivity, severe stress persists for long periods of time, and it can be harmful.

Stress may be understood as a state of tension experienced by individuals facing extraordinary demands, constraints or opportunities. As per the medical explanation of the term "stress is the body's general response to environmental situations". In simple words, stress refers to an individual's reaction to a disturbing factor in the environment.

Definition

"Stress is the interaction of the individual with the environment. It is in adaptive response, mediated by individual differences and/or psychological process; that is a consequence of any external action, situation or event that places excessive psychological and/or physical demands upon a person"

Ivancevich&Matterson

"Job stress is a condition arising from the interaction of the people and their jobs, characterised by changes within people that force them to deviate from their normal functioning"

Beehr& Newman

Stress is a reality of our everydaylife. Job stress comes in many different forms and affects our body in different ways. Major stress comes from having too much work, not having enough work, doing work that is unfulfilling, fearing a job layoff or not getting along with boss.

The major sources of Job stress into the following seven categories:

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- *Control*: Workers believe that they have a great deal of responsibility but little control or decision making power in their jobs are at increased risk for cardio-vascular disease and other stress related illnesses.
- *Communication*: Poor communication in turn increases job stress. In ability to express concerns, frustrations or other emotions can lead to increased stress.
- *Support*: Feeling unsupported by unhelpful colleagues may make it harder to resolve other problems at work that are causing stress.
- *Clarity*: Feeling uncertain about the duties, changing departments may lead to stress.
- *Competence*: Job security is a major source of stress for many people. They are unable to perform well in their job.
- *Significance*: If you don't find a job meaningful or find pride in it, the people feel it stressful.
- *Increased responsibilities*: Assuming additional responsibilities in job can be stressful.

Consequences of Stress

Distress experienced by individuals has negative consequences for them, their families and for the organisations they serve.

Consequences for the Individual: An individual who is experiencing stress may develop the following symptoms.

1. *Physiological Symptoms*: High degrees of stress are typically accompanied by severe anxiety, frustration & depression.
2. *Psychological Symptoms*: Psychological problems resulting from stress are very important in day to day job performance.
3. *Behavioural Symptoms*: Any behaviour which indicates that are not acting an usual self may not be a sign of adverse reaction to stress.

Consequences for the family: Distress is handled by individuals in dysfunctional ways, will have an adverse effect on their family life.

1. In dual career families where both the spouses are pursuing careers, a lot of personal commitments, varied in nature, are demanded both to their jobs and families. The stress is experienced by the couples stem from role overload, since both partners have to manage their careers as well as help the family.
2. Additional stresses are experienced while handling the personal social and cultural dilemmas of balancing work and family, discharging parenting responsibilities, handling competition at the work place and within the family and being an involved member of the extended family.

Consequences to Organisations: Consequences of stress to the organisations can be lost profits, declining assets, bad image projection, poor reputation and loss of future business.

The effect of employees stress on organisations are many and varied:

- Low performance and productivity
- High rate of absenteeism and turnover
- Loss of customers due to poor attitudes of workers.
- Increased alienation of the worker from the job.
- Destructive and aggressive behaviour resulting in strikes and sabotage.

Managing Stress Programs

Stress stems from so many different factors and conditions that eliminate it entirely from our lives is impossible. Systematic efforts to train employees in a variety of techniques that they can use to become less adversely affected by stress.

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1. Wellness Programs: Company-wide programs in which employees receive training regarding things they can do to promote healthy lifestyles.
2. Presentism: The practice of showing up for work but being too sick to be able to work effectively.
3. Time management: The practice of taking control over how we spend time.
4. Social Support: The friendship and support of others, which helps minimize reactions to stress.
5. Meditation: The process of learning to clear one's mind of external thoughts, often by repeating a single syllable (known as a mantra) over and over.
6. Time-out: A briefly delay in activities designed to reduce mounting tension.

The stresses experienced by employees who take on critical roles and are responsible for public safety can sometimes be detrimental to the well being of the constituents served.

CONCLUSION

The main causes of workplace stress appear to be linked to deficiencies in the management and organization of work, and to too little attention being paid to the interests and rights of workers. In particular, many workers are currently finding it difficult to juggle the balance between the demands of work and their life outside the workplace. Many of the causes of workplace stress are linked to violations of the so-called "psychological contract" between employers and individual workers. The "psychological contract" is implicit and incorporates a number of reciprocal expectations and obligations that may develop between employers and workers in a particular workplace.

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