



A STUDY ON STRESS MANAGEMENT AMONG EMPLOYEES

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Stress management has become part and parcel of every organization. No employee in any organization is stress-free. Many work and non-work-related stressors increase the stress level of employees and affect their efficiency at the workplace. An efficient workforce is imperative for the growth of any organization in today's competitive world. This creates a requirement to develop stress management techniques to reduce the mental strain which employees face on regular intervals. It is the responsibility of the employees as well as the organizations to find solutions to tackle stress-related issues and create a better and productive working environment. Therefore, this study was undertaken to recognize the causes and impact of stress among the employees, identifying stress management techniques followed by employees, and initiative taken by the organization to help employees manage their stress. The study is important to make effective human resource management policies to help employees to manage their stress at the workplace. The simple random sampling method was used for collection of data. A total of 100 online survey responses were received. 50 each from Private sector and Public sector were collected.

Keywords: *Stress Management, Employees, Organization.*

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Introduction:

Stress is the feeling when a person is not able to control his emotional and mental state of mind. Stress has become part and parcel of every organization. Depression and anxiety are mainstream situation these days. It is just like a daily routine. Having stress to a certain extent is beneficial. This can be defined as eustress or positive stress which gives positive outcomes. But stress beyond a certain level gives serious health and physical problems to employees in the organization. The health of any organization is depending upon the physical and mental health of employees. Many work and non-work-related stressors increase the stress level of employees and affect their efficiency at the workplace. An efficient workforce is imperative for the growth of any organization in today's competitive world. Therefore, managing stress is an important and necessary thing. Stress Management in the right and specific way at a particular time is very important. There are various different ways and methods for tackling stress caused due to work and personal life. Therefore, this study was conducted to assess the causes and impact of stress among



employees and to identify the stress management techniques adopted by them.

Significance of the Study:

The study is important to identify the importance of stress management among employees. It overviews the approach of the employees regarding the reduction and management of stress. The study is also important for employers and organizations to take equivalent measures regarding stress management and to improve the productivity and efficiency of the employees. The willingness of employees to identify the problem and find a solution to it will encourage the organization to come up with effective stress management measures. Mutual consideration about the situation and joint efforts by employee and organization can provide better visions and would definitely prove worthy for the employees and organizations to achieve individual and organizational goals.

Review of Literature:

Murphy (2016) identified various stress management techniques used in worksite studies. According to the author stress management techniques were offered as training to all workers which resulted in a wide range of health benefits. It was also found that stress interventions differ for each study but combinations of techniques gave a positive result.

Greeshma, Indra, Aswathy, and Janani (2018) found that there is a strong relationship between stress at work and its various physical and psychological effects on employees. It was found by the authors that non-work and work stressors have combined effects on employees. The employees who were able to cope up with the stress were able to balance their work and life well.

According to Tran, Tran, Nguyen, Mach, Phan, and Mujtaba (2020) stress is one kind of anxiety in the modern workplace. The study explains workplace stress and its consequences on individuals, organizations, and finance. According to them when employees set high goals beyond their abilities they get stressed and it leads to pressure and dangerous effects on themselves. They recommended some role of human resources in settling workplace stresses.

Nel and Spies (2006) suggested that employees working in corporate fields need to manage their stress as they have excessive workload, role conflicts etc. The study found that stress management programs which included play therapy resulted in positive stress management.

Shukla and Garg (2013) highlighted that employees working in banks fear because of a lack of quality in their work. It was also found that initiatives taken by the bank for stress management among employees were effective and employees were able to balance their work and social life well with the help of various stress management techniques.

Bunce and West (1996) conducted a study on health care workers wherein a traditional stress management program was compared with an intervention promoting innovation at work. It was found by the authors that stress management should more be focused on process variables, promotion of innovation at work.

Putnam, Myers, and Gailliard (2013) emphasized that organizations should reframe the tension between work and personal life. Both the aspects are opposite but if they are converted into enriching poles then there would be more workplace flexibility.

Alborzkouh, Nabati, Zainali, Abed, and Ghahfarokhi (2015) suggested that students should be taught to deal with stress as it would be an effective strategy to face high stress and pressure. Also, in the view of authors if it is



taught in groups it would be acceptable by all and the cost would also be very low.

Research Gap:

After the Literature Review, the gap containing the study focusing on identifying stress and stress management techniques among the public and private sector employees in Mumbai was found.

Objectives of the Study:

1. To recognize the causes of stress among employees.
2. To examine the impact of stress on the health of employees
3. To identify stress management techniques which are followed by employees.
4. To assess the initiative taken by the organization to support employees to manage their stress.

Limitations of the Study:

1. The study was constrained to the employees working in organizations in Mumbai only.
2. The study is conducted with 100 respondents only.
3. The study is limited to selected variables only.

Research Methodology:

Data Collection:

In order to study stress and its management among employees working in the private and public sectors, primary as well as secondary data was collected. The secondary data was collected through articles and research reports. The primary data was collected through questionnaire with the help of Google forms which was an e-survey method of data collection.

Sample Design:

The Simple Random Sampling technique was used for the study. The framed questionnaire was sent through Google Forms to the respondents which were located in Mumbai. The survey was kept open for fifteen days to receive the desired number of responses. This survey enabled a total amount of 100 filled responses.

Statistical Techniques used for Data Analysis:

The primary data was collected through an online survey method. Statistical techniques such as frequency and percentage were used to analyze the data.

Data Analysis and Findings:

Profile of Respondents:

In order to identify the causes and impact of stress and also stress management techniques among employees in various firms of the public and private sectors, information about their age, gender and sector were collected. The same is presented in the following part of the study.

Table 1. Profile of Respondents

Age	Number of Respondents	Percentage	Gender	Number of Respondents	Percentage
20-30	24	24	Male	48	48
31-40	20	20	Female	52	52
41-50	21	21	Total	100	100
51-60	35	35			
Total	100	100	Sector	Number of Respondents	Percentage



			Private	50	50
			Public	50	50
			Total	100	100

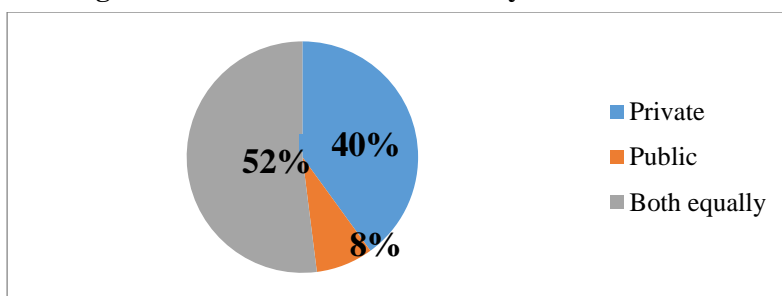
Source: Online Survey.

The findings in Table 1 revealed that 24% of the respondents were belonging to the age group of 20-30, 20% of the respondents were from the age group 31-40, 21% of the respondents were from the age group of 41-50 and 35% of the respondents were from the age group 51-60. 48% of respondents were male and 52% of respondents were female. Regarding the sectors public and private, an equal percent of employees responded to the survey which was 50% each.

Level of Stress faced by different sectors:

Respondents were asked about their opinion about the level of stress faced by employees working in different sectors.

Figure no 1. Level of Stress faced by different sectors



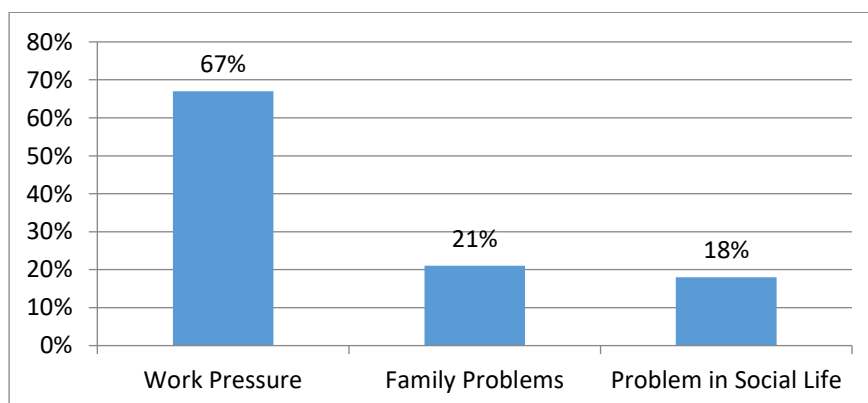
Source: Online Survey.

The findings in figure 1 revealed that according to 40% of respondents private sector employees face maximum level of stress, According to 8% of them public sector employees face the maximum level of stress, and 52% of employees were of the opinion that private and public both the sector employees face an equal level of stress.

Causes of Stress:

The respondents were inquired about the various causes of stress. The findings of the same were presented in the below part of the study.

Figure 2. Causes of Stress



Source: Online Survey.

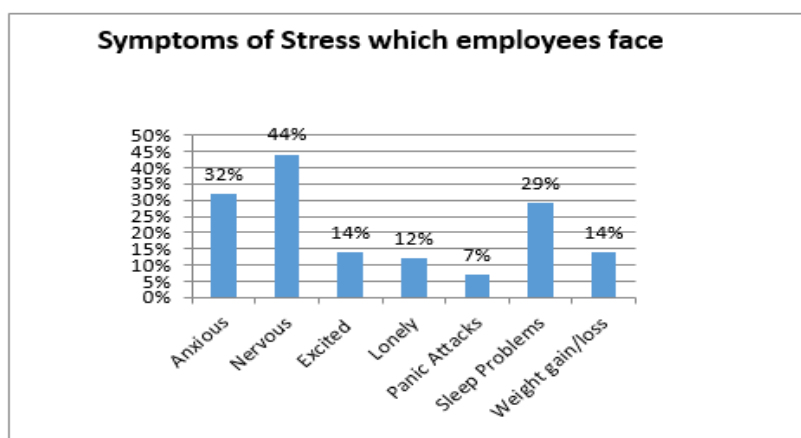


The findings in figure 2 highlighted that according to 67% of employees, work pressure was the cause of stress, according to 21% of employees family problems were the cause of stress, according to 18% of employees problems in social life were the cause of stress. Work pressure was found to be the major reason for stress among employees.

Impact of Stress on Physical and Mental Health:

In order to maintain the physical as well as mental health of the respondents, it is necessary to identify physical and mental health issues faced by them therefore the inquiry was conducted to find out the impact of stress on physical and mental health employees.

Figure 3. Impact of Stress on Physical and Mental Health



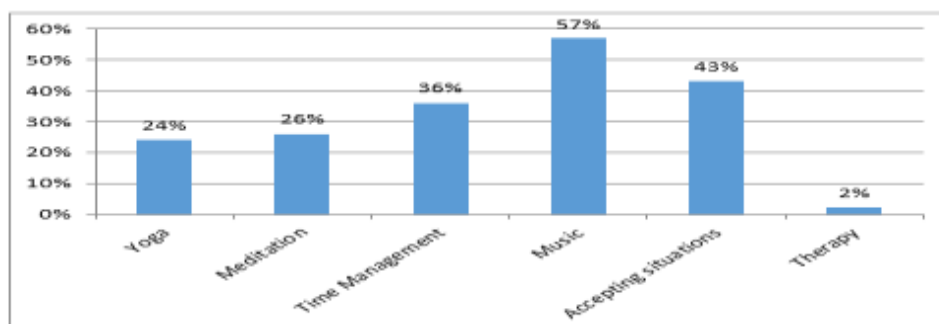
Source: Online Survey.

The findings in figure 3 revealed due to stress 44% of the respondents were feeling nervous, 32% of them were feeling anxious, 29% of respondents had sleeping problems, 14% of respondents were feeling excited same percent of respondents had a problem of gaining or losing weight, 12% of respondents were feeling lonely and 7% of respondents were getting panic attacks. It was evident from the findings that stressful employees cannot be productive and efficient if the stress is not managed well.

Stress Management Techniques Adopted by Employees

After understanding the impact of stress on the health of employees they were further asked about the stress management techniques adopted by them.

Figure no 4. Stress Management Techniques Adopted by Employees



Source: Online Survey.

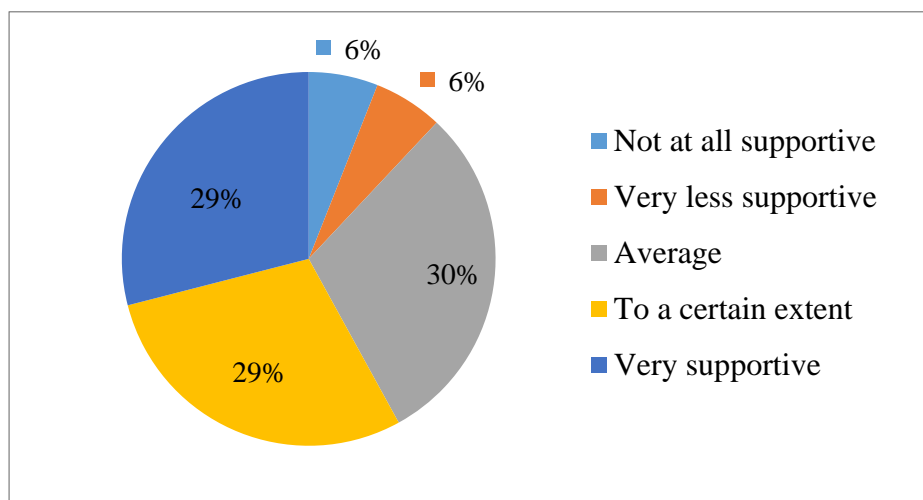


The findings in figure 4 highlighted that for managing stress 57% of employees were listening to music, 43% of employees were accepting the situations, 36% of employees were managing their time to reduce stress, 26% of them were resorting to meditation, 24% of them were doing yoga and 2 % of employees were using therapy to treat their stress. The findings revealed that listening to music was the most preferred technique of stress management among employees. This technique is easily accessible and practicable which could be the reason for using it most by employees.

Support of Work Culture to Manage Stress:

The work culture in the organization is a necessary factor for helping employees to cope up with their stress. Therefore, employees were asked about the level of support they were getting from the work culture to manage their stress.

Figure 5. Support from Work Culture

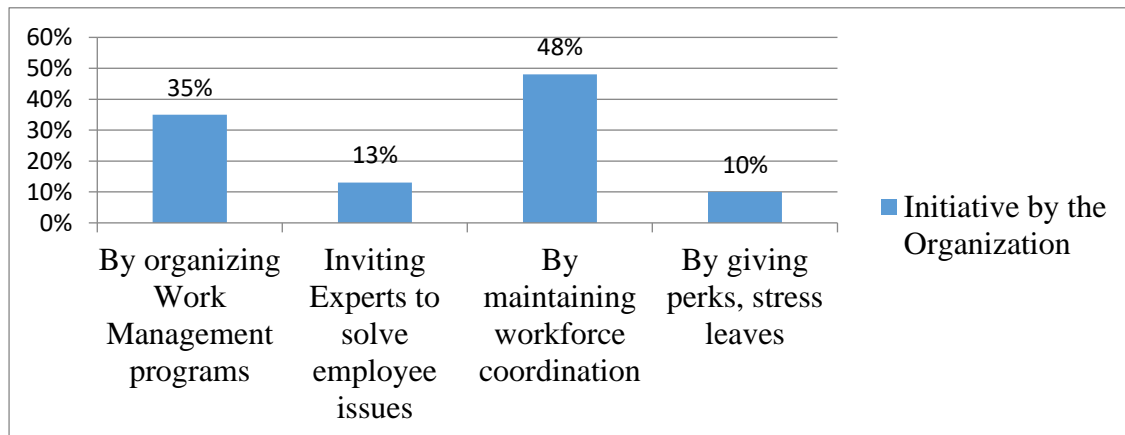


Source: Online Survey.

The finding showed that 30% of respondents were of the opinion that the work culture is averagely supportive. 29% of them had a feeling that it is very supportive. 29% of employees said it is very less supportive. 6% of employees said it is less supportive and not at all supportive respectively. A supportive work culture plays a crucial role to mitigate the stress of employees. The organization should adopt some corrective measures to create supportive work culture.

Initiative Taken by Human Resource Management for Management of Stress Faced by Employees:

Human resource management can play a significant role by introducing various initiatives to help employees to manage their stress. Therefore, the respondents were asked about the initiative taken by their organization to manage the stress faced by their employees while working.


Figure 6. Initiative Taken by Human Resource Management


Source: Online Survey.

As per the findings in figure 6 48% of employees said that their management ensures to have proper workforce coordination to reduce stress. 35% of employees said that their organization organizes work management programs. 13% of employees said that the organization invites experts to solve employees issues. 10% of employees said that the management gives perks and stress leaves as stress management measures.

Recommendations and Conclusion:

Working under stress can be one of the biggest hinderance to make optimum and effective utilization of human resources and as a result optimum and effective utilization of other resources can too. Therefore, there is a serious need of paying and resolving stress related problems of employees. The organization should introduce more effective measures to help employees to manage their stress such encouraging employees for meditation, yoga and other exercises at workplace. Appointment of counselor to help employees to reduce their stress. Allowing employees especially female employees flexible work options. Provisions of breaks during working hours. Allowing employees to go on leave the reenergize. Proper allocation of duties and responsibilities to avoid excessive work pressure. Organizing stress management seminars and workshops to enlighten employees to manage their stress and creating congenial work culture. Human resource is very important resource of any organization. If this resource is managed well then, all other resources of organization can be managed well.

Future Scope of the Study:

The study of the same nature can be conducted in any other city like Mumbai. It can also be extended at the regional or national level. It can also be conducted for a specific sector.

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