

Stress Management

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ABSTRACT

Stress is a state of mental or emotional strain resulting from adverse circumstances. The nature of work is changing at rapid speed, more than ever before. As we try to concentrate more on the accomplishment of professional commitments, stress levels are at their highest point now. Work related stress arises where job or the organization demands the work which is beyond the capacity and capability of an employee. Stress management has evolved as an individual stream of study nowadays. To manage stress at work place is responsibility of both the employer and an individual. Stress management refers to wide spectrum of techniques and psychotherapies which aim at controlling a person's level of stress. This paper focuses on causes of stress at work place and study of stress management techniques adopted by the best employer in India.

Keywords: Causes of Stress, Stress Management Technique, Stress Management Practices in Indian Industry.

INTRODUCTION

Stress is a silent killer. The nature of the work is changing at a rapid speed, more than ever before, job stress threaten the health of workers and the health of the organization and nation. Career nowadays includes in it competition, deadlines, follow ups, targets, schedules, meetings, and so many others which keep us busy on professional end. Work related stress arises where job or the organization demands the work which is beyond the capacity and capability of an employee. The main cause of work related stress is poor organization culture. Today, stress management has evolved as an individual stream of study. To manage stress at work place is responsibility of both the employer and an individual. The employer should try to provide the stress free organization culture which is encouraging, motivating and recreational for the employee.

Stress is the number one lifestyle risk factor, ranking above physical inactivity and obesity. As per the survey almost one in every three Indian employers has instituted stress or resilience management programme in 2013 and almost equal number plan to follow suit in 2014. Furthermore it is noteworthy that Indian employers fared better than Asia Pacific counterparts in managing employees work related stress. One of the most common solutions adopted by employers to manage employees' stress is offering flexible working hours. Other top solutions adopted by employers are stress management workshops, yoga, tai chi and undertake education and awareness campaign to help their employees manage stress. This paper focuses on causes of stress at work place

What is Stress?

Stress is a state of mental or emotional strain or tension resulting from adverse or demanding circumstances. Stress happens when one feels that he can't cope with pressure and this pressure comes in many shapes and forms and triggers physiological response. And it creates perceived threats to one's survival. Some most common causes of stress are survival stress, internal stress, environmental stress, and fatigue and overwork.

Stress at work can be termed as –

- Work-related stress is the response people may have when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope.
- Stress occurs in a wide range of work circumstances but is often made worse when employees feel they have little support from supervisors and colleagues, as well as little control over work processes.
- There is often confusion between pressure or challenge and stress and sometimes it is used to excuse bad management practice. In modern competitive era, pressure at work is unavoidable. Tolerable level of pressure keeps employees alerts; it motivates the employees and strengthens the employees' to meet the dead lines. However, when

pressure becomes unmanageable or intolerable, it leads to stress. Stress is harmful to employees' as well as organization's health. Work related stress arises because of poor organizational culture.

STRESS MANAGEMENT: Stress management refers to wide spectrum of techniques and psychotherapies aimed at controlling a person's level of stress, especially chronic stress, usually for the purpose of improving everyday functioning. Stress management starts with identifying the sources of stress. The management of stress has become the most important skill for the corporate era. There is no single solution for stress management but it is a step wise process which incorporates so many interrelated activities.

Causes of work stress include:

- Being unhappy in your job.
- Having a heavy workload or too much responsibility.
- Working long hours.
- Having poor management, unclear expectations of your work, or no say in the decision-making process.
- Working under dangerous conditions.
- Being insecure about your chance for advancement or risk of termination.
- Having to give speeches in front of colleagues.
- Facing discrimination or harassment at work, especially if your company isn't supportive.

Personal problems that can cause stress

- Your health, especially if you have a chronic illness such as heart disease, diabetes, or arthritis
- Emotional problems, such as anger you can't express, depression, grief, guilt, or low self-esteem
- Your relationships, such as having problems with your relationships or feeling a lack of friendships or support in your life
- Major life changes, such as dealing with the death of a parent or spouse, losing your job, getting married, or moving to a new city
- Stress in your family, such as having a child, teen, or other family member who is under stress, or being a caregiver to a family member who is elderly or who has health problems
- Conflicts with your beliefs and values. For example, you may value family life, but you may not be able to spend as much time with your family as you want.

The best employer in India -2013, as per survey conducted by business today are Google India, Accenture, Tata Consultancy Services, Infosys and Larsen & Toubro. Stress management practices undertaken by the above employers in India.

- **Google India**

Google India is one of the best companies to work in. The stress management techniques at Google India includes- Flexible working hours and don't have time cards. The Play Dough every manager was given a budget to spend on a fun group activity outside office. The Googlers get free legal advice. All googlers and family members get travel insurance and emergency services even when they are on personal vacation. Also In all the campus of Google India, company celebrates all major local festivals. They provides the best food and one can never get bore eating at Google cafeteria. The chief chef will come to dining table and will ask about the taste and suggestions for the food. The Google office features football, ping pong and pool tables, an outdoor basketball court and indoor cricket pitch. They also provides excellent gymnasium facility and a massage center.

- **Accenture**

Accenture offers 'Total Reward' package to each of the employees which includes compensations, perks, personal growth opportunities and a successful career with healthy life style. The company has applied the science of fitting the physical aspect of work environment to the human body. It helps the employees to understand the potential hazards of incorrect work station posture and apply correction to the posture. Accenture also provides work place flexibility which includes Flexi time schedule, job sharing, work from home and fly back etc.

- **Tata Consultancy Services**

At TCS work life balance is an important aspect of employees. TCS regularly organizes employee engagement programmes. TCS has introduced stress management as part of HR policy of the company. Its offices are equipped with facilities like Table tennis, basket ball, badminton and tennis with professional coaches to train and help employees to enhance their ability. TCS office in Mumbai has a fully equipped gym with latest machine and trained fitness experts. They regularly organizes Yoga camps for the employees. The other initiatives include fun events, picnics, wellness program, and trekking camps and also promotes community development projects as part of work life balance programme.

- **Infosys**

Infosys has always been most preferred Indian company as it provides very good facilities to its employees which just not include monetary package but a homely and motivating work culture. To curb the stress level amongst employees, Infosys launched a Health Assessment & Lifestyle enrichment plan This has been a focused response to rising concerns of employee health and the impact of work stress on our employees and their families. HALE improves organizational productivity through healthy employees and has done work in the area of employee health (physical and mental), creating a healthy work environment, amongst other things. They have a range of clubs for activities such as music, movies, sports, theatre, and photography. You can also create new clubs with like-minded Infoscions and add it to our club roll. At Infosys, you'll find mentors to guide you in your career. You will only get better every day with managers who provide you constructive feedback and track your progress. Infosys allows it employees to use twitter, face book or other social networking sites. It provides facilities like gym, saloon, swimming pool, table tennis etc.

V. L&T:

The company made efforts towards employee wellness through 'Working on Wellness' initiative. They focus on stress management and essential healthcare services to enhance the overall employee well-being and promote work -life balance.

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