A Study on Causes of Stress and its Management in Business Organization

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Abstract
Now a day due to rapid innovation in Science and Technology the competition between business organization have increased significantly company and business organization competing each other on the cost of human resource, health and mental condition by putting heavy pressure on them for want of maximum productivity and output. This heavy pressure deteriorates the mental and health condition of employee they are working in a very tensed working environment. They have a very little time for quality life with their family. Due to extra work load their leave is denied by employer. They have a fear to lose their job fear of unemployment tensed working environment most of the employee are suffering from mental agony, frustration, depression, anxiety and health illness too. As per survey 10-15% youth quit their job within 6 months to one year due to work pressure and stress. Stress at work is more destructive. Researchers have not only built up evidence showing links between industrial stresses in general and ill health but have even accumulated evidence showing that it is possible to link specific occupations with specific types of stress induced disease.

1. Introduction

Stress start to develop when highly educated student joins organization for want of good salary/pay package. Out after joining employer put heavy target and work load and pressurize them to achieve the target their results into dissatisfaction and demotivation among young profession who have never through of such types of work pressure and ultimately stress developed in their mind. This stress also creates many psychological disorder among employee. Although many organizations have policy for stress management and employee wellness center but despite being all these thing business haves due to them cut throat competition unable to manage large employee attrition rate. Not it is time to think on this issue and adopt sustainability in industries of growth and wellbeing of their employee. Stress is the inevitable part of life. Most of the employees are prone to stress due to working conditions and the working environment. There are different types of stress like occupational stress, organizational stress, Behavioral stress, Physical stress, Psychological stress etc. The employees are working in different countries under various shifts day and night. They also face lot of stress both physically and mentally. They are prone to diseases which are inevitable and not recoverable. These stress also lead to suicide attempts and many have lost their life due to stress. They face lot of pressure which affect their brain. But most of the companies don't take it seriously as their goal is to achieve their target and to enhance their profit and to achieve their organizational goal. They should also make effort for the employees by giving them proper training and counselling. They should respect and encourage their work. My study concentrates on all these statements and how stress can be managed and what are the needs of the employees and how they are affected.

1.1 Definition of Stress

Stress can be defined as a state of worry or mental tension caused by a difficult situation. Stress is a natural human response that prompts us to address challenges and threats in our lives. Everyone experiences stress to some degree. The way we respond to stress, however, makes a big difference to our overall well-being. Stress is an adaptive response, mediated by individual differences and/or

psychological processes that is a consequence of any external action, situation, or event that places excessive psychological and/or physical, and/or demands upon a person. Stress is an interaction between individuals and any source of demand (stressors) within their environment. Stress affects both the mind and the body. A little bit of stress is good and can help us perform daily activities. Too much stress can cause physical and mental health problems. Learning how to cope with stress can help us feel less overwhelmed and support our mental and physical well-being.

1.1.1 Stress Means Constraining Force or Influence as:
• A force exerted when one body or body part presses on, pulls on, pushes against or tends to compress or twist another body or body part.
• The deformation caused in a body by such a force,
• A physical, chemical or emotional factor that causes bodily or mental tension and may be a factor of disease causation.
• A state resulting from a stress, especially from factors that tend to alter an existing equilibrium.

1.2   Concept of Stress
Stress makes it hard for us to relax and can come with a range of emotions, including anxiety and irritability. When stressed, we may find it difficult to concentrate. We may experience headaches or other body pains, an upset stomach or trouble sleeping. We may find we lose our appetite or eat more than usual. Chronic stress can worsen pre- existing health problems and may increase our use of alcohol, tobacco and other substances.
Stress is a person's adaptive response to a stimulus that places excessive psychological or physical demands on that person. Stress produces various physiological and psychological dysfunctions like severe tension, undue fatigue, high blood pressure, excessive worry and sometimes it may also lead to heart attack.

• **Alarm Reaction:** The first stage includes an 'Initial-Shock Phase' in which resistance is lowered, a 'Counter Shock Phase' in which defensive mechanism becomes active. Alarm reactions are characterized by increased respiration, rise in the blood pressure, dilated pupils and tensed muscles. Depending on the nature and intensity of the threat and the condition of the organism, the periods of resistance vary and severity of symptoms may differ from 'mild invigoration' to 'disease adaptation'.
• **Stage of Resistance:** Maximum adaptation occurs during this stage. The bodily signs characteristic of alarm reaction disappears. Resistance increases to levels above normal. If the stressors persist, or the defensive reaction proves ineffective, the organism deteriorates to the next stage. A sign of being in the resistance stage includes fatigue, anxiety and tension.
• **Stage of Exhaustion:** When the adaptation energy is exhausted, signs of alarm reaction reappear and resistance level begins to decline irreversibly. The organism then collapses Consequences of stress can be subjective- like anxiety, apathy; behavioral like alcoholism, drug abuse, accident proneness; cognitive- like poor concentration, mental blocks; physiological- like increased blood pressure, increased heart rate and organizational- like absenteeism.

1.3   Need for the Study
Stress management offers a range of ways to help you better deal with stress and difficulty, also called adversity, in your life. Managing stress can help you lead a more balanced, healthier life. Stress is an automatic physical, mental and emotional response to a difficult event. It's a common part of everyone's life. The need for the study is to identify the type of stress, sources of stress and the employees need to overcome the stress. All the organization should take effort to support their employees during their stressful situation. It's not only by paying high salary or giving promotion. It's also about taking effort even during their training, giving proper weekly counselling and organizing team based tasks to uplift their organizational goal. The organization is built by the effort

of the employees so it's very necessary to take mere effort for their up liftment. The study is one of the base to support the employees and what are the possible ways to overcome stress and how could be the future of stress free organization.

1.4 Statement of The Problem

The problem of stress management revolves around understanding and addressing the various factors that contribute to stress in individuals and organizations. Stress can significantly impact physical, emotional, and mental well-being, leading to issues such as high blood pressure, heart disease, anxiety, and depression. Effective stress management aims to identify stressors, develop coping strategies, and implement interventions to reduce stress levels. This involves taking charge of one's thoughts, emotions, schedule, and environment to create a balanced life with time for work, relationships, relaxation, and fun. Stress exists in every aspect of life. The IT environment poses stressful working conditions. The demands of meeting the required project deadlines added to this factor, things such as job repetition, potential job dissatisfaction, poor ergonomics or low pay results in higher level of stress. If stress in the workplace is not on the agenda, the results of stress are revealed through higher absenteeism than other parts of the company, higher Worker's Compensation claims and ultimately in reduced customer satisfaction.

1.5 Objectives of The Study

1.5.1 Primary Objective
To study the stress management in an organization. To study the causes of stress in an organization.

1.5.2 Secondary Objective
- To find out whether the employees feel stressed during their work.
- To identify the factors that lead to stress among the employees of an organization.
- To understand the impact of stress on employee's performance.
- To find out the various coping strategies available or followed by the employees.

1.6 Scope of The Study

The scope of this research is to focus on the employee's stress and its effect on their job efficiency. The study will focus on work stress among employees and their coping strategies. The employee stress may have a great impact on the job efficiency as it indirectly affects productivity of the company. Stress will badly affect the employees both at work place and in personal life. So stress management is more important both in workplace and in personal life. Various coping strategies also followed by the employees so this study concentrates more on the various types of stress in an organization and various strategies to overcome this stress.

1.7 Limitations of The Study

Few employees feel that they need more identification for their work also job should go hand in hand with relaxation activities. Some employees could not follow a proper coping strategy as they could not take a proper decision. Also few employees feel that their target period is also sometimes very short so they feel it should be extended for certain span of time to complete it properly without any stress and chaos between teams.

CHAPTER - 2

2. Literature of Review
- **Harvard Health Publishing:** Their report on stress management provides strategies to reduce stress and build resilience. It covers techniques like focused breathing, tai chi, and cognitive restructuring.

- **Mayo Clinic:** Offers comprehensive information on stress management, including yoga poses, breathing exercises, and lifestyle changes to manage stress effectively.
- **Springer Link:** Discusses various stress-management techniques such as diaphragmatic breathing, relaxation training, meditation, and improving nutrition.
- **APA Psyc-Net:** Explores psychophysiological and cognitive interventions for stress management, framed by Cannon's concept of homeostasis.

Afnan khan, Alamgir Khan, Salahuddin Khan, Samiullah Khan and Muhammad Khushdil Khan (2018) The researcher found that the Lack of good working atmosphere, Undue restriction on part of boss, lacking of provision of leisure time for employees, Unavailability of basic facilities of recreational activities, Improper arrangement for recreational activities for employees are the basics causes of stress among the employees. The study also found that Positive attitude of boss, Friendly attitude of boss, sufficient work load on the basis employ abilities and capabilities, sufficient salary, Co-operation on part of boss are those strategies through which we can easily reduce the stress among the employees, Co- operation on part of colleague, Job satisfaction, Motivation, Appreciation, Incentives or awards on the basis of performance are those strategies through which we can easily reduce the stress among the employees. The researcher suggests through the study that Good working atmosphere, Favor of employees on part of boss, Provision of leisure time for recreational activities, Provision of basics facilities for leisure time recreational activities Proper arrangement for recreational activities for employees are those strategies through which we can easily reduce the stress among the employees.

ANILA.K. P, DR. V. KRISHNAVENI (2017) There are various factors which are responsible for job stress they can be broadly classified into external factors relating to organization and work-family conflicts, and internal factors. Certain occupations are more stressful, especially those in which there is high emotional involvement. Job stress has become a real challenge for a worker and their employing organization.

An organization and working environment transform than employee faces many stress problems. Hence, it is important that the work place is continuously being monitored for stress problem. Further not it is only important to identify stress problems and to deal with them but to promote healthy work and reduce harmful aspects of work.

RENA REPETTI AND SHOO-WEN WANG (2017) This research paper evaluated on how work stressors affect family relationships paints a nuanced picture that may include coping processes and positive outcomes for families. Although we do see echoes of job-related negative mood finding direct expression at home, they also observed other behaviors, like social withdrawal, that may serve to protect the family from the direct display of stress. This study also explains why, in addition to negative mood, the mediators of spillover include cognitive variables, like a desire to avoid social interaction.

BHARATHI T, DR. KS GUPTA (2017) Researchers have made their comments on variables that affects job stress and productivity. The variables for this study on job stress are workload, role ambiguity, gender discrimination, interpersonal relationship. The variables for efficiency are timings/work schedule, competence of supervisor, compensation, systems and procedures, group dynamics, absenteeism and presentism. This research links job stress and productivity. Hence research framework is proposed to link those two constructs to know the extent to which job stress influences the employee's productivity. Also this study is carried out based on the data collected from the women employees. The model developed would be of a good decision tool for HR policy makers to focus on the key areas that improves productivity without highly increasing job stress.

BASAVAKUMAR S. ANANDI, DINESH RAJARAM, ARAVIND B.A, GAUTHAM M. SUKUMAR, RADHIKA K (2017) it is evaluated that, the prevalence of stress was high among managers when compared to supervisors. Further, the prevalence of moderate stress was high among managers when compared to supervisors. Thus, the attitudes, feelings and emotions of employees towards organization play a vital role in determining their performance and behavior. Therefore, the organizations need to pay increasing attention on understanding Organizational Climate, enhancing the Job Satisfaction of their employees and thus reducing the Stress at workplace. Thus, when there is no balance between the effort undertaken and the reward received, negative feelings may be triggered as a response to stress.

VEMURI SWATHI, M. SUDHIR REDDY (2016) Study evaluated that the Stress is a growing problem in the workplaces and a particular magnitude for working women. The problems due to high levels of stress can be exhibited physically, psychologically and behaviorally by an individual. The most serious effects of stress relate to performance. Women employees report more non-fatal but long term and disabling health problems. The researcher describes that working women generally involved simultaneously in many tasks, juggling between family and work responsibilities, which leads towards stress among them.

CHAPTER - 3
3. Research Methodology
3.1 Research Design
In this research study, a Descriptive Research design has been adopted.
3.2 Sources of the Data
3.2.1 Primary Data
- Primary data has been collected.
- By questionnaire and personal interview
3.2.2 Secondary Data
Secondary data has been collected from Websites and o n l i n e journals, Published reports, articles and book magazines.

3.3 Sampling Technique
The sampling technique used here is convenient sampling where the survey is entirely based on the willingness of the participants who participated in the survey. The survey consists of predetermined questionnaire where the participants give their opinion with willingness and they were given proper options to be selected.

3.4 Structure of Questionnaire
The questionnaire was divided into two sections. First part was designed to know general information about respondents and the second part contained the respondent's opinion about financial planning and knowledge.
- Basic Introduction
- Personal details
- Research related question
- Perception questions Like art   scaling Questions

3.5 Sample Size
The sample size for the project is 52. The fixed of the sampling size has been achieved as the total number of the respondents for the survey questionnaire was 52.

3.6   Hypothesis /Analytical Tools

The following are a set of imaginary questions framed in order to conduct hypothesis tested using chi-square test and Correlation. These questions are framed in form of quantitative data as the survey was a qualitative data.

CHAPTER - 4

4. Data Analysis and Interpretation

Table 4.1 Age Wise Classification of Respondents

Age	Percentage of Respondents
18-24	46.2
25-32	44.2
33-40	3.8
41 & ABOVE	5.8
TOTAL	**100**

Sources of Data: Primary Data

Interpretation: From the above table 46.2% of the respondents are between the age 18-24, 44.2% of respondents are between the age group 25-32, 3.8% of respondents are 33-40 and rest 5.8% of respondents are above 41. Majority of the respondents (46.2%) are between the age group 18-24.
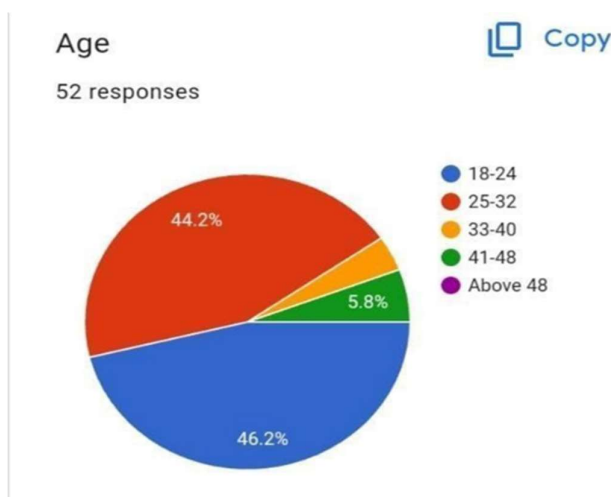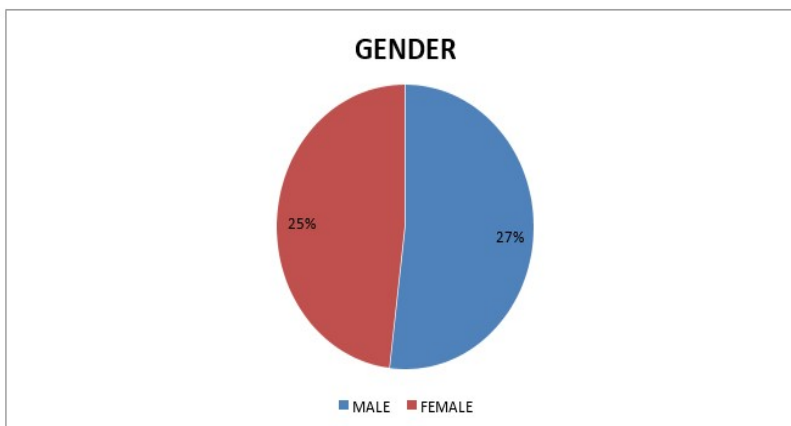

Chart 4.1 Classification Based On Age of the Respondents

Table 4.2 Gender Wise Classification of Respondents

Gender	No of Respondents	Percentage of Respondents
Female	25	48
Male	27	52
Total	52	100

Sources of Data: Primary Data

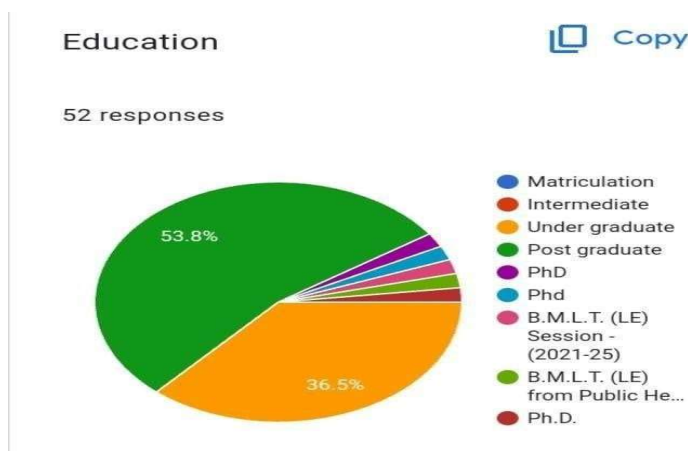**Interpretation:** From the above table 48% of respondents are female and 52% of respondents are male.

Chart 4.2 Classification Based On Gender of the Respondents

Table 4.3 Education

Degree	Percentage of Respondents
Matriculation	Nil.
intermediate	Nil.
Under Graduate	36.5
Post Graduate	53.8
Ph.D	5.82
B.M.L.T	1.94
Total	100

Sources of Data: Primary Data

Interpretation: From the above table 53.8% of respondents have completed Post graduation and remaining 36.5% of respondents have completed under graduation. Majority (9.7%) of respondents have completed Ph.D & B.M.L.T.
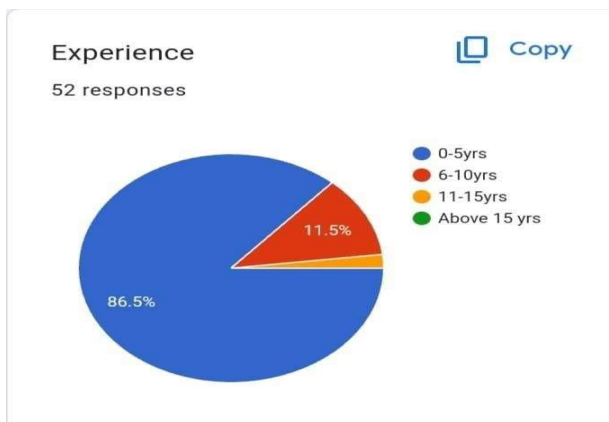

Chart 4.3 Education Wise Classification
Table 4.4 Experience Wise Classification of the Respondents

Experience	Percentage of Respondents
0-5 years	86.5

6-10 years	11.5
11-15 years	2
Total	100

Interpretation: From the above table 86.5% of respondents have 0-5 Years of experience, 11.5% of respondents have 6-10 years of experience and remaining. % of respondents have 11-15 years of experience. Majority (86.5%) of respondents have 0-5 Years of experience.

Chart 4.4 Experience Wise Classification

Table 4.5 Classification of Respondents According to Working Hours

Hours	Percentage of respondents
7-8 hours	50
9-10hours	38.5
More than 10 hours	11.5
Total	100

Sources of Data: Primary Data

Interpretation: From the above table 50% of respondents work for 7-8 hours, 38.5% of respondents work for 9-10 hours and remaining 11.5% of respondents work for more than 10 hours. Majority of respondents (50%) work for 7-8 hours daily.

Chart 4.5 Classification Based On the Working Hours

Table 4.6 Classification of Respondents According to Working Days

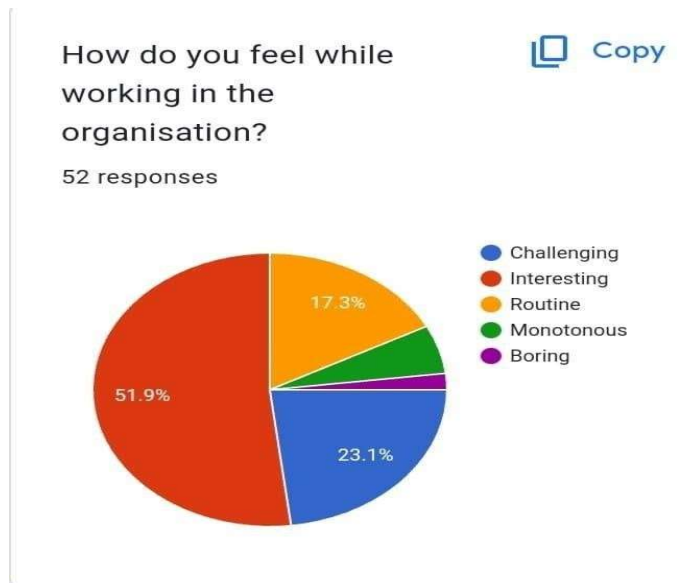| Days	Percentage of respondents
5 days	25.5
6 days	52.9
7 days	21.6
Total	100

Sources of Data: Primary Data

Interpretation: From the above table 25.5% of respondents works 5 days in a week, 52.9% of respondent works 6 days and remaining 21.6% of respondents works 7 days In a week. Majority of the respondents (52.9%) are working 7 days.

Chart 4.6 Classification Based On the Working Days

Interpretation: From the above table 23.1% of respondents says challenging, 51.9% of respondents says interested, 17.3% of respondent says routine, 5.2. of respondent says monotonous, and 2.2% of respondent says boring to their job. Majority of the respondents 51.9% said interesting.

Chart 4.7 Classification Based on Feeling While Working in The Organization
Table 4.7 Classification of Respondents on Feeling Stress in an Organization

Opinion	Percentage of Respondent
yes	46.2
no	53.8
total	100

Interpretation: From the above table 46.2% of respondents says yes and 53.8% of respondents says no. Majority of the respondents 53.8% said no.

Chart 4.8 Classification Based on Feeling Stress on Work Place

CHAPTER-5
5. **Findings, Suggestions and Conclusion**
5.1 **Findings**

1. 46.2% of respondents are between the age 18-24.
2. 52% of respondents are male.
3. 53.8% of respondents have completed post-graduation.
4. 86.5% of respondents have 0-5 years of experience.
5. 50% of respondents work 7-8 hours...
6. 52.9% of respondents are working 6 days per week.
7. 57.7% of respondents suffer from psychological stress.
8. 51.9% of respondents found their job interesting.
9. 86.5% of respondents said that their organization is work supportive.
10. 46.2% of respondent feel stress in their working place.
11. 11. 42.3 % of respondents feel moderate and mild stress in their work place.
12. 12. 48.8% of respondents feel lack of contraction during stress at work place.
13. 13. 32.7% of respondent feel better communication with supervisor as a solution to their stress.
14. 14. 38.6% of respondent related to demand as administration, long working hours & need to hit target /deadline.
15. 15. 41.2 % of respondent have taken leave for stress.
16. 16. 45.1% of respondent's organization do something for stress management.
17. 17. 41.2 % or respondent are satisfied form their job.

5.2 Suggestions

From the findings its clearer that many of the employees face physical stress during their work. The employees agree that they have too many works allocated to them and also they don't have sufficient time to relax in between. The employees also have sleeping disorders and they are emotionally unstable and could not take proper decisions. Mostly they have poor relation with the supervisor and with the workmates. Most of the employees follow few strategies to overcome stress but it is not always same in all situations few steps have to be taken by the organization to manage and overcome stress. Most of the employees feel they need regular counseling which will be very helpful to manage stress. When they speak out their problems with someone as the professional counsellor then there may be a good change in them and also they feel relieved also few employees feel that they need effective training methods and autonomous work groups. So I would suggest that all the companies must take this as a serious issue and help their employees for the better reputation of their company and also for the future.

5.3 Conclusion

Stress management is a crucial aspect of maintaining overall well-being, both mentally and physically. Effective stress management involves identifying stressors, developing coping strategies, and implementing interventions to mitigate the impact of stress. Here are some key points and examples to illustrate the importance and application of stress management:

• Understanding Stressors:
• Example: A project manager facing tight deadlines may experience stress due to time constraints and high expectations. Identifying these stressors allows for targeted strategies to manage them.
• Developing Coping Strategies:
• Mindfulness and Meditation: Practicing mindfulness can help individuals stay present and reduce anxiety.
• Physical Activity: Regular exercise is known to reduce stress hormones and trigger the release of endorphins.
• Implementing Interventions:
• Organizational Support: Workplaces can offer stress management programs and promote a healthy work-life balance.

- Personal Techniques: Individuals can adopt various techniques such as deep breathing exercises, time management skills, and hobbies.

The future of an organization is in the hands of the employees who work for their organizations but the question whether the employees are satisfied in their work and whether they get what they need. Since organization is a widespread industry people work in different rotational shifts but they are not machines they need rest and they need proper guidance and appreciation for their work. When they are encouraged for their Hard work and also when they get proper guidelines from the manager or HR definitely there are many possibilities they work with interest and do not have stress.

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