

# A STUDY ON STRESS MANAGEMENT IN SERVICE SECTORS IN INDIA

\*Dr.N.SUBBURAJ,

\*\*A.ARUNKUMAR

\*Principal,

\*\*Asst. Prof. of commerce

Unnamalai College of Arts and Science, Kovilpatti-628501, Thoothukkudi District, Tamil Nadu.

Email ID:subburajmab2010@gmail.com

## ABSTRACT

Stress is the “wear and tear” our minds and bodies experience as we attempt to cope with our continually changing environment. Stress mainly occurs when the pressure is greater than the resource. Stress is not something bad but it all depends on how we take it, Most of the stress we experience is self-generated. It is generated on how we perceive life, whether an event makes us feel threatened or stimulated, encouraged or discouraged, happy or sad depends to a large extent on how we perceive ourselves. Self-generated stress is something of paradox, because so many people think of external causes when they are upset. But one should recognize that we create most of our own upsets in our daily life through our way of responding to things in a negative way which may be due to lack of awareness or our inability to perceive things as they are ought to be.

**Key words:** Stress Management, Employees.

## 1. INTRODUCTION

What Is Stress?

Stress is the reaction that people experience due to excessive pressures or other types of demand placed upon them. It arises when they worry that they can't cope. Stress is the “wear and tear” our minds and bodies experience as we attempt to cope with our continually changing environment.

### Definition

$S = P > R$  --- Stress occurs when the pressure is greater than the resource.

Feelings Of Stress is caused, when people are Worried Tensed Tired Frightened Elated Depressed Anxious Anger at this juncture, there is a need to discuss about the principle given by Stephen Covey, one of the management gurus which narrate us a situation about how a man makes 90% of his day stressful due to his way of reaction to a small 10% of uncontrollable event happened to him in the morning. 10% of life is made up of what happens to you. 90% of life is decided by how you react. The education sector in India is evolving, led by the emergence of new niche sectors like vocational training, finishing schools, sector – specific programmers and e-learning. The Indian education system, considered as one of the largest in the world, is divided into two major segments of core and non-core education. While schools and higher education constitute the core group, the non-core business consists of pre-schools, vocational training and coaching classes. India has emerged as a strong potential market for investments in training and education sector, due to its favorable demographics (young population) and being a services- driven economy.

Higher education is not immune to this problem. According to the St. Louis Psychologists and Counseling Information and Referral, the process of stress management is one of the keys to a happy and successful life in modern society. Although life provides numerous demands that can prove difficult to handle, stress management provides a number of ways to manage anxiety and maintain overall well-being.

## 2. CHARACTERISTICS

The Characters of Stress can be mainly classified into two major factors like external and internal.

### 1. External Stressors:

- Physical Environment (• Noise• Bright Lights• Heat• Confined Spaces)
- Social Interaction (• Rudeness• Bossiness• Aggressiveness by others• Bullying)
- Organizational (• Rules• Regulations)
- Major Life Events (• Birth• Death• Lost job• Promotion• Marital status change)
- Daily Hassles (• Commuting• Misplaced keys• Mechanical breakdowns)
- “Red - Tape”• Deadlines

### 2. Internal Stressors:

- Lifestyle choices (• Caffeine• Lack of sleep• Overloaded schedule• Negative self - talk)
- Mind traps (• Unrealistic expectations• Taking things personally•
- Personality traits (• Perfectionists• Workaholics• Exaggeration• Rigid thinking
- Negative Self Talk (• Pessimistic thinking• Self criticism• Over analysing

The aim of this research has been to find out how they combat stress operatively and strategically in a educational institution. The case study method was used and data was collected in interviews / questionnaires. This paper gives an in-depth insight into this issue in a context of education institution the study examined the impact of academic stress among the students. Stress management encompasses techniques to equip a person with

effective coping mechanisms for dealing with psychological stress. Students have different expectations, goals and values that they want to fulfill, which is only possible if they are integrated with that of the institution. The overall purpose of this analysis is to gain a better understanding of the phenomenon of stress among scholars in tertiary education. Teachers' work has always been considered to be very stressful.

### 3. MATERIALS AND METHODS

In the rest of this section of Mind Tools, we look at some important techniques in each of these three groups. Stress can cause severe health problems and, in extreme cases, can cause death. While these stress management techniques have been shown to have a positive effect on reducing stress, they are for guidance only, and readers should take the advice of suitably qualified health professionals if they have any concerns over stress-related illnesses or if stress is causing significant or persistent unhappiness. Health professionals should also be consulted before any major change in diet or levels of exercise. Stress is a normal psychological and physical reaction to the ever increasing demands of life. Surveys show that most Americans experience challenges with stress at some point during the year. In looking at the causes of stress, remember that your brain comes hard-wired with an alarm system for your protection. When your brain perceives a threat, it signals your body to release a burst of hormones to fuel your capacity for a response.

This has been labeled the "fight-or-flight" response. Once the threat is gone, your body is meant to return to a normal relaxed state. Unfortunately, the nonstop stress of modern life means that your alarm system rarely shuts off. That's why stress management is so important. Stress management gives you a range of tools to reset your alarm system. Without stress management, all too often your body is always on high alert. Over time, high levels of stress lead to serious health problems. Don't wait until stress has a negative impact on your health, relationships or quality of life. Start practicing a range of stress management techniques today. A lot of research has been conducted into stress over the last hundred years. Some of the theories behind it are now settled and accepted; others are still being researched and debated. During this time, there seems to have been something approaching open warfare between competing theories and definitions: Views have been passionately held and aggressively defended.

NOW we will examine four common types of stress, and we'll discuss how it could manage each of them more effectively.

#### 3.1 Time Stress:

You experience time stress when you worry about time, or the lack thereof.

You worry about the number of things that you have to do, and you fear that you'll fail to achieve something important. You might feel trapped, unhappy, or even hopeless. Common examples of time stress include worrying about deadlines or rushing to avoid being late for a meeting.

##### 3.1.1 Managing Time Stress:

Time stress is one of the most common types of stress that we experience today. It is essential to learn how to manage this type of stress if you're going to work productively in a busy organization. First, learn good time management skills. This can include using To-Do Lists or, if you have to manage many simultaneous projects, Action Programs. Next, make sure that you're devoting enough time to your important priorities. Unfortunately, it's easy to get caught up in seemingly urgent tasks which actually have little impact on your overall objectives. This can leave you feeling exhausted, or feeling that you worked a full day yet accomplished nothing meaningful. Your important tasks are usually the ones that will help you reach your goals, and working on these projects is a better use of your time. Our article on The Urgent/Important Matrix explains how to balance urgent and important tasks, and our article on prioritization helps you separate tasks that you need to focus on from those you can safely put off. If you often feel that you don't have enough time to complete all of your tasks, learn how to create more time in your day. This might mean coming in early or working late, so that you have quiet time to focus. You should also use your peak working time to concentrate on your most important tasks – because you're working more efficiently, this helps you do more with the time you have. For instance, if you're a morning person, schedule the tasks that need the greatest concentration during this time. Our article "Is This a Morning Task" helps you learn how to prioritize your tasks and schedule them during your most productive times of day. You can leave less important tasks, like checking email, for times when your energy levels drop. Also, make sure that you're polite but assertive about saying "no" to tasks that you don't have the capacity to do.

#### 3.2. Anticipatory Stress:

Anticipatory stress describes stress that you experience concerning the future. Sometimes this stress can be focused on a specific event, such as an upcoming presentation that you're going to give. However, anticipatory stress can also be vague and undefined, such as an overall sense of dread about the future, or a worry that "something will go wrong."

##### 3.2.1. Managing Anticipatory Stress

Because anticipatory stress is future based, start by recognizing that the event you're dreading doesn't have to play out as you imagine. Use positive visualization techniques to imagine the situation going right. Research shows that your mind often can't tell the difference, on a basic neurological level, between a situation that you've visualized going well repeatedly and one that's actually happened. Other techniques – like meditation – will help you develop focus and the ability to concentrate on what's happening right now, rather than on an imagined future. Consider setting aside time daily – even if it's only five minutes – to meditate. Anticipatory stress can result from a lack of confidence. For example, you might be stressing over a presentation that you're giving next week, because you're

afraid that your presentation won't be interesting.

### 3.3 Situational Stress

You experience situational stress when you're in a scary situation that you have no control over. This could be an emergency. More commonly, however, it's a situation that involves conflict, or a loss of status or acceptance in the eyes of your group. For instance, getting laid off or making a major mistake in front of your team are examples of events that can cause situational stress.

#### 3.3.1 Managing Situational Stress

Situational stress often appears suddenly, for example, you might get caught in a situation that you completely failed to anticipate. To manage situational stress better, learn to be more self-aware. This means recognizing the "automatic" physical and emotional signals that your body sends out when you're under pressure. For example, imagine that the meeting you're in suddenly dissolves into a shouting match between team members. Your automatic response is to feel a surge of anxiety.

### 3.4 Encounter Stress

Encounter stress revolves around people. You experience encounter stress when you worry about interacting with a certain person or group of people – you may not like them, or you might think that they're unpredictable. Encounter stress can also occur if your role involves a lot of personal interactions with customers or clients, especially if those groups are in distress. For instance, physicians and social workers have high rates of encounter stress, because the people they work with routinely don't feel well, or are deeply upset. This type of stress also occurs from "contact overload": when you feel overwhelmed or drained from interacting with too many people.

#### 3.4.1. Managing Encounter Stress

This is an important skill in interacting with others and in building good relationships. It's also important to know when you're about to reach your limit for interactions in the day. Everyone has different symptoms for encounter stress, but a common one is withdrawing psychologically from others and working mechanically. Another common symptom is getting cranky, cold, or impersonal with others in your interactions. When you start to experience these symptoms, do whatever you can to take a break. Because encounter stress is focused entirely on people, you'll manage this type of stress better by working on your people skills. To find out how good your people skills are, take our quiz, and discover the areas that you need to develop. A good place to start is to develop greater emotional intelligence. Emotional intelligence is the ability to recognize the emotions, wants, and needs of you and of others. Go for a walk, drink water, and practice deep breathing exercises. Empathy is a valuable skill for coping with this type of stress, because it allows you to see the situation from the other person's perspective. This gives you greater understanding and helps you to structure your communications so that you address the other person's feelings, wants, and needs. The first step in successful stress relief is deciding to make a change in how you manage stress.

## 4. INDUSTRY PROFILE

Organisational interventions can be made at three different levels (Cox, et. al. 1990):

**Primary:** Remove hazard or reduce employees' exposure to it, or its impact on them.

**Secondary:** Improve the organization's ability to recognize and deal with stress related problems as they occur.

**Tertiary:**

Help employees cope with and recover from work related problems In Britain under the Management of Health and Safety at Work Regulations 1992, employers must assess risks to health and safety and implement avoidance and control measures. Stress is a hazard that could be included in the risk assessments and the avoidance and control measures are primary interventions which should be an organization's top priority. Unfortunately tertiary interventions help employees deal with the impact of stress once they are suffering from it and include stress counseling or medical assistance such as medication or surgery. Although these methods are important, they do not focus on removing the stressor.

### 4.1 The Occupational Stress Indicator

Before any workplace intervention to reduce stress is made, it is important to assess the needs of the organisation and its employees as it should not be assumed that a stress management workshop would be helpful in all situations. At this stage questionnaires completed by staff or key personnel can provide useful information.

The OSI can be used as it evaluates occupational stress by analyzing five key factors: 1

#### 4.2 Sources of pressure:

Factors intrinsic to the job itself, the managerial role, Relationships with other people Career and achievement, Organisational structure and climate, Home/work interface

#### 4.3 Individual characteristics (Type A):

Attitude to living, Style of behavior, Ambition, Total type A 3

#### 4.4 Locus of control:

Organisational forces, Management processes, Individual influence, Total control

How the individual copes with the stress experienced, Involvement, Time Home and work relationships, Logic, Task strategies, Social support

## 5. THE EFFECTS OF STRESS

Personal relationships, Organisational processes, Organisational design and structure, The job itself, Achievement, value and growth, Total job satisfaction, Mental health Physical health This provides a wealth of information about how the staff perceive the organisation and the effects of stress upon them. In addition to the

individual profile of an employee, a group profile is also provided which highlights what employees believe are the main causes of their stress. If the management, trade unions, the employees and other relevant parties agree that a stress management workshop or course may be beneficial then a pilot scheme can be set up. In some cases the decision to run a stress management course may only be taken by the management.

## 6. ACT AND RULES

1) It is the duty of every employer to ensure, as far as is reasonably practicable, the health, safety and welfare at work of all employees as per 12 Health And Safety At Work Act 1974

2) Every employer shall make a suitable and sufficient assessment of (a) the risks to the health and safety of his employees to which they are exposed whilst they are at work as per Management of Health and Safety at Work Regulations 1999.

### 6.1 Different Approaches of Stress are Negative Stress and Positive Stress.

#### *Negative Stress*

It is a contributory factor in minor conditions, such as headaches, digestive problems, skin complaints, insomnia and ulcers. Excessive, prolonged and unrelieved stress can have a harmful effect on mental, physical and spiritual health.

#### *Positive Stress*

Stress can also have a positive effect, spurring motivation and awareness, providing the stimulation to cope with challenging situations. Stress also provides the sense of urgency and alertness needed for survival when confronting threatening situations.

### 6.2 Different Traits of Stress

#### *Stress at Work*

• The drive for success • Changing work patterns • Working conditions • Overwork • Under-work • Uncertainty • Conflict • Responsibility • Relationships at work • Change at work

#### *Physical Symptoms*

• Sleep pattern changes • Fatigue • Digestion changes • Loss of sexual drive • Headaches • Aches and pains • Infections • Indigestion • Dizziness • Fainting • Sweating & trembling • Tingling hands & feet • Breathlessness • Palpitations • Missed heartbeats

#### *Mental Symptoms*

• Lack of concentration • Memory lapses • Difficulty in making decisions • Confusion • Disorientation • Panic attacks

#### *Behavioral Symptoms*

• Appetite changes - too much or too little • Eating disorders - anorexia, bulimia • Increased intake of alcohol & other drugs • Increased smoking • Restlessness • Fidgeting • Nail biting • Hypochondria

#### *Emotional Symptoms*

• Bouts of depression • Impatience • Fits of rage • Tearfulness • Deterioration of personal hygiene and appearance.

### Self-Perception and Stress

In the World of today, to our surprise 90% of the people visiting psychiatrists are those from the IT Sector and even 90% of the divorce cases are from the same sector. This clearly shows that stress in this field is playing the key role in effecting the personal life's of the people. But today drastic changes have been taken place in the World of Business and Industrialization. The IT revolution has completely changed the scenario. Dynamic customer needs, and requirements have changed the work patterns. Various industries like IT, BPO's and Animation are now in focus. Skill sets like communication, creativity and innovation are being recognized and those people are now in demand which is making the whole world to look in for. People are changing to such situation where they can't even restrain to small things and changes in life. Stress is the "wear and tear" our minds and bodies experience as we attempt to cope with our continually changing environment. Stress mainly occurs when the pressure is greater than the resource.

## 7. DESTRESSING BY SELF-REALIZATION

### Quotes are as Follows

- 1) Here are few quotes mentioned by Swamiji which gives a motivation, self-actualization and realization: "Experience is not what happens to a man but it is what he does with what happens to him." Aldous Huxley
- 2) The problem is not the lock but the key of success which doesn't always fit your ignition."
- 3) The strange thing is that a man demands less for himself and much more of others."
- 4) When you are submerged to your ears in crisis, try using the part that is not drowned."
- 5) Almost everything can be purchased at a reduced price except satisfaction."
- 6) Stress is like a TV commercial even a short one is too long."
- 7) There is no narrow lane other than discouragement."
- 8) Stress is one of the qualities renounced by a "Self-made" man."

- 9) A lot of stress arises from people who don't think and from thinkers who don't work."
- 10) He who knows others is learned; He who know himself is wise" Lao Tsze
- 11) One thing is sure if you learn to laugh at your problems, you will always have something to laugh at."
- 12) The easiest way to get stressed is to be in the right place at the wrong time."
- 13) If for all psychological stress I hold myself responsible, then problems would disappear magically."
- 14) A wise person has many ways to be happy and few ways to be unhappy. An unwise person has many ways to be unhappy and few ways to be happy."
- 15) The nature of one's destiny depends on which thought and emotion one feeds on."
- 16) Learn to imbibe the best from everybody. It saves so much trouble. "

## 7. RESULTS AND CONCLUSION

Research in common parlance refers to a search for knowledge. One can also define research as a scientific and systematic search for pertinent information on a specific topic. In fact, research is an art of scientific investigation. Research is an academic activity and as such the term should be used in a technical sense. Research encompasses the study on two topics stress and perception, which are most of the time, inter dependent. As the objective of the study is to find out the impact of self-perception on stress, initially the two components self-perception and stress are to be measured. It's glad to hear that the organization is organizing for various training programmes to the benefit of Staffs Still, 83.33% of the associates have suggested initiating new training programmes. A part from soft skill training sessions they are further interested in enhancing their artistic skills. Though they work for equal hours, by the end of the day experienced cutter is able to cut only 50 trees and the other could cut 80 trees. The secret behind is , the second person takes a brake while working and sharpens his axe but the former works continuously without sharpening his axe. This is what the story heard till now. But here is the new extension:

"The poor performer was interviewed by one of the villagers about the reasons for his comparative poor performance, for which, he responded that the trees which he is cutting are more stronger, and the pieces he cuts are of even size and so many other reasons but didn't accept the fresher skill. Then the villager interviewed the fresher and came to know about the technique which he even later informed it to the experienced cutter. As a result, he also learned the technique and performed well. Here we can observe two things:

Why the experienced is not able to perform as the fresher? The answer is, though the strengths are equal, the time of learning is different. The learning course is limited for the experienced who taught only how to cut the trees, but later for the fresher the course also included on how to sharpen the axe. The morals of the story says that the training helps the workers to sharpen their skill sets and at the same time the comparison among the experienced and freshets would be decreased which surely results in the increased levels of productivity and satisfaction. It is agreeable that the targets and deadlines for the company are high at present, But in view of long run this would mutually benefit the organization and as well as the associates. This research helps the researcher to grasp a practical knowledge which provides a scope for the application of his theoretical knowledge and makes the education more applicable and nurtures the required skills. This study helps as a basis for the further studies and research's which may help the organizations as well as researchers.

## 8. SCOPE FOR FUTURE RESEARCH

This study improves the organization growth, the relation between the employee and management. In future the management to consider the employee stress level and gives the work. So the work level and employee perception full satisfied.

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