

## “A STUDY OF HUMAN RESOURCES DEALING WITH OCCUPATIONAL STRESS”

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**Abstract:** In today’s competitive world, both within the corporate and in social spheres, stress has become ubiquitous. It actually comes from various factors such as demands, deadlines, and individual differences. While stress can initially serve as catalysts, motivating employees towards achieving organizational goals, its prolonged presence can detrimentally affect both employee performance and organizational output. Prolonged stress at the organizational level manifests as reduced focus, diminished concentration, and impaired decision-making abilities among workers. Occupational stress has been evidence to adversely affect the health and overall well-being of employees, leading to decreased productivity and profitability consequently, job stress, alongside issues like mobbing bullying, and the global drive for operational efficiency, has emerged as a universal concern in today’s economic landscape. Work stress presents a well-documented health risk, predisposing individuals to various psychological behavioral, and medical disorders. To address these challenges, both organizations and individuals can proactively engage in stress management strategies to safeguard employee well-being and mitigate these associated disorders. This study aims to explore human resource practices focus on managing occupational stress and assess their impact on employee progress while contributing to attainment of organizational goal

Index Terms - Employee’s progress, Occupational stress, Organisation goals, Psychological Behaviour

### I. INTRODUCTION

#### CONCEPTUAL FRAMEWORK:

##### Occupational stress in organization

According to Levinson, “A man devotes nearly half of his waking hours to his job. It is said, he both works to live and lives to work” [7].

In this contemporary world, a vast majority of individuals widely facing difficult situations with stress across variety of factors of their personal lives. Especially, occupational stress significantly encroaches upon people’s personal life. In recent times, occupational stress has surged due to the pervasive global economic crisis, impacting virtually every nation, profession and workforce demographic, consequently affecting families and societies at large. Stress spares no one and isn’t inherently detrimental.

The primary symptoms of occupational stress manifest as a response within the workplace when employees are tasked with duties and responsibilities that surpass their skillset and capacity. These symptoms can lead to various physiological issues, including the primary symptoms of occupational stress manifest as a response within the workplace when employees are tasked with duties that surpass their skillset and capacity.

These symptoms can lead to various physiological issues, including but not limited to

1. Eating disorders
2. Irritability
3. Headaches
4. Hair loss
5. Severe physical illness
6. Elevate heart beat and blood pressure
7. Palpitations and chest discomfort
8. Muscle aches
9. Sleep disturbances
10. Dryness of throat and mouth
11. Sweaty palms
12. Frequent urination
13. Diarrhea
14. Indigestion
15. Stomach ulcers

These symptoms serve as indicators of the impact of excessive work demands on an individual's physical health due to occupational stress.

## **I. DEFINITIONS**

According to Caplan, and French (1975) have defined "occupational stress as any characteristics of job environment which poses a threat to the individual." Cooper and Marshall (1976), have expressed that "by occupational stress is meant negative environmental factors or stressor associated with particular job" The definition proposed by Margolis, Kores and Quinn (1974) falls in this category. they defined "stress as a condition at work interacting with workers characteristics to disrupt his psychological or physiological homeostasis". [12]

## **II. LITERATURE REVIEW**

Human resources professionals, counselors, experts, and managers across different organization express worry regarding the repercussions of occupational stress within workplace. this stress significantly influences employee turnover rates, productivity levels and overall company performance [8]. This research pursued three primary objectives: initially to extent of perceived work-related stress within a randomly selected population secondly to differentiate between the impacts of stress experience at work and stress from life overall and lastly to establish potential correlation between objective health status indicator and performance efficiency with reported level of work induced stress [11]. The influence of occupational stress significantly hampers students learning, consequently impacting the potential contributions to the society. this situation directly undermining organizational performance by diminishing productivity and efficiency, there by exerting negative impact of organization as whole [4]. The study identified problem-solving as an effective coping strategy for managing occupational stress. Surprisingly, both seeking social support and adopting avoidance strategies were discovered to exacerbate

occupational stress levels. Moreover, occupational stress demonstrated a positive correlation with employees expressing an intention to leave their positions. Additionally, the study shed light on the significant role of occupational stress as a pivotal mediator in the connection between coping strategies and employee turnover intentions [2]. The pioneer of stress research, Hans Selye, characterized stress as the non-specific reaction of the body to any form of demand. In his initial investigations into stress, Selye conceptualized stress into two distinct categories: good or desirable stress and bad or undesirable stress [12]. Stress is a natural bodily response to changes, it involves physical, mental, and emotional reactions that the body employs when encountering change, stress can be influenced by various factors, including the environment, the body itself, and one's thoughts, these elements collectively contribute to the experience of stress [12]. High levels of work stress were linked to job related things, the environment of working place, interpersonal dynamics and organizational elements. The primary sources of this stress included insufficient pay, workplace inequality, excessive workload, staff shortages, inadequate recognition and promotion, as well as lack of support from management [5]. Individual capacity to manage his own emotions influenced his ability to cope with work related stress and progress with occupational commitment training will be significantly help for organization [9]. The perception or desire place a major role in job stress and burnout. Additionally, individually seeking a compressed work week or part time ultimately, these four measures can serve as pathways to resource, aiming to alleviate work-family conflicts, job stress, burnout and consequently the intention to leave [1]. Likewise, the term "stress" can encompass various interpretations. For example, within scientific contexts, it may denote distinct concepts like biological stress, linguistic stress, mechanical stress, psychological stress, or environmental stressors. In this discourse, the primary emphasis will be on occupational stress, particularly within the workplace. This examination will delve into its origins, visible signs, and methods for mitigation [5] [3].

### III. SCOPE OF THE STUDY

- A. Based on the literature available and employee related issues by considering the background of global economic status, occupational stress has much relevance, job dropouts and job failures are very common in India. In the present study effort has been taken to identify and to assess the dimensions which preclude work measures stress and to suggest preventing related to work stress.
- B. In the present scenario changes has been observed in social economics which impact in work pressure of organization in multiple type of industries.
- C. Organization has to find most qualified those who work for them and also it is important for the organization to know the stress level of employees in all level of management in all genders to help them to motivate to achieve organization goals.

### IV. NEED FOR THE STUDY

The impact of occupational stress can profoundly harm employees and overall well-being, affecting both their professional and personal lives. However, managing workplace stress is not solely the responsibility of individual employees. It also falls within the organizational realm. It is

crucial for organizations to take an active role in enhancing and implementing stress management techniques tailored to business needs tailored to business needs. this approach helps foster thriving productivity, performance, motivation, job satisfaction and morale among employees.

## **V. OBJECTIVE OF THE STUDY**

- A. To assessing the work-related stress and role of management
- B. To identify the factor which are contributing for stress among employee
- C. To assess the impact of occupational stress in organization productivity
- D. It also provides coping strategies for managing work stress among employees.
- E. the study is most important as today people are stressed from over work, job security, information overloaded.

## **VI. METHODOLOGY**

Research design: the present study is descriptive in nature and purely base on secondary source of data. The information and data for the research have been collected from journals, published articles, publications, books and official website.

### **A. ROLE OF MANAGEMENT IN OCCUPATIONAL STRESS:**

- In today's world, creating an environment without job stress seems almost impossible. while stress management is acknowledged as crucial by business, proactive measures are seldom implemented until after the damage has already occurred.
- Regular monitoring of employee stress levels in the workplace by management is crucial. Failure to do so may lead to high absenteeism, decreased performance, increased turnover rates, lowered productivity, and diminished quality standards.
- The efficiency and productivity of a company significantly rely on its capacity to manage and adapt to workplace stress. Management plays a pivotal role in initially identifying the root causes of undue stress, thereafter implementing policies and procedures aimed at effectively managing and reducing stress level.
- They associated certain issues with stress, such as inadequate communication (including a lack of feedback from management, infrequent team meeting, and incomplete understanding of new employee duties), dissatisfaction with job roles and prospects, understaffing and the absence of tools or resources to address workplace stress
- If the stress factors are found out and solved, the employees can perform well and increased their revenue.

### **B. FACTORS WHICH CONTRIBUTING STRESS AMONG EMPLOYEES IN ORGANIZATION:**

The top reason of stress for employees in the workplaces are:

- Inadequate compensation,
- overwhelming workloads,

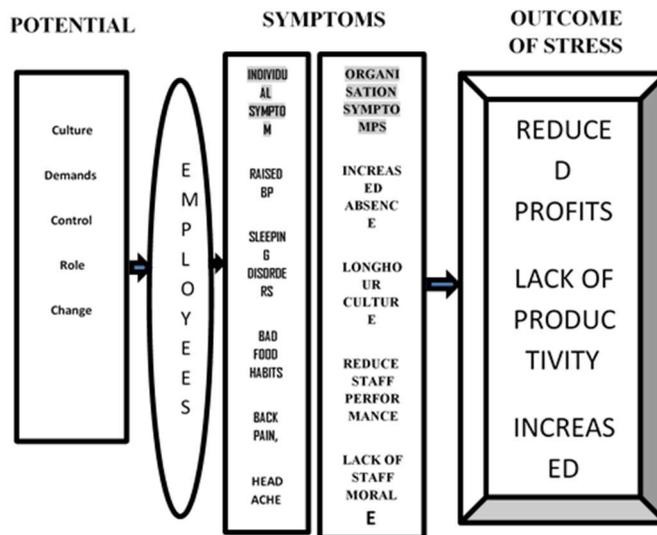
- limited opportunities for growth and
- advancements unrealistic job expectations
- job insecurity

**C. IMPACT OF OCCUPATIONAL STRESS IN ORGANIZATION PRODUCTIVITY:**

The repercussions of job stress encompass a considerable decline in organizational commitment and job satisfaction, potentially resulting in depression, unproductive work and a propensity to consider leaving the job

- coping strategies of occupational stress among employees:
- establish objectives
- determine priorities
- employ a task list
- adapt with flexibility
- effectively handle time through planning and organizing
- minimize urgent task
- embrace strategic neglect steer clear of perfectionism,
- overcome procrastination,
- master the ability to decline,
- acknowledge and reward achievements,
- acquire skills to prevent working in crisis mode

**FIGURE 1: MODEL OF WORKSTRESS AND OUTCOMES IN ORGANIZATION**



*source: above model taken from revised model of organizational stress for use within stress management by palmer, s. cooper, c.and thomas, k (2003)[13]*

## VII. PREVENTION OF OCCUPATIONAL STRESS:

To prevent occupational stress, The top 10 success factors, which are as follows: [6]

- Engage employees actively in the intervention process,
- recognize their expertise and value their contributions,
- involve everyone in organizational change discussions,
- ensuring their compliance,
- approach issue gradually and systematically,
- establish a clear task and responsibility structure,
- adhere to a well define schedule,
- employ various measure to address stress,
- normalize the discussion and handling of work-related stress,
- providing aftercare support and follow up

## CONCLUSION:

According to secondary data, workplace stress poses a significant challenge for employees within organizations. Employees exhibit differences in their skills, needs, expectations and capabilities, much like jobs vary in their requirements, demands and incentives. when there is mismatch between these elements, it adversely affects the well-being of employees .it is crucial for both sides to meet each other's expectations and demands. insufficient fulfilment from either side contributes to stress.

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