

CHAPTER-5

SUMMARY, CONCLUSION AND RECOMMENDATION

Part-I- Summary

Concordia university economists have discovered that job-related stress is catching up with staff with the amount of visits to doctors rising up to twenty six per cent for staff in high stress jobs. They need found that hyperbolic job stress causes staff to progressively get facilitate from health professionals for physical, Mental and emotional ailments joined to job stress (times of Asian country, Sep 25, 2011).

In India, the staff full-fledged a rather lower increase with fifty seven news a 'higher' or 'much higher' growth over the past 2 years (daily news & analysis, Nov 30, 2009). A brand new study has found that staff square measure progressively facing job stress, leading them to skip lunch breaks and scarf out at their desks (times of Asian country, Aug 31, 2011).

Investigation entitled "**Stressful Work-Organization: A Systematic Study on Occupational Health**" was carried out on employees (N-400) of Chennai city, Tamil-Nadu, India. The major objective of this project were (1) to study the causes, signs/symptoms of stress and coping strategies used by employees for adjustment with their work place environment and (2) to find out meaningful ways or method of managing employees' stress by employer/organization.

In this light, this project was undertaken with a view to identify some of the conditions, circumstances, causing stress among employees and also to identify symptoms, defense mechanisms used by them to avoid the stress and other coping strategies to overcome the impact if stress. For this purpose, the normative survey method was used to collect information. This information was collected through general information blanks and four psychological tests such as- NIOSH, symptoms rating scale, proactive coping inventory and stress assessment form. Scoring was done with the help of scoring procedure prescribed in the manual, according to percentage basis and all necessary instructions.

Summary of the research findings-

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Summary of the research findings

S. No.	Areas	Men (n=200)		Women (n=200)	
1	Causes of stress	Supervisors not willing to listen problems	68%	Too much work load	72%
		Too much work load & headache/somatic problems	56%	Having primary responsibility for the family	68%
2	Symptoms of stress	Psychological	M=15.71	Psychological	M=14.63
		Physiological	M=12.18	Physiological	M=14.2
3	Coping strategies	Proactive coping	M=34.5	Proactive coping	M=33.1
		Strategic planning	M=11.0	Strategic planning	M=11.5
		Preventive coping	M=28.5	Preventive coping	M=30.5
4	Affected area	Job satisfaction/morale	63%	Job satisfaction/morale	52%
		Decision making abilities	62%	Decision making abilities	48%
5	Environment & experience at work place	Hard work with no recognition	53%	Hard work with no recognition	37%
		Authoritarian discipline	61%	Authoritarian discipline	42%
6	Proactive intervention by employer	Training program	52%	Training program	39%
7	Means of managing stress by employers	Job - redesigning	67%	Job - redesigning	47%
8	General ways of reducing stress by the employee self	Active and constructive problem solving	32%	Active and constructive problem solving	36%
		Using better communication	45%	Using better communication	31%

Some findings were emerged through this study, which are-

1) Major causes of stress among employees

a) Men

- i) Supervisors not willing to listen problem- 68%
- ii) Too much work load- 56%
- iii) Headache and somatic problems- 56%

b) Women

- i) Too much work load- 72%
- ii) Having primary responsibility for family- 68%

2) Symptoms of stress

a) Men

- i) Unhappy or depressed- 65%
- ii) Lac of concentration- 62%
- iii) Irritation- 56%
- iv) Poor memory- 56%

b) Women

- i) Irritation- 68%
- ii) Unhappy depressed- 57%
- iii) Lack of concentration- 54%

Also, it was found from the z ratio that male employees (M=15.71) show higher psychological symptoms of stress in comparison to their counterpart female participants (M=14.63). Other side, female participants (M=14.20) reported greater expression of physiological symptoms as compared to male employees (M=12.18).

3) Coping strategies used by employees-

Men (M=34.5) use more proactive coping strategy in stressful condition then Women (M=33.1). While, Women (M=11.5 & M=30.5 respectively) use more strategic planning and preventive coping style as compared to male employees (M=11.0 & M=28.5 respectively).

4) Area affected by the job stress-

- a) Low job satisfaction/ morale (Men= 63% & Women=52%).
- b) Decision making ability (Men=62% & Women=48%)

- 5) Environment and experience at work place
 - a) Hard work with no recognition (Men=53% & Women=37%)
 - b) Authoritarian disciplinary technique (Men=61% & Women=42%)
- 6) Major proactive interventions by the employer

As Mentioned by the respondents, their employers use *training program* (Men=52% & Women=39%) for the welfare of the employees.

 - 1) Effective mean of managing stress by the employer is *job redesigning* to eliminate the stress of employees, according to employees (Men=67% & Women=47%).
 - 2) General ways of reducing stress by the employees themselves-
 - a) Active and constructive problem solving (Men=32% & Women=36%)
 - b) Using better communication (Men=45% & Women=31%)

Part-II- Conclusion

On the premise of results obtained, it is often complete that a lot of causes and signs/symptoms of the strain square measure usually gift among each cluster of staff. The distinction could also be in their intensity and frequency of incidence.

Each square measure stressed by an excessive amount of work load at work place, Men staff square measure sad with their superiors and ladies square measure disturbed concerning their family member's care with their job additionally.

Hence, Men show a lot of psychological and fewer physiological symptoms of stress as compared to their counterpart feminine participants. Depression, lack of concentration and irritation square measure the foremost common symptoms of stress among each teams.

There aren't any vital distinction in victimization reflective header, instrumental support seeking, emotional support seeking and dodging header between each teams however, Men use a lot of proactive header and fewer strategic designing & preventive header as compared to feminine counterparts.

Staff additionally according that they need low job satisfaction & higher cognitive process ability regarding their job style. Additionally they expertise toil with no recognition. Also, they mentioned that their superiors use authoritarian discipline technique to take care of discipline at intervals their organization.

Training programs is effective proactive intervention and jobs ought to be redesigned & redefined time to time, to urge obviates substitutable routine from constant work. All the staff level, work place drawback ought to be resolved actively and in constructive means. Also, by victimization higher communication, stress is often eliminated simply.

However, these findings can give a baseline understanding of the employees' behavior and adjustment in Indian context that is sort of totally different from different countries and square measure an honest begin for providing caregivers, researchers and policymaker basic descriptive info concerning them. These findings even have implications for policymakers an agency support the employees' philosophical ideology. It's going to be helpful for authorities' officers to push for increasing welfare programs, like Medicaid / Medicare, to hide all areas of adjustment of staff.

Part-III- Recommendations

Work-related stress results from associate interaction of the individual and therefore the operating surroundings. Every individual brings into the geographical point their own explicit temperament, history, psychological make-up and header skills. As a result, what could also be nerve-wracking for one worker might not be for an additional. However, some geographical point factors inevitably result in stress, like badly designed shift work, poor communications, bullying and harassment.

This project aims to extend employers', employees' and managers' understanding of and awareness of work-related stress, what causes or may cause it, and what ought to be in situ to stop and manage it. The guide additionally aims to help those with responsibility to fulfill their legal obligations at intervals their organization.

It's evident from this study that stresses arising from totally different sources are often straightforward even as very much like they'll be complicated. Straightforward stresses square measure much a part of each person's life and are usually a spur to one's activity. Since they increase our enthusiasm to realize some which is evasion us, however the arising of complicated frustrations associated stress will result in an elder turning into partisan towards abnormalities and psychological state. Such states and calamities are often avoided if they fight to stay sane and healthy outlook on these stresses. And therefore the start toward such a healthy and sane outlook is that the clear realization that stress could be a natural and inevitable a part of human life. Several thinkers have gone to this point on opine that stress is crucial if success is to be

earned and prosperity achieved. Secondly, if organization, family and community supports square measure weak, staff might feel unsecured, neglect, abuse etc. So, structure support is additionally needed for higher adjustment and sensible psychological standing among staff.

Here could be an outline of the necessary facts and knowledge associated with stress:

1. • Stress is that the emotional and physical strain caused by our response to pressure from the skin world.
2. • the Mental symptoms of stress embrace tension, irritability, inability to concentrate, feeling to a fault tired, and having bother sleeping.
3. • The physical symptoms of stress embrace xerostomia, a pounding heart, problem respiratory, indigestion, frequent excreting, sweating palms, and tense muscles that will cause pain and trembling.
4. • The four forms of stress signs embrace changes in body functions and physical health, changes in emotions and feelings, changes in behavior and thoughts.
5. • Stress has been coupled to serious diseases like heart condition and cancer, and to a spread of different physical and emotional disorders.
6. • One technique of stress management is termed the tarpaulin technique that involves noticing early signs of stress, determining the causes, managing the results on the body, and developing sensible stress-reduction techniques.
7. • Other strategies of managing stress embrace humor, meditation, hobbies, and training program.
8. • Medication are often helpful for managing short periods of acute stress, however it doesn't address the underlying drawback.
9. • Some folks notice it useful to visualize associate professional in stress management, in agency will assess that techniques best suit their skills, temperament, and needs. Skilled in agency helps people deal with stress includes psychologists, psychotherapists, physicians, nurses, exercise instructors, and dietitians.

What is stress for Individual

What's nerve-wracking for us? Could also be quite totally different from what is nerve-wracking to our greatest friend, our spouse, or the person adjoining. For example:

10. • Some folks get pleasure from speaking in public; others square measure afraid.
11. • Some folks square measure a lot of productive below point pressure; others square measure miserably tense.
12. • Some folks square measure desperate to facilitate family and friends through tough times; others notice it terribly nerve-wracking.
13. • Some folks feel comfy whiny concerning dangerous service in a very restaurant; others notice it thus tough to complain that they like to suffer in silence.
14. • Some folks might feel that changes at work represent a welcome opportunity; others worry concerning whether or not they will be able to cope.

How stress will hurt Us

It has been calculable that common fraction of all visits to physicians square measure for stress-related issues. Recent proof indicates that the physical changes related to stress might contribute to the leading causes of death - heart condition and cancer.

The effects of stress embrace the following:

15. • Stress will cause chronic fatigue, headaches, organic process upsets and back pain.
16. • Stress will have an effect on the blood cells that assist you drive back infection, thus you are a lot of doubtless to urge colds and different diseases.
17. • Constant stress will increase pressure level and might increase the danger for stroke.
18. • Stress will increase the danger of heart attacks, significantly if you're usually angry and untrusting.
19. • Stress will build associate asthma worse.
20. • Stress triggers behaviors that contribute to death and incapacity, like smoking, alcoholism, drug abuse, and deadly sin.
21. • Stress will result in diminished concupiscence associated an inability to realize coming.
22. • Stress makes it tougher to require different steps to boost health, like abandoning smoking or creating changes in diet.

Prevention of Work-Related Stress

There is a legal demand for employers to assess the operating surroundings for systems and practices that result in stress and to place in situ preventative measures. Policies that profit worker health will improve productivity. Low levels of perceived stress square measure related to low employees turnover, low levels of absence and low rates of injury. Organizations that square measure perceived as healthy tend to possess clear policies and active strategies of managing folks that encourage:

- Respect for the dignity of every worker
- Recognition of performance and regular feedback
- Clear goals for workers in line with structure goals
- Worker input into decision-making and career progression
- Consistent and honest management actions.

How to manage stress at work

There square measure 3 main forms of stress management interventions employed in organizations – primary, secondary and tertiary.

- **Primary interventions (prevention)** - this approach appearance at the problem of stress ‘at source’, so as to stop it occurring. It always involves some kind of organization-wide modification within the system of labor, be it the planning of however things square measure done, what's done and/or in agency will what.
- **Secondary interventions (management)** -this approach focuses on the worker throughout his or her amount with the organization. It includes aspects of labor like coaching for the task, coaching in aspects of health associated safety generally; support in terms of providing adequate management of the social and technical aspects of an employee’s operating life. This sensible management observes contains a role each in preventing stress and serving to stressed staff to recover.
- **Tertiary interventions (minimization)** - this focuses on the availability of content and worker help program or outsourced support services so as to help staff in agency feel a necessity for additional support, apart from that contained within the human resource operate.

A combination of all 3 is mostly advisable, instead of focusing alone on anyone to the exclusion of all others. These approaches slot in to the danger management framework of health

and safety systems, aiming because it will to spot and eliminate the causes of stress, as so much as square measure fairly practicable.

Reducing work-related stress - A Guide for employers

Risk management could be a structured stepwise drawback finding approach involving participation and consultation. It helps establish and target the \$64000 problems inflicting stress. This involves associate assessment of 'where we have a tendency to square measure now' as a corporation and wherever we want to travel.

These steps square measure as follows:

- **Establish the hazards (causes of stress)** – what square measure the aspects of your organization that have the potential to cause stress.
- **Assess the risks** – priorities them in step with severity and probability of negative outcome.
- **Eliminate the risks** – modification the system in order that the nerve-wracking side of labor is eliminated.
- **Contain the risks** – limit the impact of and/or cut back the quantity of causes of stress.
- **Defend from the risks** – cut back the degree of exposure to the factors that cause it.
- **Monitor the risks** – on-going review of levels of stress in your organization. Management methods square measure strategies which will be accustomed cut back the incidence of stress.
- **Re-designing** - some side of the work surroundings (e.g. A less jammed workplace house, re-arranging the reception space, fixing equipment)
- **Re-designing** - the task itself in a way (e.g. shortening production lines, up Cooperation, decreasing responsibility)
- **Providing support** - at numerous levels (e.g. coaching for line managers, a lot of human resource employees, access to activity health staff)
- **Providing feedback** - on performance (e.g. Introduction of and coaching in performance management or different systems of feedback)

How to modification the organization to stop job stress

1. Make sure that the employment is in line with workers capabilities and resources.
2. Style jobs to produce which means, stimulation, and opportunities for employees to use their skills.
3. Clearly outline workers roles and responsibilities.
4. Offer employees opportunities to participate in choices and actions touching their jobs.

5. Improve communications-reduce uncertainty concerning career development and future employment prospects.
6. Give opportunities for social interaction among employees.
7. Establish work schedules that square measure compatible with demands and responsibilities outside the task.

Although it's impossible to allow a universal prescription for preventing stress at work, it's doable to supply tips on the method of stress bar in organizations. Altogether things, the method for stress bar programs involves 3 distinct steps: drawback identification, intervention, and analysis. For this method to succeed, organizations have to be compelled to be adequately ready. At a minimum, preparation for a stress bar program ought to embrace the following:

1. **Building** general awareness concerning job stress (causes, costs, and control)
2. **Securing** prime management commitment and support for the program
3. **Incorporating** worker input and involvement altogether phases of the program
4. **Establishing** the technical capability to conduct the program (e.g., specialized coaching for in-house employees or use of job stress consultants)

Steps toward Prevention

Low morale, health and job complaints, and ratio usually give the primary signs of job stress. However typically there aren't any clues, particularly if staff square measure petrified of losing their jobs. Lack of obvious or widespread signs isn't an honest reason to dismiss issues concerning job stress or minimize the importance of a bar program.

Step 1 - Establish the problem-

1. Hold cluster discussions with staff.
2. Style associate worker survey.
3. Live worker perceptions of job conditions, stress, health, and satisfaction.
4. Collect objective knowledge.
5. Analyze knowledge to spot drawback locations and nerve-wracking job conditions.

The best technique to explore the scope and supply of a suspected stress drawback in a corporation depends partially on the dimensions of the organization and therefore the out there resources. Cluster discussions among managers, labor representatives, and staff will give wealthy sources of knowledge. Such discussions could also be all that's required to trace down and remedy stress issues in a very tiny company. In a very larger organization, such discussions are

often accustomed facilitate style formal surveys for gathering input concerning nerve-wracking job conditions from giant numbers of staff.

Regardless of the tactic accustomed collect knowledge; info ought to be obtained concerning worker perceptions of their job conditions and perceived levels of health, stress and satisfaction. The list of job conditions that will result in stress and therefore the warning signs and effects of stress give sensible beginning points for deciding what info to gather.

Objective measures like absence, unhealthiness and turnover rates, or performance issues can even be examined to measure the presence and scope of job stress. However, these measures square measure solely rough indicators of job stress-at best. Knowledge from discussions, surveys, and different sources ought to be summarized and analyzed to answer questions on the placement of a stress drawback and job conditions that will be responsible-for example, square measure issues gift throughout the organization or confined to single departments or specific jobs?

Survey style, knowledge analysis, and different aspects of a stress bar program might need the assistance of consultants from an area university or firm. However, overall authority for the bar program ought to stay within the organization.

Step 2- style and implement interventions.

1. Target supply of stress for modification.
2. Propose and place intervention methods.
3. Communicate planned interventions to staff.
4. Implement interventions.

Once the sources of stress at work are known and therefore the scope of the matter is known, the stage is ready for style associated implementation of an intervention strategy.

In tiny organizations, the informal discussions that helped establish stress issues might also manufacture fruitful concepts for bar. In giant organizations, a lot of formal method could also be required. Frequently, a team is asked to develop recommendations supported analysis of information from step one and consultation with outside consultants.

Certain issues, like a hostile work surroundings, could also be pervasive within the organization and need company-wide interventions. Different issues like excessive employment might exist solely in some departments and so need a lot of slender solutions like plan of the means employment is performed. Still different issues could also be specific to bound staff and

proof against any quite structure modification, business instead for stress management or worker help interventions. Some interventions could be enforced apace (e.g., improved communication, stress management training), however others might need extra time to place into place (e.g., plan of a producing process).

Step 3 - measure the interventions-

1. Conduct each short- and long-run evaluation.
2. Live worker perceptions of health, job conditions, stress and satisfaction.
3. Embrace objective measures.
4. Refine the intervention strategy and come back to step one.

Analysis is an important step within the intervention method. Analysis is important to work out whether or not the intervention is manufacturing desired effects and whether or not changes in direction measure required. Time frames for evaluating interventions ought to be established. Interventions involving structure modification ought to receive each short- and long-run scrutiny. Short evaluations could be done quarterly to produce associate early indication of program effectiveness or doable want for redirection.

Evaluations ought to target constant forms of info collected throughout the matter identification part of the intervention, together with info from staff concerning operating conditions, levels of perceived stress, health issues, and satisfaction. Worker perceptions typically the foremost sensitive measure of nerve-wracking operating conditions and sometimes gives the primary indication of intervention effectiveness. Adding objective measures like absence and health care prices might also be helpful. However, the results of job stress interventions on such measures tend to be less clear-cut and might take a protracted time to seem.

The job stress bar method doesn't finish with analysis. Rather, job stress bar ought to be seen as a nonstop method that uses analysis knowledge to refine or direct the intervention strategy.

In sum up

On the premise of expertise and analysis, investigator favors the read that operating conditions play a primary role in inflicting job stress. However, the role of individual factors isn't unheeded. In step with the investigator's read, exposure to nerve-wracking operating conditions (called job stressors) will have an immediate influence on employee safety and health. However

as shown below, individual and different situational factors will intervene to strengthen or weaken this influence. Theresa's have to be compelled to look after her sick mother is associate more and more common example of a private or situational issue that will intensify the results of nerve-wracking operating conditions. Samples of individual and situational factors which will facilitate to cut back the results of nerve-wracking operating conditions embrace the following:

- 1. Balance between work and family or personal life**
- 2. A support network of friends and coworkers**
- 3. A relaxed and positive outlook**

Suggestions for additional studies

The subsequent measure a number of the suggestions helpful for conducting additional investigation associated with stress-

1. A study are often conducted on constant lines associated with constant drawback to get a lot of reliable and valid knowledge thus to create study a lot of intensive and wide.
2. A series of studies are often conducted bearing on activity changes in nerve-wracking conditions and its impact on temperament, behavior and adjustment of staff.
3. A longitudinal study is often conducted on the themes to check the trends / dynamic pattern of stressors, signs and symptoms and header methods.
4. More variables like structure size, type, SES of staff, relationship at intervals the organization and surroundings might also be taken into thought whereas learning stress among staff.
5. Relationship between potential social control stress and stress among staff could also be studied in larger detail direction of aggression might also be studied in details. The elaborate study of the defense mechanism, adopted below stressed conditions by the boys and ladies.

To sum up, the scope of the analysis it depends on associate inquiring mind and therefore the extent to that a investigator is supplied with tools of analysis, accustomed to numerous method procedures and determined to conduct analysis.