



“Orientation of Stress and its Releaseat Softmate System, Pune - A Study”**Dr. Shriprakash Soni**

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Abstract:

Stress has been called “the invisible”. It is a disease that may affect you, your organization, and any of the people in it, so you cannot afford to ignore it. Stress in individual is defined as any interference that disturbs a persons’ healthy mental and physical well being. It occurs when the body is required to perform beyond its normal range of capabilities. In other words, stress is the way that one can react physically, mentally and emotionally to various conditions, changes and demands in his life. High levels of stress can affect one’s physical and mental well being and performance. The results of stress are harmful to individuals, families, society and organizations, which can suffer from “organization stress”. Therefore, it is necessary to avoid stress and overcome the problem of stress. This research paper is based on Study of Stress Management of employees of Softmate System, Pune.

Keywords:*Stress Management, Physical and Mental Well Being and Performance.***Introduction:**

A small percentage of the employees have high stress. Person facing stress at the organizational level of lot of psychological problems in the form of decreased motivation, absenteeism low productivity targets not being achieving etc. as a remedy for the above said employees facing stress are advised to attend stress management courses which will help them to build coping strategies and cause out their stress. Therefore, good stress management and self mental programming is necessary for today’s high pressure environment.

Company Profile:

A Soft mate Systems is an Information Technology Consulting and software development firm which has been incorporated in 2016 with the promise to provide values to the clients. Company provide end to end Software solutions and designs to the IT Corporate. Company mainly focus on our client’s need and emphasize on providing them best solutions. The

model which company adopt at workplace, it empowers the customers to execute their business plans effectively in a stipulated time frame. Five Core Values of the company are Client Satisfaction, Professional Excellence, Building Relationship, Integration and Team work and Employee Satisfaction.

Objectives of the Study:

1. To assess current stress level of employees in the company.
2. To study situations that causes stress in the company.
3. To identify Emotional physical, and mental effects of stress in the company.
4. To suggest new techniques/methods which result into lowering the stress levels.

Research Methodology:

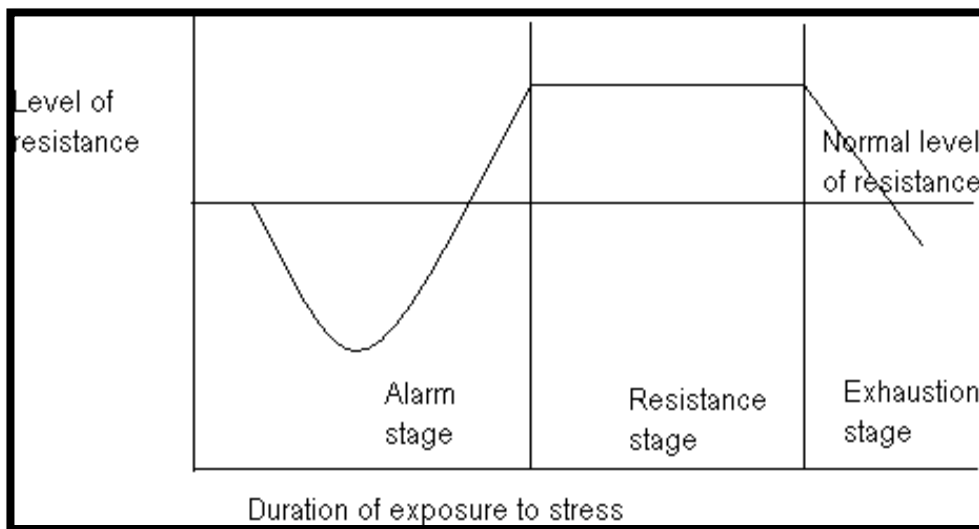
- **Types of Research:** Descriptive Research
- **Population:** There are totally 50 employees working in the company.
- **Sample Size:** Out of the total population the sample Size is 35 respondents.
- **Sample Method:** The respondent convenience was taken into account as of convenient sampling was taken into account.
- **Procedure of Data Collection:** Structured Questionnaire Method
- **Questionnaire Scale:** Likert 5 point scale and Yes/No
- **Response:** 50 questionnaires were distributed. Out of them 35 respondents gave response.
- **Analysis Tool:** Microsoft Excel
- **Statistical Tools Used:** For the purpose of present study percentage analysis was used.

Review of Literature:

Phases of Stress:

- 1) **Alarm Reaction:** The first is the alarm phases. Here the individual mobilizes to meet the threat. The alarm reaction has two phases. The first phases includes in initial “stock shock phase” in which defensive mechanism become active. Alarm reaction is characterized by autonomous excitability; adrenaline discharges; increase heart rate, ulceration. Depending on the nature and intensity of the threat and the condition of the organization the period of resistance varies and the severity of symptoms may differ from “mild invigoration” to “disease of adaptation”.

- 2) **Resistance:** The second is the phase of resistance. The individual attempts to resist or cope with the threat. Maximum adaptation occurs during this stage. The bodily signs characteristic of the alarm reaction disappear. If the stress persists, or the defensive reaction proves ineffective, it may overwhelm the body resources. Depleted of energy, the body enters the phase of third.
- 3) **Exhaustion:** Adaptation energy is exhausted. Signs of the alarm reaction reappear, and the resistance level begins to decline irreversibly. The organism collapses.



Three important sectors of life in which Stress originates. These are:-

- a) Job and the Organization
- b) The Social Sector
- c) Intrapsychic Sector

Job and Organization, refers to the totality of the work environment (task, atmosphere, colleagues, compensation, policies, etc.). The social sector refers to the other such factors. The intrapsychic sector encompasses those things, which are intimate, and personal, like temperament, values, abilities and health. It is contended that stress can originate in any of these sectors or in combination thereof.

Stressors or Loads:

A) Work Related

Symptoms:

- Lack of concentration
- Affected clarity of thinking and decision making Frequent absenteeism
- Affected team work Aggressive behavior

B) Physiological

Symptoms: Headache

/Migraine

- Insomnia
- Lack of appetite Digestive disorders
- Sexual disorders Temperamental changes.

Burnout Stress Syndrome(BOSS):-

Boss can lead to four types of stress related consequences such as, depletion of energy reverses, lowered resistance to illness, increased dissatisfaction and pessimism and increased absenteeism and inefficiency at work.

Distinct stages of BOSS

1) Honeymoon Stage:-

This stage can be describe as accounting for the euphoric feeling of encounter with the new job such as excitement, enthusiasm, challenge and pride. Dysfunctional features emerge in two ways first; the energy reverses are gradually depleted in coping with the demands of a challenging environment. Second, habits and strategies for coping with stress are formed in this stage which is often not useful in coping with later challenges.

2) Fuel Shortage Stage:-

This stage can be identified as composed of the value feelings of loss, fatigue and confusion arising from the individual's overdraws on reverses of adaptation energy. Othersymptoms are dissatisfaction, inefficiency, and fatigue and sleep disturbances leading to escape activate such as increased eating, drinking & smoking.

3) Crisis Stage:-

When these feelings and physiological symptoms persist over period of time, the individual enters the stage of crisis. At this stage he develops “escape mentality” and feels oppressed. For example – Heightened pessimism, self-doubling tendencies, peptic ulcers, tension headaches, chronic backaches, blood pressure etc.

4) Hitting The Wall Stage:-

This stage of BOSS is characterized by total exhaustion of one’s adaptation energy, which may mark the end of one’s professional career. While recovery from this stage elude may be resourceful to tide over thecrises.

Potential Sources of Stress:

- a) Environmental factors
- b) Organization factors
- c) Individual factors

Data Analysis:

Figure 1: Busy or having hard time work place cause Stress

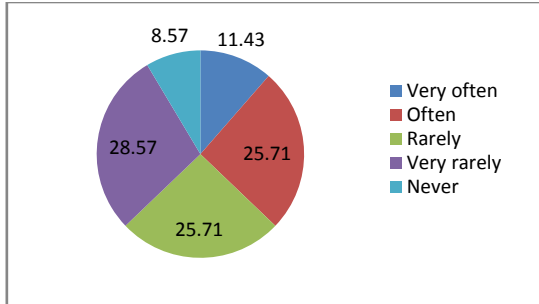


Figure 2: Physical environment in the

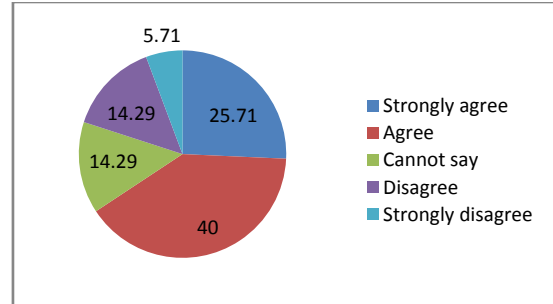


Figure 3: Feel time pressure to complete work

Figure 4: Feel lack of co-

operation in office

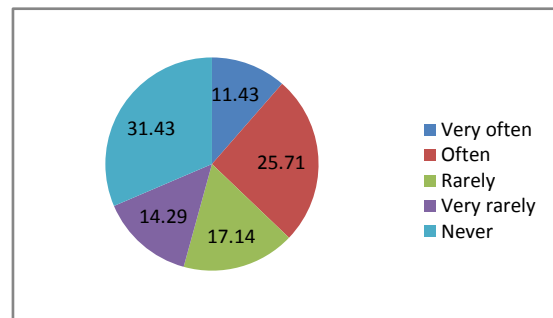
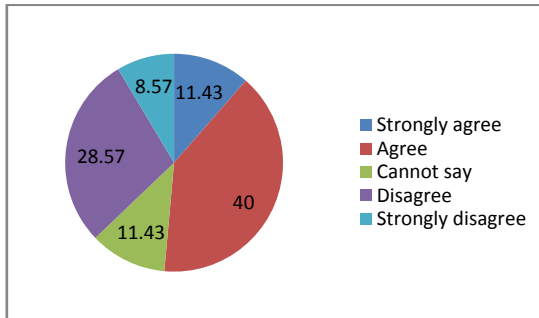


Figure 5: Family problems Cause Stress

Figure 6: BP / Diabetes / Any Other

Health Hazards

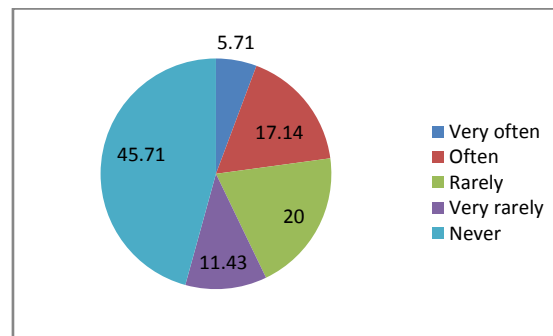
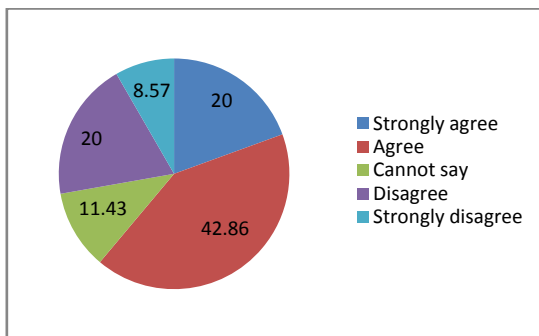


Figure 7: Physical Exercise and Yoga reduce the Stress

Figure 8: Meditation and

Prayer to reduce the Stress

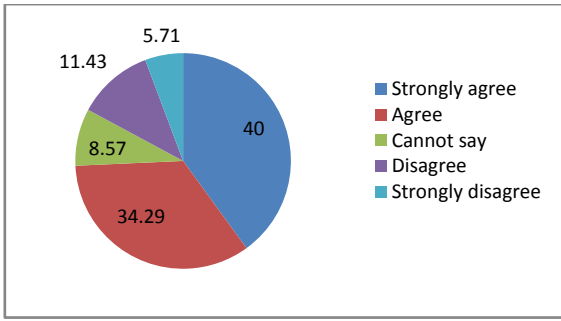


Figure 9: Lack of Communication causes Stress

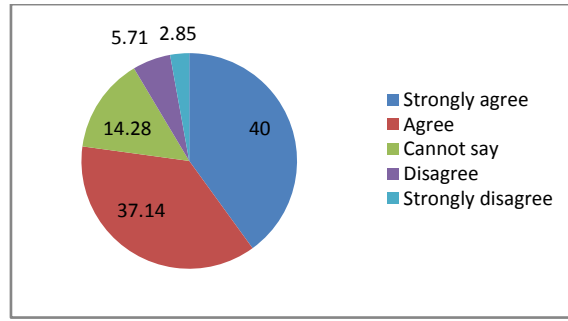


Figure 10: Spending time with family

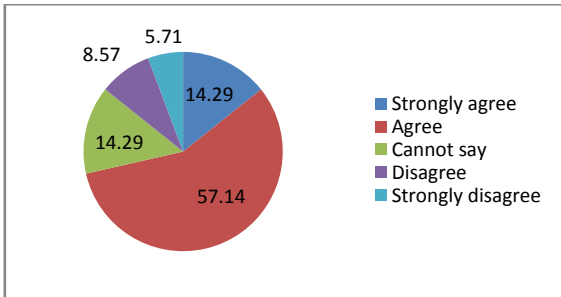


Figure 11: Improving working conditions reduces the Stress

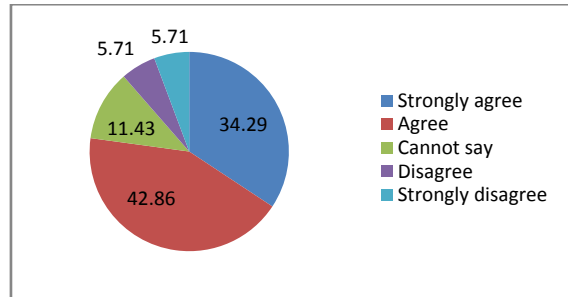


Figure 12: Rational

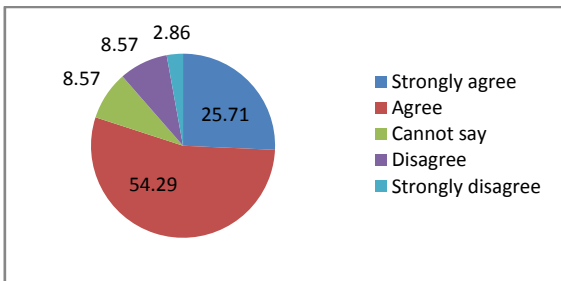


Figure 13: Financial motivations reduce the Stress

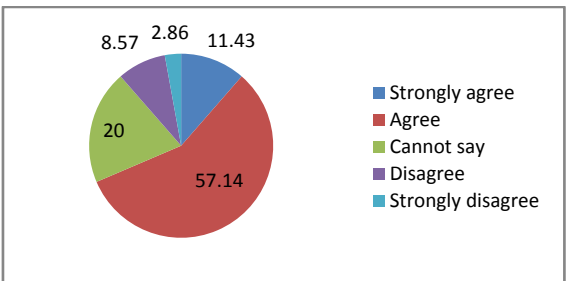


Figure 14: Training and Development programs help to cope-up with new technology

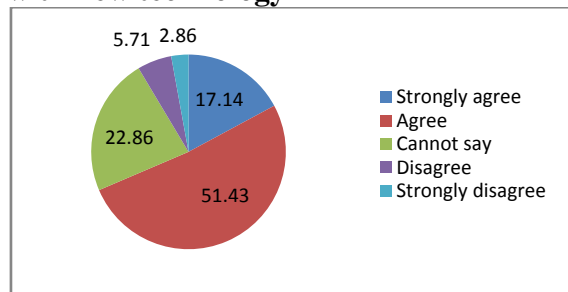
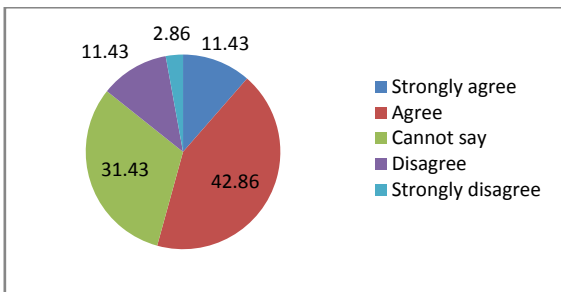
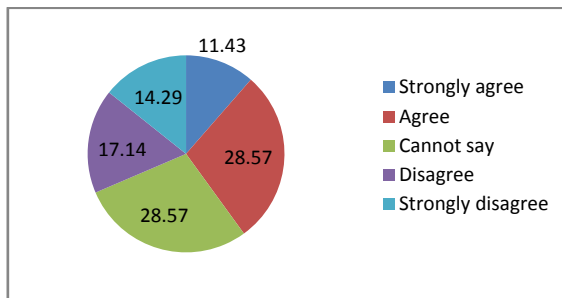


Figure 15: Need for Family Counseling**Data Interpretation:**

- 1) 55 % of the respondents said that they are busy at work place rarely and very rarely.
- 2) 40% of the respondents agree with the fact that physical environment (Temperature, Lighting, Gases and Dust) causes Stress in them.
- 3) 50 % of the respondents mentioned that completion of the assignment on time leads to stress.
- 4) 37% of the respondents are of the view that lack of cooperation leads to stress at work place but at the same approximately 31 % of the respondents are not in the favor of the fact that there is the stress in the workplace which is the resultant of lack of co-operation inoffice.
- 5) Majority of the respondents (63%) agree with family problems causes stress.
- 6) 45% of the respondents are of the view that they do not suffer from problems like BP, Diabetes and any other health hazards which is the result of work and workplace.
- 7) 74% of the respondents agree with that by doing physical exercise and yoga stress will be reduced.
- 8) Majority of the respondents (77%) agree with that meditation and prayer will certainly reduce the stress.
- 9) 71% of the respondents agree with lack of communication causes stress.
- 10) Majority of the respondents (76%) agree with spending more time with family reduces stress.
- 11) 79% of the respondents agree that improvising working conditions in office will result into reduction of stress.
- 12) Majority of the respondents (68%) agree with rational allocation of work reduces the stress.
- 13) 54% of the respondents agree with financial motivation reduces the stress. But at the same 11 % of the respondents feel that financial increments, pays, incentives have

nothing to do with the stress levels.

- 14) Majority of the respondents (68%) agree with Training and Development programs help to cope-up with new technology reduces the stress.
- 15) 40% of the respondents agreed that family counseling is needed to plan and overcome the stress.

Findings:

- 1) Most of the respondents fall under low stresscategory.
- 2) Physical Environment at work place causesstress.
- 3) There are around 23 % of employees who suffer from BP, Diabetesor any other health hazards because of Physical Environmentat workplace.
- 4) Employees have a firm belief that Physical Exercise and Activity tend to reduce the stresslevels.
- 5) 37 % of employees find that Lack of Cooperation at times leads to stress.

Conclusion:

- 1) Current stress level of employees in thecompany is low.
- 2) Situations like Lack of Cooperation, Communication, Work Environment, Physical Environment causesstressin thecompany.
- 3) Less than 25% of the Employeesfacing Emotional,Physical, andMental Effects ofstressin thecompany.
- 4) Meditation, Yoga, Physical Exercise, Spending Time with Family etc.are the techniques/methods which result into lowering the stress levels.

Suggestions:

- a) Positive outlook towards workresponsibilities.
- b) Self analysis through personality typetestes.
- c) Inter personal skilldevelopment.
- d) Protection through yoga cummeditation.
- e) Timemanagement.
- f) Since Trainingand Development job related factors, performance appraisal and job satisfaction were perceived stressful by the employees, the employees should be counseled regarded thematter.
- g) At the individual level, the employees could practice a relaxing holiday (where in

quality time is spent with the family).

- h) Employees should realize that excessive use of tea, coffee, cigarette and drinks is not the answer to stress.
- i) Try to get 6-7 hours of continuous sleep per day.
- j) At the same time the ones who are not at all confronted with stress need to be induced with eustress (beneficial stress) which will result into more accomplishment.

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- 2) Stephen P. Robin, "Organization Behavior" – Concept Controversies and Applications
- 3) www.developdreamz.com
- 4) www.wikipedia.com