

STRESS MANAGEMENT-ISSUES AND COPING STRATEGIES WITH REFERENCE TO RAMAGUNDAM SUPER THERMAL POWER STATION (NTPC LTD.)

Naredla Suman Kumar

Abstract: Stress in the workplace is now widely recognized as a major problem faced by industry. A growing number of companies are offering some form of stress management intervention. However, for those seeking to introduce stress management activities, too little in the way of guidance and direction has been available. In considering effective stress management plans which counteract the job stress factors mentioned above, it is essential to use an organizational approach in the work environment. For workers in the manufacturing industry, through this approach, it is important to promote more autonomy and activities with increasing job control, to give more clarified roles and responsibilities, to provide a more mutually supportive system with better ways to communicate and to introduce a system giving additional rewards, such as paid holidays for refreshment. In order to make these stress management plans successful in the long term, an actual system for stress management is required, with recognition and support by top management. It is also important to assess the effectiveness and method of each stress management plan with proper measurements. This study aims to help organizations better understand the sources and dynamics of stress at the worksite and examines how they can reasonably assess, implement, and evaluate their stress management options.

Key words: Autonomy, employee performance, job control, stress, stress management

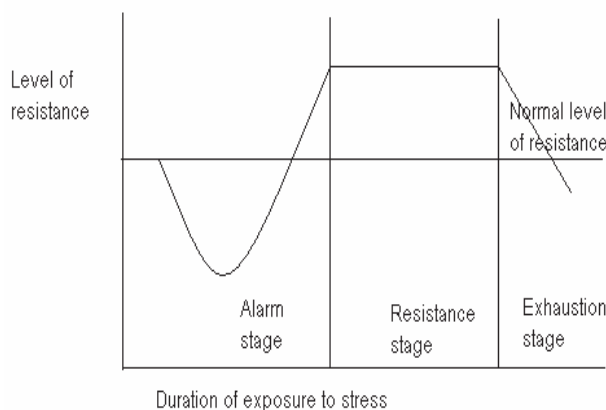
INTRODUCTION:

Of all the resources in an organization, only human element has a significant role to be played, as it employs other resources efficiently to deliver desired results in business. Human resources need to be nurtured aptly to meet the deadlines and putting organization ahead of competition. In the process, this resource may experience stress. Stress is the way that you react physically, mentally and emotionally to various conditions, changes and demands in your life. High levels of stress can affect one’s physical and mental wellbeing and performance.

Job Stress is a condition, when individuals interact with their job; they exhibit a deviated behavior from normal functioning due to lack of resources or energy. Richard Lazarus and Susan Folkman suggested in 1984 that stress can be thought of as resulting from an “imbalance between demands and resources” or as occurring when “pressure exceeds one’s perceived ability to cope”.

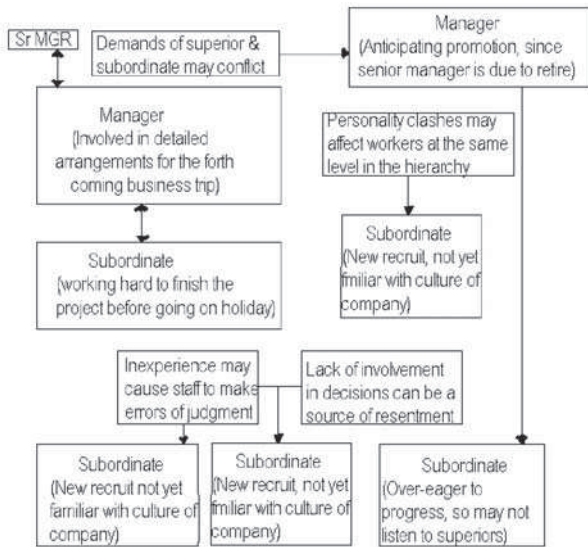
According to famous Psychologist of 1950’s Dr. Selye, the General Adaptation Syndrome consists of three phases.

- Ø **Resistance:** In this second phase of resistance, the individual attempts to whether resist or cope with the stress. In majority cases, individuals adapt during this stage.
- Exhaustion:** In case the Adaptation energy is exhausted, the alarm reaction may reappear, and the resistance level begins to decline irreversibly. It may lead to collapse of organization.



- Ø **Alarm Reaction:** This is called “stock shock phase” where defensive mechanism become active. It is characterized by anxiety; adrenaline discharges; increased heart beat, ulceration.

The below chart is an example of the structure of a department in an organization, indicating typical causes of stress that may effect stress at certain levels in the structure.



collected through personal interview and well structured questionnaire.

Secondary source: Secondary source include company reports, magazines and the concerned literature on the subject from organization and library.

Sample design:

- Ø The method of sampling used was convenient random sampling. The respondents were chosen at random due to business and non-availability of the employees.
- Ø The sample of the respondents was chosen at each level of the hierarchy in all the departments and services.
- Ø The sample size was taken as 70.

NEED FOR THE STUDY:

Stress is an important factor, which makes persons to give their best performance and help in reaching enterprise goals. The level of stress influences the output of employee, if stress is in positive mode it will help in completing the task in stipulated time but a negative mode of stress will reduce their performance.

SCOPE OF THE STUDY:

The study covers only RSTPS (Ramagundam Super Thermal Power Station); it does not cover all other branches of NTPC. The present project study covers only stress management.

OBJECTIVES OF THE STUDY:

- Ø To identify the stressors those cause stress to employees in the organization that hinder to achieve their goals.
- Ø To examine the level of stress in employees to perform the job.
- Ø To know the impact of stress on the job performance

RESEARCH METHODOLOGY

Source of data:

The source through which data collected was:

Primary source: Primary source includes Employees from whom the required information was collected directly and their personal opinion was regarded. The data was also

LIMITATIONS OF STUDY

- Ø The sample size chosen is covered only a small portion of the whole population of NTPC, Ramagundam.
- Ø Accuracy of the study is purely based on the information as given by the respondents.
- Ø Data collected cannot be asserted to be free from error, as the sample size is restricted to 70.

DATA ANALYSIS AND INTERPRETATION

1. “I am busy or I am having hard time “at work place

Option	Number of employees	Percentage
Very often	04	06
Often	26	37
Rarely	10	14
Very Rarely	20	29
Never	10	14
Total	70	100

Interpretation: The above chart reveals that most of employees feel often busy at work place and 29% employees feel busy very rarely, 14.2% employees never feel busy at work place.

2. Lack of cooperation in my work place

Option	Number of employees	Percentage
Strongly agree	06	09
Agree	14	20
Neutral	18	25
Disagree	30	43
Strongly Disagree	02	03
Total	70	100

Interpretation: The above chart reveals that about 9% of employees strongly agree that there is lack of cooperation at work place but 43% of employees are saying disagree to this question.

3. Family problem causes stress

Option	Number of employees	Percentage
Strongly agree	06	09
Agree	24	34
Neutral	12	17
Disagree	22	31
Strongly Disagree	06	09
Total	70	100

Interpretation: The above chart reveals that 34.2 % of employees agree that family problems causes stress, 31.4 % of the employees disagree, 17 % of employees neutral, 9% of the employees strongly agree and 9% strongly disagree.

4. "I have a problem of BP/SUGAR/Any other health problem".

Option	Number of employees	Percentage
Strongly agree	04	06
Agree	14	20
Neutral	12	17
Disagree	24	34
Strongly disagree	16	23
Total	70	100

Interpretation: From above chart reveals that 34.2 % of employees are Disagree because of health problems, 23 % of the employees strongly disagree, 20 % of employees agree, 17 % of the employees are neutral and 5.7 % of employees strongly

5. Physical exercise, yoga & meditation help to reduce the stress

Option	Number of employees	Percentage
Strongly agree	28	40
Agree	34	48
Neutral	04	06
Disagree	02	03
Strongly Disagree	02	03
Total	70	100

Interpretation: From above chart reveals that 48.5 % of employees agree because physical exercise and yoga helps to reduce stress, 40 % of the employees strongly agree, 6 % of employees are neutral, 3 % of the employees strongly agree and strongly disagree.

6. Lack of communication causes stress

Option	Number of employees	Percentage
Strongly agree	14	20
Agree	34	49
Neutral	18	26
Disagree	04	06
Total	70	100

Interpretation: From above chart reveals that 49 % of employees agree that lack of communication causes stress, 26% are neutral, 20 % strongly agree, 6 % of employees disagree.

7. Spending time with family reduces stress

Option	Number of employees	Percentage
Strongly agree	04	06
Agree	52	74
Neutral	06	09
Disagree	06	09
Strongly Disagree	02	03
Total	70	100

Interpretation: From above chart it has founded that 74 % of employees agree that spending time with family reduces stress, 9 % are neutral and disagree, 65% strongly agree and 3% strongly disagree.

8. Rational Allocation of work reduces stress

Option	Number of employees	Percentage
Strongly agree	06	09
Agree	40	57
Neutral	12	17
Disagree	10	14
Strongly Disagree	02	03
Total	70	100

Interpretation: The above chart reveals that 57 % employees agree that rational allocation of work reduces stress, 17% are neutral, 14 % disagree, 9% strongly agree, 3 % strongly disagree.

9. Training and Development help to cope-up with new technology and in turn reduces stress

Option	Number of employees	Percentage
Strongly agree	16	23
Agree	34	04
Neutral	12	17
Disagree	06	09
Strongly Disagree	02	03
Total	70	100

Interpretation: The above chart reveals that 46% of the employees agree that T & D programs help to reduce stress, 23 % strongly agree, 17% are neutral, 9% disagree and 3% are strongly disagree.

10. Need any relaxation at work to reduce stress

Option	Number of employees	Percentage
Strongly agree	12	17
Agree	40	57
Neutral	10	14
Disagree	06	09
Strongly Disagree	02	03
Total	70	100

Interpretation: The above chart reveals that 57 % of employees agree that relaxation reduces stress, 17% strongly agree, 14 % are neutral, 9 % disagree and 3 % strongly disagree.

11. Safety precautions reduce stress

Option	Number of employees	Percentage
Strongly agree	06	09
Agree	42	60
Neutral	14	20
Disagree	06	09
Strongly Disagree	02	03
Total	70	100

Interpretation: The above chart reveals that 60% of employees agree that safety precautions reduce stress, 20% are neutral, 9% strongly agree and disagree and 3% strongly disagree.

12. Team building, Work life balance, flexible timing facilitates to overcome stress

Option	Number of employees	Percentage
Strongly agree	18	26
Agree	40	57
Neutral	08	11
Disagree	02	03
Strongly Disagree	02	03
Total	70	100

Interpretation: The above chart reveals that 57 % of employees agree that with team building, work life balance, flexible work timing facilitates an employee can overcome stress, 26% strongly agree, 11% are neutral and 3% disagree and strongly disagree.

13. Physical work problems cause stress

Option	Number of employees	Percentage
Strongly agree	04	06
Agree	40	57
Neutral	14	20
Disagree	08	11
Strongly Disagree	04	06
Total	70	100

Interpretation: The above chart shows, most of employees agree that physical work problems cause stress, only 6% disagree.

FINDINGS

- Most of the respondents fall under low stress category.
- There is an insignificance relationship between stress and practices of the organization, which contributed to stress among employees.
- The organization falls under very tall structure of hierarchy and this is one of the reasons for employees being stressed due to lack of proper communication.
- There is no significance difference of stress among employees working in plant and other departments.
- Observed that Safety Precautions, Training and Development helped to overcome stress.

SUGGESTIONS

A small percentage of the employees are facing high stress. Person facing stress at the organization will face a lot of psychological problems in the form of de-motivation, absenteeism; low productivity etc. and the employees facing stress are advised to attend stress management courses which will help them to cope with stress. The stress management course comprise of a package program consisting of:

- Ø Relaxation.
- Ø Self-analysis through personality type tests.
- Ø Practicing yoga and mediation.
- Ø Time management.
- Ø Behavioral Self-control and Cognitive Therapy
- Ø Counseling and Training & Development
- Ø Team building, Work life balance, flexible work timings facilitates to overcome stress

CONCLUSION

The study found that only a small percentage of employees were highly stressed and needed preventive action to fight against stress and it is further observed that positive stress is prevailing in the organization to some extent. We can conclude, though there are signs of stress among the employees, such stress is affecting their behaviors which can be controlled & reduced effectively. Stress control activities at workplace can be classified into four categories: (1) improvement of work environment; (2) education/training; (3) health care for stress; (4) mental health service. Research has demonstrated that each of these activities is effective to some extent. Thus we can propose a possible effective strategy for planning and conducting stress control at workplace.

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Mr. Naredla Suman Kumar
Associate Professor,
Dept. Of Business Management
Sr Engineering College
Ananthasagar (V), Hasanparthy (M)
Hanamkonda, Warangal
Andhrapradesh - 506 371.