Stress Management amongst Industrial Employee

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Abstract

The sources of stress in the workplace. Include interpersonal relationships, career development, organizational structure and climate, line-staff conflicts, little opportunity for advancement, high degree of specialization and centralization, poor communications, inadequate information, inaccurate assessment of performance and poor feedback. To successfully manage stress, it is important to be aware of sources of stress in our lives and our physical and psychological responses to them.

People respond to stress in different ways. Some individuals are more capable of coping with stressors than others, while some individuals are more prone to stress. Our characters determine how we respond to stressors by our perception of "what is" and "what should be", our personality, motivation, problem-solving capacity and ability for self-introspection. In developing countries like India, privatization leads to rapid change in the industrial sector, while corona crises recession has impacted industries. Companies must constantly examine business trends and get innovative to retain key employees in the worst of times. Mergers and acquisitions and changes in labour laws also put stress on working life as well as on personal life of the working class.

Keywords: Workplace, Working Condition, Stress, Stress Management, Industrial Employee

Introduction

Stress has been studied since ancient times, but conscious attempts to study it systematically began in the late half of the twentieth century. It denotes "hardship, straits, adversity or affliction" in the seventeenth century and "force, pressure, strain or strong effort" in the eighteenth and nineteenth centuries. It has sources at organizational group and individual levels, and there are individual and organizational coping strategies. Stress has implications on performance and satisfaction, with low to moderate stress leading to better performance, excessively high stress can lower performance, and the effect of stress on satisfaction is negative.

Stress is a major issue that affects many tasks, so it is important to study the working conditions at work and the factors that contribute to it. Additionally, it is important to understand how individuals (workers) cope with it.

Stress is a common experience of people when their work or personal environment places any demands on them. Dr. Hans Selye, the recognized father of stress, wrote his first article on stress in 1951 and since then, there have been more than a million scientific publications selected to stress. Stress is a common experience of people when their work or personal environment places any demands on them. Mild stress is useful in overcoming periods of frustration and dull routine, but too much stress affects health and everyday performance and behavior adversely, as well as relationships, perception, emotional stability, and tendency to error and proneness to accidents.

The dictionary defines stress as pressure, condition-causing hardship, or disquiet. Sources of stress at work include intrinsic factors such as working conditions, work overload, long hours, excessive travel, too many decisions, deadlines, and time pressures. Sources of stress in the organizational role includes role ambiguity, role conflict, responsibility for people and things, and other stressors. Role ambiguity involves lack of clarity about goals, expectations of peers, and the nature, scope, and responsibilities of the job. Role conflict involves conflicting demands and expectations, and responsibility for people is more stress generating than responsibility for things.

Sources supplied the maximum information giving detailed documentation on the researches on overseas settings, their different implications and the impact of working condition and stress on all aspects of organization.

Review of Literature

The literature on organizational stress and its consequences and management at the individual level is numerous and scattered. Three sets of variables have been included under personal factors: biographical variables, need for achievement and work ethic. Biographical variables include age, experience, education and a number of demographic elements.

Malnan, Agarwala and Krishna have related several personal and organizational variables with role conflict & ambiguity in their analysis of 320 executives. Education and experience had a negative relationship with role ambiguity, yet they had an insignificant relationship with role conflict.

The need for achievement is a motivation to strive for excellence and exceed one's own previous level of achievement. It is negatively selected with the occupational stress index among white-collar employees, preparing them to bear greater stress. The work ethic is a component of the Protestant work ethic, which puts a premium on hard work and the belief that work is itself a rewarding way of life. In a study of supervisory level employees of a large public sector organization, work ethic was found to be negatively related with role ambiguity and role conflict.

Organizational Stress and Job Performance: Present day researches and practitioners visualize the phenomenon of stress in a new perspective. Indian scholars like Pestonice (1987) and Mathew (1985) agreed with this contention. Pestonies and Singh's (1987) study noted that managers and system analysts in private organizations scored higher on both stress and satisfaction than their counterparts in public organizations. Mathew (1985) raised queries pertaining to the relationship between creativity and stresses, as creativity involves performance of unconventional tasks in the organizational setting by individuals. Pestonjee reviewed that concept and theory of job stress and examined the stress potential with reference to the creative owner / non-owner managers occupying creative / non-creative roles in creative / non-creative organizations.

Industrial toxicants, synthetic chemicals and their residues are washed into the atmosphere and aquatic environment, causing acute and long-term metabolic alterations in tissues. Viswanathan and Seth (1977) reviewed experimental studies conducted by the industrial Toxicology Research Center, Lucknow, which suggested that toxicant dust such as silica & asbestos have a diverse biological effect on the lungs through interaction with its membrane.. Neurotoxic pesticides, such as DDT and parathion, significantly alter the free amino acid composition in the brain of a rat. Xenobiotic such as reachable plastics, some chlorinated insecticides and solvents induce metabolic alternations in the livers and affect

the mixed functions oxidize. A review of these studies indicates that stress due to environmental & industrial chemicals causes acute and long-term metabolic alterations & mammalian tissues exhibit differential sensitivity.

Working conditions are the conditions under which a worker is supposed to work, which affect their efficiency, health and psychology in many ways. This study focuses on the working conditions, stress and stress management. Munshi observed a wide spread tendency among the people to say that they were satisfied with their work and consequently, the level of alienation in work was surprisingly low. Before selecting this particular subject, the researcher attempted an exhaustive survey of literature on social sciences on industrial workers, working conditions, stress & stress management.

Research Methodology:

Objective: The most important idea is to understand the relationship between working conditions and stress, the sources of stress, the impact of stress on performance and satisfaction, and the ways to manage/coping of stress.

Assumption: Stress is a natural part of life, and effective stress management requires a positive, optimistic attitude to manage it.

Hypothesis: Better working conditions and longer service periods lead to better stress management at work.

Research Design: The researcher used Descriptive research design to identify significant factors in the subject of the study, which could be further studied in depth.

Research Method: Survey method was used to gather information about Industrial worker views. It was used to gain insight into the relationship between variables and new ideas related to the research problem, and to make generalizations and arrive at conclusions.

Sampling Design: In this study, sample size of 110 industrial workers from four industries of Pune Dist., using a simple random sampling method to select the employee from shift information sheet of industry collected..

Scope of the Study: This study focused on understanding the relation between working conditions and stress at work place, as well as the sources of stress from workers' point of view. Data was analysed using the statistical package for social sciences (spss/pc+) and Stata 5.0. Bivariate analysis was done to establish the relationship between different variables, and the statistical test of chi-square (x2) was used to test the significance of association between the variables

Data Analysis -

Shift Rotations & Requirement of Work in Shift: Almost all respondents reported that their job required to work in two shifts.

Briethaupt and others (1978) found that morning types react to late shift work with sleep deficiency, while evening types have constitutions less vulnerable to delayed sleep. Physiological factors have a significant effect on how much individuals can adapt to shift work.

The evidence on the effects of shift work on health and well-being is sparse and ambiguous, and most of what evidence is available comes from self-reports. Mott and others (1965) reported that shift work tends to affect the time-oriented body functions such as sleep, digestion, and elimination. Akerstedt and Torsval (1978) reported that for Swedish steel mill workers, a change in shift work from one that included night work to one without night work was accompanied by an improvement in physical, mental, and social well-being. Mress and others (1978) found that the "subjective health" of a sample of shift workers decreased during the first six months of shift work and was somewhat more pronounced after four years. The factories Act states that the period of work of an adult worker each day shall be so fixed that no period shall exceed five hours and that no worker shall work more than five hours before he has had an interval for rest at least half an hour.

All respondents are satisfied with their working conditions, which include company bus, canteen,Dresscode (uniform), safety shoes, extra allowances, LTA, medical assistance, family get-togethers, scholarships, and loan facilities.

Feeling Competitive and Aggressive at Work: Very few i.e. 11.01 percent of respondents feels that they are competitive and aggressive at work place while 38.53 percent of respondent never feels.

Resist to Take Advice: Data shows that 55.45 percent of respondents never resist taking advice from colleagues and superiors while 44.55 percent of respondents often resist.

Avoiding Confrontation: It is seen that most of the respondents always avoid confrontation at the same time they always avoid confrontation with their supervisor also.

Feel Ambitious and Anxious: Most of the respondents always feel that they are ambitious and anxious to achieve their objective.

Co-ordination with Co-workers: All most all respondents have good co-ordination and interpersonal relationships, which help them to work in harmony and co-operation.

Taking out Anger and Frustration on nearest: Most of the respondents never take out anger & frustration on their nearer But some respondents rarely take out anger of family or children or on their relatives

Find Hard to Express Feelings & Anxieties:21.10 percent of respondent always find hard to express their feeling and anxieties

Bivariate Analysis
The Bivariate Analysis of Feelings Regarding Worthless Role Played within Organization found that there is a significant association between feeling regarding role-play and age. 13 percent of married respondents felt that role played was worthless, while only 4 percent reported it was worthless. No

significant association was found between education, number of dependents, skill level, sound sleep, alcohol consumption, or smoking.

Satisfaction and Job stress:
Job stress is the body's response to any job related factor that threatens to disturb the person's equilibrium. It can because serious ailments such as heart disease, cancers, blurred vision, lower back pain, dermatitis and muscle aches. Chronic job-dissatisfaction is a powerful source of job stress, and employees may withdraw or quit. Satisfied employees tend to have better mental and physical health and learn new job related tasks more quickly. Bivariate analysis shows strong relationship between job stress and taking out anger to others. $(p < 0.00001)$

Working conditions are important for job satisfaction, but they are a relatively minor source. Unless they are extremely good or bad, they are taken for granted by most employees. Only when employees themselves change jobs or when working conditions change dramatically over time do working conditions become more relevant. All employees are not satisfied or dissatisfied by favourable or unfavourable work environment.

Data shows that age, education, native place, sound sleep, alcohol consumption, smoking, and non-statutory welfare facilities are all associated with job satisfaction. 93 percent of respondents from outside Pune are satisfied with their job. Job satisfaction is also associated with sound sleep, alcohol consumption, smoking, and non-statutory welfare facilities. There is no association between job satisfaction and non-statutory welfare facilities.

Concentration on Work during Personal Problem: Data shows that concentration on work has a strong relationship with age, marital status, education, and number of dependants. 23% of respondents in age 20-29 reported that they never able to concentrate on work when they have personal problems, while 60% of respondents of age above 40 reported that they always able to concentrate on work. There is no relation between education and concentration on work, and there is no relation between concentration on work and number of dependants.

Concentration on work is strongly associated with work experience, exact working hours, rest pauses, sound sleep, and alcohol consumption and smoking. There is no significant association between concentration on work and category of workers, but there is a strong relationship between concentration on work and work experience, exact working hours, sound sleep, and alcohol consumption and smoking. $(p < 0.05$ and $p < 0.0001)$

Team Work: The most important details in this text are that an operations team is defined as a co-operative small group in regular contact that is engaged in co-coordinated actions and whose members contribute responsibly and enthusiastically to the tasks. There is no significant relationship between teamwork and age of the respondent, but respondents above 40 can easily work as a team.

Teamwork is associated with marital status, education, number of dependents, type of family, less working hours, capacity of working as a team, and alcohol consumption. Married respondents prefer to work as a team, while technical background respondents prefer to work as a team. There is no

significant relationship between teamwork and alcohol consumption, but there is a strong relationship between teamwork and indebtedness. ($p<0.05$ and $p<0.0001$)

Resist to Take Advice from Colleagues and Supervisor: The most important details in this text are that all types of employees tend to resist change and take advice from colleagues and superiors due to the psychological and physical costs that accompany it. There is a strong relationship between resisting to take advice from colleagues and superiors and age, marital status, work experience, family type, native place, and working hours. Over age 40, respondents never resist to take advice from colleagues and superiors. There is no association between taking advice and marital status, work experience, family type, native place, or working hours.

Resisting to take advice is highly associated with rest pauses, sound sleep, alcohol consumption, smoking, and non-veg. daily eating. 63% of respondents who take rest less than one hour are never resisting to take advice. 75% of respondents who sleep soundly are never resisting to take advice from colleagues and supervisors. 70% of respondents who do not smoke are never resisting taking advice and 60% who take non-veg. daily are often resists to take advice. ($p<0.05$ and $p<0.0001$)

Avoiding Confrontation: Data shows that avoiding confrontation is associated with age, marital status, native place, and rest pauses. 58 percent of respondents within 20-29 years are always preferred to avoid confrontation, while 41 percent above 40 never avoid confrontation. Married respondents never avoid confrontation, while only 17 percent from Pune avoid confrontation. Rest pauses are also associated with avoiding confrontation.

Avoiding confrontation is highly associated with alcohol consumption, music, and non-veggies. Respondents who consume alcohol are never able to avoid confrontation, while those who do not consume alcohol are never able to avoid confrontation. ($p<0.05$ and $p<0.0001$)

Feeling Ambitious and Anxious to Achieve Objective: Data shows that feeling ambitious and anxious to achieve objective is significantly associated with semiskilled workers. Data shows that feeling ambitious and anxious to achieve objective is not associated with number of dependents. However, it is associated with alcohol consumption, smoking, and non- veg workers. ($p<0.05$ and $p<0.0001$)

Reporting About Anger and Frustrations on Nearest: Data shows that taking out anger and frustration on nearest one is not associated with age, number of dependents, or workers category. However, higher numbers of unskilled workers reported that they never take out anger and frustration on nearest one than other categories of workers. 56 percent of respondents with work experience greater than 15 years never take out anger.

Taking out anger and frustration on nearest is associated with rest pauses, sound sleep, and addiction. 62% of respondents who sleep well are never takeout anger, while only 28% of those who do not sleep well are. Addiction is also associated with taking out anger and frustration on nearest. ($p<0.05$ and $p<0.0001$)

Hard to Express Feeling and Anxieties: The most important details in this text are the associations between hard to express feeling and anxious and age, marital status, number of dependents, workers category, experience of work, and rest pauses. Age is the most significant factor, with more than half of

married respondents never feeling hard to express feeling and anxious. There is also a relationship between hard to express feeling and anxious and experience of work, with 60% of respondents never feeling hard to express feeling and anxious. Rest pauses are also associated with hard to express feeling and anxious, with 48% of respondents who take half an hour rest pauses never feeling hard to express feeling and anxious. ($p<0.05$ and $p<0.0001$)

Blame Themselves When Things Go Wrong at Work: Data shows that age, marital status, education, work experience, and native place are all associated with reporting about blame themselves when things go wrong at work. There is no relationship between reporting about blame themselves when things go wrong at work and category of workers, but there is a relationship between reporting about blame themselves when things go wrong at work and working hours, rest pauses, nonveg consumption, alcohol consumption, and smoking. There is no relationship between nonveg consumption and alcohol consumption of respondents, but there is a relationship between blame themselves when things go wrong at work and smoking. ($p<0.05$ and $p<0.0001$)

Conflicting Expectations of Boss/Supervisors: Data shows that conflicting expectations of boss/supervisors are significantly associated with age, marital status, category of workers, work experience, and outside of Pune. There is a relationship between conflicting expectation and age, marital status, category of workers, work experience, and outside of Pune. There is no relationship between an hour of working and rest and addiction of respondents. ($p<0.05$ and $p<0.0001$)

Negative Changes in Behavioural Pattern: The most important details in this text are that there is no significant association between negative changes in behavioural patterns when they are under pressure and age of respondents, marital status, education, native place, rest pauses, sound sleep, smoking, and non-veg consumption. There is no association between negative changes in behavioural patterns when they are under pressure and sound sleep, but only 65 percent respondents who do not sleep well reported that they always notice the negative changes in behavioural patterns when they are under pressure. Smoking is also statistically significant, with 83% of respondents who smoke regularly always notice the negative changes in behavioural patterns when they are under pressure. Non-veg consumption is also statistically significant. ($p<0.05$ and $p<0.0001$)

Discuss Work Problem Openly: Data shows that discussing work problem openly is strongly associated with age, marital status, work experience, native place, sound sleep, and addiction. There is a strong association between discussing work problem openly and age, marital status, work experience, native place, sound sleep, and addiction. There is no relationship between discussing work problem openly and alcohol consumption or smoking. ($p<0.05$ and $p<0.0001$)

Opinion Regarding Whether the Organization Participative Decision Making: Data shows that there is a high association between opinion regarding whether the organization practices participative decision making and age, work experience, and addiction. Almost all respondents reported that the organization did not practice participative decision making.

Summary of Significant Findings

The most important details are that job satisfaction is associated with age, rest hours, job satisfaction, sound sleep, and alcohol consumption. Job satisfaction increases as age increases, while job satisfaction decreases as age increases. Alcohol consumption has a negative effect on job satisfaction.

The most important details in this text are that concentration on work is strongly associated with age, work experience, exact working hours, rest pauses, and sound sleep. Age, work experience, exact working hours, rest pauses, and sound sleep are all important factors in determining how well a person can concentrate on work when they have personal problems.

The most important details are that team work is associated with marital status, education, number of dependents, and type of family. Married respondents prefer to work as a team, while technical background respondents prefer to work as a team.

The capacity of working as a team is strongly linked to the number of working hours, age, work experience, and resist to take advice from colleagues and supervisors.

Resisting to take advice is highly associated with alcohol consumption, smoking, and non-veg consumption. Age groups 20-29 and above 40 years are the most likely to avoid confrontation. Rest pauses, addiction, non-veg consumption, and listening to music are also associated with avoiding confrontation.

Negative changes in behaviour are associated with marital status, rest pauses, smoking and non-veg consumption. Discussing work problems openly is associated with age, marital status, work experience and native place. Participative decision making is associated with work experience and addiction.

Conclusions: We can able to conclude from the findings of the present study that;

The majority of workers are middle-aged with family responsibilities and work responsibilities. Personal factors such as marital status, number of dependents and educational status influence the stress level and managing the stress capacity. Job satisfaction is determined by the amount of wages and salary paid. Most workers are satisfied with their working conditions and know their importance to the organization. However, some workers cannot concentrate on work due to personal problems.

The most important details in this text are that workers are provided with non-statutory welfare facilities and perform to the best of their capacity. Most of the workers feel that there is more work expectations by their supervisors, but this may be due to the organization not practicing participative decision-making. Workers are satisfied with the quality of work they do, but few rate them fair. Almost all workers do not prepare a timetable, but due to long years of experience and skill, they finish their work in time.

Workers are taking rest pauses and leave for to manage their stress. However, few take time to meet their relatives, read books, or listen to spiritual songs to release their stress. Additionally, many have habits like smoking and alcohol consumption, which influence their job related factors and behavioural pattern. Additionally, workers indulge themselves in habits like music in the early morning or at night before going to sleep.

Workers who are satisfied with their jobs are able to sleep soundly, while those who don't are unable to focus on work due to lack of sleep.

Suggestions: Coping with daily stress: Everyone experiences stress at certain times in one's life, often due to events beyond his/her control.

The most important details in this text are the strategies for reducing stress levels. These strategies include identifying what is causing stress, taking control of time, making a list of all the things that have been troubling you, talking through problems, coping with a life crisis, and learning to recognize a crisis. Identifying what is causing stress is the first step to reducing it, and taking action to relieve it is the second step. Organizing your time and making a list of all the things that have been troubling you is the third step. Talking through problems is often a good way to find a solution, and involving another person in your troubles at an early stage can speed up the process of finding a constructive alternative. Coping with a life crisis is the fourth step, and learning to recognize a crisis is the fifth step.

Seek and listen to advice, consider each problem separately, make a list of worries, stick to a daily routine, take a leisure activity or exercise, and consult a doctor or counsellor before stress builds up to an intolerable level.

The most important details are that tranquilizers are not a long-term solution, that giving and receiving comfort can help reduce stress, and that ways to control stress include taking regular breaks, planning each day, listing what needs to be accomplished in order of priority, setting realistic goals, saying no to unacceptable or impractical deadlines, and finishing control one task before moving on to the next.

Be realistic, take care of your social life, see a doctor, exercise regularly, relax, talk about your problems, take holidays or short breaks, and avoid making too many changes at once. Realistic means not taking on too much, taking care of your social life, seeing a doctor, exercising regularly, relaxing, talking about your problems, taking holidays or short breaks, and avoiding making too many changes at once.

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