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A Study on Stress Management at Supraja Hospitals

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Abstract: Stress is a fact of everyday life. Sometimes it acts as a positive force and sometimes as a negative force. If we experience stress over a prolonged period of time, it could become chronic, till you take some action. About 500 million people worldwide are believed to be suffering from neurotic, stress related and psychological problems. This project focuses on the causes, effects and management of stress in supraja hospitals. Effective techniques for stress management are varied. They typically include behaviors that improve physical health, such as nutrition and exercise, but may also incorporate strategies that improve cognitive and emotional functioning.
The stress-reduction approach based on mindfulness practices has recently enjoyed an explosion of interest from a variety of healthcare and epidemiological researchers.
The objectives of the study were to find out the nature and causes of job stress, to study the effect of job stress on employees' performance, to know the various programmes of stress management offered and to know about the employee perception towards the stress management programmes.
Keywords: Stress management, effect of job stress, causes of stress, symptoms of stress, Impact of stress.

I. INTRODUCTION

Stress management can be defined as interventions designed to reduce the impact of stressors in the workplace. These can have an individual focus, aimed at increasing an individual's ability to cope with stressors. The goal of Stress Management is to manage the stress of everyday life among employees.

Many different methods may be employed, such as bio-feedback, meditation and massage. Counsellors work with individuals in order to determine what stress management program will work best for that person.

A. Causes Of Stress

Work plays a critical role in the lives of individuals which has contributed to the phenomenon of stress for both individual employees and the organizations. Mostly the stress in the workplace is caused due to the following reasons:

1) Long hours
2) Heavy workload
3) Changes within the organisation
4) Tight deadlines
5) Changes to duties
6) Insufficient skills for the job
7) Over-supervision

B. Symptoms of Work Stress

The signs or symptoms of work-related stress can be physical, psychological and behavioural.

1) Physical Symptoms Include
a) Fatigue
b) Headaches
c) Heart palpitations
d) Insomnia
e) Gastrointestinal problems

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2) *Psychological Symptoms Include*
a) Depression
b) Anxiety
c) Behavioural symptoms include:
d) An increase in sick days or absenteeism
e) Aggression
f) A drop in work performance

C. Impact Of Work Stress

Work stress has emerged as one of the important and focal areas for research in present day organizations. It is considered as an important phenomenon affecting the organizational health and health of its employees. It affects the behaviour of employees in the organizations. The productivity of employees and overall productivity of organization is affected by levels of stress and motivation. Stress causes various psychological problems like anger, depression, anxiety, irritability and tension and this influences the motivation of employees to a considerable extent.

D. Objectives Of The Study

1) To examine the nature and causes of job stress in supraja hospitals.
2) To study the effect of job stress on employees' performance in supraja hospitals.
3) To know the various programmes of stress management.
4) To know about the employee perception towards the stress management programme.

II. RESEARCH METHODOLOGY

1) *Research Type:* The research type is Analytical
2) *Scope:* To identify the stress among the employees and to emphasize about the necessary measures and programmes taken by the organization in handling stress.
3) *Need:* To understand how work stress arises and affects employees' productivity and to help the employees in reducing stress.
4) *Data Collection:* Data is collected from both primary and secondary sources
a) Primary data through personal visit of employees of Supraja Hospitals with a structured questionnaire.
b) Secondary data is collected from online web sites, journals, books
5) *Sample Design and Type*
a) *Sampling Type:* Type of sampling chosen is "random sampling" as the selection of items is selected randomly and constitutes the sample.
b) *Sampling Plan*
i) *Sample Area:* Employees of Supraja Hospitals.
ii) *Sample Size:* 100 employees

III. REVIEW OF LITERATURE

1) *Kavitha (2012):* In her thesis, she explained "The role of stress among women employees forming majority workforce at IT sector in Chennai and Coimbatore, she has focuses on the organizational role stress for the employees in the IT sector". She found in her research that, women face more stress than men in the organization and she viewed to be more specific married women faces more stress than the unmarried women.
2) *Amir Shani and Abraham Pizam (2009):* In their thesis, they stated that "Work-Related Depression among Hotel Employees have conducted a study on the depression of work among hotel employees in Central Florida". They have found that, incidence of depression among workers in the hospitality industry by evaluating the relationship between the occupational stress and work characteristics.
3) *Analysis:* To examine the nature and causes of job stress in supraja hospitals.
a) What type of stress do you feel in your job?

Source	Group behaviour	Office politics and conflicts	Excessive interruptions	Lack of recognition
Number of respondents	30	10	40	20
Percentage of response	30%	10%	40%	20%

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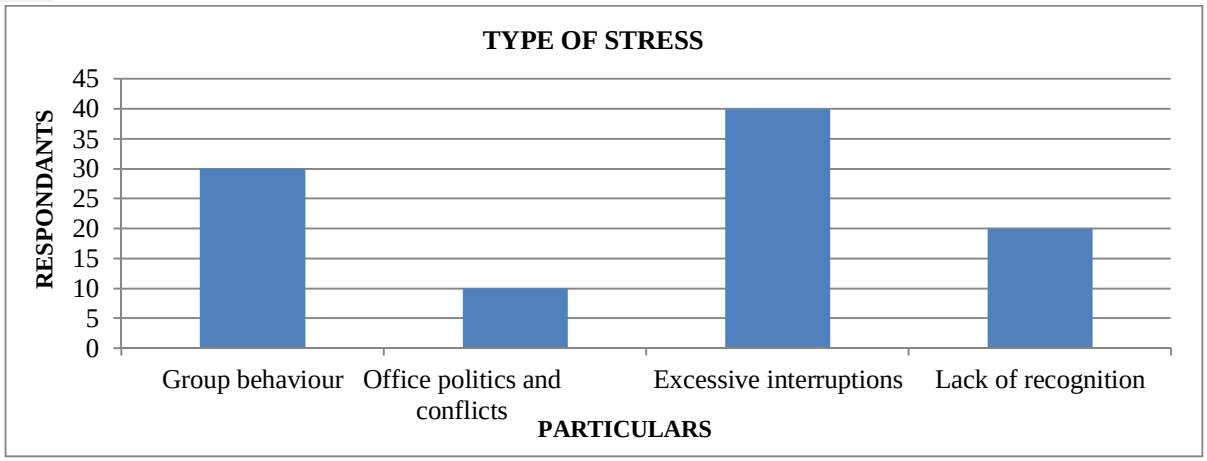
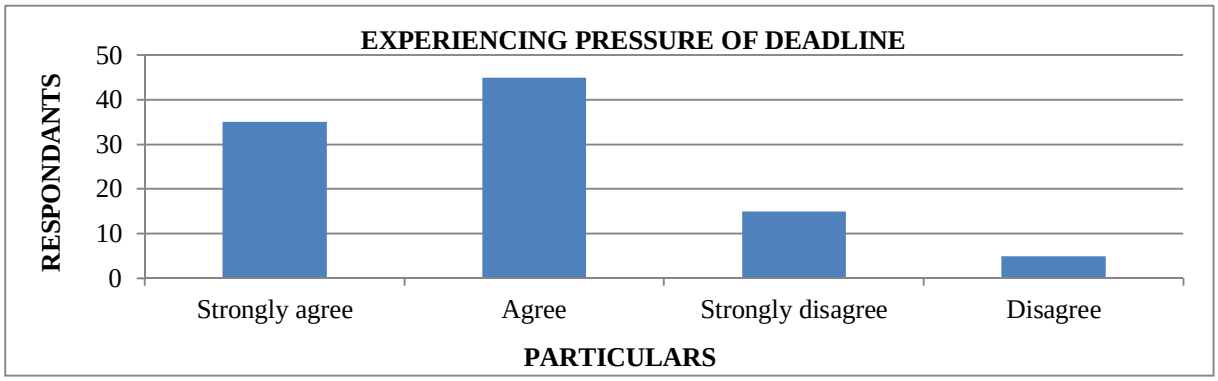


To study the effect of job stress on employees' performance in supraja hospitals.

b) Do you feel pressure of deadline to complete the work?

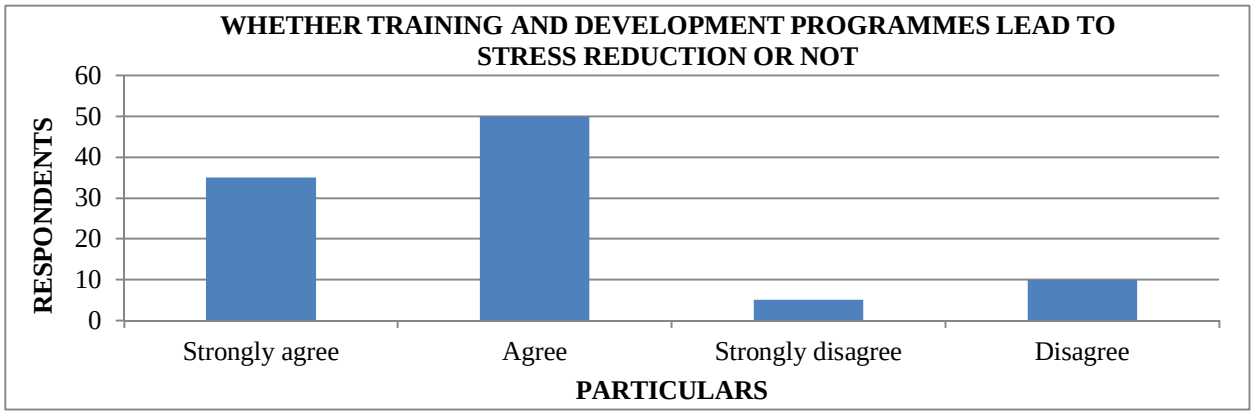
Source	Strongly agree	Agree	Strongly disagree	Disagree
Number of respondents	35	45	15	5
Percentage of response	35%	45%	15%	5%



To know the various programmes of stress management.

c) The training and development programmes help to cope-up with new technology which in-turn reduces the stress

Source	Strongly agree	Agree	Strongly disagree	Disagree
Number of respondents	35	50	5	10
Percentage of response	35%	50%	5%	10%



To know the employee perception towards the stress management programme.

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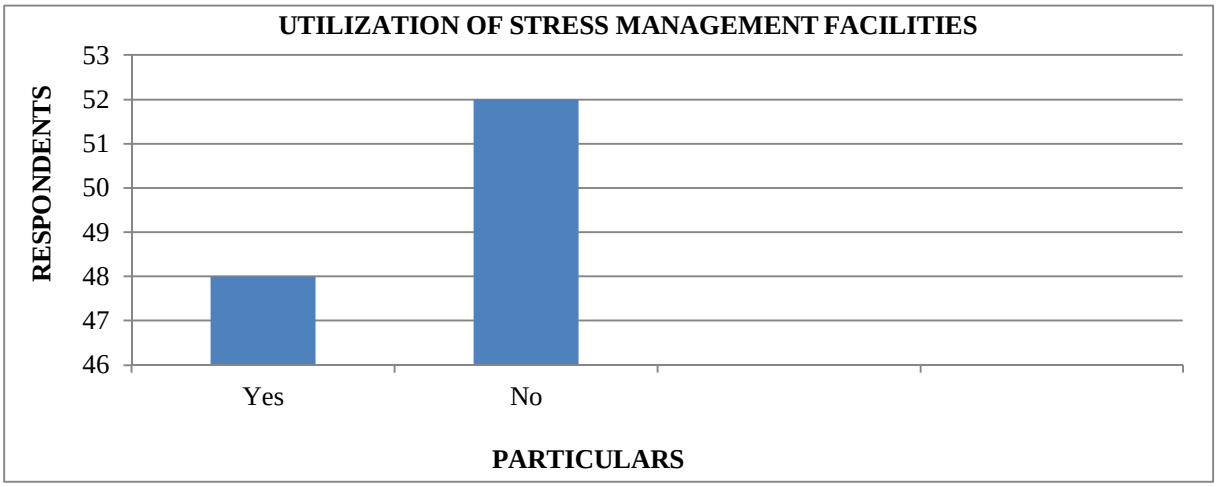
d) Are you utilizing the stress management facilities offered by your organization?

Source	Yes	No
Number of respondents	48	52
Percentage of response	48%	52%



IV. FINDINGS

A. From the data analysis it is observed that 80% of the employees are satisfied with the present work performance they give in the organisation and 20 percent of them are not satisfied with their performance and role in the organisation.

B. It is observed that 40% of the employees agreed strongly saying that improving working conditions in the organisation reduces stress and 15% disagreed.

C. From the above data analysis it is observed that 40% of the employees are facing stress due to work overload, 15% due to poor salary, 25% due to lack of career development and 20% due to the lack of job security.

D. The employees who are working from 1 to 2 years are more and are quite inclined to stressful environment.

E. Most of the employees face stress due to excessive interruptions in the hospital.

V. CONCLUSION

In this study I found that Stress management is the effort put forth by oragnizations and individuals to decrease the effort of work pressure. Stress cannot be avoided altogether, in fact little bit of stress spurs productivity and innovation but it must be kept in a reasonable level. Helping employees to modify their perception and understanding the stress is very important in the organisation. Helping employees to cope more effectively with the future consequences is necessary. The organisation should help the employees to identify and modify or eliminate work stressors.

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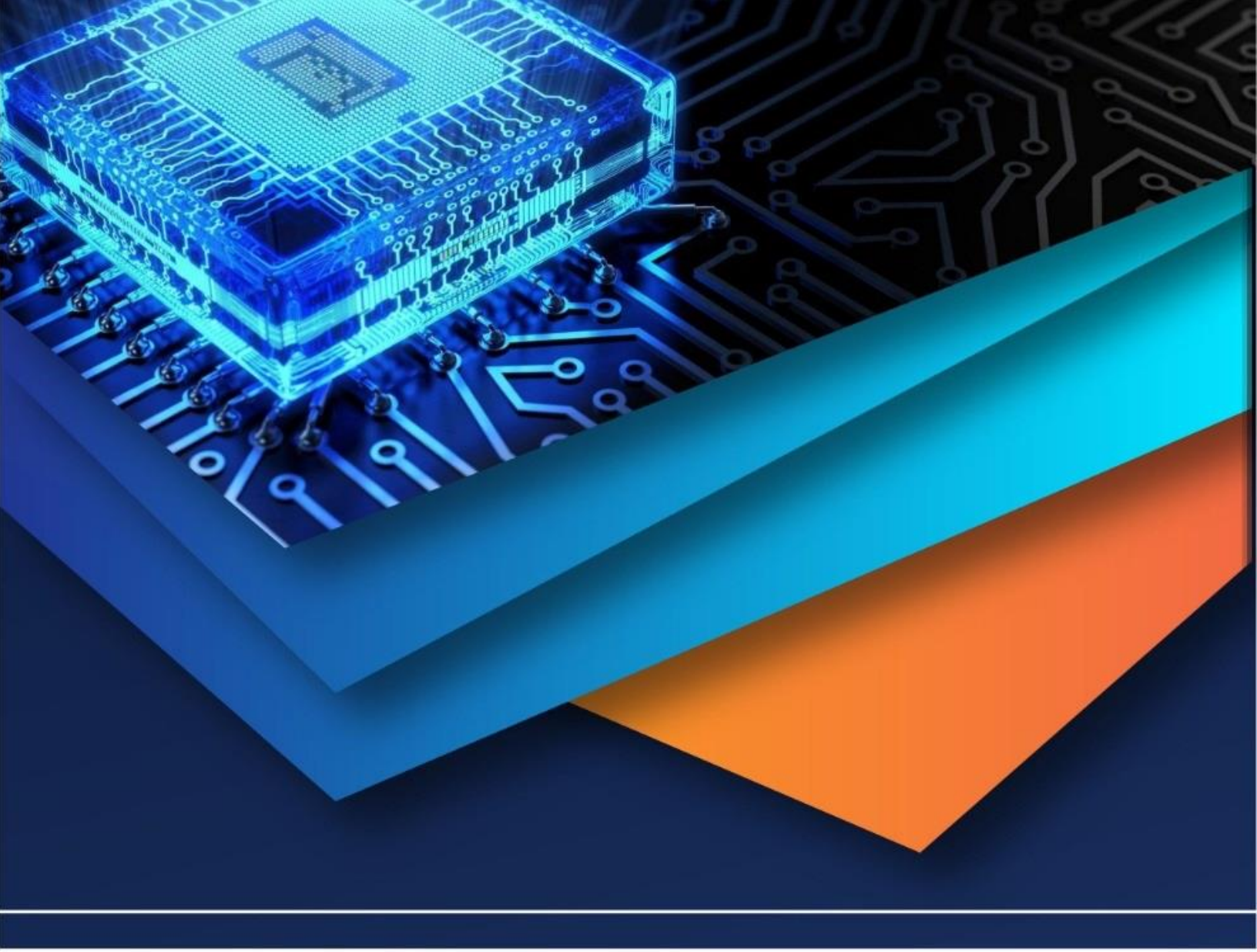

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