

# *Impact of Stress on Organizational Growth and Quality of Work Life*

*1Dr.K.Jagannayaki, 2 Dr. T. Varalakshmi, 3 Pala Naveen*

*<sup>1</sup>Associate Professor, <sup>2</sup> Associate Professor & HOD, <sup>3</sup> Student*

*INSTITUTE OF AERONAUTICAL ENGINEERING*

*DUNDIGAL HYDERABAD TELANGANA 500043*

## **ABSTRACT**

*In organizational level stress may be defined as a dynamic situation in which a person is confronted with a decision, a restriction, or a demand. Stress may be caused by any scenario or thought that makes you feel dissatisfied, angered, frightened, or nervous. A stressor is an external condition or occurrence that causes a person to feel challenged or threatened. Pressure is another component that contributes to stress, especially job-related stress. When someone is under time constraints to meet urgent external demands or expectations, they are said to be under pressure. When activities must be completed more quickly, deadlines must be met, more work is brought on board at the last minute, or we must function at or near capacity for extended periods of time, we feel under pressure. How we see things has a huge influence on the emotions we feel. As a result, some people are troubled by events or situations that others see as intriguing or difficult, while others are not.*

*An individual's health, as well as the quality of his or her life, may benefit by learning about stress and how to handle it. Stress isn't necessarily a bad thing; it all depends on how you react to it and deal with it. Stress associated with thrilling, creative success is beneficial, but stress associated with failure or humiliation is detrimental. Stress leads to inefficiency, humiliation and unproductivity in the organization. Managing the stress by active involvement in work to improve organizational growth and also individual efficiency.*

*Key words: stress, pressure, emotions, humiliation, inefficiency, growth.*

## **I. INTRODUCTION**

Stress is a dynamic state in which a person is presented with a choice, a limitation, or a demand in relation to his or her wants. Any circumstance or thinking that makes you feel disappointed, furious, worried, or anxious might cause stress. A stressor is an external circumstance or incident that challenges or threatens a person. Another factor in stress, particularly job-related stress, is pressure. When a person must satisfy urgent external demands or expectations, they are under pressure. When tasks must be sped up, deadlines must be fulfilled, new work is added suddenly, or we must operate near full capacity for lengthy periods of time, we feel under pressure. The way we assess things has a significant impact on the feelings we experience. That is why some individuals feel disturbed by events or circumstances that others see as exciting or challenging.

Understanding stress and how to manage it may benefit one's health as well as the quality of his life. Stress isn't always a terrible thing; it all depends on how you handle it. The stress of exciting, creative achievement is helpful, but the stress of failure or shame is harmful.

## **TYPES OF STRESS**

Stress is of two kinds namely **Eustress & Distress**.

Stress is a normal reaction to unpleasant events such as work obligations, marital troubles, or financial challenges, among other things. Travel, sports, a new job, mountain climbing, and other positive activities are all included in this classification.

In addition to being difficult and enjoyable, activities that promote "good stress" are typically rewarding.

**EUSTRESS** is the name used to describe this kind of "positive stress." Stress of this kind might be invigorating. Eustress provides a person with the energy and motivation to meet the challenges that face him or her on a daily basis at home and at work. In contrast to other types of stress, eustress is the kind of stress that helps a person rise to a challenge and accomplish his goals, such as fulfilling deadlines, reaching sales or production targets, or attracting new customers.

Stress, like most things, may have negative implications if it is excessive. Whenever a feeling of contentment turns into feelings of exhaustion, frustration, or dissatisfaction, or when work responsibilities become too demanding, people begin to exhibit negative stress symptoms, which are referred to as burnout.

## **DISTRESS**

As with excessive pressure and expectations in the job, they may occur both outside and within the office. Stress accumulates over time as a result of a range of factors that may or may not be connected to one's place of employment. Stress may be exacerbated by conflicting demands at work and in one's personal life.

Issues that arise outside of the workplace may have an influence on a person's ability to perform successfully at work. Those who are stressed at work may experience tension at home and vice versa. For example, working long hours or away from home, bringing work home, and taking on extra duties may all have a detrimental effect on a person's home life, which is designed to function as a "buffer" against the stressful events of work. Domestic troubles, such as child care, financial difficulties, or marital difficulties, may have a negative influence on a person's professional life. Individuals, as well as their families and employers, suffer as a result of this.

## **SOURCES OF STRESS**

Stress is mostly caused by three factors: the environment, the body, and one's own thinking. Despite the fact that a person has some influence over his or her surroundings and body, he or she has considerably more control over his or her thoughts and how he or she analyses or thinks about a "Stressor." A person's environment

consistently puts pressure on them to meet expectations and overcome challenges, which may be stressful for them. Consider natural disasters, traffic and time limits, and interpersonal duties, to name a few scenarios.

## **II. OBJECTIVES OF THE STUDY**

- To determine the level of stress experienced by employees inside the organization.
- To Assessing the working conditions the areas of stress
- To gain experience in the field study in organizational stress
- To study the opportunities available to the employees to their personal growth, development and the sense of worthwhile achieved in their work.

## **III. SCOPE OF THE STUDY**

Stress has a detrimental influence on both the workplace and the personal life of employees. The proper management of stress will benefit both the employee and the organization in terms of production, employee satisfaction, increased productivity, improved relationships both on and off the job, better teamwork and communication, improved morale, and retention of valued employees; however, the improper management of stress will have a negative impact on the employee's health, behavior, and psychological well-being. Managing stress properly will benefit both the employee and the organization. It is not just the person that suffers when they perform badly, but the whole organization as well. High employee turnover, high absenteeism, and low productivity are all possible consequences of stress. As a consequence, stress has a negative influence on the operations of the whole company.

## **IV. NEED OF THE STUDY**

The information technology sector in India is one of the most favored sectors by investors. Its attractiveness has grown even more in the recent times due to steady performance and growth. The new media has thrown up new challenges. Its impact has been both positive and negative. It has brought along with it long working hours, limited holidays, less time with family members, meeting targets with limited time etc.

Stress is one such challenge to deal with, be it either personal or work related. When it comes to stress, there are two truths that cannot be ignored. First and foremost, stress at work leads people to get unwell. Second, every organization is faced with significant costs associated with stress management. They include the loss of time and the reduction in production. Employee absenteeism and turnover are significantly increased as a result of this practice. Such limits, without a doubt, limit the potential performance of an organization.

## **V. LIMITATIONS OF THE STUDY**

- The data obtained through questionnaire of IT employees only.
- One of the most important limitations was the time period. The time period was not sufficient

- The other limitation was the non-cooperative nature of the people to give information and interviews

## VI. RESEARCH METHODOLOGY

The study is descriptive in nature. Few cases chosen for the analysis. Primary and secondary data sources such as Questionnaire method, Interactions with the IT employees particularly Sumega technologies and company's websites, newspapers and Journals taken as the main data sources. A random sampling technique used in the sample selection with a size of 100. Charts, Trend Analysis used for the analysis. .

## VII. REVIEW OF LITERATURE

A survey of workers was conducted by **J.E. Agolla (2009)** for his research paper "Police Officers: The Case of the Botswana Police Service," in which he sought to establish job stress symptoms and coping techniques among the country's police officers. Employee work pressures, according to this study, include getting injured while on the job and utilizing force when the situation calls for it... and so on. The following coping techniques were identified: exercising, socializing, eating healthfully or dieting, career planning, and staff training.

In their work "Effects of Occupational Stress Management Intervention Programs," Richardson, **K. M., and Rothstein, H.R.** employed meta-analysis approaches to perform an empirical investigation of stress management therapy (**2008**). Relaxation techniques were also shown to be the most often used kind of intervention. A few stress management techniques that are geared for the workplace were also included. More in-depth data demonstrated that cognitive-behavioral therapy had a larger effect on the participants than other types of interventions.

**Pollak, Katherine Eisen, and George J. Allen** are among others who have contributed to this work. According to **Mary Bollash and Linda S. Pescatello** in their book "**Stress management in the workplace**" (**2009**), occupational stress adds significantly to the costs of medical care incurred by the organisation. Comparing a randomised controlled design of stress management and intervention delivered by an instructor-led group to a computer-based presentation format, it was found that the computer-based presentation format had a much higher attrition rate.

Researchers **M. Christopoulos** and R.E. Hicks published their findings in the journal "Perfectionism, occupational stress, and depression among Australian university students." In **2008**, they performed a study in which they investigated the relationship between perfectionism, occupational stress, and depression in a sample of Australian university students. As expected, maladaptive perfectionism was shown to be significantly associated with both occupational stress and depression; however, adaptive perfectionism was found to be unrelated to both occupational stress and sorrow.

**VIII. DISCUSSIONS AND RESULT ANALYSIS:**

1. The present study reveals that, out of 115 responses about 79 (69.3%) respondents felt that there is physical stress at workplace.
2. Most of the employees found health issues and inconvenience due to physical stress in the working environment.
3. Out of 115 responses in which 54.8% felt that their organization highly supportive in terms of work.
4. About 36.8% of the employees facing stress due to lack of knowledge, improper guidance and unhealthy working environment.
5. Identified causes for mental stress viz., high supervision, working environment, lack of harmony among workgroups etc. Most of the employees felt that supervision is the main cause for mental stress. However, over supervision not at all good it demotivates the employee to improve efficiency.
6. It is found that 43% people availed the leave in post 12 months due to work related stress.
7. Among 115 responses, identified that near about 67.8% work done by them on an average 50 to 60 hours per week. Over burden is also one of the reasons for mental stress.
8. A particular group facing similar type of stress in the past 3 years with similar type of work.
9. In some cases, stress related to demand i.e., dealing with customers, administrative work, targets/deadlines, long working hours etc. Administration stress will be more than other works in the organization.
10. Certainly stress related to support. In general the employee felt that no recognition to their work, lack of management support, over competitive/confrontational institutional culture and incentive policy also influence employee productivity.
11. In case of disputes and grievances with their superiors and functional head most of the employees approach the top level management to solve their problems.
12. Handling the stress in different situations is a difficult task. To avoid or reduce individual stress it is better to react optimistically, with the help of others and also depends upon the stress levels.
13. It is observed that in Sumega technologies, about 57.9% employees agreed that the management is effective in completely handling their stress, 17.5% responded only to a certain extent, 16.7% to a satisfactory level and only 7.9% voted for not at all.
14. Only 38.4% responses given feedback that the main reason for stress is upper management stress.
15. It is found that 49.5% people do exercises to get relief from work related stress.
16. 60% of the employees agreed that lack of proper communication causes stress.
17. Stress cannot depend on time pressure to complete work. It depends on the individual perception towards stress.
18. 60% of employees are saying that overtime and organizational politics may cause stress.
19. 40% of the employees feel inadequate staffing is the cause of stress.

20. 30% of employees agree to feel lack of communication causes stress.
21. 40% of employees strongly disagree that feel Family problems cause's stress.
22. 40% of employees are agree that night shifts cause for stress.

#### **IX. SUGGESTIONS**

1. Management needs to make the workers mindful of stress and its effect and furthermore needs to propose a few systems to defeat from stress.
2. The association needs to give contemplation classes to workers.
3. The association needs to give better workplace to those individuals working in workshops.
4. Assign assignment in that capacity they can conceal in the given edge of working hours and that need not correspond with occasions. Occasions give alleviation and revive and better prepare the specialist for following day assignment.
5. Giving advising to the workers when they confront issues, since guiding is the talk of an issue that normally has passionate substance with a representative with the end goal to enable the representative to adapt inside better.

#### **X. CONCLUSION**

If employees are experiencing excessive amounts of stress, management may seek the advice of an unbiased outsider, such as a consultant, to recommend a fresh approach. Managers, on the other hand, may use a variety of tactics to prevent job stress from occurring in the first place. Most of the time, a combination of organizational transformation and stress management is the most effective strategy. When it comes to the many different techniques managers may take to effectively prevent employee stress, the essential underlying themes are knowledge of potentially stressful workplace components and engagement when it is necessary to minimize any stress that does occur.

#### **XI. References:**

1. K Jagannayaki (2019)"Quality Of Work Life In Educational Institutions"  
Journal Of Interdisciplinary Cycle Research 11 (09), 107-117.
2. K Jagannayaki (2018)"Stress management among employees in IT Sector"  
International Journal of Advanced Scientific Technologies, Engineering and Management Sciences
3. Tripathi (1994) ".P.C Personnel Management & Industrial Management", Sultan and Chan, New Delhi, 1994.
4. Memoria. (1994)"C.B Personnel Management, Himalaya Publications", Mumbai, X.  
Robbins (1995). P .Stephen, Personnel/HRM, PHI, New Delhi.
5. Dr.T.Varalakshmi (2022):" The Effect of Customer Satisfaction in Digital Marketing on During the Pandemic Period In Telangana State"Journal of Engineering Sciences

6. Kothari C.R (1996),” Research Methodology, Wishwa Pariahs Publishers, New Delhi”,.
7. Gupta S.P (1995) “ Elements of Business Statistics, Sultan & Chand, New Delhi”,.
8. Scandinavian Journal of Work, Environment & Health (2016): “Process variables in organizational stress management intervention evaluation research”
9. Sandra M.Coulon PhD (2016) “A Systematic, Multi-domain Review of Mobile Smartphone Apps for Evidence-Based Stress Management”
10. Silvi aIglesias (2015)” Hair cortisol: A new tool for evaluating stress in programs of stress management”
11. Julienne E-Bower (2004)” Stress management, finding benefit, and immune function: positive mechanisms for intervention effects on physiology”
12. Suzanne CSegerstromb (2004) “Stress management, finding benefit, and immune function: positive mechanisms for intervention effects on physiology”
13. Alberto Chiesa and Alessandro Serretti (2009)” Mindfulness-Based Stress Reduction for Stress Management in Healthy People: A Review and Meta-Analysis”
14. J. D. Spence (1994) “Lifestyle modifications to prevent and control hypertension. 7. Recommendations on stress management. Canadian Hypertension Society, Canadian Coalition for High Blood Pressure Prevention and Control, Laboratory Centre for Disease Control at Health Canada, Heart and Stroke Foundation of Canada”