

मानव व्यवहार पर तनाव का प्रभाव एवं प्रबंधन



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संपादक

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Work Place Strees and Its Management

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Stress is often termed as a twentieth century syndrome, born out of man's race towards modern progress and its ensuing complexities. Stress has become the bone of modern life, with life running at such a fast pace, the ultimate victim becomes the body and the mind.

This enhanced stress, at every level of human being and its management has forced the psychologists, psychiatrists and medical-professionals to think over it. Though stress is necessary and useful, for personality growth, but when in optimum quantity, at optimum level, varying from person to person, it is harmful for the health.

Symptoms like headache, stomach disorder, muscle tension, anxiety, depression and premature death are common now-a-days. The situations, we have to face, are also difficult. As the population is at risk we should have an Action-Plan to promote a better quality of life.

As stress has serious health implication, Indian social scientists are paying greater attention to the problem of stress and its management to find the ways, to enable the human-being, to manage the stress and make life easy.

Stress has a very close relation with the health condition of an individual, as the effect of stress has both psychological and physiological dimensions. Psychologically, people receive a situation and interpret it as challenging or threatening. This cognitive appraisal leads to a set of physiological responses, such as higher blood pressure, hyper tension, sweaty hands, and faster heartbeat: sugar level fluctuations etc. Therefore in order to manage a healthy physical condition it is very important to manage stress very skillfully

Stress is a state of the total organism under exhausting circumstances produced by a great variety of environmental condition. It may refer to external forces or to the reaction of the organism to these conditions- anything may be considered as stress if it threatens the bio-integrity of the organism directly or indirectly.

Stress in its required quality is known as Eustress and is very useful

because it is it which induce motivation in them to work, to achieve. Efforts without tiredness, concentration without flickering and execution without excuse are the results of a genuine level of stress persisting in the achievers.

But beyond a certain level, stress transforms into distress and creates many problems in the life of the sufferer. A person in distress might enter into depression or might get habitual to some drugs or substances. He might suffer with sleeplessness, might turn violent also. Such cases of stress are harmful not only for themselves but for their family and for the whole society even. So it is mandatory to know the reasons of stress.

In simple words it can be explained that initially the person feels shocked and speedily starts getting affected by the challenging stimuli, but after some time the person accepts the new challenging situation and he starts resisting to the challenging situation, and it depends upon the person's capacity as after a point of time if the stressed situation continues then eventually the person moves in to exhaustion stage.

As a lay man one can co-relate the ability to bear stressed situation with the success of a person,, and they are very much positively co-related. We probably do not have to search deeply for examples as. We have great cricketer Sachin Tendulkar who has been serving Indian & probably world cricket for so many years and one can feel he has a tremendous capacity to cope with stressed situation, the above example reflects to the positive side of stress, called eustress, that refers to the healthy, positive, constructive outcome of stressful events and stress response, therefore it also can be concluded that some stress need to be installed to activate & motivate people to let them achieve goals, but at the same time it is imperative for employer to provide then with the facility of health training also.

Study of stressors with respect to work places

There are numerous stressors in organizational setting and other life activities. Work related stressors can be divided in to four major types.

(a) Interpersonal stressors : As it is evident that employees need to interact with their co-workers bosses every now and then, and one can feel that these interactions are not very much easy going as they need to cooperate with each other while and at the same time they may have conflicting interests also.

The organizational politics also become a major stressor, other interpersonal stressor include work place violence, sexual harassment, work

place incivility etc.

(b) Role - Related Stressors : At times despite having required qualification, ability and talent some employees feel stressed as they find it difficult to understand, reconcile or perform the roles in their work places.

These stressors can be as follows

They may have two roles conflicting with each other.

They may receive contradictory message from different authorities about how to perform a task.

They may have lack of clarity and predictability about the task they are supposed to perform.

(c) Task-Control stressors : This type of stressor is felt by people, have high responsibility and yet have very low task control,

(d) Organisational and Physical Environment Stressors:

Organisational Environment Stressors : One of the example of organisational stressor is down sizing and it is not only stressful for those who loose their jobs, but also for the survivors as they experience stress because of less job security, added job responsibility, chaos of change, guilt of having jobs as others loose these , dark future, pressure for changing job, reduction in goodwill of the employer organization etc.

Physical Environment Stressors Physical work environment also causes tress, they can be excessive noise, poor lighting conversation in rough language, bad location of work place, etc.

(5) Individual differences in stress

No two individuals are same, all of us are different to each other, a person's unique individual can be defined by it's personality traits and self concept (cognitions, self -esteem and self - efficacy), where as each individual does have a different form of self - expression which comprises attitudes, abilities, personal values, ethical conduct.

People do riot experience the same level of stress or exhibit similar outcomes for a given types of stressor.

People show different stress symptoms when they are exposed to the same stressors.

The reasons for their showing different stress symptoms are as below :

(a) High self-efficacy - It refers to the person's belief that he or she has the ability, motivation and resources to complete a task successfully.

These type of people know how to protect themselves, tend to experience less stress than those who are unfamiliar or unskilled in this situation,

(b) Different threshold levels of resistance to a stressor : All of us must have observed younger employee or person, with better health condition experience fewer and less severe stress systems than others.

(c) Using different coping strategies : The different coping strategies used by employees may be (i) Ignoring the stressor (ii) Seeking emotional support.

Work Stress and Type -A/Type-B behavior :

Type A behavior : A person exhibiting type-A behavior is generally restless, impatient, with a desire for quick achievement and perfection, this type of behavior tends to be obsessive, and employees with such behavior create a lot of stress for themselves and for other people.

Type-B behavior : Type-B is much more easy going, relaxed about time pressure, less competitive, more philosophical in nature, sociable and has a balanced out look on life. Type-B persons may be (e) hard working but feel no pressing conflict with people and time and are not prone to stress and coronary problems.

(6) Ways to manage work place stress

There are many different stress-reduction methods and techniques available.

(a) Muscle Relaxation : Under this technique a person needs to put deliberate effort to relieve muscle tension, through slow and deep breathing, inhaling through nose and exhaling through mouth, until he feels calm, apart from this one can practice yoga and vipashyana.

(b) Bio-feed Back : Under this technique machines are used to train people to detect then cure muscular tensions.

(c) Meditation : In this technique the relaxation response is activated by redirecting one's thought away from one self.

(d) Cognitive restructuring : Under this technique Illogical, unhealthy, irrational, emotional, harmful, maladaptive thoughts are identified and replaced with logical, rational, practical, thoughts. To conclude one can understand that stress is an adaptive reaction to environmental demands , and it may end up with destructing health of a person, and it is also a fact that some amount of stress is inevitable for survival and growth, therefore adequate health management is necessary not only in physical terms but also in psychological, behavioral,

philosophical and spiritual terms also.

In this materialistic world everything is so short lived the fashion, the friends, relations, views, fames and defames, stress is the only thig that has been blessed with a long life. It has secured its place in every body's life but still man is one who has been God's best creations so he has the power to fight against this wide-spread evil.

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