WORK PLACE STRESS: CAUSES AND REMEDIES

Neeti Singh

Research Scholar, Jaipur Vidyapeeth Women's University

Various researchers (Van de Tooren& de Jonge 2010, Rollinson, D. 2008) have investigate work related stress among different types of employers and employees, however over the most recent couple of decades, there has been significant increment in the pace of life, with high increment of progress in the idea of numerous individuals and companies. Stress is currently known as a phenomenon and advancing from work to home and vice-verca.

Nobody; either individual or association can claim to be tranquil. Life is extremely testing and all the more requesting in individual, social and financial fields. Elevated expectations of execution, high caliber in work and getting desires and the satisfaction of the considerable number of desires are required all over the place. In occupations or administration parts pressure assumes a huge part in the execution of the workers. Henceforth it is required to have a few systems to adapt to pressure which may accomplish targets and objectives of the association. In each association; some particular objectives, destinations and targets are set to accomplish and each representative is compelled to have an upsetting and riotous way of life. On the off chance that he/she neglects to meet, he/she faces pressure and other mental issues. In consequences for individual, which offers ascend to strain, disappointments, uneasiness, weight, melancholy and outrage. The United Nations International Labor Organization (ILO) has characterized work related stress as Global Epidemic (ILO, 2012). Stress has been characterized as awkwardness amongst request and reaction (McGrath, 1970). Stress is a mental response to the request natural in a stressor that has the intensity to make a man feels eager or bothered on the grounds that the individual feels that he isn't fit for adapting to these requests. Han, (1956) characterizes stress as a nonspecific reaction of the body to the request.

A realty advancement regularly requires around 50-60 clearances from different experts and could take as long as 7-8 years for finish. The work deficiency is provoking designers to defer new dispatches by nine to a year and undertakings might be postponed by 2-3 years if the circumstance isn't tended to a capability and gauges body for the land and development area. The land business needs 4-5 million skilled experts, for example, organizers, modelers,

surveyors, specialists and task supervisors in a year, yet has just around one million. On account of incompetent specialists, the circumstance is more awful. Of around 50 million individuals utilized in land, development and foundation, just 2 million are professionally qualified. The part needs 44 million experts by 2020. (Sandhir, 2016)

The CREDAI-CBRE, (2017) campaign assembles pegs the general work lack at around 40%. The development business has customarily relied upon vagrant laborers who move from the towns to urban communities looking for work. Fast urbanization of rustic territories has expanded business open doors for the nearby populaces, abating regular relocation and adding to the deficiency of development work in the urban communities.

Engineers and land specialists say the achievement of welfare plans, for example, the country employments ensure program, which guarantees 100 days of work in a year to a poor family, has baited a great many laborers back home.

"Work lack is very extreme, mostly in light of the fact that workers are searching for business openings in lesser work concentrated employments as there have been upgrades in their proficiency level and they are currently equipped for looking for elective openings for work," (Banerjee, 2017). "To add to the over, the average cost for basic items in enormous urban communities is additionally hard to manage for them, combined with the way that most avoid their families for quite a long time."

The work crunch comes at once the business is battling with a lack of liquidity after banks ended up wary in loaning to the land division. Abating monetary development, assessed at 10 years' low of 5% in the year finished 31 March, and high acquiring costs have dissuaded purchasers. (Chandrasekhar & Ghosh, 2017)

Heavy workloads, improper timings, uncertain wages, uncertain career, market collapse, after effects of demonetization and many other factors are their which causes a stressful life for real estate professionals. Everyone adopts some strategies to cope with so as the real estate professionals too. In present research the investigator has tried to study the stress management techniques adopted by real estate professionals and its effect on their work efficiency.

Work Place Stress:

Work Place Stress is stress identified with one's activity. It is mainly originates from those duties and weights that don't line up with a man's information, desires or desires, hindering person's capacity to adapt. (Leka, Griffiths, & Cox, 2003) **Sources of Occupational Stress**:

According to Colligan, Colligan, & Higgins, (2006) sources of stress at work are as follows-

- A Toxic workspace environment
- Negative workload
- Isolation
- Types of hours worked
- Role conflict & role ambiguity
- Lack of autonomy, career development barriers
- Difficult relationships with administrators and/or coworkers
- managerial bullying
- Towing to the wrong gates
- Harassment,
- Organizational climate.

These individual sources exhibit that stress can happen explicitly when a contention emerges from the activity requests of the representative and the worker itself. If not took care of legitimately, the stress can progress toward becoming misery. (MedlinePlus, 2012).

Causes of workplace stress-

Occupation stress results from different associations of the laborer and the earth of the work they play out their obligations. Locale, gender, environment, and numerous different variables add to the development of stress. Psychosocial stressors are a noteworthy reason for work related stress. (Roberts, Grubb, & Grosch, 2012)

Working Conditions-

In spite of the fact that the significance of individual contrasts can't be disregarded, logical proof recommends that specific working conditions are distressing to a great many people. Such proof contends for a more prominent accentuation on working conditions as the key wellspring of employment stress, and for occupation upgrade as an essential counteractive action technique.

Workload-

In a work related setting, dealing with remaining workload can be distressing and fill in as a stressor for workers. There are three parts of remaining workload that can be upsetting.

- **Quantitative workload or overload:** Having more work to do than can be practiced serenely.

- **Qualitative workload:** Having work that is excessively troublesome.
- **Underload:** Having work that neglects to utilize a specialist's aptitudes and capacities.

  (Katz & Kahn, 1978)

Long Hours-

As indicated by the Department of Labor (Bureau of Labor Statistics, 2007), there has been an ascent in the quantity of hours in the work put by utilized ladies, an expansion in expanded work weeks (>40 hours) by men, and an impressive increment in consolidated working hours among working couples, especially couples with youthful kids. Evidence of work related stress because of a person's status in the working environment. (Jacobs & Gerson, 2004)

Status-

An individual's status in the working environment can likewise influence dimensions of stress. While work environment stress can possibly influence representatives all things considered; the individuals who have next to no impact to the individuals who settle on real choices for the organization. (Seymour & Grove, 2005)

Economic Factors-

Monetary components that workers are looking in the 21st century have been connected to expanded feelings of stress. Specialists and social reporters have called attention to that the computers and information transformations have made organizations more proficient and beneficial than any other time in recent memory. This shelter in profitability be that as it may, has caused higher desires and more noteworthy challenge, putting more weight on the representative. (Primm, 2005) **Bullying:**

Bullying in the working environment can likewise add to stress. This can be separated into five unique classifications::

- Threat to professional status
- Threat to individual status
- Isolation
- Excess work
- Destabilization for example absence of credit for work, meaningless undertakings etc.

This in actuality can make a threatening workplace for the representatives that, which in results can influence their hard working attitude and commitment to the organization. (Rhodes, Pullen, Margaret, Clegg, & Pitsis, 2010)

Narcissism and psychopathy:

Thomas recommends that there will in general be a larger amount of sress with individuals who work or collaborate with a narcissist, which thus builds truancy and staff turnover. Boddy finds a similar powerful where there is corporate mental case in the association. (Boddy, 2011)

Workplace Conflict:

Relational clash among individuals at work has been appeared to be a standout amongst the most oftentimes noted stressors for representatives (Keenan & Newton, 1985). Struggle has been noted to be a marker of the more extensive idea of work environment provocation (Liu, Spector, & Shi, 2007). It identifies with different stressors that may co-happen, for example, job struggle, job uncertainty, and remaining task at hand. It likewise identifies with stress, for example, uneasiness, discouragement, physical manifestations, and low dimensions of occupation fulfillment. (Bowling & Beehr, 2006)

Sexual Harassment:

Women are almost certain than men to encounter lewd behavior, particularly for those working in customarily manly occupations. Likewise, an examination showed that lewd behavior adversely influences specialists' mental prosperity. Another examination found that dimension of provocation at work environments lead to contrasts in execution of business related undertakings. Abnormal amounts of provocation were identified with the most exceedingly terrible results, and no badgering was identified with least negative results. As such, women who had encountered a more elevated amount of badgering were bound to perform ineffectively at working environments. (Gyllensten, 2005)

Occupational Group-

Lower work related gatherings or groups are at higher danger of business related sick wellbeing than higher work related gatherings or groups. This is to a limited extent because of unfriendly work and business conditions. Moreover, such conditions significantly affect sick wellbeing to those in lower financial positions. (Farrer, Palumbo, Costongs, Oliveira, & Hines, 2015)

Effects of Workplace Stress:

Unpleasant working conditions can prompt three kinds of strains: Behavioral (e.g., absenteeism or poor performance), physical (e.g., headaches or coronary heart disease), and psychological (e.g., anxiety or depressed mood) (Jex, 1998). Physical manifestations that may happen due to work related stress incorporate weakness, cerebral pain, agitated stomach, solid

a throbbing painfulness, weight gain or misfortune, incessant mellow ailment, and rest aggravations (Burns, Butterworth, & Anstey, 2016). Mental and conduct issues that may create incorporate uneasiness, crabbiness, liquor and medication use, feeling weak and low resolve (Teasdale, 2006). The range of impacts caused by work related stress incorporates nonattendance, poor basic leadership, and absence of innovativeness, mishaps, authoritative breakdown or even damage (Bromet, Dew, Parkinson, Cohen, & Schwartz, 1992). If presentation to stressors in the work environment is drawn out, at that point unending medical issues can happen including stroke (Tsutsumi, Kayaba, Kario, & Ishikawa, 2009). An examination was of physical and mental impacts of work environment stress was led with a sample of 552 female hands on representatives of a microelectronics office (Weiss & Molitor, 2015) . It was discovered that activity related clashes were related with burdensome manifestations, extreme migraines, exhaustion, rashes, and other different indications (Kuehnl, et al., 2014). Concentrates among the Japanese populace explicitly demonstrated a more than 2-overlap increment in the danger of all out stroke among men with employment strain (blend of high occupation request and low employment control) (Sauter, Murphy, & Hurrell, 1990). Those in industrial or physical work occupations are bound to create coronary illness contrasted with those in cubicle employments. Alongside the danger of stroke, stress can raise the danger of hypertension, resistant framework brokenness, and coronary conduit infection. Drawn out work related stress can prompt work related burnout. Work related stress can likewise upset relationships.

The impacts of employment weight on endless maladies are progressively hard to learn in light of the fact that incessant sicknesses create over moderately significant lots of time and are affected by numerous elements other than stress. Regardless, there is some proof that stress assumes a job in the improvement of a few kinds of ceaseless medical issues-including cardiovascular illness, musculoskeletal disarranges, and mental issue. Employment anxiety has been related with poor psychological well-being and prosperity over a 12-year time frame. (Burns, Butterworth, & Anstey, 2016)

Work related stress has negative impacts for organizations and managers. Work related stress is the reason for roughly 40% of turnover and half of work environment unlucky deficiencies. The yearly expense of Work related stress and its belongings in the US is evaluated to be over $60 billion to bosses and $250– 300 billion to the economy. (NIOSH, Stress at Work, 1999)

Prevention from workplace stress:

A combination of hierarchical change and stress the executives is regularly the most valuable methodology for forestalling worry at work (NIOSH, Stress at Work, 1999). The two associations and representatives can utilize procedures at authoritative and singular dimensions (Naghieh, et al., 2015). By and large, authoritative dimension techniques incorporate occupation method change and representative help programs (EAP). Singular dimension systems incorporate taking excursion. Landing a reasonable position review to comprehend the ordinary remaining task at hand and timetables of the activity will likewise assist individuals with identifying regardless of whether the activity fit them. (Sauter, Murphy, & Hurrell, (1990) suggested following measures accommodating to avert work stress- • Ensure that the remaining burden is in accordance with laborers' abilities and assets.

- Design employments to give significance, incitement, and open doors for laborers to utilize their aptitudes.
- Clearly characterize laborers' jobs and obligations.
- To decrease working environment stress, supervisors may screen the outstanding task at hand offered out to the representatives. Likewise while they are being prepared they should give workers a chance to comprehend and be advised of stress mindfulness.
- Give laborers chances to take an interest in choices and activities influencing their employments.
- Improve correspondences diminish vulnerability about vocation improvement and future business prospects.
- Provide open doors for social communication among specialists.
- Provide open doors for social communication among specialists.
- Combat work environment segregation (in view of race, sexual orientation, national starting point, religion or dialect).
- Bringing in a target untouchable, for example, a specialist to propose a new way to deal with tireless issues.
- Introducing a participative administration style to include whatever number subordinates as could be expected under the circumstances to determine stress delivering issues.
- Empower work-life balance through family-accommodating advantages and strategies

An insurance agency directed a few investigations on the impacts of stress counteractive action programs in clinic settings. Program exercises included- worker and the executives instruction on occupation stress, changes in healing facility strategies and methods to lessen hierarchical wellsprings of stress, and the foundation of representative help programs. In one examination, the recurrence of drug mistakes declined by half after aversion exercises were actualized in a 700-bed clinic. In a second report, there was a 70% decrease in misbehavior asserts in 22 healing facilities that actualized stress avoidance exercises. Interestingly, there was no decrease in cases in a coordinated gathering of 22 doctor's facilities that did not execute stress aversion exercises. (Jones, et al.)

Telecommuting is another way associations can help diminish stress for their laborers. Representatives characterized telecommunication as "an elective work game plan in which representatives perform undertakings somewhere else that are regularly done in an essential or focal working environment, for probably some segment of their work routine, utilizing electronic media to connect with others inside and outside the organization." One reason that telecommunication gets such high checks is that it permits workers more power over how they do their function. Remote workers detailed more occupation fulfillment and less want to locate another activity. Representatives that telecommunicated additionally had less stress, enhanced work/life balance and higher execution rating by their administrators. (Gajendran & Harrison, 2008)

An orderly audit of stress decrease systems among human services specialists found that subjective conduct preparing brought down passionate fatigue and sentiments of absence of individual achievement. (Ruotsalainen, Serra, Marine, & Verbeek, 2008)

References:

Balducci, C., Schaufeli, W. B., & Fraccaroli, F. (2011, August 01). The Job Demands–Resources Model and Counterproductive Work Behaviour: The Role of Job-Related Affect. European Journal of Work and Organizational Psychology, 20(4), 467-496.

Banerjee, B. (2017, February 25). Interview on Position of Real Estate in India (Interview of Brotin Banerjee, MD and CEO, Tata Housing Development Company Ltd). Realty Plus Mag.

Beehr, T. (1998). An Organizational Psychology Meta-Model of Occupational Stress. In C. L. (Ed.), Theories of Organizational Stress (pp. 6-27). Oxford, UK: Oxford University Press. Boddy, C. R. (2011). Corporate Psychopath: Organizational Destroyers. Hampshire: McMillan.

Bowling, N., & Beehr, T. (2006). Workplace harassment from the victim's perspective: A theoretical model and meta-analysis. Journal of Applied Psychology, 91(5), 998–1012. doi:10.1037/0021-9010.91.5.998

Bromet, E. J., Dew, M. A., Parkinson, D. K., Cohen, S., & Schwartz, J. E. (1992). Effects of occupational stress on the physical and psychological health of women in a microelectronics plant. Social Science & Medicine, 34(12), 1377–83. doi:10.1016/02779536(92)90146-H

Bureau of Labor Statistics. (2007). Report on the American Workforce. Washington DC: United States Department of Labor. Retrieved from https://www.bls.gov/opub/home.htm

Burns, R. A., Butterworth, P., & Anstey, K. J. (2016, May). An examination of the long-term impact of job strain on mental health and wellbeing over a 12-year period. Social Psychiatry and Psychiatric Epidemiology, 51(5), 725–733. doi:10.1007/s00127-016-11929

Business Standards. (2015, May 5). India needs around 76 mn skilled workforce in real estate sector by 2022. Business Standards.

Chandrasekhar, C., & Ghosh, J. (2017, September 25). A crisis is building up in India's real estate sector. The Hindu Business Line. The Hindu.

Chiesa, A., & Serretti, A. (2009). Mindfulness-Based Stress Reduction for Stress Management in Healthy People: A Review and Meta-Analysis. The Journal of Alternative and Complementary Medicine, 15(5), 593–600. doi:10.1089/acm.2008.0495

Colligan, T. W., Colligan, M., & Higgins, M. (2006). Workplace Stress – Etiology and Consequences. Journal of Workplace Behavioral Health, 21(2), 89-97.

Demerouti, E., Bakker, A., Nachreiner, F., & Schaufeli, W. (2001). The job demands-resources model of burnout. Journal of Applied Psychology, 86(3), 499–512. doi:10.1037/00219010.86.3.499

Desmarais, S., & Alksnis, C. (2005). Gender issues. In J. Barling, E. Kelloway, & M. Frone (Eds.), Handbook of work stress (pp. 455-485). Thousand Oaks, CA: Sage.

Farrer, L., Palumbo, L., Costongs, C., Oliveira, A., & Hines, P. (2015). Will the 2015 Country Specific Recommendations contribute. Belgium: Europian States Health Network. Retrieved from https://eurohealthnet.eu/sites/eurohealthnet.eu/files/publications/EuroHealthNet_2015_CSR_Analyses_Final_%28incl_2015_pension_data%29.pdf

Gajendran, R., & Harrison, D. (2008). Telecommuting Win-Win For Employees And Employers. Journal of Applied Psychology, 92(6), 1524–1541. doi:10.1037/0021-9010.92.6.1524

Goetzel, R. A., Whitmer, R., Ozminkowski, R., Dunn, R., & Wasserman, J. (1998). he relationship between modifiable health risks and health care expenditure: An analysis of the multiemployer HERO health risk and cost database. Journal of Occipational Environment and Medicine, 40, 843-854.

Gura, S. T. (2002). oga for stress reduction and injury prevention at work. Work (Reading, Mass.), 19(1), 3–7.

Gyllensten, K. (2005). The role of gender in workplace stress: A critical literature review. Health Education Journal, 64(3), 271–288. doi:10.1177/001789690506400307

Hart, P., & Cooper, C. (2001). Occupational Stress: Toward a More Integrated Framework. In N. Anderson, D. Ones, H. Sinangil, & C. V. (Eds), Handbook of Industrial, Work and Organizational Psychology (Vol. 2: Personnel Psychology). London: SAGE.

Henry, O., & Evans, A. (2008). Occupational Stress in Organizations Journal of Management Research. 8 (3): 123–135. Journal of Management Research(8), 123-135.

ILO. (2012). tress prevention at work checkpoints: Practical improvements. Geneva: International Labor Office.

Jacobs, J., & Gerson, K. (2004). The time divide: Work, family, and gender inequality. Cambridge: Harvard University Press.

Jex, S. (1998). Stress and job performance: Theory, research, and implications for managerial practice. Thousand Oaks: CA: Sage.

Johnson, J., & Hall, E. (1988). Job strain, work place social support, and cardiovascular disease: A cross-sectional study of a random sample of the Swedish working population. American Journal of Public Health, 78(10), 1336–1342. doi:10.2105/ajph.78.10.1336

Jonathan, C. D., & Renee, D. (2014). Stress in the Workplace: A Policy Synthesison On Its Dimensions and Prevalence. Centre of Employee HEalth Study, School of Public Health . Illinois: University of Illinois. Retrieved from https://www.sedgwick.com/news/Documents/Studies/Workplace%20Stress%20UIC%20study.pdf

Jones, J. W., Barge, B. N., Steffy, B. D., Fay, L. M., Kunz, L. K., & Wuebker, L. J. (n.d.). Stress and medical malpractice: Organizational risk assessment and intervention. Journal of Applied Psychology, 93(4), 727-735. doi:10.1037/0021-9010.73.4.727

Karasek, R. (1979). Job demands, job decision latitude, and mental strain-implications for job redesign. Administrative Science Quarterly, 24(2), 285–308.

Katz, D., & Kahn, R. (1978). The social psychology of organizations (2nd ed.). New York: John Wiley.

Keenan, A., & Newton, T. (1985). tressful events, stressors and psychological strains in young professional engineers. Journal of Occupational Behavior, 6(2), 151-156. Retrieved from 10.1002/job.4030060206

KENEXA Research Institute. (2007). Workplace Stress Greater For Women. New York: SASDAQ KENEXA.

Kuehnl, A., Rehfuess, E., von Elm, E., Nowak, D., Glaser, J., & Kuehnl, A. (2014). Human resource management training of supervisors for improving health and well-being of employees. NewYork: Cochrane Database of Systematic Reviews. doi:10.1002/14651858.CD010905

Leka, S., Griffiths, A., & Cox, T. (2003). Work Organization and Stress. Geneva: WHO. Retrieved from www.who.int

Liu, C., Spector, P., & Shi, L. (2007). Cross-National Job Stress: A Quantitative and Qualitative Study. Journal of Organizational Behavior, 28(2), 209–239. doi:10.1002/job.435

Mark, G., & Smith, A. P. (2008). Stress Models: A Review and Suggested New Direction, (111144 ed., Vol. 3). Nottingham: Nottingham University Press.

McGrath, J. E. (1970). A conceptual formulation for research on stress. In J. E. McGrath (Ed.), Social and. New York: Holt, Rinehart, & Winston.

MedlinePlus. (2012). Encyclopedia Acute respiratory distress syndrome. Bethesda: United States National Library of Medicine.

Naghieh, A., Montgomery, P., Bonell, C. P., Thompson, M., Aber, J. L., & Naghieh, A. (2015). Organisational Interventions for Improving Wellbeing and Reducing Work-Related Stress in Teachers. The Cochrane Database of Systematic Reviews. Hoboken, New Jersey, USA: John Wiley & Sons.

NIOSH. (1999). Stress at Work. Atlanta: U.S. National Institute for Occupational Safety and Health, DHHS (NIOSH). Retrieved March 05, 2018

NIOSH. (2007). Work Organization and Stress Related Disorders. Bethesda: United States National Institute for Occupational Safety and Health.

Primm, D. (2005). What workplace stress research is telling technical communicators. Technical Communication, 52(4), 449-455.

Princeton Survey Research Associates. (1997). Labor day survey: state of workers. Princeton, New Jersey: Princeton Survey Research Associates.

Rhodes, C., Pullen, A., Margaret, H., Clegg, S., & Pitsis, A. (2010). Violence and workplace bullying: What are an organizational's ethical responsibilities? Administrative Theory, 32(1), 96–115. doi:10.2753/atp1084-1806320105

Roberts, R., Grubb, P. L., & Grosch, J. W. (2012). Alleviating Job Stress in Nurses. NIOSH: Workplace Safety and Health. Medscape and NIOSH (p. 145). New York: NIOSH.

Ruotsalainen, J., Serra, C., Marine, A., & Verbeek, J. (2008, June). Systematic review of interventions for reducing occupational stress in health care workers. Scand J Work Environ Health, 34(3), 169–178. doi:10.5271/sjweh.124

Sandhir, S. (2016). Royal Institution of Chartered Surveyors (RICS).

Sauter, S. L., Murphy, L. R., & Hurrell, J. J. (1990). Prevention of work-related psychological disorders: A national strategy proposed by the National Institute for Occupational Safety and Health (NIOSH). merican Psychologist, 45(10), 1146–1158. doi:10.1037/0003066X.45.10.1146

Seymour, L., & Grove, B. (2005). Workplace interventions for people with common mental health problems: Evidence review and recommendations. London: British Occupational Health Research Foundation. Retrieved from http://www.bohrf.org.uk/downloads/cmh_rev.pdf

St. Paul Fire and Marine Insurance Company. (1992). American workers under pressure. St. Paul,
    MN: St. Paul Fire and Marine Insurance Company.
Teasdale,   E.   L.   (2006).   Workplace   stress.   Psychiatry,   5(7), 251–54.
    doi:10.1053/j.mppsy.2006.04.006
Tsutsumi, A., Kayaba, K., Kario, K., & Ishikawa, S. (2009). Prospective Study on Occupational Stress
    and Risk of Stroke. Archives of Internal Medicine, 169(1), 56-61.
    doi:10.1001/archinternmed.2008.503
Vegchela, N. v., Jongea, J. d., Bosma, H., & Schaufeli, W. (2005). Reviewing the Effort–Reward
    Imbalance Model: Drawing up the Balance of 45 Empirical Studies. Social Science &
    Medicine, 60, 1117-1131. doi:doi:10.1016/j.socscimed.2004.06.043
Weiss, S., & Molitor, N. (2015). Mind/Body Health: Job Stress. Retrieved January 20, 2019, from
    American Psychological Association: https://www.apa.org/helpcenter/job-stress.aspx
www.stress.org. (2015, July 12). Retrieved from http://www.stress.org/workplace-stress/