

Stress Management and Stress: A Review on Case Studies with Special Reference on India

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Abstract

The aim of the study is to review previous case studies related to stress and stress management in the Indian context. This study has selected cases by use of electronic data search and has also done a review analysis, like the aim of the study, What type of methodology is used, data analysis technique, findings, conclusion, and suggestions given by the researcher. These studies have been basically done in various kinds of workplaces, like industries, organizations, and institutions. I have found many paper searches by keyword but after the filter and I decided that I reviewed 13 case studies that were done in various Indian industries, institutions, and organizations of India from 2011 to 2022. Finally, I got some very common reasons for stress, which affected employee productivity and also affected their personal life.

Keywords: Stress, Stress Management, Case Studies, Analysis, Review.

Introduction

Stress is an immediate reaction of the body when there is an incident. "Stress is the Spice of Life; the absence of stress is death" Selye, H. (1956). In today's modern era, stress has come up in front of us as a prevalent issue. Today's busy life is characterized by competition, bullying, monotonous daily routine, etc., and this is giving rise to stress in people. Due to stress, people have lost normalcy in their daily lives, and their lives are disturbed because of stress, which can be easily seen on their faces and body language.

Stress- Stress is an instant reaction born out of an expansion. Stress is the first stage of a mental ailment that arises if people can't cope with stress. When stress increases with time, it assumes a frightening form and eventually can become a cause of depression. High depression can become a reason for suicide, so it is important that stress be controlled at the right time.

Types of stress:

1.Eustress (Selye, H. 1957) Eustress is a good type of stress, which encourages someone to do something in his favour. Ex- During exams, students face stress which encourages them to study hard to get a good score in the examination.

2.Distress:Distress is a bad type of stress that can cause mental health issues". Le Fevre et al. (2003)Cooper (1997) According to Cooper, "Everything that deprives a person of purpose and zests that leaves him with negative feelings about himself, with anxieties, tensions, and a sense of lost-ness, emptiness, and futility."

Causes of Stress at Workplace:

- ☐ Work Pressure
- ☐ Bad Working Environment
- ☐ Lack of Interest in work

- ☐ Unsupportive seniors
- ☐ Dissatisfaction with salary
- ☐ Risk and Dangers
- ☐ Shift work/ Night shift
- ☐ Long Hours
- ☐ Family Issues
- ☐ Relationship Issues
- ☐ Financial Issues
- ☐ Health-Related Issues
- ☐ Bullying Etc. Rout et al. (2002)

Stress Management- Stress management talks about simple ways to manage stress. If someone is well aware of stress management techniques, then these techniques can be an excellent remedy to manage stress for people. It gives instant relief from stress. Stress management is the key to living a happy life in the 21st century. If people possess stress management skills, then life will be full of joy for them.

(J.K Quick 1997) "Preventive stress management is a philosophy and set of principles grounded in public health, which organizational leaders and consultants can use to help their organization operate to its fullest potential. Leaders may implement the approaches outlined in this book in any organization."

Stress Management Techniques at Workplace: Stress management techniques are very helpful in reducing stress. These techniques stop stress at any cost and if stress does occur due to some reasons, then there techniques combat it well. Knowledge of stress management techniques is crucial for a healthy life as without this knowledge, we cannot become the various types of tensions that arise in our life.

Some stress management techniques are followings:

- ☐ Talk to your supervisor
- ☐ Become knowledgeable about stress
- ☐ Develop a healthy lifestyle
- ☐ Stress management training

- ☐ Take a break
 - ☐ Deep breathing
 - ☐ Positive attitude
 - ☐ Encourage open communication
 - ☐ Manage your time
 - ☐ Flexible work environment
 - ☐ Connect to other colleagues.
- Kushwaha, S. (2014)

A Case Study on Occupational Stress among IT/ITES Professionals in India's Top Metros

Seema Bhatt 2010

The objectives of the study are to examine if there is any difference in the nature and intensity of stress, any gender difference in the nature and intensity of stress, and whether there is any difference in the nature and intensity of stress in the unmarried and married male respondents.

Primary data from IT/ITES sectors respondents has been used for this study, this study was done with 234 respondents of IT/ITES of various locations like Delhi, NCR, Bangalore, Chennai, Hyderabad, Mumbai, and Chandigarh. Data analysis was done using SPSS software, and the application of ANOVA and t-test to identify the differences that exist.

The author concludes that males and females are affected differently by a few stressors. This problem needs to be encountered in various ways. The same tailor-made solutions are not helpful. No differences were found between married and unmarried respondents. It shows that marriage did not affect these professionals. If they identify and understand the causes of stress and factors of stress at the workplace which affected this group of professionals, then organizations and govt. Policy-makers can design motivation, training, and coping programs to help professionals in fighting their stress.

Studies on Stress Management: A Case Study of Chennai, India's Avatar Steel Industries

K. Geeta 2011

The aim of the study is to know the working conditions, stress management, work pressure, and the reaction of employees. After that,

some suggestions have been made to increase the productivity of employees and make the industry environment stress free for employees.

The sample size is 100. Data has been collected from primary and secondary sources, using the survey method.

Researchers found that most of the employees are male and aged between 50 & above. The employees had undergraduate degrees and professional qualifications. Most of the employees were satisfied with the physical and psychological environment of the industry. Very few of the employees are not happy with the psychological environment of the industry.

Suggestions given by the researcher are that employees should be aware of work-life balance, should develop the skill of time management, spiritual programs should be organized by organizations, the industry should conduct employee assistance programs (EAPs) from time to time, and also conduct training related to managing work pressure. The organization should help employees for developing stress management skills. "Stress can be harmful to employee's physical and psychological health, people should manage their distress by using coping strategies." Sundaram et al (2012).

Stress Management: Professional Students' Case Studies on the Effects of Meditation and Yoga on Stress Levels

T.L.NARASIMHA REDDY, S. AMMANI
2013

In this study, the researcher has measured the impact of academic stress among professional students. For measuring the impact of academic stress level pre-test and post-test after training in meditation and yoga on professional students the researcher used meditation and yoga as stress management techniques and they wanted to measure differences between 3 months.

The sample was collected from professional students in Tirupati of Chittoor District, the size of the sample is 100(50 for yoga & 50 for meditation), and the age range of the sample is 21 to 25 years. Data analysis done through means, SD'S, and t values.

The result received by the researcher is that meditation and yoga training helps to reduce stress among professional students.

The researcher suggested professional students reduce their stress by using stress management techniques like talking with family and friends, planning a vacation, physical activities can be also helpful, not consuming alcohol and other stimulants, healthy eating habits, listening to music, and staying happy. "The academic factors are one of the most important stressors. The introduction of stress management can reduce the stress levels in students." Waghachavare et al (2013).

Job Stress in Software Companies: A Case Study of HCL Bangalore, India

Kumari G. 2014

This case study was done on HCL, Bangalore, India. The company's problem is that company employees face more job stress than other employees, so the researcher decided to study it. The researcher randomly selected respondents by survey method, with 100 sizes of samples used in this case study.

In this study, the researcher finds that due to an unachievable target, employees feel themselves in stressful situations. Researcher finds that 98 out of 100 employees accept that they face stress in emotional, mental, and physical form also.

The main reason for stress which was found by the researcher after discussing with employees is- the working environment, overwork pressure, social injustice, fear of job loss, organizational culture, etc. "IT professionals have a moderate level of stress symptoms extension, aggressiveness, time-related stressors, and headache is the primary source of job stress." Huda et al (2020).

Stress at work and how it affects workers' performance: a case study of Reliance Fresh in India

JAYADEV BABU DIVAKAR 2015

A study was conducted to understand the leading factors of the effects of work stress on employees performance in Reliance Fresh India. The focus of the study is to find the relationship between employee job satisfaction and how work stress affects employee performance and to identify any working conditions leading to tension in Reliance Fresh Company.

40 respondents were selected to complete this study. Primary data was used, and data sources were the interview, questionnaire, and observation for data analysis using the quantitative method.

Results found that the work field is a significant factor responsible for employee job satisfaction and can improve employee performance.

. Stress is the problem, and management should handle it very carefully; otherwise, stress can affect employee's personal life and the productivity of Reliance Fresh.

. If employees expected more than their strength

. If the industry realizes that they are part of the company, employees feel psychological satisfaction and work well.

. Enterprise should arrange proper stress management to know the actual problem of employees and gain a better understanding of employees' present conditions.

Employee's performance is always affected by factors such as financial issues, family, relationship, lack of sleep, fear, and anxiety of future." Kotteeswari et al (2014).

Life Insurance Corporation of India as a Case Study in Stress Management in the Service Sector

Sanjay Bahl 2016

In this case, the study examines stress at different levels of authority, and causes of stress, and suggests mechanisms to reduce their stress with the help of stress management techniques for the employees of Life Insurance Corporation Jammu, India.

The method of sample collection is random sampling. The sample size is 231 which includes employees at different levels of authorities of LIC Jammu. 5 point rating scale is used for data collection, and SPSS used for quantitative data analysis.

The researcher found that employees were aware of the value of walking and other physical activities but the exercise was not taken seriously by participants. A suggestion is that the organization should make more efforts to improve stress management techniques to

increase productivity. "The tendency of the service sector is cost-cutting to achieve efficiency, income growth and all which high expectations can pressurize the employees." Lukić et al (2018).

Stress Management: A Case Study of ONGC Karaikal Employees.

K.SARAVANAN 2017

This case study examines the level of stress, workplace stress, and stress management of the employees of ONGC, Karaikal. Stress management is measured by different parameters like how they manage themselves in difficult situations, their behaviours regarding responsibility, etc.

For data collection, a survey method has been used. A random sampling of 80 employees of ONGC, Karaikal was done. This study has also used secondary data from the researcher.

The researcher found that many more respondents knew what management expects from their employees about work, the burden of work because a timeline is given to employees to finish their work, employees face family problems, work pressure, and communication issues are the major causes of their stress.

Suggestions were given to employees to add exercise, and yoga to their daily routine, add creativity to work, and an outing can be added to reduce stress. Stress management strategies and understanding of organizational change can motivate employees positively." Yu, M. C. (2009).

A Case Study on the Academic Performance of Coaching Faculty at Kota City's Coaching: Managing Stress to Increase Productivity and Motivation

Ms. Shruti Sharma, 2019

In this case study, the target group is coaching faculties in Kota City. The case study was conducted to know the effects of stress on coaching faculty members by gender.

Descriptive research has been used in this case study. The sample size is 255 and data has been analyzed using SPSS software.

In the case study, the researcher found that the knowledge of stress management improves

personal, familial, and job satisfaction as well as the efficiency of faculty.

The employees have been suggested to follow stress coping strategies. They should also help their family members and the organization has been asked to organize stress management training programs from time to time. "Teacher's performance always improved when job satisfaction and motivation are improved. Teachers should evaluate themselves on work motivation and job satisfaction so they can improve their performance." Riyadi, S. (2015).

A Case Study on Contractual College Teachers in Upper Assam Reveals Workplace Stress

Ms. Debyani Roy Bhowmick 2020

The goal of the study is to pinpoint the stressors that affect the contractual teachers who work at the provincialized college in Upper Assam.

For data collection, 14 colleges of Upper Assam have randomly selected out of 214 contractual colleges, and the convenient sampling basis chose 128 teachers for this study working in these colleges. SPSS 20 is used to analyze the data, which tests reliability and principal component analysis.

Interpretation: - Most of the contractual teachers are female belonging to the age group of 25-35 years, their status is single, qualification is up to post-graduation, spend They spend 3-5 hours each day in school, attend 3-5 classes per day, and receive a service break each semester.

The study concludes that the primary factor influencing stress is insufficient remuneration at the workplace, followed by personal characteristics, job insecurity, classroom-related factors, interpersonal relations, and workload pressure. "Work relationship, control, workload, salary, and other benefits are the major occupational stressors in the institutions." Coetzee, S. et al (2005).

Stress Audit: A case study of the stress in coaching institutes and higher education at the Faculty Level with reference to Kota City

Garima Tyagi 2021

The educational sector is highly affected by stress nowadays, so basically, this study was

conducted to know the knowledge of pressure, which is present in the education sector, various signs of stress, stressors, and strategies to fight with a focus on different organizations.

The size of the sample is 30, type of data is primary, which is collected by using a questionnaire. The mathematical and scientific model is Chi-Square Test, and Weighted Mean is applied in the study.

The study concludes that the satisfaction level of students decreased because facilities are not capable of delivering quality information to students, so the institution's name and fame are affected because the daily routine makes them exhausted and frustrated. At a specific time, they feel negative and so, its impact can be seen on teacher's performance. This situation can cause stress, which creates unwanted environmental stressors. "With the poor mental health and wellbeing and job dissatisfaction, they did not serve a good quality education to students." Bradley, J. et al (1995).

Role of HRM to Manage Work Stress in an Organization

Jyoti Kapoor 2022

This study measures work stress, stressors, post effects, eustress, and distress and come out with the role of HRM. The objectives of the study are to identify stress among employees of the organization; the role of HRM is the reduction and provide stress-reducing measures in work.

The researcher has used primary and secondary data in this case study. Data from 50 respondents was collected which was primary in nature. The data was analyzed by dividing moderate, medium, and high-level stress at the workplace.

The role of HRM is to reduce work stress by monitoring working hours, job recognition, recreational activities, and proper work allocation.

The researcher has given suggestions to make strategies for reducing stress; friendly behaviour, a good working environment, and a good infrastructure can also help the employees in coming out of stress.

"HRM practices always improve organizations' efficiency." Browne, J. H. (2000).

Stress from home-based job during the pandemic: The experience of working women in Kerala

Sumesh Soman 2022

The study aims to examine home-based work and stress during the Covid-19 period among working women of Kerala. This study has two purposes-

- 1- To identify a constructive perspective of home-based work, integration and stress.
- 2- To identify a positivist perspective of home-based work, integration and stress.

The snowball method was used to choose the 63-person sample size. The chosen respondents are professionals from Kerala who are married and in the workforce. The researcher used R software 4.0.2 to analyse the data.

The study's findings are that women whose work is home-based, feel more stress because they should do home tasks and professional work also at the same time. The study finds that a woman with a child is more troubled than a woman without a child. Women in IT and HR profiles are more stressed than other professionals. During the time of the pandemic, the work pressure increased on women. They had to bear the burden of home and worked equally at the same time. The organizations should understand the problems which women face in-home based world and be flexible with women employees. "Woman always works as a sister, daughter, wife, and mother, so in home-based work, it is a very challenging task to handle home and profession for a woman." Baruch, G. K. et al (1986).

An adolescent student's use of mindfulness to reduce stress, anxiety, and overall well-being: a case study

Anand Kumar 2022

The case study aims to evaluate the applicability of psychological well-being, anxiety, and mindfulness on stress among adolescent students.

The sample is a single-case study design with the average intelligence level. He was medically fit and had no psychological problems. The paediatric symptoms were checked using the Youth Self Report, Ability

Testing Anxiety Scale, Institute of personality, and Checklist of Psychological Wellbeing on ten adolescent students. After the complete assessment, one student with consequence levels of anxiety, stress, and poor psychological well-being suggested 24 sessions of mindfulness training, three weekly sessions. Three months after the end of the entire programme, the post-assessment was completed.

Following three months of mindfulness instruction, improvements in anxiety, stress, well-being, and other aspects were seen.

The author's conclusion is that mindfulness training has the ability to effectively lower stress and anxiety while raising a sense of well-being. However, a major obstacle is getting the author to agree on the best approach to practise and experience mindfulness.

Conclusion and Discussion

The conclusion that I have drawn following the analysis of case studies is that organizations should improve their facilities in order to increase the productivity of employees. Organizations should be flexible with their employees. If employees are not feeling well, then the organization should appoint a professional person with the task of talking to and identifying the exact problem and also providing a good solution. The Organization should conduct some interesting games, quizzes, tours, leaves, stress management training, group discussions, and others. With the help of these activities, employees will become friendlier to each other and they can discuss their problems openly. "For dealing with daily life difficulties bullying and discriminations, stress management will be very helpful for survival in today's hectic life and for mental peace, stress management is just like a magic" Pettinger, R. (2002).

These case studies are mainly focused on stress and increasing productivity of the company, organizations and institutions by managing stress. The authors have identified the problem that employees face and have suggested ways to reduce their stress and become self-comfortable within the organization and create a happy working environment and work life balance in the organization.

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