A Study on Stress Management Skills for Good Governance and Administration

*Dr.R.Mangaiyarkarasi, #S.NITHYA

*Assistant professor, #M.Phil scholar, Department of Commerce (SF), Seethalakshmi Ramaswami College, Trichy, India. saronithya55@gmail.com

ABSTRACT - ''It is not the stress that kills us, it is our reaction to it''----Hans Selye

Stress is defined as the emotional and physical strain that caused by a person's response to pressure from the outside world. It occurs when there is a mismatch between what the people aspire to do and what they are capable of doing .In other words stress results when the pressure to perform a certain task is greater than the resources available to perform i.e.

S=P>R (S=STRESS P=PRESSURE R=RESOURCE)

This paper highlights the stress management skills required for the effective managerial performance .How the people in the top level management can develop approaches and strategies that will enable them to deal with stress in a variety of contexts.

The main aspects discussed in this paper are as follows;

Understanding stress

Different kinds of stress

Stress factors

Stress and illness

Response to stress

Coping strategies –Physical, Behavioural, diversion, and workplace techniques

Keywords-Stress, Stressors, Response, coping strategies

I. INTRODUCTION

Best forms of stress prevention can be achieved by goal management and good work organization. The nature of work has gone through drastic changes over the last century and it is still changing at whirl wind speed. They have touched almost all professions, starting from an artist to surgeon, or a commercial pilot to a sales executive with change comes stress, inevitably. Hence this study is very much important to know the stress- related issues faced by the managers for good governance and administration.

Causes for the Stress

- Fear of Job loss
- Lack of coworkers fair share
- Unclear expectations
- Poor communication
- Overloaded assignments
- Inadequate pay or benefits
- Urgent deadlines

- Heavy work load / Work pressure
- Long working hours
- Uncomfortable physical and health conditions
- Relationship conflicts
- Dealing with rude customers
- Lack of cooperation
- The company's treatment towards coworkers

The stress and the work life

Normal work life, particularly in normal working life, much of our stress is subtle and occurs without obvious threat to survival. Most comes from things like work overload, conflicting priorities, inconsistent values, over – challenging deadlines, conflict with co-workers,unpleasant environments and so on. Not only do these reduce our performance as we divert mental effort into handling them, they can also cause a great deal of unhappiness.

Present generation's perception on the term stress

The young generation perceives that stress is a very delegate issue or disorder due to which the lifestyle, food habit and level of performance will not be properly balanced. The behavioural effects of an over –stressed lifestyle are easy to explain. When under pressure, some people are more likely to drink heavily or smoke as a way of getting immediate chemical relief from stress. Others may have so much work to do that they do not exercise or eat properly. They may cut down on sleep, or may worry so much that they sleep badly. They may get so carried away with work and meeting daily pressers that they do not take time to see the doctor or dentist when they need to. All of these are likely to harm health. The direct psychological effects of excessive stress are more complex.

Temporary coping strategies

These strategies may temporarily reduce stress, but they cause more damage in the long run

- Smoking
- Drinking too much
- Over eating or under eating
- Zoning out for hours in front of the TV or computer
- With drawing from family, friends and activities
- Using pills or drugs to relax
- Sleeping to much
- Filling up every minute of the day to avoid facing problems
- Angry outbursts, physical violence
- Learning healthier way to manage stress

The tools which overcome stress

- Understand the long- term stress in life
- Understand the most serious source of short- term stress
- Make best use of all of the available resources
- Find stress management techniques that will be helpful
- Plan to manage stress

Work stress affects organisation by

- Increasing absenteeism
- Decreasing commitment to work
- Increasing staff turn – over
- Impairing performance and productivity
- Increasing unsafe working practices and accident rates
- Increasing complaints from clients and customers, adversely affecting staff recruitment

The prevention of work stress

- Allow sufficient time between meetings to reflect on what has just happened, write notes and take actions.

- Take a short break to re – energies and then prepare thoroughly for next meeting.
- Only hold meetings with people who need to be there and find other ways of communicating with others who may want to know.
- Celebrate success and create a positive atmosphere. Whether it is the achievement of a whole work completed or piece of work done.
- Discuss and agree specific, measurable, achievable, realistic and timely goals and targets.
- Encourage others to do self – review and create regular opportunities with them for updating, briefing generating ideas and giving feedback, relax at work.
- Use the most appropriate form of communication. It is often easier to talk face – to – face than sending an e – mail.
- Encourage others to reciprocate with what they think or want. This creates short, clear and simple interactions and allows issues to be surfaced more easily.
- Look for opportunities to delegate appropriately and build in coaching support and appropriate training, so that others can learn to do things for themselves and reduce their demands.
- Tell others as soon as possible what is happening, why you are making decisions and what their role is in any change. Ensure that they understand the context and how they will benefit.

II. CONCLUSION

Work stress is a real challenge for workers and their employing organisations. As organisations and their working environment transform, so do the kinds of stress problems that employees may face. It is important that workplace is being continuously monitored for stress problems. Further it is important that work in itself can be a self – promoting activity as long as it takes place in a safe, dev1 and health – promoting environment.

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