

## Impact of Remodeling Stress on Employee Efficiency

Neha Mathur<sup>1</sup>, Ravindra Pathak<sup>2</sup>, Jiny Jacob<sup>3</sup>

<sup>1,3</sup>Faculty of Management, RNTU, Bhopal (M.P.) India.

<sup>2</sup>SOS, Jiwaji University, Gwalior (M.P.) India.

### ABSTRACT

*In this time of economic recession, most managers or entrepreneurs have to confront many new job challenges which can easily turn into stressors. Job related stress is of rising concern because it badly affects the organization economically. Avoiding stress is not possible in today's uncertain world but handling it in the proper manner that helps in producing positive returns rather than negative can certainly be learned. Stress has always been seen as a negative force causing pain, pressure and psychological threats to people. However, many studies highlighted that positive stress which is known as eustress leads to improved performance at work place and promotes professional development. Eustress produces positive feelings of enthusiasm, accomplishment, satisfaction, and well-being. It is said to be good because it makes one feel confident and energized by the challenges one experience from the pressures. Eustress is all about properly challenging oneself without consuming all the resources. This type of stress empowers one to succeed. This research paper shall throw light on how remodeling stress to eustress or encouraging positive stress at workplace can help employees stay motivated and productive. It will also suggest measures to handle stress effectively.*

**Keywords:** Organisational stress, stressors, eustress, distress, stress management, employee performance

### I INTRODUCTION

Stress is inevitable at workplace. It is something that all employees go through at different phases of their work life. Stress is believed to affect people in different ways. It can make or break people in the business environment. Stress is a mental and physical condition that results when the resources of the person are not enough to handle the demands and pressures of the present condition. Stress was generally seen from a negative sense which usually was considered to be harmful and its positive effects were not given much emphasis. This paper shall throw light on the positive effects of stress and how it can be used to build morale and enhance performance of employees. Stress is of two types: Eustress and Distress. Eustress is the good stress as it stimulates one to continue working and acts as an incentive to get the work done. Everyone needs some amount of stress in their lives to remove the monotony and be energized, motivated and more productive by the challenges. It is when this stress goes beyond the bearing capacity of individual that distress comes in. Bad stress which is known as distress, is when the good stress becomes too much to bear. Anxiety and worry build in and there is no more any joy in the challenges. This is where the problem begins and stress starts injuring the person. His productivity and decision making power decreases. Physiological signs of distress include increase in blood pressure, rapid breathing and restlessness. Behavioural signs include overeating, loss of appetite, getting indulged in wrong habits like drinking and using negative coping measures.

### II RESEARCH METHODOLOGY

#### (a) Objectives of Research Study

- (i) To understand the concept of organizational stress.
- (ii) To study the difference between eustress and distress.
- (iii) To analyze how the concept of eustress can be used to enhance productivity and handle stress effectively.

(b) **Methodology** - The research that has been taken up is exploratory in nature i.e. secondary source is used for doing the research work. Wide use of Research papers, Journals, Newspaper Articles, Magazine Articles are done so as to have a deep understanding of the topic and analyze the problems pertaining to the same.

### III LITERATURE REVIEW

Rawal Abhijeet and Mhatre Sneha (2018) concluded that most of teachers in self-financing institute encounter work related stress. Some because of work overload and some because of family related issues. Employee feel that the strategies Institute/ College used to lower stress are effective and so despite lot of stress they are able to balance with their work and life.

Nangia Neha and Chaturvedi Vijit (2015) said that by providing the foundation for employees to grow while also allowing employees to take responsibility for their stress related symptoms, organizations will see drastic increase in productivity and an improved workplace dynamic.

DattPunam and Washington Anthea (2015) concluded that high eustress factors should be provided for the employees in order to be highly motivated. Eustress is essential to everyone who believes in having a meaningful work life and a rising career. It should be kept in mind that in order to handle stress effectively both employee and employers need to work hand in hand.

Zafar Qadoos, Ali Ayesha, Hameed Tayyab, IlyasToqeer, Younas Hafiz Imran (2015) said that if stress is not handled properly it would badly affect the employees productivity and thereby the organization. Therefore stress management strategies should be adopted to resolve issues.

AwadhIbtisamMbarak, Gichinga Lucy and Ahmed Anwar Hood (2015) said that time pressure is one of the main factors that hinder performance as employees reach a burnout level and they are no more able to perform effectively. Furthermore they lack work life balance which ultimately affect their performance.

Ratnawat R.G. and Jha P.C. (2014) suggested that the factors likely to be affected by stress range from productivity to competencies to inter personal behavior. Employee performance is said to be combination of many factors or dimensions of job.

Venkatesh Bharti, Ram Nidhi (2015) stated that Eustress helps employees to change and energizes them to work in a better way. It is considered to be good, productive and effective. Managers should be fair in their introduction of stress into their workplace, even when the stress is of a challenging nature.

#### IV THEORETICAL BACKGROUND

**(a) Organisational Stress** - For most adults in developed countries, employment is not just about earning an income but is said to be a matter of their self-esteem and self-worth in the society. However, when the employees' calibers are utilized to the fullest and job environment becomes unfavorable, the job ultimately turns out as a source of dissatisfaction, burden and isolation for the individual. As a result, the health and performance of the employees starts deteriorating. According to the report of National Institute for Occupational Safety and Health, some of the major job-related diseases include lung diseases, musculoskeletal injuries, cardiovascular diseases, and mental disturbances. The impact of a stressful situation on a person depends on one's reaction to it or how he perceives a situation.

Occupational stress is defined as a reaction to prolonged workplace related stress and is usually shown by signs like physical and emotional exhaustion and subsequent health disorders. Work overload, role ambiguity, no autonomy, prolonged

hours of work, no proper rewards and job insecurity are said to adversely affect health conditions.

**(b) Stress Factors at Work place:** Stress can be of two types:

**(i) Constructive Stress:** It is also called Eustress as it has a positive impact on the person and the organization. Eustress signifies a situation where the stress is in the bearing capacity of an individual. Studies say that low to moderate stress motivates and energizes a person to perform with more diligence and creativity. It creates in him stress that makes him work harder with enthusiasm. Factors such as challenging responsibilities and tasks, recognition to employees for their efforts, rewards and promotions, involving one in multiple projects, accomplishing KPIs, opportunities for growth and advancement. Such opportunities create positive stress in employees which act as a driving force motivating them to achieve the goals with a competitive mind. They start finding joy in those positive stressors which makes them work to their full capacity and thus delivering higher performance.

**(ii) Destructive Stress:** Distress as it is commonly known is not considered healthy for both the individual and the organization. It is that situation where the stress level goes beyond the bearing capacity of an individual. High amount of stress may damage the person's physical and mental state and ultimately his performance in the form of accidents, errors, absenteeism, turnover and job dissatisfaction. Distress factors are connected to the environment in which an individual works. Factors such as work overload, strict supervision, multitasking, work deadlines, peer pressures, too much of administration work, workplace diversity in which employees have difficulty to cope may cause distress. These factors if present in excessive amount may lead to negative stress. Health issues, emotional disturbance, depression, tiredness, pressure and frustration occur in employees leading to low morale and thus decreased efficiency at work. Studies suggest that distress factors are essential at work to a balanced extent in order to make an employee perform. However, their presence alone will not lead to employees' performance. Absence of Distress factors will cause decreased job satisfaction and performance.

**(c) Eustress boosters**

- (i) Stress is also influenced by hereditary predispositions and expectations of people around.
- (ii) If some person enjoys new challenges and beliefs that he is of value to the world, such a person is more likely to experience eustress.
- (iii) People having high level of self-control and a nature of never giving up have more chances of experiencing eustress as they believe that they have all calibers to develop new skills to match with the challenges.
- (iv) Those who actively procrastinate the work experience eustress as by delaying the work they increase the challenge and once the challenge matches the person's high skill level, he experiences eustress. Those who do not procrastinate do not have the same experience.
- (v) Optimist people or ones with positive mindset contribute to eustress experience as they have positive response to stressors.
- (vi) Eustress can also be promoted through various HRD programmes and practices like wellness programmes, mental health benefits, flexitiming, coaching and counseling.

**(d) Stress Management Techniques**

- (i) Undertake a stress audit- Organization should check the mental cum physical health status of its employees from time to time. Questionnaires and interviews can be used for gathering data on various stressors, coping techniques and outcomes.
- (ii) Use scientific inputs- Organisation should share information and awareness about dealing with stress effectively both inside and outside the organization.
- (iii) Check with the company doctor-conducting stress management programmes through medical doctors.
- (iv) Spread the message-The importance and benefits of regular exercise, diet, practicing personal relaxation should be emphasized.

**V FINDINGS**

- (a) Occupational stress is the reaction to prolonged workplace related stress which is shown by signs like physical and emotional exhaustion and subsequent health disorders. Work overload, role ambiguity, no autonomy, prolonged hours of work, no proper rewards, lack of job security are major causes of occupational stress.
- (b) Studies suggest that low to moderate stress motivates and energizes a person to perform with more diligence and creativity. It creates in him stress that makes him work harder with enthusiasm.

- (c) It was found through the research that when stress level goes beyond the bearing capacity of an individual, it affects both his health as well as performance at work place.
- (d) Organisations should adopt those HRD practices and policies that promote eustress. But it should be noted that eustress is not always good. Too much of something is always harmful even if it is positive stress as it can result in negative outcomes.
- (e) Practices that companies can adopt to promote eustress are: wellness programs, mental health benefits, flexi timing, financial assistance like flexible spending accounts, child care subsidies, employee assistance program, community-based programs like on-site child care, elder care resources, coaching and counseling etc.

**VI SUGGESTIONS**

- (a) Organizations can help Employees experience state of eustress when they are recognized and rewarded for their efforts and shown the path of career success.
- (b) Healthy relationship between workers and superiors can help in reducing job pressures.
- (c) To keep the employees motivated, organizations can take steps to increase perks and facilities.
- (d) Training programmes can be provided to enhance employee's skills.
- (e) By providing clear job description, management can avoid role ambiguity and create awareness among employees about their role in the organization.
- (f) Get together and meetings once in a month can help refresh employees of their mental agony.
- (g) Positive outlook towards work/ responsibilities can help promote eustress.

**VII CONCLUSION**

Through the research it can be concluded that work place stress in today's fast paced uncertain world is difficult to avoid. But strategies to handle stress effectively in order to keep the employees motivated and productive can certainly be learned. This paper was an effort to help organizations remodel their employees' stress to eustress in order to maintain their efficiency. Workplace stress places serious physical, mental and financial cost to both employees as well as organization. Negative stress which is also called distress or when stress goes beyond the bearing capacity of an individual, he loses all his motivation to perform which affects not just his personal growth but also the organization. By promoting various HRD practices and programmes that enhance eustress or positive stress, organizations can keep their employees energized and motivated to face challenges with enthusiasm and joy. But it should also be remembered that managers should be fair enough in introducing eustress or challenge

stressors into the organization. Managers need to recognize that using challenge stressors is not a license to overburden their employees as it will lead to burnout. It should be used judiciously. By providing ample opportunities for employees to prosper while also allowing them to take responsibility for their stress related symptoms, organizations will find drastic rise in productivity and improved workplace dynamics.

## REFERENCE

- [1] Venkatesh Bharti, Ram Nidhi (2015) Eustress: A Unique Dimension to Stress Management, *Voice of Research*, ISSN No. 2277-7733, Volume 4 (2).
- [2] Elsis Farah W., (2016) Effects of work-related positive affect on Stress Appraisals and Cardiovascular Stress response.
- [3] Nangia Neha, Chaturvedi Vijit (2015) Understanding the Role of Positive Stress as a Mediating Tool for Employee Performance: A Conceptual Insinuation
- [4] Pavithra A.C., Sivakumar V.J.(2019) The Study of the Eustress as a Mediator for Enhancing the Job Satisfaction of Employees in the Banking Sector, *International Journal on Emerging Technologies*, ISSN No. (Online): 2249-3255, Vol 10(4).
- [5] Rawal Abhijeet, Mhatre Sneha (2018) A Study on Work Stress And Its Impacts on Employee's Productivity With Respect To Teacher's (Self Financing), *IOSR Journal of Business and Management*, e-ISSN: 2278-487X, PP 15-23.
- [6] Datt Punam and Washington Anthea (2015) Impact of Stress on Work Performance and Career Development - Application of Herzberg's Theory for handling Stress Effectively, *International Journal of Education and Research*, ISSN: 2411-568, Vol. 3(6).
- [7] Zafar Qadoos, Ali Ayesha, Hameed Tayyab, Ilyas Toqeer, Younas Hafiz Imran (2015) The Influence of Job Stress on Employees Performance in Pakistan, *American Journal of Social Science Research*, Vol. 1 (4), pp. 221-225.
- [8] Awadh Ibtisam Mbarak, Gichinga Lucy and Ahmed Anwar Hood (2015) Effects of Workplace Stress on Employee Performance in the County Governments in Kenya: A Case Study of Kilifi County Government, *International Journal of Scientific and Research Publications*, ISSN 2250-3153, Volume 5 (10).
- [9] Badar-ul-islam Rana Kashif Munir (2011) Impact of stressors on the performance of employees, Munich Personal RePEc Archive.
- [10] Mirela Bucurean, Adriana Costin Mădălina (2011) Organizational Stress and its Impact on Work Performance.
- [11] Ratnawat R.G. and Jha P.C. (2014) Impact of Job Related Stress on Employee Performance: A Review and Research Agenda, *IOSR Journal of Business and Management*, e-ISSN: 2278-487X, Volume 16 (11), PP 01-06
- [12] Botwe Priscilla Bempah, Kenneth Amoah-Binfoh, Masih Enid (2017) Workplace Stress and its Effect on Performance; Special Reference to Educational Sector, *Saudi Journal of Humanities and Social Sciences*, ISSN 2415-6248, Vol-2 (9).
- [13] Shani N., Divyapriya P. (2011) A study on Influence of Eustress towards Talent Management among employees in Automobile Industry, *International Journal of Human Resources Management and Research*, Vol 1(1), 14-25.

## WEBSITES

- [1] [www.healthline.com](http://www.healthline.com)
- [2] [www.positivepsychology.com](http://www.positivepsychology.com)