

## STRESS EXPERIENCED AT WORKPLACE AND STRATEGIES TO MANAGE IT IN SERVICE ORGANIZATIONS: A STUDY

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### Abstract

Globalization, privatization, mergers, acquisition and rapid technological changes are a reality for today's organizations. It has changed the manner in which business has been routinely conducted and also resulted in an increase in the level of stress experienced by employees. Amidst the complexity of life, stress has become inevitable in today's globalised scenario. The detrimental effect of stress on individual and organization is widely recognized. Hence organizations should give enough attention to understanding the causes of stress and the strategies to manage it. Stress management is the need of the hour. The present study was conducted on senior and middle managerial level to identify the stress experienced by them and the strategies used to combat stress. The study was conducted on 180 employees from different service organizations of Jaipur who were categorized into two groups that were senior and middle level managers. The present paper shall bring out the general broad outline of causes of stress experienced at work place and suggest some urgent strategic planning needed to combat the rising stress level. Thus, this study offers a new paradigm to understanding the causes, coping strategies and also suggests practical solutions to concrete problem of stress.

**Keywords:** *Globalization, Privatization, Mergers, Acquisition, Stress, Work Place, Strategic Planning.*

### Introduction

Stress has become the buzzword in today's scenario due to the enormous amount of dynamic changes in the industry as also changes in the pulse of society. There is a wide range of research based on the impact of stress on occupational performance as well as individual effects. Everyone experiences stress, whether it is within the family, business, organization, study, work, or any other social or economical activity. Thus in modern time, stress in general and job stress in particular has become a part of the life and has received considerable attention in recent years. Stress has become the core concern in the life of everyone, but everybody wants stress-free life. Stress is a subject which is hard to avoid. Stress is a part of day to day living. Every individual is subjected to stress either knowingly or unknowingly. The concept of stress was first introduced in the life sciences by Selye in 1936. It was derived from the Latin word 'stringere'; that means the experience of physical hardship, starvation, torture and pain. Stress is defined as "the non-specific response of the body to any demand placed upon it". And also as "any external event or internal drive which threatens to upset the organism equilibrium" (Selye, 1956). Stress is a dynamic condition in which an individual is confronted with opportunity, constraint and demand for what he or she perceives and for which the outcome is perceived to be important and uncertain (Schuler, 1980). Stress affects not only our physical health but our mental well being, too. To successfully manage stress in everyday lives, individual can learn to relax and enjoy life. The best way to manage stress is to prevent it. This may not be always possible. So, the next best things are to reduce stress and make life easier. It is a good servant, but a bad master. In other words, it can be one's best friend or worst enemy. A certain amount of stress is necessary to achieve success, but undue stress causes distress. Stress is perceived by different people differently.

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