

STRESS MANAGEMENT-HERO

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ABSTRACT

Simply knowing the range of possible preventive stress management methods does not necessarily lead to effective prevention of distress. This chapter reviews preventive stress management programs (organizational/individual) and presents a framework for the implementation of such programs. At the organizational level, management training programs for all levels of management, organizational development activities, internal or external consultants, and ad hoc task forces can be useful in introducing preventive stress management activities. At the individual level, medical or health departments, stress management programs, fitness programs, and comprehensive health promotion programs can each be vehicles for bringing individual stress management techniques into the organization. Implementing preventive stress management in an organization requires (a) organizational stress diagnosis, (b) planning for prevention, (c) organizational and individual action, and (d) outcome evaluation. These functions form an iterative model for implementing preventive stress management that is intended to foster continuing growth and development of the organization and the individuals within it. (PsycINFO Database Record (c) 2010 APA, all rights reserved)

In general, stress interventions are effective, though the predominant outcome measures targeted psychological outcomes rather than performance or physiological outcomes. The results also revealed that relaxation interventions were the most frequent type of intervention. Further, there were few stress interventions focused at the organizational level. More specific results also indicated that cognitive-behavioral interventions produced larger effects than other types of interventions.

I.INTRODUCTION

In the days when prehistoric man had not yet attained self-consciousness, he reacted to any signs of danger in two ways: he fought or he fled. This is the 'fight-or-flight' response—a term coined by W.B. Cannon

in 1914. During this, the body reacts with alarm to the threat: there is a rapid increase in metabolism, with hormonal, physiological and biochemical changes taking place instantly.

The body muscles become tense and the hypothalamus activates the pituitary gland, which secretes hormones that then activate other hormone-producing centers like the adrenal glands. The release of adrenaline and other hormones sustains the alarm reaction and physiological changes occur in response to the stress stimulus. The body now needs glucose for the muscles to function properly. The liver responds by releasing some into the bloodstream. For the glucose to be transformed into energy, extra oxygen is required. The heart begins pumping blood faster to carry this extra supply, leading to a rise in blood pressure.

The amount of blood available in the body is, however, limited. In order to deliver extra blood to select areas—the muscles, heart, lungs, kidneys and the brain—there is a temporary cutoff in blood supply to non-priority areas. Consequently, the digestive system slows or stops altogether, the salivary glands stop secreting, blood vessels in the kidneys and the abdomen constrict and the immune system slows down. These physiological effects are categorized as 'arousal'. Concomitant emotional manifestations like fear, apprehension and worry are termed 'anxiety'.

Once the Neanderthal dealt with the threat—usually an animal, which he fought off or fled from—the body's reactions quickly returned to normal. All of which was fine in the good old days of yore. "Unfortunately," says corporate consultant Santhosh Babu, "this wonderful survival tool hasn't adapted to modern forms of stress. Today we react the same way with the boss as our ancestors reacted to a tiger—despite the fact that we have choices other than fighting or fleeing!"

If this stressful situation is not resolved (the Neanderthal could be up a tree with a saber-toothed

tiger snarling below all day long!), the body goes into a second stage, the adaptation stage. This also happens when you aren't able to resolve the conflict with your boss. The changes that have occurred become chronic, that is, they take place all the time. This is the stage when the body is most prone to illness.

The third stage, according to Hans Selye (1956), was the "stage of exhaustion" which came about if the stress was constant and prolonged. Here, the body's resistance finally crumbles and death is usually the consequence.

Medically, stress is defined as a perturbation of the body's homeostasis. The common indices of stress include changes in:

- (i) biochemical parameters such as epinephrine and adrenal steroids,
- (ii) physiological parameters such as heart rate and blood pressure and
- (iii) behavioral effects such as anxiety, fear and tension. In essence, stress is an umbrella term that encompasses physical trauma, strenuous exercise, metabolic disturbances and anxiety as they produce challenges to the body's homeostasis. The wear and tear that stressors subject our body too is termed as stress.

Need and Importance of Stress Management:

In the past decade, the news headlines have definitely made it clear that the need for stress management should be one of the top agendas in modern day society. The rages alone such as Road Rage and the trends of violent acts in life today prove a lot of it well.

Living today is a lot tougher than it was even in the days of the great depression. It's been coming out in many ways such as all time occurrences of stomach and intestinal ulcers. Others find sleep disorders and wind up zombies during their busy days. Insomnia is growing in leaps and bounds.

Today stress management is important in everyone's lives. It's necessary for long happy lives with less

trouble that will come about. There are many ways to deal with stress ranging from the dealing with the causes of stress to simply burning off its effects.

A good place to start in planning your own stress management would be finding the roots of your stress. It can come from physical exertion and mental strain as well. We all have these things in our everyday life. Its effects on our overall being can vary dramatically from others experiences. For that reason your needs in stress management may indeed differ from theirs as well.

Dealing with the sources of stress is best when possible. Often these are the things we dwell and over worry about. Among them are finances, family planning, balancing work/home, and often dealing with others over expectations. A good place to start in stress management is to focus on what your limitations are. While it may seem at times you can move mountains; don't forget after the move you will need a lot of rest.

SCOPE OF THE STUDY

The study with the prime objectives of ascertaining the employees towards the Stress management program, which are required to perform their jobs effectively. In **Hero MotoCorp Ltd. (Formerly Hero Honda Motors Ltd.) (Phoenix Motors Pvt. Ltd)** The studies include managers and employees.

OBJECTIVES OF STUDY:-

Study has been taken up with the following specific Objectives.

- An understanding of a Manager's responsibilities, within the law, to manage stress.
- An understanding of the relevant Council policies relating to a Manager's responsibilities to manage stress.
- An understanding of what stress is and the difference between pressure and stress.

- Recognize the factors, both external and internal, that could trigger stress at work e.g. conflict, change, bullying, unclear goals, personal problems
- Recognize stress and what the early warning signs are.
- Undertake stress risk assessments.
- Take effective remedial action to reduce employee stress.
- Develop personal strategies for dealing with their own stress.

Research methodology

Collecting the data

In dealing with any problem it is often found that data at hand are inadequate, and therefore it becomes necessary to collect data that are appropriate. These are several ways of collecting the appropriate data, which differ considerably in context of time and other resources. Here for the purpose of study two kinds of data has been used.

1. Primary data
2. Secondary data

1. Primary Data

The primary data are those, which are collected afresh for the first time, and thus happens to be original in character, with reference to this study, data is collected through.

- A) Questionnaire
- B) Interview method

A) Questionnaire Method

Data is gathered by distributing Questionnaire to managers and employees. Questionnaire is prepared and pre tested before using it for data collection. Questionnaire is a structured

one consisting of questions, which are close, ended having fixed response pattern with multiple answers.

b) Interview method

The study also includes obtaining information from knowledgeable persons. This interview is an informal or unstructured one with competent and articulate individuals, employees and professionals of the organization.

2. Secondary data

The secondary data are those that are already available, i.e. they refer to the data, which have already been collected and analyzed by someone else. Secondary data is gathered from the organization catalogues, journals and books.

Sample size:

1. The sample size of the survey (N) is 100.
2. Samples are collected customers of showroom.
3. The age limit of the customers is in between 20-55.
4. The customers will be randomly selected.

LIMITATIONS

1. Firstly the respondents were not available readily and the data were collected as per the convenience of the respondents.
2. Secondly the sample of respondents was very less given by the organization hence appropriate sample technique was not applied for selecting the respondents.
3. Thirdly, time is also one of constraints. Duration of 45 days is not sufficient to cover all the aspects of the study.

For the above limitation the study conducted may not give the true representation of the entire organization.

II. Stress management

Stress management is the amelioration of stress and especially chronic stress often for the purpose of improving everyday functioning.

Stress produces numerous symptoms which vary according to persons, situations, and severity. These can include physical health decline as well as depression.

Historical foundations

Walter Cannon and Hans Selye used animal studies to establish the earliest scientific basis for the study of stress. They measured the physiological responses of animals to external pressures, such as heat and cold, prolonged restraint, and surgical procedures, then extrapolated from these studies to human beings.

Subsequent studies of stress in humans by Richard Rahe and others established the view that stress is caused by distinct, measureable life stressors, and further, that these life stressors can be ranked by the median degree of stress they produce (leading to the Holmes and Rahe Stress Scale). Thus, stress was traditionally conceptualized to be a result of external insults beyond the control of those experiencing the stress. More recently, however, it has been argued that external circumstances do not have any intrinsic capacity to produce stress, but instead their effect is mediated by the individual's perceptions, capacities, and understanding.

Models of stress management

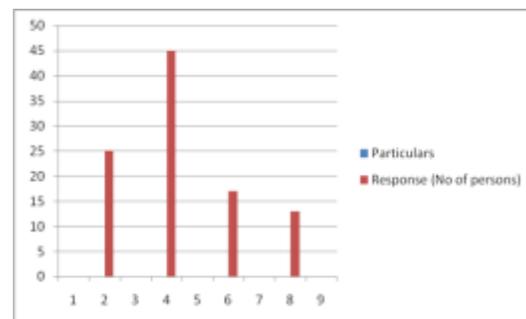
Transactional model

Richard Lazarus and Susan Folkman suggested in 1984 that stress can be thought of as resulting from an “imbalance between demands and resources” or as occurring when “pressure exceeds one's perceived ability to cope”. Stress management was developed and premised on the idea that stress is not a direct response to a stressor but rather one's resources and ability to cope mediate the stress response and are amenable to change, thus allowing stress to be controllable.

III. DATA ANALYSIS & INTERPRETATION

- 1) What is Stress According to You?
 - a) Psychological response
 - b) A feeling experienced by a person
 - c) Demand or Pressure
 - d) Emotional effect

Particulars	Response (No of persons)
Psychological response	25
A feeling experienced by a person	45
Demand or Pressure	17
Emotional effect	13



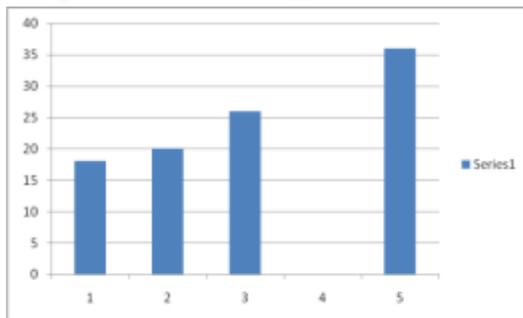
Interpretation:

25 members said the about stress as a Psychological response, 45 members said the about stress as A feeling experienced by a person, 17 members said the about stress as a Demand or Pressure 13 members said the about stress as Emotional effect.

2. When Do You Get Stressed

- You are pressured by your superiors
- Poor planning of job
- Poor time management
- Relation At work
- All the above

Particulars	Response (No of persons)
You are pressured by your superiors	18
Poor planning of job	20
Poor time management	26
Relation At work	0
All the above	36



Interpretation:

18 respondents get stressed pressured by your superiors and 20 are stressed by Poor planning of job, 26 are from Poor time management and 36 are by all the above.

IV. FINDINGS

- We can observe the respondents physiologically to stress, so that you can recognize and address the symptoms as they appear.
- Situations and events aren't inherently stressful in **Hero MotoCorp Ltd** they vary according to individuals' perceptions.
- Create and agree with senior management, employees and their representatives an overall action plan for the implementation of solutions.
- Share your action plan with all employees, including dates for monitoring and review in the organization.
- It Begin the process of implementing the action plan and lower level plans in Hero Moto Corp.

- The Employee group should be responsible for collating the relevant sections of the various preliminary action plans into an overall action plan for the organization.
- The Employee group may want to focus on the strategic, organizational actions in developing an overall action plan.
- Also find it useful to have sections aimed at different levels of the organization.
- The ways to measure progress is to repeat the Management Standards survey or other survey you may have used as part of finding the Stress in **Hero MotoCorp Ltd**.
- The Management Standards approach suggests that you do this after a period of time as part of the 'continuous improvement' model.
- You may wish to set this up as an annual survey or as part of an annual survey.

V. SUGGESTIONS

- There should be coordination and cooperation between executives and non-executives.
- The employees have a high degree of understanding of the concept of worker's participation in management
- Suggestive and collective bargaining should be more effective that they can play much greater role in eliminating the communication gap between management and workers.
- The committees should pay more attention on areas where is scope for improvements, so as to improve the overall performance of the company.
- The employees want the company to give rewards in accomplishing the tasks.
- Improve the promotion and recognition system.

- Every year a survey should be conducted by management regarding the grievances and settlement should be done so that every employee will work with dedication.
- See that the quality of food is maintained in the canteen.
- The suggestions of the workers must be given importance in the decision making.
- The various other facilities and schemes provided by the company such as sports, recreation, compensation and benefit packages, incentives etc are satisfactory.

VI.CONCLUSION

From the stress management in the **Hero MotoCorp Ltd**, I concluded that the organization was following the stress control principals and they are maintain the employees very satisfactory at their work

- Organization should focus on the benefit that are aimed to words self improvement of the employees.
- Organization need to maintain the appropriate balance of work.
- Opportunity for career growth should improve.
- Benefits provided by the organization are very good to satisfy the employee personal needs.
- Teamwork in the organization is very good.
- Organization should focus on the training sessions in order to motivate the employees.
- Organization need to provide scope for the employee development.
- There is no discrimination at work place.
- The relationship with superior at workplace is good.

On the whole the quality of work life good.

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