



A Study on the Employee Attitude towards the Stress Management

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ABSTRACT

The project entitled “A STUDY ON THE EMPLOYEE ATTITUDE TOWARDS THE STRESS MANAGEMENT”. Stress in any industry hinders the efficiency and functioning of the employees in the organization. Stress is a serious threat to the quality of working life (QWL) of health-care employees and can cause hostility, aggression, absenteeism and turnover, as well as reduced productivity. This report gives you the insights about the impacts of job stress and the effects of job stress among the employees and the measures to reduce the stress of employees working in Audi cars ltd. The purpose of this study was to gain a better understanding of the relationships between stress and QWL of employees, the strategies for managing it, and their impact on turnover intention The population of the study is about 156 employees and samples selected is about 75 employees on the basis of Simple Random Sampling. The tools that were used to analyze the data are Percentage analysis, Chi square Analysis, & ANOVA. The results after analysis and interpretation it reveals valuable measures and suggestions in reducing stress among the employees

I. INTRODUCTION

Human Resource Management is an art of managing people at work in such a manner that they give their best to the organization. In simple word human resource management refers to the quantitative aspects of employees working in an organization.

human Resource Management is also a management function concerned with hiring, motivating, and maintains people in an organization. It focuses on people in organization. organizations are not mere bricks, mortar, machineries or inventories. They are people. It is who staff and manage organizations. HRM involves the application of management

functions and principles. the functions and principles are applied to acquisitioning, developing, maintain, and remunerating employees in organizations.

MEANING OF STRESS

A lot of research has been conducted into stress over the last hundred years. Some of the theories behind it are now settled and accepted; others are still being researched and debated. During this time, there seems to have been something approaching open warfare between competing theories and definitions: Views have been passionately held and aggressively defended.

Stress is a normal physical response to events that make you feel threatened or upset your balance in some way. When you sense danger—whether it’s real or imagined—the body’s defenses kick into high gear in a rapid, automatic process known as the “fight-or-flight” reaction, or the *stress response*.

The stress response is the body’s way of protecting you. When working properly, it helps you stay focused, energetic, and alert. In emergency situations, stress can save your life—giving you extra strength to defend yourself, for example, or spurring you to slam on the brakes to avoid an accident.

EMPLOYEE STRESS

Employees stress is a growing concern for organizations today. Stress can be defined as a lively circumstance in which people face constraints, opportunities, or loss of something they desire and for which the consequence is both unpredictable as well as crucial. Stress is the response of people to the unreasonable/excessive pressure or demands placed on them.

Stress is not always negative. It may also bring out the best in individuals at times. It may induce an



individual to discover innovative and smarter way of doing things. This positive dimension of stress is called as eustress. But usually, the term stress has a negative implication and this negative aspect of stress is termed as distress. For instance - When a subordinate is harassed or warned by his superior, unhappiness of unsuitable job, etc. We can say that "Stress causes some people to break, and other to break records."

STRESS IN BIOLOGICAL TERMS

Stress is a biological term which refers to the consequences of the failure of a human or animal body to respond appropriately to emotional or physical threats to the organism, whether actual or imagined. It includes a state of alarm and adrenaline production, short-term resistance as a coping mechanism, and exhaustion. It refers to the inability of a human or animal body to respond. Common stress symptoms include irritability, muscular tension, inability to concentrate and a variety of physical reactions, such as headaches and accelerated heart rate. The term "stress" was first used by the endocrinologist Hans Selye in the 1930s to identify physiological responses in laboratory animals. He later broadened and popularized the concept to include the perceptions and responses of humans trying to adapt to the challenges of everyday life. In Selye's terminology, "stress" refers to the reaction of the organism, and "stressor" to the perceived threat. Stress in certain circumstances may be experienced positively. Eustress, for example, can be an adaptive response prompting the activation of internal resources to meet challenges and achieve goals. The term is commonly used by laypersons in a metaphorical rather than literal or biological sense, as a catch-all for any perceived difficulties in life. It also became a euphemism, a way of referring to problems and eliciting sympathy without being explicitly confessional, just "stressed out".

It covers a huge range of phenomena from mild irritation to the kind of severe problems that might result in a real breakdown of health. In popular usage almost any event or situation between these extremes could be described as stressful.

TYPES OF STRESS

Good stress v/s Bad stress:

Stress has often been misunderstood to be negative, with few people acknowledging the importance and usefulness of positive stress. In our everyday lives, stress is everywhere and definitely unavoidable; hence our emphasis should be on differentiating between what is good stress, and what is bad. This

will help us to learn to cope with negative stress, and harness the power of positive stress to help us achieve more. There are 4 main categories of stress, namely eustress, distress, hyper stress and hypo stress. Negative stress can cause many physical and psychological problems, whilst positive stress can be very helpful for us. Here's how we differentiate between them.

Eustress:

This is a positive form of stress, which prepares your mind and body for the imminent challenges that it has perceived. Eustress is a natural physical reaction by your body which increases blood flow to your muscles, resulting in a higher heart rate. Athletes before a competition or perhaps a manager before a major presentation would do well with eustress, allowing them to derive the inspiration and strength that is needed.

Distress

We are familiar with this word, and know that it is a negative form of stress. This occurs when the mind and body is unable to cope with changes and usually occurs when there are deviations from the norm. They can be categorized into acute stress and chronic stress. Acute stress is intense, but does not last for long. On the other hand, chronic stress persists over a long period of time. Trigger events for distress can be a change in job scope or routine that the person is unable to handle or cope with.

Hyper stress

This is another form of negative stress that occurs when the individual is unable to cope with the workload. Examples include highly stressful jobs, which require longer working hours than the individual can handle. If you suspect that you are suffering from hyper stress, you are likely to have sudden emotional break downs over insignificant issues, the proverbial straws that broke the camel's back. It is important for you to recognize that your body needs a break, or you may end up with severe and chronic physical and psychological reactions.

Hypo stress

Lastly, hypo stress occurs when a person has nothing to do with his time and feels constantly bored and unmotivated. This is due to an insufficient amount of stress; hence some stress is inevitable and helpful to us. Companies should avoid having workers who experience hypo stress as this will cause productivity and mindfulness to fall. If the job scope is boring and repetitive, it would be a good idea to implement some form of job rotation so that there is always something new to learn



INDUSTRY PROFILE

The Information Technology (IT) Sector has been one of the hotshots of Indian economy. Remarkable transformation and growth of the economy has created opportunities both in exporting software and services and in the domestic market. The Indian IT & ITES Sector has grown considerably over the last decade to contribute over 6% of the country's GDP. The revenue amassed by Indian information technology sector is estimated to have grown by over 5% to reach \$73.1 billion in 2020-21. Growth in Indian information technology in the world market is primarily dominated by IT software and services, including system integration, IT consulting, application management, custom applications, infrastructure management, software testing and web development. Competitive factors such as skilled workers, adequate telecommunication networks, and an improving policy and regulatory environment have enabled both domestic and foreign firms to rapidly expand in the internationally competitive IT services sector. The Indian Software and Services export is estimated to grow at 5.5% and to generate export revenue of \$49.7 billion in year. The IT services exports is estimated to be \$27.3 billion in 2021-22 as compared to US \$ 25.8 billion in 2008-09, showing a growth of 5.8%.

India is regarded as the premier destination for the global sourcing of IT-ITeS, accounting for almost 51% of the global sourcing market size of \$94 billion in 2009. India now has a 62% share of the global technology services market (IT Services, Engineering Services and R&D) of about \$58 billion and a 32% share of the Global Business Outsourcing Market of about \$37 billion. With the BPO going strong for the past few years, the Knowledge Process Outsourcing (KPO), which may be called the highest level of the BPO, is still at a nascent stage of development in the country. It is expected that emergence of the KPO market will offer high-value services in off shoring and help the Indian ITeS Industry to climb the global value and knowledge chain.

II. REVIEW LITERATURE

1. **Brook, A. Mental Stress at Work. *The Practitioner* (2017) Vol 210, pp. 500** Brook stated that qualitative changes in the job creates adjustment problem among workers. The interpersonal relationships inside the department and between the departments create qualitative difficulties within the workplace to a great extent.
2. **Cobb S, French JRP, Van Harrison R, Pinneau SR Job demands and worker health.**

Cincinnati, OH: National Institute for Occupational Safety and Health. 2017. (Publication No. 75-168)

Cobb was with belief that, "The responsibility load creates severe stress among workers and managers". If the individual manager/employee cannot cope with the increased level of responsibilities it may lead to several psychological and physical disorders among them.

3. **Caplan, R.D., & Jones, K.W. (2018) "Effects of work load, role ambiguity, and type A personality on anxiety, Depression, and heart rate." *Journal of Applied Psychology*, 60,713-719** According to French and Caplan, "Pressure of both quantitative and qualitative overload can result in the need to work excessive hours, which is an additional source of job stress". Having to perform under time pressure in order to meet deadlines/targets is an independent source of stress. Studies revealed that levels of stress increase as difficult deadlines draw near. More often, Stress is developed when an individual employee is assigned a key responsibility without proper authority and delegation of power.

4. **Ivancevich, J. M., Matteson, M. T. "Stress and work": A Managerial Perspective. "Scottor Co., Glen Views Illinois (2018).** Ivancevich and Matteson signify that, "Lack of group cohesiveness may explain various behavioural and physiological outcomes in an employ desiring such sticks together". Negative interpersonal relations and workplace interpersonal conflicts are prevalent sources of stress and are existed with symptoms of ill health and negative mood depressions. Lack of effective consultation, lack of participation in the decision-making process and communication, unjustified restrictions on behaviour, no sense of belonging and office politics are identified as potential sources of stressors. Lack of participation in work activity is associated with negative behavioural responses and psychological mood, including escapist drinking and heavy smoking. The various study has been taken related to job stress.some of them are given below

5. **Sharma, T.Differential effects of organizational climate on job satisfaction., sense of participation, alienation and role stress. doctoral thesis, Gujrat University, India** Sharma (2019) focuses on the managers and supervisors of public and private pharmaceutical organisations to ascertain the role of a motivated climate on four psychological variables: (i) job satisfaction, (ii) participation, (iii) alienation, and (iv) role stress. The study's sample comprises 150 respondents, including 75 managers and 75 supervisors. Sharma's findings indicate that employees of public sector



organisations score lower than and differ significantly from those of private sector organisations. However, public sector employees score significantly higher in terms of role stagnation.

III. RESEARCH METHODOLOGY

The term “research” refers to a critical careful and exhaustive investigation or enquiry or experimentation or examination having as it aims the revision of accepted, conclusion in the light of newly discovered facts research is essentially or systematic enquiry of seeking facts through objectives verifiable methods in order to discover the relationship among them.

According to Clifford words “research defining and redefining problems formulating hypothesis or suggested solution, collecting, organizing and evaluating data making deduction and reaching conclusion to determine whether they fit the formulating hypothesis”.

Research design

A research design is the arrangement of conditions for collection and analysis of data in a manner that aims to combine relevance to research purpose with economy in procedure.

In this study descriptive type of research design has been used.

Descriptive research design:

Descriptive research studies which are concerned with describing the characteristic of a particular concerned with the prediction with narration of facts and characteristics concerning individual group of situations are all example of descriptive research studies.

SOURCE OF DATA COLLECTION

Primary and Secondary data

Source of data:

For the purpose of this study, data from two sources have been gathered namely:-

- (1) Primary Source
- (2) Secondary Source

Primary Source: - are original source, which are collected directly from the respondents. This information is collected through

- Questionnaire,
- Interaction with employees and
- Observation.

Secondary Source: - are those data which have been collected and compiled for another purpose. The secondary sources include

- Journals,
- Company website,
- Other related websites in Internet.

SAMPLINGMETHOD & PROCEDURES

Sample Design

A sample design is a finite plan for obtaining a sample from a given population. Simple random sampling is used for this study

Simple random sampling

A randomly selected sample from a larger sample or population, giving all the individuals in the sample an equal chance to be chosen. In a simple random sample, individuals are chosen at random and not more than once to prevent a bias that would negatively affect the validity of the result of the experiment.

An important benefit of simple random sampling is that it allows researchers to use statistical methods to analyze sample results. For example, given a simple random sample, researchers can use statistical methods to define a confidence interval around a sample mean. Statistical analysis is not appropriate when non-random sampling methods are used.

Sample Size:

The sample chosen to collect data consisted of 100 respondents. The data collected is used for final tabulation and Interpretation.

METHOD OF DATA COLLECTION

Research instrument:

Structured questionnaire was used to collect primary data.

Type of survey:

A Direct Survey Method was selected for the research because of the following characteristics:

- It's a filed study.
- It seeks response directly from respondents.
- It is conducted in one unit out of two.

Techniques of Interpretation:

Collected datas are analyzed through Systematic Tabulation and Graphical Presentation

TOOLS AND TECHNIQUES

Tools used for analysis

- Chi – Square test
- ANOVA
- Weighted average analysis.

SAMPLING

CHI-SQUARE

A **chi-squared test**, also referred to as χ^2 test, is any statistical hypothesis test in which the sampling distribution of the test statistic is a chi-squared distribution when the null hypothesis is true, or any in which this is asymptotically true, meaning that



the sampling distribution (if the null hypothesis is true) can be made to approximate a chi-squared distribution as closely as desired by making the sample size large enough.

$$X^2 = \sum \frac{(o - e)^2}{e}$$

HYPOTHESIS

Null hypothesis (H0): There is no significant difference between Gender of the respondents and respondents opinion or feel about the job in general.

Alternative hypothesis (H1): There is significant difference between Gender of the respondents and respondents opinion or feel about the job in general.

Gender * feel_about_your_job_in_general Cross tabulation

		feel_about_your_job_in_general				Total
		I am completely happy and enjoy my job	sometimes feel dissatisfied but generally enjoy my job	Most of the time I do not enjoy my work	I have no interest at all in my work	
Gender	Male	17	61	14	12	54
	female	9	24	6	7	46
Total		26	85	20	19	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	.772 ^a	3	.856
Likelihood Ratio	.760	3	.859
Linear-by-Linear Association	.057	1	.811
N of Valid Cases	150		

Significant = P<=0.05, Not Significant =P>0.05

INTERPRETATION

According to the Chi-square table the $X^2 = 0.772$, a degree of freedom is 3 and 'p' value is 0.857. Here, the 'p' value is greater than 0.857 ($0.857 > 0.05$). So the H_0 is rejected and the H_1 is accepted. Hence there is a significant difference between Gender of the respondents and respondents opinion or feel about the job in general.

HYPOTHESIS

Null hypothesis (H0): There is no significant difference between Experience of the respondents and stress in workplace impact their respondents basic performance.

Alternative hypothesis (H1): There is significant difference between Experience of the respondents and stress in workplace impact their respondents basic performance.

Experience * stress_impact_performance Cross tabulation

		stress_impact_performance		Total
		Yes	No	
Experience	Below 5 years	34	11	45
	5 – 10 years	44	14	8
	11 – 15 years	18	5	23
	Above 15 years	19	5	24
Total		115	35	100



Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	.169 ^a	3	.982
Likelihood Ratio	.171	3	.982
Linear-by-Linear Association	.149	1	.700
N of Valid Cases	150		

Significant = $P \leq 0.05$, Not Significant = $P > 0.05$

INTERPRETATION

According to the Chi-square table the $X^2 = 0.169$, a degree of freedom is 3 and 'p' value is 0.982. Here, the 'p' value is greater than 0.982 ($0.982 > 0.05$). So the H_0 is rejected and the H_1 is accepted. Hence there is no significant difference between Experience of the respondents and stress in workplace impact their respondents basic performance.

HYPOTHESIS

Null hypothesis (H0): There is no significant difference between Education of the respondents and their methods to suggest for controlling the stress causing factors.

Alternative hypothesis (H1): There is significant difference between Education of the respondents and their methods to suggest for controlling the stress causing factors.

Educational Qualification * suggest in controlling stress Cross tabulation

		suggest in controlling stress					Total	
		Counseling	Job rotation	Leisure breaks	Sports activities	Recognition for work		Friendly atmosphere
Educational Qualification	School Level	29	19	18	12	12	19	59
	Diploma	5	2	0	6	5	3	21
	Graduate	2	3	3	2	0	1	11
	Professional	1	1	4	1	0	2	9
Total		37	25	25	21	17	25	100

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	20.920 ^a	15	.002
Likelihood Ratio	24.120	15	.063
Linear-by-Linear Association	.117	1	.733
N of Valid Cases	100		

Significant = $P \leq 0.05$, Not Significant = $P > 0.05$

INTERPRETATION

According to the Chi-square table the $X^2 = 20.920$, a degree of freedom is 15 and 'p' value is 0.022. Here, the 'p' value is lesser than 0.982 ($0.002 < 0.05$). So the H_0 is accepted and the H_1 is rejected. Hence is significant



difference between Education of the respondents and their methods to suggest for controlling the stress causing factors.

ANOVA

A statistical analysis tool that separates the total variability found within a data set into two components: random and systematic factors. The random factors do not have any statistical influence on the given data set, while the systematic factors do. The ANOVA test is used to determine the impact independent variables have on the dependent variable in a regression analysis. It is also the initial step in identifying factors that are influencing a given data set. After the ANOVA test is performed, the analyst is able to perform further analysis on the systematic factors that are statistically contributing to the data set's variability. ANOVA test results can then be used in an F-test on the significance of the regression formula overall.

$$F = \frac{\text{Variables between the samples}}{\text{Variables between the samples}}$$

SALARY- One-Way Anova Analysis

One-way analysis was conducted to check whether the study variables differ across various salaries of the respondents. The salary break up among the respondents is as follows

	Frequency
< 10000	49
>10000 and < 25000	27
> 25000 and < 50000	22
>50000	2
Total	100

To check whether the various study variables differ across salary of the respondents one way ANOVA was conducted. The various hypotheses being considered are

NULL HYPOTHESIS

H₀: There is no significant difference between the different salary of the respondents and working relationship problems

ALTERNATIVE HYPOTHESIS

H_{1a}: The opinion of respondents regarding poor relations with supervisor

H_{1b}: The opinion of respondents regarding poor relations with workmates

H_{1c}: The opinion of respondents regarding lack of communication from management

H_{1d}: The opinion of respondents regarding working with the public

H_{1e}: The opinion of respondents regarding relationship never cause problems

TABLE SHOWING THE ANOVA ANALYSIS BETWEEN SALARY OF THE RESPONDENTS AND WORKING RELATIONSHIP PROBLEMS

		ANOVA				
		Sum of Squares	Df	Mean Square	F	Sig.
Working relationships Poor relations with supervisor	Between Groups	9.864	4	2.466	1.644	.166
	Within Groups	217.469	145	1.500		
	Total	227.333	149			
Poor relations with workmates	Between Groups	9.744	4	2.436	1.187	.319
	Within Groups	297.590	145	2.052		
	Total	307.333	149			
Lack of communication from management	Between Groups	6.695	4	1.674	.966	.428
	Within Groups	251.305	145	1.733		
	Total	258.000	149			
Working with the public	Between Groups	8.924	4	2.231	1.301	.272
	Within Groups	248.576	145	1.714		



	Total	257.500	149			
	Between Groups	1.522	4	.381	.248	.910
Never Sometimes Often	Within Groups	222.351	145	1.533		
	Total	223.873	149			

INTERPRETATION

From the ANOVA analysis it is inferred that there is a significant difference between the salary of the respondents working relationship problems, as the P value greater than the significant value and so the null hypothesis is rejected.

WEIGHTED AVERAGE ANALYSIS

TABLE SHOWING WEIGHTED AVERAGE FOR FOLLOWING FACTORS CAUSES PROBLEM TO THE RESPONDENTS

S.N O	FACTORS	S A	A	N	D	S D	TOTAL WEIGHTED AVG	AVG WEIGHT	RAN K
1	Noise	33	5 5	3 0	1 8	14	525	3.5	2
2	Poor/inadequate lighting	38	3 9	3 1	2 3	20	505	3.3666667	1
3	Excessive heat	17	4 3	2 1	3 4	35	423	2.82	5
4	Poor ventilation	25	3 7	3 0	2 8	29	448	2.9866667	3
5	Poor maintenance of equipment	20	3 9	2 2	3 5	44	436	2.9066667	4

INFERENCE

From the above table it can be inferred that the poor inadequate and lighting ranks 1st, noise ranks 2nd, poor ventilation ranks 3rd, poor maintenance of equipment ranks 4th and excessive heat ranks last

CHART SHOWING WEIGHTED AVERAGE FOR FOLLOWING FACTORS CAUSES PROBLEM TO THE RESPONDENTS

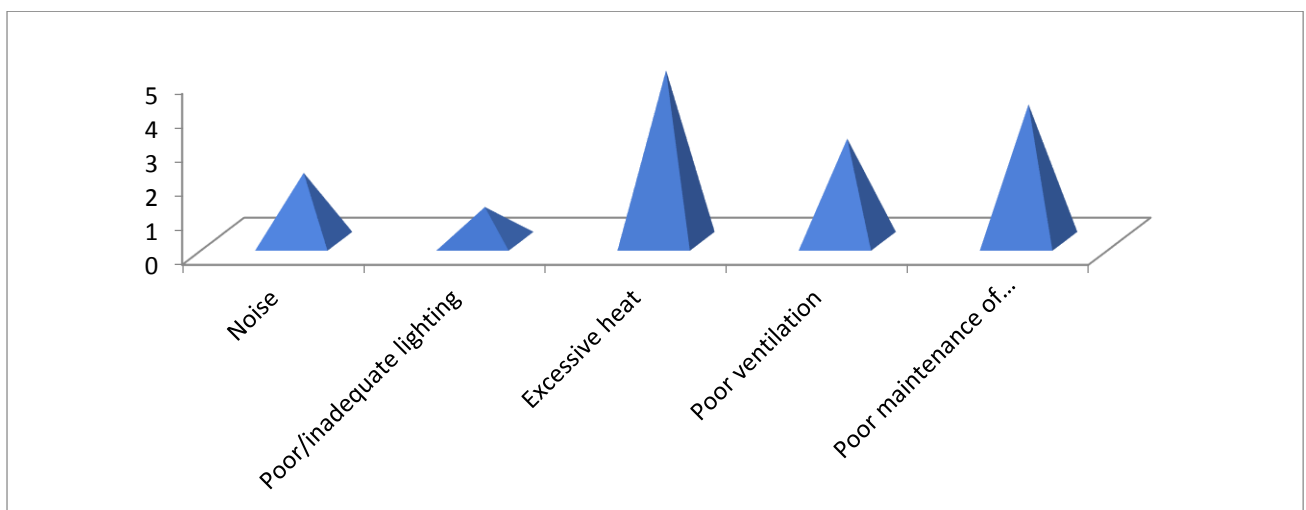




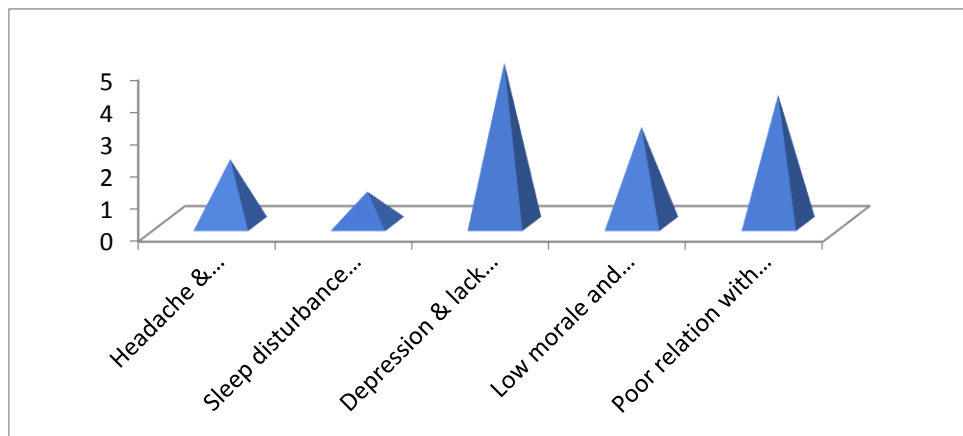
TABLE SHOWING WEIGHTED AVERAGE FOR IMPACTS OF STRESS

S.N O	FACTORS	S A	A	N	D	S D	TOTAL WEIGHTED AVG	AVG WEIGHT	RAN K
1	Headache & Irritability	53	36	22	23	16	537	3.58	2
2	Sleep disturbance and stomach upset	20	33	40	23	34	432	2.88	1
3	Depression & lack of confidence	36	37	29	23	25	486	3.24	5
4	Low morale and Absenteeism	52	27	30	25	16	524	3.4933333	3
5	Poor relation with friends and family	33	29	30	28	30	457	3.0466667	4

INFERENCE

From the above table it can be inferred that the Sleep disturbance and stomach upset ranks 1st, Headache & Irritability ranks 2nd, Low morale and Absenteeism ranks 3rd, Poor relation with friends and family ranks 4th and Depression & lack of confidence ranks last

CHART SHOWING WEIGHTED AVERAGE FOR IMPACTS OF STRESS



IV. FINDINGS

15.3% of the respondents are in the age group of below 25yrs, 30.7% of the respondents are in between 21-30 Yrs, 37.3% of the respondents are in between 31-40 Yrs and 16.7% of the respondents are Above 40 Yrs.69.3% of the respondents are Male and 30.7% of the respondents are female.72.7% of the respondents are school level, 14% of the respondents are diploma,7.3% of the respondents are graduates and 6.0% of the respondents are professional.30.7% of the respondents are married and 69.3% of the respondents are unmarried.

75.3% of the respondents are nuclear family and 24.7% of the respondents are joint family.10% of the respondents are in administration department, 14.7% of the respondents are in marketing department, 16% of the respondents are in finance, 46% of the respondents are in production

and 13.3% of the respondents are in other department. There is a significant difference between Gender of the respondents and respondents opinion or feel about the job in general. There is no significant difference between Experience of the respondents and stress in workplace impact their respondents basic performance. There is significant difference between Education of the respondents and their methods to suggest for controlling the stress causing factors. There is a significant difference between the salary of the respondents working relationship problems. The poor inadequate and lighting ranks 1st, noise ranks 2nd, poor ventilation ranks 3rd, poor maintenance of equipment ranks 4th and excessive heat ranks last. The Sleep disturbance and stomach upset ranks 1st, Headache & Irritability ranks 2nd, Low morale and Absenteeism ranks 3rd, Poor relation with friends



and family ranks 4th and Depression & lack of confidence ranks last

V. SUGESSTIONS

The company should explore and use relaxation methods - Employees do work if given a chance - yoga, meditation, self-hypnosis, massage, a breath of fresh air, anything that works and can be done in the particular situation. the organization should Seek out modern computer aids - including free downloads and desktop add-ons - for averting stresses specifically caused by sitting for long uninterrupted periods at a computer screen workstation, for example related to breathing, posture, seating, eye-strain, and RSI (repetitive strain injury).they must conduct stress Management Programs for employees who are having trouble adapting to stress at the workplace or at home.employee Assistance Programs can include in-house counseling programs on managing stress.the employer make the employee feel like they are a bigger part of the company, such as giving them a voice in bigger situations shows that you trust them and value their opinion.

VI. CONCLUSION

Stress in the workplace is a commonality throughout the world in every business. Managing that stress becomes vital in order to keep up job performance as well as relationship with co-workers and employers. For some workers, changing the work environment relieves work stress. Making the environment less competitive between employees decreases some amounts of stress. salary can be an important concern of employees. Salary can affect the way people work because they can aim for promotion and in result, a higher salary. This can lead to chronic stress cultural differences have also shown to have some major effects on stress coping problems. Eastern Asian employees may deal with certain work situations differently than a Western North American employee would. In order to manage stress in the workplace, employers can

provide stress managing programs such as therapy, communication programs, and a more flexible work schedule.

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