

Work Stress in Traffic Department at Chennai Port Trust – A Conceptual Study

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Abstract

Stress is the "wear and tear" our bodies experience as we adjust to our continually changing environment; it has physical and emotional effects on us and can create positive or negative feelings. As a positive influence, stress can help compel us to action; it can result in a new awareness and an exciting new perspective. As a negative influence, it can result in feelings of distrust, rejection, anger, and depression, which in turn can lead to health problems such as headaches, upset stomach, rashes, insomnia, ulcers, high blood pressure, heart disease, and stroke. Stress will help or hinder us depending on how we react to it. This topic is focused on meaning of stress, feelings of stress, types of stressors, types of stress, stress at work, symptoms of stress, self perception of stress and early research of self perception of stress. The stress management in traffic's department at Chennai port Trust" deals with stress experienced by the employees. Stress is a condition or feeling experienced when a person perceives that demands exceed the personal and social resources the individual is able to mobilize.

Key Words: categories of stressors, types of stress, causes of stress, effects of stress, steps to stress away and reducing stress in traffic department.

Introduction

Stress is not something bad but it all depends on how we take it, most of the stress we experience is self-generated. It is generated on how we perceive life, whether an event makes us feel threatened or stimulated, encouraged or discouraged, happy or sad depends to a large extent on how we perceive ourselves. Self-generated stress is something of paradox, because so many people think of external causes when they are upset. But one should recognize that we create most of our own upsets in our daily life through our way of responding to things in a negative way which may be due to lack of awareness or our inability to perceive things as they are ought to be. Stress management is a system that is aimed to reduce stress and/or facilitate the person to cope with these instances. Stress is the internal or external force that causes a person to become tense, upset or anxious. There are many types of affecting people. Distress is negative stress that may cause illness. Stress is either acute (short-term) or chronic.

Department in Chennai port trust:

- Traffic department
- Secretary's department.
- Engineering department
- Electrical and Mechanical department
- Marine department
- Accounts department

- Stores department
- Medical department

What is Stress?

Stress is a dynamic reaction in which a person is confronted with an opportunity, constraints or demand related to his/her desire & for which the outcome is perceived to be both certain & important.

Stress is function of our perception, attitude and interpretation we give to situations/events in our life

Stress is a condition characterized by emotional strain and/or physical discomfort which if goes unrelieved can impair one's ability to cope with the environment.

Stress is the reaction that people experience due to excessive pressures or other types of demand placed upon them. It arises when they worry that they can't cope. Stress is the "wear and tear" our minds and bodies experience as we attempt to cope with our continually changing environment.

Definition:

$$S = P > R$$

Stress occurs when the pressure is greater than the resource.

Categories of stressors:

- External.
- Internal.

External stressors:

- Physical Environment
- Social Interaction
- Organisational
- Major Life Events
- Daily Hassles

Internal stressors:

- Lifestyle choices
- Negative self - talk
- Mind traps
- Personality traits

Types of stress:

- Negative Stress.
- Positive Stress.

Negative stress:

It is a contributory factor in minor conditions, such as headaches, digestive problems, skin complaints, insomnia and ulcers. Excessive, prolonged and unrelieved stress can have a harmful effect on mental, physical and spiritual health.

Positive stress:

Stress can also have a positive effect, spurring motivation and awareness, providing the stimulation to cope with challenging situations. Stress also provides the sense of urgency and alertness needed for survival when confronting threatening situations.

Positive Stress i.e. Eustress:

Beneficial for performance, more productivity, more mobilization of resources, extra energy, higher motivation.

Negative stress i.e. Distress:

When stress is beyond the coping ability, Harmful for performance and health.

- Low productivity,
- Low motivation,
- Poor analytical ability,
- Poor communication skills,
- Poor self discipline, inferiority complex etc.
- Health problems like hypertension , obesity
- Diabetes mellitus, heart disease (CAD),stock etc
- Sequence of events during the stress
- Any stressful event/threat/challenge
- Increased stress Hormones (Adrenaline/Noradrenalin)

Causes of stress at traffic dept:

Stress can be caused by plenty of things. A few of them are stated below:

- 1) Work overload
- 2) Poor relationship with superiors, colleagues and sub-ordinates.
- 3) Lack of Autonomy, i.e., no control over one’s job and no participation in decision-making that effects the concerned person.
- 4) Role Ambition, i.e., an individual not being clear about what is being expected of him by his /her Boss in the work place.
- 5) Group conflict and so on...

Effects of stress in traffic dept:

Stress related illness:

Some of the stress related illnesses are as follows:

- ◆ High blood pressure
- ◆ Heart disease
- ◆ Arthritis
- ◆ Asthma
- ◆ Diabetes

- ◆ Stomach ulcers, etc.,

Physical problems:

Some physical problems of stress include:

- ◆ Headaches
- ◆ Appetite changes
- ◆ Dizziness, etc.,

Psychological effects:

Some psychological effects of stress include:

- ◆ Anger
- ◆ Frustration
- ◆ Sleeplessness
- ◆ Tension
- ◆ Irritation
- ◆ Anxiety
- ◆ Tiredness
- ◆ Dissatisfaction with life and/or job.

Stress can strongly affect personal life. In counter-productive attempts to cope with stress. Many individuals start relying on tobacco, alcohol and drugs, which further aggravate the problem.

Job stress in traffic dept:

Job stress may be experienced when people become frustrated in trying to fulfill their job duties. Most feelings of job stress, however linked to job conflict. Job stress lead to manifestations of poor mental health, which include:

- ◆ Depression and low-esteem
- ◆ Dissatisfaction of the job
- ◆ Absenteeism
- ◆ Intentions to quit job, etc.,

Reducing job stress:

Stress plays a direct and indirect role in the development of all diseases. It is easier to define and protect the physical well-being of employees than their mental well-being of employees is more difficult to define or protect. Too much stress has a negative impact on an individual's performance and stops the employee against achieving enterprise objectives.

Hence, stress management or relaxation skill is an important skill and also necessary to learn by all individuals especially the employees.

There are some of the ways to reduce stress of the employees at work place, they are:

- ◆ Clear lines of authority
- ◆ Clearly defined jobs
- ◆ Participative goal-setting

◆ Management development practices such as:

Many organizations facilitate stress management awareness programs for enabling their personal to realize the need to develop and practice methods to cope with stress. Given below are the imple steps/methods to reduce stress and these methods have helped large number of executives in organizations to cope with tensions and feel fit.

- ◆ Proper planning and realistic goal setting for life
- ◆ Controlling anger and anxiety
- ◆ Developing positive thinking
- ◆ Delegating responsibilities and prioritizing activities
- ◆ Effective management of time
- ◆ Good manners and developing good habits
- ◆ Practicing yoga and regular physical exercises
- ◆ Consulting good friends and have a guide and philosopher for improving self-confidence.
- ◆ Having family meal together and reading good books to divert thoughts from stressful situations.

Ten steps to keep stress away:

1. Regular exercise (movements of all body parts with focused attention).
2. Regular breaks/relaxation for 10 mts. every two hours.
3. Deep breathing (40 times in a day).
4. Eating sensibly and moderately.
5. Developing a good sense of humor.
6. Smile (smiling gesture).
7. Listening with empathy
8. Protecting you from negative thoughts/remarks.
9. Getting back into control (control the way you respond to others).
10. Focus on your goals (planning & setting goals).

Conclusion

Stress is a condition or feeling experienced when a person perceives that demand exceeds the personal demand and social resources. Stress Management is a system that is aimed to reduce stress and/or facilitate the person to cope with these instances. From the survey it is analyzed that majority of the employees feel stressful sometimes. The employees have ranked deadline factor as the major cause of stress when compared with other factors. Pollution, in specific air pollution is found to be a major cause of stress to the employees. It was also analyzed that the employees are up to the expectation of the superiors only sometimes. The report also suggests measures to overcome stress like improving working condition of the organization, providing god working environment. The employees experience high stress during the first three months. The stress is a silent killer. Management should recognize it and take effective measures to reduce it. The management should never allow stress to clog the growth of organization.

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