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## A CONCEPTUAL VIEW ON JOB STRESS

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### **Abstract**

*Stress presents a personal response of external and internal state of mind of the employee to the certain situations which act as stimuli. This study showcases the concept of Stress. Job stress has been prominently focused here. As stress is considered beneficial as well as deterrent to the employee growth, this study presents two types of job stress: positive stress and negative stress. Both types of stress cause pressure on the employee, but they produce different reactions in the employee's behavior. This study describes the characteristics of both positive and negative stress. Various situations causing positive and negative stress have been mentioned in this study. Different types of job stress have also been illustrated here with the remedial strategies which should be adopted to tackle with these types of job stress.*

**Keywords:** positive stress, negative stress, employee, job stress .

## **Introduction:**

Stress is the human reaction on a particular stimulus. His stress may be physical, mental and emotional. According to Richard Carlson, "Stress is communally suitable form of mental illness." It is the response of individual person to change the different and aggressive circumstance [1]. It is observed as a personal response of external and internal state of mind. Stress lean towards to rinse the vision of not being capable to manage with the circumstances at hand. Stress should be positive or negative. Mostly people take stress as a negative way [6-19].

### **1.1 Sources of Stress**

There are 4 sources of stress listed as follows: environment, social stressors, physiological and thoughts [2]. These sources are briefed here:

Environment – In this, employees are assault by rival and forceful demand to adjust in the environment such as- weather, noise, crowding, pollution, traffic, unsafe and substandard housing, and crime.

Social Stressors – This stress is arising from the demands of society. These demands are generated by social inhabits and different roles which people have to play in the society. In this our parents, spouse, employer, employee and our care taker are include. Social stressors' examples are goals, financial difficulties, job interviews, presentations, dissimilarities, demands for time and attention, loss of a loved one, divorce, and co-parenting.

Physiological – Physiological stressors are those situations and circumstances which affecting our mind, behave and our body. Such stressors are growth of adolescence, menopause, illness, aging, giving birth, accidents, lack of exercise, poor nutrition, and sleep disturbances.

Thoughts – In life different situation, difficulties and painful thoughts are create stress. In that situation our thoughts control the stress. If we take positive thoughts then we can easily handle the situation and if we take negative thoughts we get a lot of stress.

### **1.2 Types of Stressors**

Stress is the response of body which is created by the social demand and different situation. Stress is not always worse thing. Stressors are those situation which are provoking stress. There are two types of stressors [3]:

1. Positive stress
2. Negative stress

Positive stress: in life everybody thinks that the stress is always bad for the life. But it is not true. From the situation, we get good things which cause positive stress. Figure 1 shows different characteristics of positive stress.



Figure 1. Characteristics of positive stress

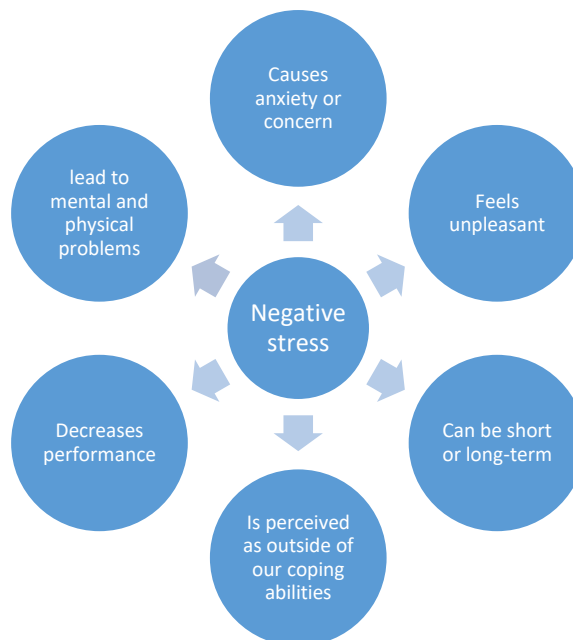


Figure 2. Characteristics of negative stress

There are many features of positive stress. It defines that the excitement for doing work, motivation which emphasizes energy. It can be short-term and it can be perceived as with in our managing capabilities which improve the performance of the employee.

As compared to positive stress, negative stress is very harmful to everybody. It creates anxiety, low performance and lot of pressure for achieving goals. Negative stress has the characteristics presented in Figure 2.

It is very difficult to classify the positive and negative stress because every person have different perception and reaction for the specific circumstances. There are some circumstances listed in Figure 3 which generate the negative stress. Figure 4 lists the situations causing positive stress.

**Work stress:**

Work stress is defined by the stress which is created by the high demand for achieving goals in the work. The high work load put impact on the employee, which affect their behavior

and their efficiency to do work. All work has a component of stress which affect the emotionally and physically to the employee and it is very difficult to control the work stress [4-5].

### 2.1 Causes of work stress

If we want to reduce stress level then we need to identify the causes of work stress. There are lot of factors which affect the stress of the employee. These factors are presented in Figure 5.

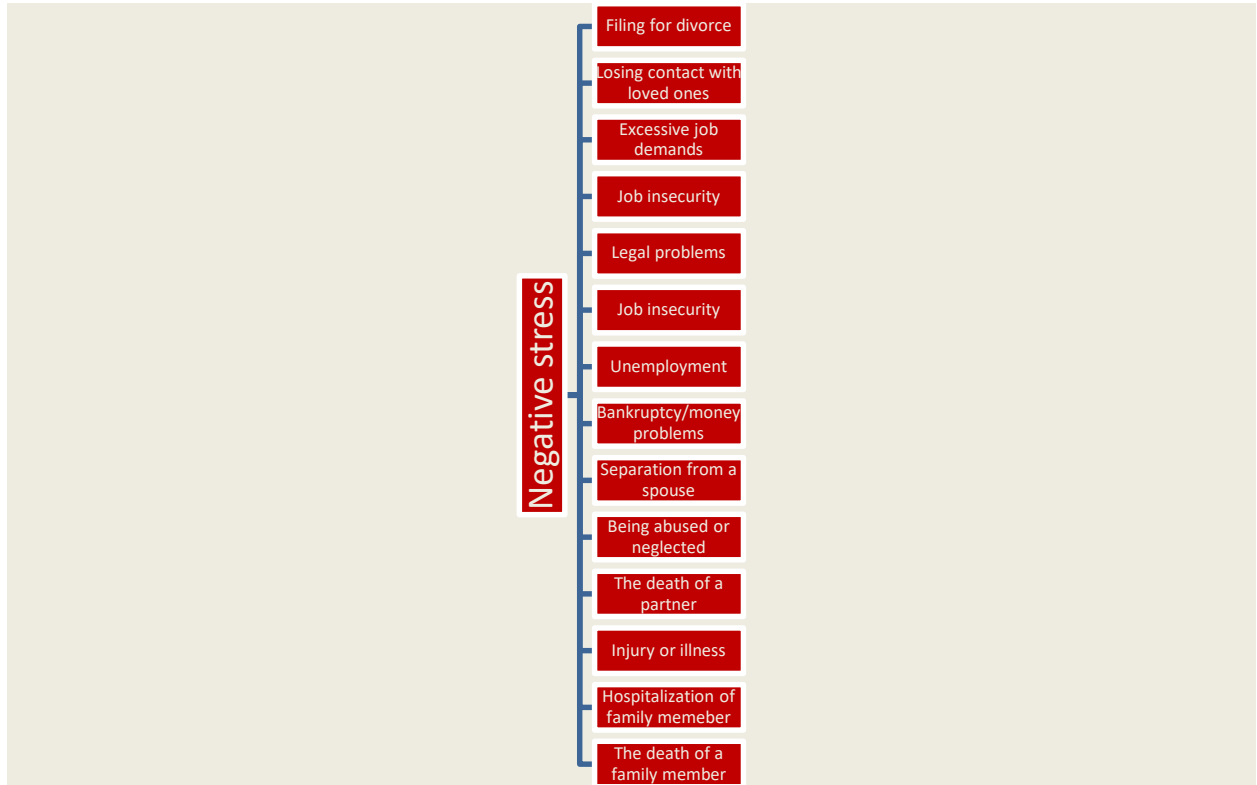


Figure 3. Causes of negative stress

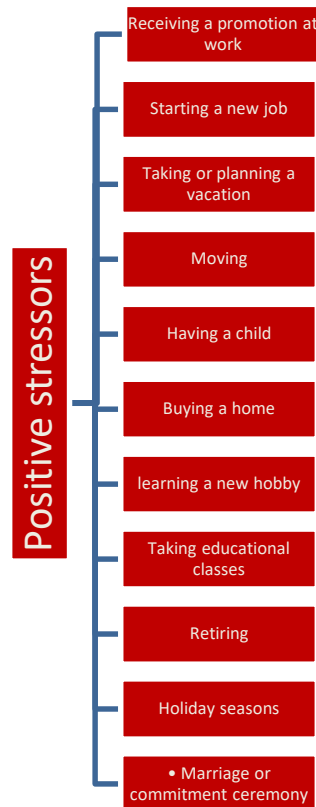


Figure 4. Causes of positive stress



Figure 5. Causes of work stress

This figure shows that extremely big amount of work load make employee hasty, under stress and overwhelmed. Some time employee feel their skills and ability are nothing, they can't give their satisfactory result to the employer because of unsatisfied behavior of the employer. There is no control on the work activities. There is not good relationship with colleagues. Employees have lot of anxieties about job security, lack of career opportunities, or level of pay. Some time

employees get a lot of mental harassment, which creates high work stress. They feel they don't have a sensible direction because of poor and ineffective management and over management affect the employees their self-esteem and unrecognized. A poor physical working environment also affects the work stress [20-71].

## 2.2 Types of job stress and how to control them

There are some different types of work load. When we classify the type of stress then we can take some steps to reduce the work load and increase the productivity at work. We describe some type of work stress and get some solutions to control the work stress. Figure 6 shows different kind of job stress and all the categories of job stress are briefed below.

### i. **Burnout**

When we feel physically and emotionally exhausted from work, and continually feel that our work and performance is not good, then we feel exhaustion. Basic cause of burnout is criticism when a manager react tough for employees' performance or struggle, there is no matter what he



Figure 6. Types of Job Stress

does. It is not enough for manager. When employees don't get proper resources and appreciation which he need to perform their duty then he becomes exhausted. Thus, we can reduce this exhaustion by discussed with the manager and prompt our need for extra resources to develop our work.

### ii. **Critical stress**

Sometime employee experienced with critical stress from time to time. When the stressful condition has approved, the conveying stress generally dissolves. If we face muscle tension, stomach pain, and fast heartbeat, then we may be feeling critical stress. We can cope with signs of acute stress by relaxation exercises like to take a deep breathing and meditation, go for walk, and listen the music.

iii. ***Fear-based stress***

Employee feels stress at work because of losing job. When manager do not like employee then it becomes very hard for doing work. By taking hardness from the manager it becomes a work based fear. That time employee should discuss with the work expectations and examine the past performance. There is some indications of fear-related stress contain the feeling of anxiety or tension. It may be openly related to the threat or possibility of danger, nervousness, or a feeling of dread or apprehension. There is best solution is communication. If there is a fear to loss the job, then, we talk to our manager for our work concerns and think about how we brush up our skills so that we can do better performance.

iv. ***Overwork***

Being overworked with work it makes the employee frustrated with work. It can be created by an employer who remains to pile on work projects with impractical opportunities and limits. To get out from this stress employee should talk with their manager. If they can do adjustments in their daily routines, then they have to do this so that other employee can help to reduce their workload. By doing this they can make a way for a better lifestyle.

v. ***Job search stress***

The most stressful action is looking for a new job. There is most anxious part of the procedure is when we become failure in every interview. There are the symptoms of job search stress is a sense of anxiety, fast heartbeat, and sweating, To get out from this stress we should prepare for interview so that we can make more confident and relaxed.

**Conclusion:**

In this study, we find that stress is only the human reaction on a particular stimulus. His stress may be physical, mental and emotional. It is observed as a personal response of external and internal state of mind. There are 4 sources of stress such as environment, social stressors, physiological and thoughts. With all sources we get different types of stress. Environmental stress is caused by the nature. In social, it includes social norms and its ethics. In physiology and thoughts, it includes employees' mental condition and their state of mind. In this we find that there are two type of stress. First is positive and second is negative. Work stress defines the stress which is created by the high demand for achieving goals in the work. The high work load put impact on the employee, which affect their behavior and their efficiency to do work. In this we define the cause and types of stress which describe the different factors. We also describe the solutions to control the stress. If we take positive thinking, talk with our manager and collages and There is best solution is communication. If there is a fear to loss the job, then we talk to our manager for our work concerns and think about how we brush up our skills so that we can do better performance.

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