



A STUDY ON WORKPLACE STRESS MANAGEMENT AND ITS IMPACT ON EMPLOYEE PRODUCTIVITY

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ABSTRACT

Stress management is an essential aspect of maintaining employee well-being and improving organizational productivity. In today's competitive and fast-paced work environment, employees often face various stressors such as workload pressure, deadlines, role conflicts, and work-life imbalance. If not properly managed, stress can negatively affect an employee's physical health, mental stability, job satisfaction, and overall performance.

The purpose of stress management is to identify the causes of stress and implement effective strategies to reduce its impact on individuals and organizations. Organizations adopt various stress management techniques such as counseling programs, flexible work schedules, employee wellness initiatives, time management training, and supportive leadership practices. These measures help employees cope with workplace pressures and maintain a balanced professional and personal life.

Effective stress management not only improves employee morale and motivation but also enhances productivity, reduces absenteeism, and strengthens organizational commitment. Therefore, organizations must focus on creating a healthy work environment that promotes psychological well-being and supports employees in managing stress effectively.

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I. INTRODUCTION

Stress management refers to the techniques and strategies adopted by individuals and organizations to control, reduce, and cope with stress effectively. In today's competitive and fast-paced work environment, employees often experience stress due to workload, deadlines, role conflicts, job insecurity, and interpersonal issues. If not managed properly, stress can negatively affect an employee's physical health, mental well-being, productivity, and overall job satisfaction.

Effective stress management helps employees maintain emotional balance, improve concentration, enhance performance, and build resilience in challenging situations. Organizations play a crucial role in managing workplace stress by implementing supportive policies such as flexible working hours, counseling programs, wellness initiatives,

training sessions, and positive work culture. By promoting stress management practices, organizations can create a healthy work environment, reduce absenteeism, and improve overall organizational performance.

NEED OF THE STUDY:

The need for the study on stress management arises from the increasing levels of stress experienced by employees in modern organizations. Rapid technological changes, heavy workloads, tight deadlines, competition, and work-life imbalance have significantly contributed to workplace stress. If not properly managed, stress can lead to reduced productivity, low morale, absenteeism, health problems, and high employee turnover.

This study is necessary to understand the major causes of stress among employees, evaluate the effectiveness of existing stress management practices, and identify suitable strategies to

reduce stress levels. It also helps organizations create a supportive work environment that enhances employee well-being, job satisfaction, and overall performance. By analyzing stress factors and management techniques, the study contributes to improving both individual efficiency and organizational success.

IMPORTANCE OF STRESS MANAGEMENT

Stress management is important because it helps employees maintain physical health, mental stability, and emotional balance in the workplace. In today's competitive environment, unmanaged stress can reduce productivity, lower job satisfaction, and negatively impact overall performance. Effective stress management improves concentration, decision-making ability, and work efficiency.

It also reduces absenteeism, employee burnout, conflicts, and turnover rates within the organization. From an organizational perspective, proper stress management contributes to a positive work culture, better teamwork, higher morale, and improved employee engagement. Therefore, managing stress is essential not only for individual well-being but also for achieving long-term organizational growth and success.

SCOPE OF THE STUDY

The scope of the study covers the analysis of stress levels among employees within the organization and identifies the major factors causing workplace stress. It examines the impact of stress on employee performance, health, job satisfaction, and overall productivity. The study also evaluates the effectiveness of existing stress management practices and programs implemented by the organization.

Further, it focuses on suggesting suitable strategies and techniques to reduce stress and improve employee well-being. The study is limited to selected departments and employees within the organization and does not extend to

external environmental stress factors beyond the workplace.

OBJECTIVES OF STUDY:-

- To identify the major causes of stress among employees in the organization.
- To analyze the level of stress experienced by employees at different job levels.
- To examine the impact of stress on employee performance and productivity.
- To evaluate the effectiveness of existing stress management practices in the organization.
- To study the relationship between stress and job satisfaction.
- To suggest suitable measures and strategies to reduce workplace stress.
- To promote a healthy and supportive work environment through effective stress management practices.

II. 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 defer 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 in 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

- The study is limited to a single organization, so the findings may not be applicable to other organizations.
- The sample size is limited and may not fully represent the entire employee population.
- The study was conducted within a short time period, restricting detailed analysis.
- Responses collected through questionnaires may be biased due to personal opinions or fear of disclosure.
- Some employees may not have provided accurate information due to workload or lack of interest.
- The study focuses mainly on workplace stress and does not consider personal or external stress factors in detail.

III. LITERATURE REVIEW

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, measurable 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.

In order to develop an effective stress management programme it is first necessary to identify the factors that are central to a person controlling his/her stress, and to identify the intervention methods which effectively target these factors. Lazarus and Folkman's interpretation of stress focuses on the transaction between people and their external environment (known as the Transactional Model). The model conceptualizes stress as a result of how a stressor is appraised and how a person appraises his/her resources to cope with the stressor. The model breaks the stressor-stress link by proposing that if stressors are perceived as positive or challenging rather than a threat, and if the stressed person is confident that he/she possesses adequate rather than deficient coping strategies, stress may not necessarily follow the presence of a potential stressor. The model proposes that stress can be reduced by helping stressed people change their perceptions of stressors, providing them with strategies to help them cope and improving their confidence in their ability to do so.

Health realization/innate health model

The health realization/innate health model of stress is also founded on the idea that stress does not necessarily follow the presence of a potential stressor. Instead of focusing on the individual's appraisal of so-called stressors in relation to his or her own coping skills (as the transactional model does), the health realization model focuses on the nature of thought, stating that it is ultimately a person's thought processes that determine the response to potentially stressful external circumstances. In this model, stress results from appraising oneself and one's circumstances through a mental filter of insecurity and negativity, whereas a feeling of well-being results from approaching the world with a "quiet mind," "inner wisdom," and "common sense"

This model proposes that helping stressed individuals understand the nature of thought—especially providing them with the ability to recognize when they are in the grip of insecure thinking, disengage from it, and access natural positive feelings—will reduce their stress.

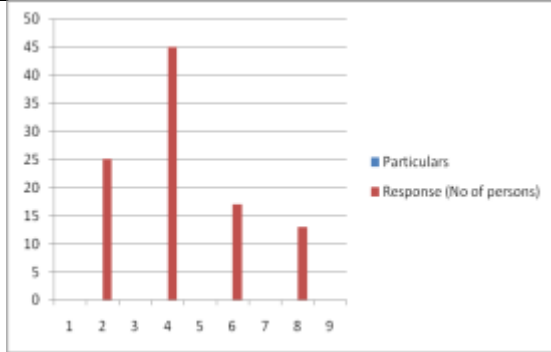
Techniques of stress management

There are several ways of coping with stress. Some techniques of time management may help a person to control stress. In the face of high demands, effective stress management involves learning to set limits and to say "No" to some demands that others make. The following techniques have been recently dubbed "Destressitizers" by The Journal of the Canadian Medical Association. A destressitizer is any process by which an individual can relieve stress. Techniques of stress management will vary according to the theoretical paradigm adhered to, but may include some of the following:

IV. 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



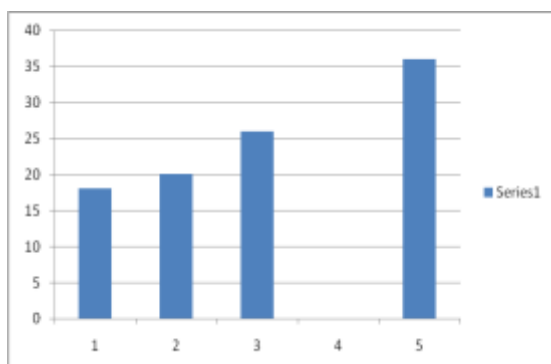
Interpretation:

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

- a) You are pressured by your superiors
- b) Poor planning of job
- c) Poor time management
- d) Relation At work
- e) 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	-
All the above	36



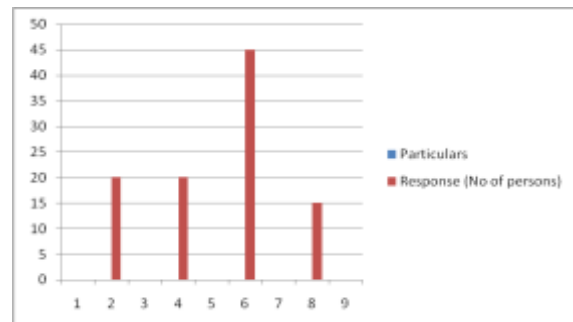
Interpretation:

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.

3) How Did You Manage Your Stress?

- a) Time Management
- b) Updating Knowledge
- c) Planning the job schedule
- d) Getting support from colleagues or superiors

Particulars	Response (No of persons)
Time Management	20
Updating Knowledge	20
Planning the job schedule	45
Getting support from colleagues or superiors	15



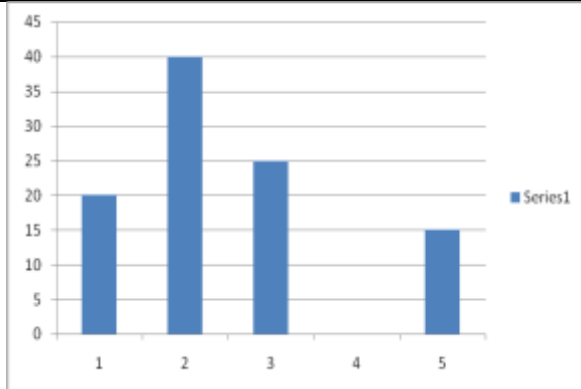
Interpretation:

20 persons manage the stress by time management and 20 by updating knowledge and 45 are planning the job schedule and 15 by getting support from colleagues or superiors.

4) What are the methods used in your organization in order to help the staff in managing stress?

- a) Rest room
- b) Yoga and Meditation
- c) Physical Exercise and indoor games
- d) Music
- e) None of the above

Particulars	Response (No of persons)
Rest room	20
Yoga and Meditation	40
Physical Exercise and indoor games	25
Music	-
None of the above	15



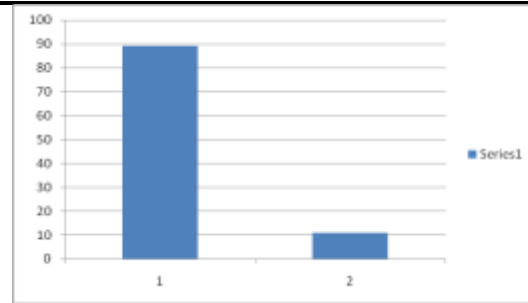
Interpretation:

20 employees are managing the stress by using rest rooms and 40 by meditation and yoga 25 by Physical Exercise and indoor games and 15 are using other.

5) Is it necessary that the organization should take up the programmers for stress management?

- a) Yes
- b) No

Particulars	Response (No of persons)
Yes	89
No	11



Interpretation:

89 respondents said that the organization should take up the programmers for stress management and 11 are said that no need to do.

V. FINDINGS, SUGGESTIONS, CONCLUSION

- We can observe the responds 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.

SUGGESTIONS

- Conduct regular stress management training programs.
- Promote work-life balance through flexible work policies.
- Provide employee counseling and support services.
- Encourage mindfulness, yoga, and wellness activities.
- Improve communication between management and employees.
- Ensure fair workload distribution and realistic deadlines.
- Create a positive and supportive organizational culture.
- Carry out periodic stress assessment surveys.

CONCLUSION

In conclusion, stress management plays a vital role in maintaining both individual well-being and organizational effectiveness. The literature reveals that stress, while a natural physiological and psychological response as explained by **Hans Selye**, can negatively affect health and performance when it becomes chronic. The Transactional Model proposed by **Richard Lazarus** further highlights that stress is influenced by individual perception and coping

ability, emphasizing the importance of personal resilience and supportive work environments. Research also shows that unmanaged workplace stress leads to burnout, reduced productivity, absenteeism, and low job satisfaction. Modern organizations now focus on proactive strategies such as mindfulness practices, employee counseling, work-life balance policies, and stress management training programs to create healthier workplaces.

Overall, effective stress management benefits both employees and organizations by improving mental health, enhancing performance, and fostering a positive organizational culture. Therefore, implementing structured stress management practices is essential for long-term organizational growth and employee well-being.

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