

THE FACTORS INFLUENCING ORGANISATIONAL STRESS AND STRATEGIES FOR MANAGING STRESS

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ABSTRACT

Stress is a common phenomenon in modern organizations. It is both physical and psychological. It is understood through biological disorders leading to a psychological illness. Stress does not result from a single experience but occurs when the realization of desires and wishes are constrained by certain internal and external factors. People often confuse stress, anxiety, and burnout. They are not the same concept, although stress is accompanied by anxiety, whereas anxiety need not result into stress and burnout is a state of mind, resulting from emotional stress. A person may feel strained when overworked on a particular day. If this strain continues, it may result in burnout.

INTRODUCTION

The factors that convert potential stress into actual stress are called stressors and these can be intra organizational or extra organizational. Intra organizational factors are again divided into individual factors and organizational factors. Individual factors responsible for stress are related to purely personal disposition, whereas organizational factors are related to the conditions in which individual works in an organization. Environmental factors responsible for stress are outside the control of both managerial and individual actions and hence they are uncontrollable. The positive form of stress is known as "eustress". The negative consequences of stress are of greater concern as they have a negative impact on organizational performance. They have an impact on individual psychology and behavior on one hand and affect the organization on the other hand. This article provides a detailed discussion of stress that enables one to understand the phenomenon and design strategies to manage it effectively.

KEYWORDS: *Stress and Burnout, Emotional Stress, Managerial and Individual Actions*