Stress Management: Improving Student/Employee Well-Being and Performance

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Abstract

Effective stress management may be able to help you break free from the negative effects of stress in your life, allowing you to be happier, healthier, and more productive. The ultimate objective is to live a balanced life with time for work, relationships, leisure, and enjoyment, as well as the capacity to cope with stress and face obstacles, head-on. Stress management, on the other hand, is not a one-size-fits-all ultimate solution. That is why it is vital to explore and evaluate what works best for us. The major goal of this research was to investigate the relationship between stress management and student success, as well as the effects of stress, workload, management, role conflict, role ambiguity, effectiveness, efficiency, and commitment on employee performance. The study looked at the literature review, theoretical framework, and empirical studies undertaken by other authors that served as the foundation for the conceptual map. As a consequence of this research, it was discovered that stress management had a positive and significant influence on employee performance. It is advised that management design jobs and work in such a way that they encourage effectiveness, efficiency, and devotion, resulting in an improvement in their workforce's performance and productivity. Flexible schedules should be included in management strategies, rules, and goals in order to support easy employee performance and dedication, which will boost organizational lifespan.

Keywords: Stress management, Employee performance, Management strategies.

1. Introduction

Stress is a biological as well as a psychological reaction. It happens when a situation is thought to be difficult or dangerous. Stress is a mental state of tension caused by demanding, unpleasant, or challenging situations (Yu et al., 2018). Stress has an impact on our physical health, as well as our mental health and mood. When we are stressed, our bodies produce cortisol, a hormone that suppresses our immunological, digestive, and reproductive systems (Joy, 2020). As a result, in order to maintain our brains and bodies healthy, we must practice stress management. If you are always nervous, stress management entails changing your lifestyle, avoiding stress via self-care and relaxation, and controlling your attitude toward stressful events when they arise.

Connotation of stress

Stress is the body's physiological response to a variety of life experiences, both pleasant and sad. Any time a person feels pressured to make a change; it might cause them to become more stressed. Relationships, good or negative career changes, children, anxieties, and disease are all common sources of stress (Bhanot and Francis, 2014). Autism causes people to experience abnormally high amounts of stress. Social circumstances, changes in habit, fear, interruption of protective rituals, or an inability to adequately communicate can all be sources of stress (Krumova and Hristova, 2016; Holman et al., 2018). Stress and anxiety are manifested by screams, throwing items, hitting, screaming, and rebellious behavior. Stress levels that high should be addressed as part of behaviour intervention programmes aimed at reducing undesirable behaviours. Long-term or high stress can have negative health, psychological, and behavioural consequences.

Stress as a problem in school organizations

The stress phenomenon is a fundamental element of all human action, which is why it has piqued scientific attention in recent decades. Regardless of the differences in interpretations of its origin and characteristics, experts believe that the term "stress" comes from the Latin word stringere /tighten/, from which the mediaeval French word destresse /distress/ was derived (Stephen et al., 2004; Lehrer and Woolfolk, 2021).

Students in secondary and postsecondary education face a range of ongoing normative strains, which can be classed as minor annoyances such as academic expectations (Pascoe et al., 2020). As a result, secondary/high school and tertiary student's typically self-report chronic stress linked to their education, which we refer to as academic-related stress, such as pressure to acquire excellent results and anxiety over receiving poor grades. There appears to have been something akin to open conflict between rival hypotheses and definitions throughout this time. Passionate opinions have been expressed and vigorously defended. Students Peoples can relieve stress by doing something they enjoy, such as playing, exercising, drawing, counselling, or engaging in another assertive action or relaxation regimen. One of the most pressing issues now facing society is the impact of stress on employee performance. According to the institutions, students are working longer hours since their increased commitments

require them to push themselves extra harder in order to meet greater educational performance criteria. As a result, the type and amount of competition we face have added to the degree of stress faced by students. The unfavourable psychological and physical reactions that an individual suffers as a result of expectations placed on them are referred to as stress. One source of stress is the pressure to advance as an employee; other factors include interpersonal interactions and the utilization of leisure time. As a consequence, stress may be categorized as undesirable psychological and physical reactions caused by an individual's inability to cope with the demands imposed on him or her.

Pressure affects everyone, but the capacity to deal with it is what triggers stress, according to (Shafroth et al., 2002). As a result, stress is a reaction to a situation that may or may not be useful. The individual's perception of the situation determines whether the pressure is a challenge or a risk.

Finally, stress may be used in both physical and psychological contexts to describe how a human being is prone to resist external forces operating on them, such as other physical things and bodies. The pressure that an employee under has a favourable impact on their performance.
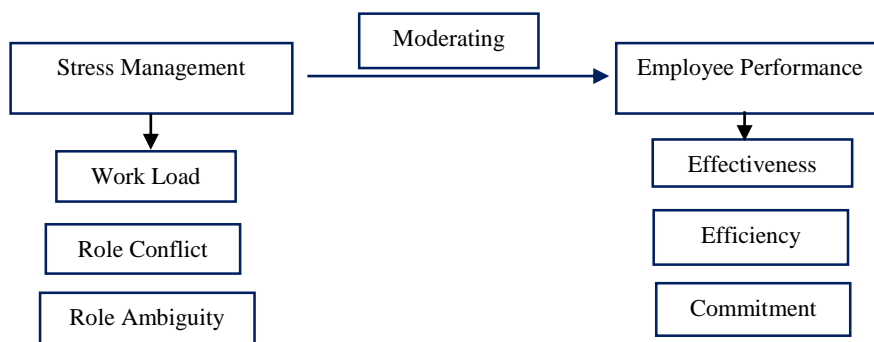
2. Conceptual map

Figure 1: Conceptual map on Stress management and Employee performance

Various dimensions of stress management and employee performance are included in the conceptual map. Workload, role conflict, and role ambiguity were all mentioned in the literature that was used. Employee performance, on the other hand, includes effectiveness, efficiency, and commitment.

3. Methodology

This study employed a qualitative research technique, with secondary data as the primary source of information.

3.1 Conceptual stress management

Stress is generally accompanied by emotions of not being able to cope, that things are coming apart, that one is losing control, or simply a general worry that everything is not right, despite the fact that there is no evident explanation. Loss of appetite, insomnia, sweating, ulcers, and other bodily signs and symptoms are among the signs and symptoms. Stress is a psychophysiological phenomenon that involves our feelings and emotions, as well as how our bodies react to them.

Stress is defined by (Shafroth et al., 2002) as "adverse psychological and physical reactions that arise in an individual as a result of their inability to deal with the expectations placed on them."

(Yu et al., 2018) defined stress as a biological and psychological reaction that occurs when a situation is perceived to be challenging or risky. Stress is a mental state of tension caused by demanding, unpleasant, or challenging situations.

3.1.1 Work load

The quantity of assignments and tasks for which a person is responsible while at work is referred to as the workload (Warraich et al., 2014). There are two types of workload: role overload and role decreased load. Individuals confront a range of commitments from their immediate supervisor, subordinates, co-workers, and top management when requested to perform more than their available time, resources, and talents (Abbasi and Janjua, 2016).

3.1.2 Role Conflict

A role evolves when an individual is subjected to greater demands from peers, superiors, and subordinates, according to (Zhao and Rashid, 2010). This form of stress is observed in tasks that demand conceptual thinking and decision making and have a lack of ambiguous descriptions.

3.1.3 Role Ambiguity

(Malik, 2011) stated that the employees became ambivalent to predict their supervisor's reactions to their tasks as "success" or as "failure". This happens when the employee is not effectively informed with about the employer's expectations, commitments, and goals.

3.2 Concept of Employee performance

The capacity to achieve established objectives within the appropriate deadlines and constraints is referred to as employee performance (Yusuf et al., n.d.). Many industrial psychology academics explored the correlation between employee performance and satisfaction and discovered that employee contentment affected employee performance. This demonstrated that a high level of enjoyment may result in outstanding employee performance. Students should be given with a nice atmosphere, according to (Joy, 2020; Bhanot and Francis, 2014), in order to stay motivated and increase their happiness.

3.2.1 Effectiveness

The concept of organizational effectiveness is so mysterious that no one definition exists. This might be linked to the concept of having too many standards and definitions (Zhao and Rashid, 2010). It is a characteristic assigned upon an organization as a result of a comparison of the entity's existing state to its ideal state. He considers an organization to be either beneficial or ineffective. An effective individual who works effectively is the foundation of an efficient company.

3.2.2 Efficiency

According to (Hargrove et al., 2011) efficiency relates to attaining goals with the fewest resources or waste, and it includes time, cost, and waste reduction metrics. Every organization's time and speed are precious resources, and it must be proved that it works to improve speed while reducing time. They are speed, time, and motion, and how an organization executes this reveals time-efficiency and production. Studies have been conducted since the introduction of scientific management by Taylor, which has resulted in increased management efficiency.

3.2.3 Commitment

The affective dimension of commitment refers to an emotional attachment to an organization's involvement, whereas the continuance dimension refers to the perceived cost of leaving the organization, and normative commitment refers to the sense of responsibility to support and maintain an organization's manner. According to descriptions such as the one above, a student's commitment is a relationship built between the employee and the business that inspires him or her to achieve goals.

4 Operational frameworks

4.1 Workload and Efficiency

Companies must choose between increasing the utilization and responsiveness. While high usage may improve financial performance, it also causes congestion problems that increase over time. Employees can manage this trade-off by reducing processing times during peak hours of activity. A solid plan based on current facts and future projections offers management an advantage when choosing task allocation.

4.2 Workload and Effectiveness

Workload management is an important part of improving performance and efficiency. As a result, intelligent businesses are constantly on the lookout for innovative strategies to decrease stress and boost performance. An good workload management plan aids in the selection of priorities, the determination of urgency, the implementation of norms and processes, the avoidance of idleness, the reduction of stress, and the establishment of a healthy work-life balance.

4.3 Workload and Commitment

Workload is frequently one of the most stressful aspects of the job. Academics have identified workload as a prelude to emotional fatigue and tedium.

4.4 Role Conflict and Efficiency

In terms of role conflict, the more the role conflict among employees in a corporation, the less successful the organization and the less satisfied its employees are. Role conflict is an inherent aspect of the workplace as well as an actual event that affects persons who work in the same job on a daily basis. The importance of role conflict allows for the identification and deepening of understanding of its foundations as causes of job satisfaction and, as a result, as important contributors to poor productivity and poor organizational performance. Utilizing Managers would benefit from implementing organizational interventions that include all employees, using a team-oriented strategy aimed at eliminating techniques of controlling things.

4.5 Role Conflict and Effectiveness

Emotional fatigue and depersonalization were shown to be related to role conflict and burnout. The level of stress induced by role conflict has a significant influence on how successfully some people perform their professional responsibilities. Multiple roles performed by certain people cause friction, which may be challenging for them and have an effect on how they control things in a firm.

4.6 Role Conflict and Commitment

When a person is faced with a role conflict, their commitment to the firm decreases. Employers that refuse to accept or understand their employees' ideas, opinions, or points of view are putting themselves in a role conflict. Role conflict, on the other hand, frequently results in absenteeism, attrition, and decreased productivity, resulting in poor product quality, dissatisfaction at work,

and poor employee performance. When two or more expectations are contradicted at the same time as a consequence of a lack of defensive and supporting communication, the most common sort of role conflict emerges.

4.7 Role Ambiguity and Effectiveness

The inability to do one's job efficiently due to a lack of information is referred to as role ambiguity. Researchers recently revealed that role ambiguity is linked to a lack of information about goals, the context in which the work is to be conducted, duties, and obligations to correctly perform one's job. An individual's belief in his or her own ability to perform well in a role influences employee performance effectiveness.

4.8 Role Ambiguity and Efficiency

The confidence in one's capacity to perform a specific task is referred to as efficiency. A higher number of people believe that their performance is uncontrollable, meaning that they are less efficient. Role ambiguity may be related to decreased efficiency for the following reasons. For starters, job ambiguity lowers the quality of information available to effectively assess an individual's ability to execute a task. Second, according to social cognitive theory, achieving a high level of efficiency demands the ability to imagine one's performance, which ultimately indicates one's confidence in one's ability to work effectively. Position uncertainty clearly has a negative influence on an employee's self-efficacy.

4.9 Role Ambiguity and Commitment

Newcomers who get less programming have more role uncertainty, which is a statistically significant predictor of commitment. Those who have this are more likely to be dissatisfied with their employer. A recent empirical investigation found a relationship between role ambiguity and employee sentiments including work satisfaction and devotion. Employees who are faced with job uncertainty must find out how to deal with these challenges while still doing effectively in their professions. Their perspective will change, and they will put their own interests over the best interests of their organization. To be more specific, employees who suffer role ambiguity will experience cognitive dissonance, which will result in negative reciprocity. As a result, employees' commitment to the organization dwindles.

5. Conclusion

Several problems are based on stress. It is impossible to eliminate befuddling employees in the workplace, so it must be managed. To ensure the efficiency and effectiveness of the workforce, organizations should ensure that their work environment is in order, jobs are designed to accommodate employees, and policies that allow for workplace flexibility should be put in place. Stress cannot be completely eradicated, and a healthy level of stress promotes productivity and creativity. However, there is a narrow line, and when employees get unduly stressed, it affects both them individually and the company's general health. Stress management in the workplace is essential for ensuring that your staff are happy, healthy, and engaged.

However, stress-relief programs aren't the only option to assist reduce stress in the workplace. Because exercise has been shown to help lower stress, a health project like On the Move is a fantastic approach to assist employees begin making better decisions that can help reduce stress.

Management should create activities and duties in such a way that they are effective and efficient, resulting in an improvement in the performance of their staff. Flexible employment schedules should be included into human resource management strategies, rules, and plans to improve easy employee performance and commitment, which will promote organisational survival.

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