

# DEPARTMENT OF COMMERCE D. P. VIPRA COLLEGE



## ORGANIZATION BEHAVIOUR

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# Consequences Of Stress

Stress can have a number of consequences. As we already noted, if the stress is positive, the result may be more energy, enthusiasm, and motivation. Of more concern, of course there are the negative consequences of stress. We see that stress can produce individual consequences and organizational consequences

We should first note that many of the factors listed are obviously interrelated. For example, alcohol abuse is shown as an individual consequence, but it also affects the organization the person works for. An employee who drinks on the job may perform poorly and create a hazard for others. If the category for a consequence seems somewhat arbitrary, be aware that each consequence is categorized according to the area of its primary influence

# Individual Consequences:

The individual consequences of stress, then, are the outcomes that mainly affect the individual. The organization also may suffer, either directly or indirectly, but it is the individual who pays the real price. Stress may produce behavioral, psychological, and medical consequences.

## Behavioral Consequence:

The behavioral consequences of stress may harm the person under stress or others. One such behavior is smoking. Research has clearly documented that people who smoke tend to smoke more when they experience stress. There is also evidence that alcohol and drug abuse are linked to stress, although this relationship is less well documented.<sup>28</sup> Other possible behavioral consequences are accident proneness, violence, and appetite disorders.

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### **Psychological Consequences:**

The psychological consequences of stress relate to a person's mental health and well-being. When people experience too much stress at work, they may become depressed or find themselves sleeping too much or not enough. Stress may also lead to family problems and sexual difficulties.

### **Medical Consequences:**

The medical consequences of stress affect a person's physical well-being. Heart disease and stroke, among other illnesses, have been linked to stress. Other common medical problems resulting from too much stress include headaches, backaches, ulcers and related stomach and intestinal disorders, and skin conditions such as acne and hives.

# Organizational Consequences

Clearly, any of the individual consequences just discussed can also affect the organization. Other results of stress have even more direct consequences for organizations. These include decline in performance, withdrawal, and negative changes in attitudes.

## Performance:

One clear organizational consequence of too much stress is a decline in Performance For operating workers, such a decline can translate into poor-quality work or a drop in productivity. For managers, it can mean faulty decision making or disruptions in working relationships as people become irritable and hard to get along with.

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### **Withdrawal:**

Withdrawal behaviors also can result from stress. For the organization, the two most significant forms of withdrawal behavior are absenteeism and quitting. People who are having a hard time coping with stress in their jobs are more likely to call in sick or consider leaving the organization for good. Stress can also produce other, more subtle forms of withdrawal. A manager may start missing deadlines or taking longer lunch breaks. An employee may withdraw psychologically by ceasing to care about the organization and the job. As noted above, employee violence is a potential individual consequence of stress. This also has obvious organizational implications as well, especially if the violence is directed at an employee or at the organization in general.

### **Attitudes**

Another direct organizational consequence of employee stress relates to attitudes. As we just noted, job satisfaction, morale, and organizational commitment can all suffer, along with motivation to perform at high levels. As a result, people may be more prone to complain about unimportant things, do only enough work to get by, and so forth.

# Coping Strategies For Stress:

## Coping (Psychology):

- In conscious effort to solve personal and interpersonal problems, and seeking to master, minimize or tolerate stress or conflict. psychology, coping is expending
- Psychological coping mechanisms are commonly termed coping strategies or coping skills.

# Type Of Copying Strategy:

## 1. appraisal-focused:

Directed towards challenging one's own assumptions, adaptive cognitive." occur when the person modifies the way they think, for example: employing denial, or distancing oneself from the problem. People may alter the way they think about a problem by altering their goals and values, such as by seeing the humor in a situation: "some have suggested that humor may play a greater role as stress moderator among women than men



## **2. problem-focused:**

Directed towards reducing or eliminating a stressor, adaptive behavioral People using problem-focused strategies try to deal with the cause of their problem. They do this by finding out information on the problem and learning new skills to manage the problem. Problem-focused coping is aimed at changing or eliminating the source of the stress. The three problem-focused coping strategies identified by Folkman and Lazarus are taking control, information seeking, and evaluating the pros and cons.3.

## **3. emotion-focused:**

Directed towards emotions, changing one's own emotional reaction. involve releasing pent-up distracting oneself, managing hostile feelings, meditating or using systematic relaxation procedures. Emotion-focused coping "is oriented toward managing the emotions that accompany the perception of stress

THANKS