

Research Article

Stress and its importance in the organization

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ABSTRACT

Job stress is one of the factors affecting the performance of the organization which compromises the physical and mental health of the workforce and it has imposed high cost for organizations. There is also useful stress and some stress is necessary for mobility and human effort, however, harmful and detrimental stress has a lot of effects on the performance of the organization. People who are experiencing stress and lose ability to deal with it, they can damage in terms of physical, psychological, and behavioral that can eventually causes weakness the forces of the organization and its activities will be disrupted. This paper includes discussions of job stress and its importance in the organization.

Keywords: stress, job stress, organization

INTRODUCTION

Unlike the views of many people, stress is not only related to the workplace. Passing through every stage of life that work is also a part of it, has their own stress and pressure. Based on many studies have been conducted, it has proven that stress has a destroyer effect on physical, spiritual and mental health of human and it has a decisive role as an agent of many diseases. Recognizing stress is important, because of a major part of human life and material and spiritual needs, will be done via working (King, Farahmand and Azadnav, 2009).

The definition of stress

Stress is a word that has clear place in Persian language in terms of semantically and it creates more or less the same concept in people from diverse segments of society with different education and knowledge.

And stress is a word that originally meaning is the pressure and forces which psychologists and other experts called stress. And literally, root of stress is striketous and streksion means rigor and intensity. Today, the word of stress is used with two different roots (Behnoudi, 2005). He knows internal physiological and psychological reactions of a person or a group when faced with threating and challenging environment and situation and it is an interactive process that has effect on both person and environment and represents a set of external forces that has influenced a person or a group (Maykn bam,2007). Louk se ward called stress in eastern philosophy as a lack of inner peace, in western culture, stress can be mean as a loss of control (Behoudi, 2005). Stress is a kind of to physical, mental, behavioral and attitudinal reactions that it

happens at the time of an imbalance between the needs and abilities of a person (Foghani, 1389). Stress is a combination of experiences, ways, reactions and consequences which caused by different stressful factors, situations and events that can be caused by stress (Rostami, 2010).

Methods and ways to overcome stress

1. Remove stressful factors: Sustainable strategy is to reduce stress and therefore, it is the most desirable strategy. People who actively trying to make more favorable conditions for work and live, by following this method can be removed stressful factors by reasonable, regular and purposeful methods (Whetten and Cameron, senior executives Translation Bureau, 2005).

2. Education reversible process: The ability of people to make balance in aspectsof anindividual's life, namely intellectual, physical, familial, intellectual, social, cultural activities (Whetten and Cameron, senior executives Translation Bureau, 2005).

3. Overcome short-term stress: Short-term stress takes only a few hours, which can be damage to connect of brain cells that are involved in learning and memory.

Ways to manage stress

Stress management includes the following topics:

1. Having accurate knowledge from the body's response to stress.

2. Having reliable information about mental, physical, emotional and spiritual factors relationship with stress.

3. Use a variety of coping techniques to eliminate stress.

4. The regular use of methods to achieve relaxation and balance of the body's vital.

5. Periodic evaluation of the effectiveness of coping skills and methods to reach relaxation (Louk se ward, Gharacheh Daghi, 2001).

Ways to manage stress from the views of Moradmand and Karimi

There are two categories of the measures and actions to manage and reduce stress: 1.

Individual actions: Cognitive techniques, relaxation training, meditation and vital feedback, 2. Organizational actions: employee assistance programs and health programs responsible for the implementation of organizational strategies to prevent workers from involvement psychological stress of job and workplace, are the responsibility of managers and employees and in this case the role of high-level, middle and base management of organizations is important (Moradmand and Karimi, 2010).

Ways to manage stress from the views of Behniya and Gholami

A) Learning new skills:

1. We learn to always see the glass half full and positive thinking.

2. We learn time management and avoid getting a limited time.

B) The change in lifestyle

C) Others role in reducing stress:

A) Administrators role in reducing stress

1) Necessary training gives people before order to a job

2) They will consider the ability of the person to do a job.

3) Discriminate must not exist between employees.

4. They listen to staff views.

B) The role of family and friends to reduce stress:

1- We try with talking about the problems of job, reduce the pressure on the persons.

2- Emotional support of family and loved ones will caused significantly reduce the effects of stress (Behniya and Gholami, 2010).

Theories of stress

1. Garask and Pine model: Shows how the effects of business needs can be moderated through the freedom of action, support or job restrictions. The main point of both models, which is a hard job can be available without stress and tension, because the other aspects of job

provided some resources for neutralize or get it done. This model was examined on a cluster random samples and American and Swedish men and it has been used to predict the prevalence and occurrence percentage of coronary artery disease in America and Sweden.

2. Requirement- support- limits model: Pine (1976) had completed a model similar to Garask model, but his model is the most appropriate as a model of job stress, because it is useful to predict the stress level in an occupational homogeneous group as well as between the various occupational groups. This model forms base of job stress scale known as artistic and cultural. This model knows stress as a result in a lack of balance between three job factors:

A) Job Requirements: Job requirements is stimulant of working environment that are definitely requires attention and response. This concept is derived from concept of requirement model of Garask, which is technical or intellectual and social or financial, B) Job support, C) job limits: This model has been examined and predict on a wide range of occupational groups (such as managers, teachers, administrators and students). The main concept of support does not imply only aspects of the interpersonal or social damages, however, the role of this aspect is known to reduce the impact of mental stress. The basic concept of support involves occupational factors such as having a clear understanding of work in progress and also having a degree of autonomy and independence for the formulation and implementation of work. Fletcher and Jones indicated that supportive factors in compare of the wider context of decision and job requires of Garask model, defiantly it has high potency in relation to various independent variables such as depression, anxiety and satisfaction from job and life (Fletcher and Jones, 1991).

3. The overall or disaster planning model: The comprehensive model of job stress should be able to predict the following:

1. Stress is not only related to job conditions and other conditions, although additional conditions and other factors can be stressful.

2. Jobs that cannot create a rich environment, are causes of stress and tension.

3. Stress is the result of the interaction of various dimensions.

4. Work and family factors are not independent from each other.

4. Borisenko model: according to Borisenko views, physiological stress makes regulatory mechanism out of balance. Stress is a catalyst that will accelerates to move direction of the immune system and makes efficiency of reactions excessive and insufficient. In some cases, excessive reaction can be at the same time with insufficient reaction. The reason is that they are created by different dynamics (Behnoudi, 2005).

5. Perth model: Rends Perth ((former head of brain system section of the National Institute of Mental Health) for the first time found that immune cells, which are themselves recipients that are attracted neuropeptides. Identification of neuropeptides is a discovery of recent years. Scientists are trying to inform mechanisms in the brain in relation to chemical addictions, surprisingly concluded that the brain produces the drug. Despair feel caused by the inability to control of environmental factors that can provide the way formalady. It also found that inturmoil and frustration conditions, body's immune rate can be reduced (Louk se ward, Gharacheh Daghi, 2001).

6. Lazarus transactional process theory: Lazarus examined job stress from the perspective of cognitive – behavioral. According to this theory, stress is a complex process that includes a transaction between a person and his or her work environment that significantly shows effect of people's ability to cope. When the environmental stimuli or stress is evaluated as a threat by people, or when demands and requirements of a job will be beyond the ability of the person, and

the person is unable to cope effectively with it, he or she experienced frustration and tension, and will appear as a negative feelings like anxiety and anger. Lazarus greater emphasis on evaluation of individual knowledge and understanding and his or her ability to cope in stressful conditions and specific sources of stress (Lazarus, 1966-1991).

Types of stress:

Stress can be divided in two categories from the view of Sepehrvar:

1. Toxic stress: Some anxiety and stress will be an essential and important part of our life, in today's fast-paced world, the natural and human reactions and often out of control and destructive factors in productivity, it is being peace of mind and our health. Toxic stress can reduce productivity, and it can cause absenteeism, reduced workforce energy depletion and degradation and it causes a person to have more errors and he or she will do his or her job with reluctance and avoid or leave it because of stressful situations.

2. Positive and constructive stress: when a person's stress moves from fear field to the wise forecast, Energy derived from it, can become and change a person to a productive and creative person to find new solutions for their business challenges and Some serious concerns in the workplace can be motivated and focused person and cause a person to perform work at a higher level and positive stress can to accomplish things in due time , providing an exciting offer, solve new problems and overcome a crisis (Sepehrvar, 2009).

Stress can be divided in three categories from the view of Louk se ward:

1. Avstres: It is a good stress and creates in a position that a person evaluates it as motivating or inspiring and it is usually enjoyable in the situation that stress is evaluated and therefore, it is not considered a threat.

2. Nvstres: it refers to the sensory stimulus that has not any effect and nvstres is neither good and nor bad stress.

3. Distress or distress mode: This type of stress is bad and in many cases are used as stress and distress has two types: acute stress that is very intense and severe and caused by fast tension stimulus and occurs unexpectedly and quickly disappears. Chronic stress is caused by chronic tension stimulus, the ones that foreshadow their coming and it produces physical arousal and deserves more attention, which could be extremely severe or however, persist for a long time (Louk se ward, Gharacheh Daghi, 2001).

Stress can be divided in two categories from the view of Mary Richards:

1. Positive stress: it is an opportunity to show yourself and a better person's performance in due time and put a person in a position of positive emotions.

2. Negative stress: negative stress causes a person does not know what to do when faced with a specific situation, and when stress becomes greater, a person goes to smoking and drinking an alcohol to calm and relaxation and therefore, the efficiency is low (Richards, Najafollahi, 2007).

Aspects of stress:

Stress is composed of three aspects:

1. Good aspect: the excitement, motivation, creativity, opportunity, increase productivity.

2. Bad aspects: boredom, failure and fatigue, confusion, feeling the pressure, poor performance, reduced productivity, headache, indigestion, colds, irregular and unpleasant relations.

3. Threatening aspect: ulcers, heart attack, cancer, anxiety, depression, neurological disorders and suicide (Louker, Gregson, Zhakan, 2009).

Components of job stress

According to Helrigel and Aslokam model (1996), Job Stress has three components, which include:

1. The role ambiguity: a certain job situation in which some of the necessary requirements are inadequate and misleading to do job and in fact, when lead to stress, which prevent a person from progress and productivity (Alipour, 2010).

2. The role opposition: When it happens that accept a set of job requirements is in opposition with accept another set (Alipour, 2010).

3. The physical environment: It is said to an environment that it is man- made and divided to the structures and facilities and physical relationships of spaces (Alipour, 2010).

Job stress factors:

1. Personal factors: Factors that caused by person's ideology and his or her personal characteristics, for example: perfectionism, unhealthy life business, internal complainant and lack of coping skills (Ghahari, 2007).

2. Domestic factors: it is stressors that can be applied to the major positive and negative changes that occurs in one's life and it has severe psychological pressure to a person. Such as death of a family member, imprisonment (Ghahari, 2007).

3. Organizational factors: Type of work, the role that people play and the demands of the workers and the organizational structure and management or leadership have effect on the amount of pressure on a person. Conditions of the organization and culture of the organization is related with stress and if the statues of the organization is positive, hardworking, responsible and creative persons will have feel less pressure (Wikipedia, the free encyclopedia).

4. Social factors: Social factors are affecting the behavior of individuals and social factor is formed from small groups and family and position of the social role and this factors have effects on people's reactions (Persian encyclopedia, 2012).

5. Economic factors: Economic factors are a set of factors that are included difficult living conditions and inflation and reward which has

effect on person's workers in the workplace (Persian encyclopedia, 2012).

6. Cultural factors: Culture is one of the most important factors shaping the behavior and desires and wants of the person and human behavior is mainly based on learning and a person in the growth age in the society learns basic values, perceptions, wants, and behaviors different from family members and other points of cultural and educational learns from the community (Persian encyclopedia, 2012).

CONCLUSION

In this century, stress is a major cause of many diseases and according to statistic on the prevalence of mental disorders in Iran and different countries of the world, it specifies the importance of attention to mental health and according to the World Health Organization estimates that in 2002, about 500 million people worldwide suffer from a mental disorder and about half of them have minor disorders, such as depression and anxiety (Shirbim et al., 2009). The most important factor for achieving optimum organizational efficiency is efficient human resources. Organizations are trying to keep their talented employees with increasing competition and the development of human resource development and empower them so that they can exhibit high performances. It should be noted that staff productivity means is not their working hard, but it means work smarter, with better planning, more organized, with more thought and greater creativity. Stress and mental pressure is one of the efficient factors on reducing productivity and performance of employees in the organization. Perhaps the biggest costs that arise on job stress and its calculation is the most difficult, are damages that occurs as a result of wrong employees which they are engaged in sensitive tasks. Stress in Europe is the second most common complaint about occupational health (Ashtiyani, 2006). Stress in organizations is essential for two

reasons. Firstly: Failure to deal with the stress will have enormous loss on human resources/potencies of an organization. It provides negative economic consequences such as reduce in production or production shortcomings. Secondly: if stress is properly recognized and supervision can be done by plan and foresight, it can be effective in improve work and increase employee satisfaction and improve the efficiency of the organizations (Ghasemzadeh et al, 2013). In general, we should try to reduce job stress in the organization that in this study, we presented solutions to reduce stress by components of Helrigel and Aslokam model. To reduce stress in organizations should be clear job descriptions and duties, tasks and results should be evaluated, the expectations of people who is working in an environment known to each other and expectations will determine to achieve success. We do something in organization that are appropriate with the organization's values and they are not immoral. There is enough time to carry out their duties and he or she separates personal life from work life.

Practical suggestions:

1. Offices and organizations can provide a situation for their employees that people in organizations do their work without any fear and stress.
2. Reduce stress between organizational units.
3. Inviting a group of psychologists to study of factors of stress and burnout among tax affairs staff and trying to resolve them.
4. Allocate a separate budget for scientific and recreational camps in non-office hours.
5. Set up and use of suitable software to reduce overtime and expedite work.
6. Eliminate unnecessary stress in life.
7. Strengthening weaknesses that cause stress in people.

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