



“बेटी बचाओ, बेटी पढ़ाओ”

## **NEED OF STRESS-FREE WORK CULTURE TO REDUCE THE DISPUTE AMONG COMPANY EMPLOYEES**

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## **ABSTRACT**

Nowadays we all know as well as face personally the stress at offices, school, colleges, etc. Everyone wants to have healthy work culture to bring out the best if it becomes toxic or stressful. It may result in disputes among members of the organization. The main focus of this study is to identify the factors of stress at the workplace and take measures to reduce the dispute created among them. This paper also throws light onto the areas where various changes should be taken in the workplace by employees and managers. It would become helpful for the organization as well as managers to solve the dispute by making a change. The focus is on adopting various strategies to resolve the conflict at the workplace due to long hours of work, heavy workload, job insecurity, conflicts with co-workers and boss. Resulting in depression, drop-in work performance, anxiety, etc. Primary and secondary data have been used for investigating the need for stress-free work culture by referring to various research papers and journals.

**KEYWORDS:** Stress, Work Culture, Disputes, Workplace Psychology, Strategies

## **INTRODUCTION:**

Workplace disputes are inevitable when employees of various backgrounds and with different work styles are brought together to work under one roof. Employers play a vital role in creating a healthy workplace culture designed as such to prevent conflicts among employees. And this depends on a strong employer-employee relationship. Disputes can be expressed in terms of insults, non-cooperation, bullying, and anger. The negative impact of which may result in work disruption, decreased productivity, project failure, absenteeism, turnover, and termination. It may also result in emotional stress.

Stress can be described as a feeling of emotional or physical tension. It is our body's reaction to certain challenges or demands. The pressure of work is unavoidable due to the demand of the organization and society. Stress in acceptable limits may result in keeping employees alert, motivated, able to work and even learn. But unmanageable stress can cause health issues, depression, drop-in work performance. Its impact can be seen on both organizational welfare and personal behavior. In everyday life, an individual has to face so much stress not only at the workplace but also at other places like being stuck in traffic jams, health issues, financial, personal issues, etc. So the individual has to face all the stress multi-dimensionally in every level of his life and also in organization i.e individual, group, organization pressurizes the employees for a change in their behavior, hence they become rude, depressed, introvert, etc.

Culture plays an important role in business also. It helps in strengthening the objectives. A positive culture is significant in attracting talent among employees, driving engagement and retention that impact happiness satisfaction, and performance. Leadership, management, workplace practices, people are the factors that impact workplace culture.

Workplace psychology can be used to benefit both employees and employers. It helps in improving the mental well-being of employees so that they can feel safe, valued, etc. It results in reducing stress level and increasing productivity by employees which indirectly benefit employees in their business outcome. Employees may face conflicts like missing the deadline, lashing out at colleagues when he undermines them, etc. Three types of conflict common in the organization are task conflict, relationship conflict, value conflict.

Tony Hopkins Oko in his study, expressed dispute as a part of organizational life that can occur between individuals and groups. Feeling of unrest, competition, stress, tension, insecure job, may lead to dispute. He stressed that disputes can have both positive and negative effects. Positive to encourage creativity, new insight in work, conditions, clarification on viewpoints, etc. Negative in creating resistance to change, establish turmoil, distrust formation, the feeling defeat, misunderstanding creation among workers-employers, etc. He described two types of disputes: organized and unorganized in his study.

## **REVIEW OF LITERATURE**

In a study done it was found that stress level is high among managers working in a private organization in comparison to public counterparts. She stressed that there is a need to develop strategies and techniques to cope with stressful conditions. (Sushma Suri, 2009). The use of certain stress management techniques may have a positive influence on corporate performance and various strategies can help in implementing the stress management techniques in organizations. (Mary Musyoka, 2018). Careful management may lead to social support and adequate job design which predicts job satisfaction, employee loyalty, and reduced work-related stress. (Ivana Katic et al.). The organizational consequences of stress can be avoided by the adoption of a stress management culture in the organization requiring the 'buy-in' of both management and employees. Organizational approaches and strategies are the most effective way to reduce stress. (Smruti Rekha Sahoo, 2016)

Strong association of stress with avoidable factors like lack of department involvement, job satisfaction, the opportunity for self-expression which shows unhealthy work culture and

there are other factors also like workload, lack of clarity in job, erratic nature of the job. (Badrinarayan mishra et.al, 2011). WHO has recommended adopting best strategies for work redesign like changing the demand of work, introducing flexi-time jobs, sharing, more consultation, introducing 'people management' training schemes for supervision, allowing interaction among employees, encouraging cooperation and teamwork. Various resources should be used to manage work stress like health services, HRM training department, etc. WHO recommended promoting a healthy work environment and reduction of harmful aspects of work (Tom cox et al, WHO, 2004)

According to research done on Google, employers create their own unique workplace culture rules for an effective work environment for their employees. At Google, instead of pointing out the mistakes the company tries to know about the cause of the mistake and try to fix it rather than pointing out the damage and blaming the person for that. As a culture employees have the right to be wrong and have the opportunity to overcome failure through the support of supervisors and colleagues. (Sang Kim Tran,2017). In a study, it is recommended that professionals should exhibit self-control and good self-esteem, with engagement and integration of work, work into manageable parts to cope with the stress. (Ashok Panigrahi,2017). In a study, it is suggested that stress is related to both employer-employee. Employee performance affects the company's productivity. The most successive stress mechanism suggested is time management, sharing of feelings,leisure activities(Najmoddin Nekzada et al,2013)

## **METHODS AND MATERIALS**

The study is based on both primary and secondary data. We have surveyed how employees respond to stress in a company with the help of an existing questionnaire of AIS. We have used both published and unpublished data. It also includes content analysis in the form of newspapers and blogs. Graphical Presentation is done for the primary data collected.

## **FACTORS AFFECTING STRESS AT THE WORKPLACE**

- Long hours
- Heavy workload
- Changes within organization
- Tight deadlines
- Job insecurity
- Poor relationships with colleagues and boss

#### **MEASURES TO REDUCE DISPUTE AMONG EMPLOYEES AT WORKPLACE**

- Fair treatment
- Attack the issue not the person
- Embrace conflict
- Provide guidance
- Understanding workplace psychology
- Encourage physical activities

- Offer employees various benefits
- Make them feel valued

## **STRATEGIES SUGGESTED FOR EMPLOYERS IN SOLVING DISPUTES**

- **CLARITY:**

Creating transparency, open communication, good role modeling

- **TRAINING:**

Through special skills, psycho-educational training

- **NOT IGNORING CONFLICT AND BEHAVIOURAL CHANGE:**

By holding secret meetings

- **INVEST ENERGY:**

Through relationship building and productivity

- **SPREADING ACCOUNTABILITY:**

Making them answerable

- **KEEP AN EYE OUT FOR TIPPING POINTS**

## DEVELOPING A STRESS-FREE WORK CULTURE IN AN ORGANIZATION

FORBES has recommended some points for developing a stress-free work culture

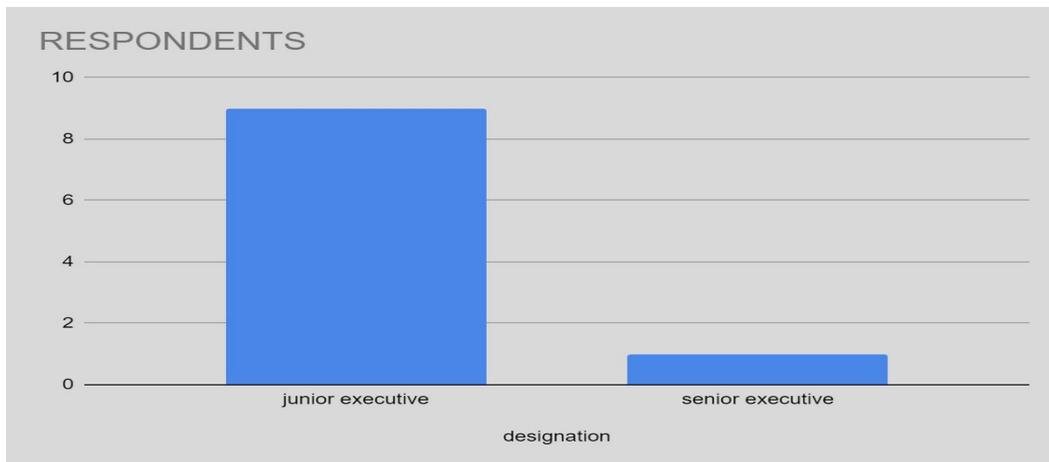
- By adding a personal touch in the organization like with photographs, inspiring artwork, books, decorative accessories
- By keeping the workplace clean and organized through the mess-free desk, keeping everything in place and reach of work
- By quickly adapting to changes like turnover, physical changes, technological changes.
- By adding plants to desks, offices to reduce stress
- By becoming a good communicator
- By doing a relaxation exercise
- By changing layout and re-decoration of offices and company

## DATA ANALYSIS

We have taken a small sample survey of 10 employees of an XYZ company concerning workplace stress and how they respond to the AIS Workplace stress survey. QUESTIONNAIRE sent in the PDF form on Whats App. We have divided them into 2 categories: Senior Executive and Junior Executive.

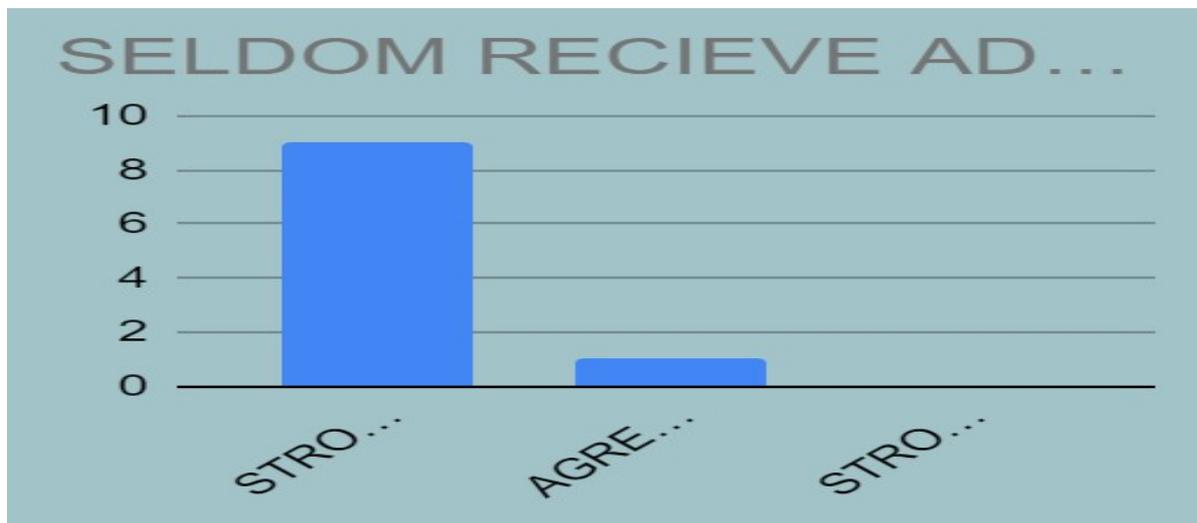
### RESPONDENTS

DESIGNATION	NUMBER OF RESPONDENTS
JUNIOR EXECUTIVE	9
SENIOR EXECUTIVE	1



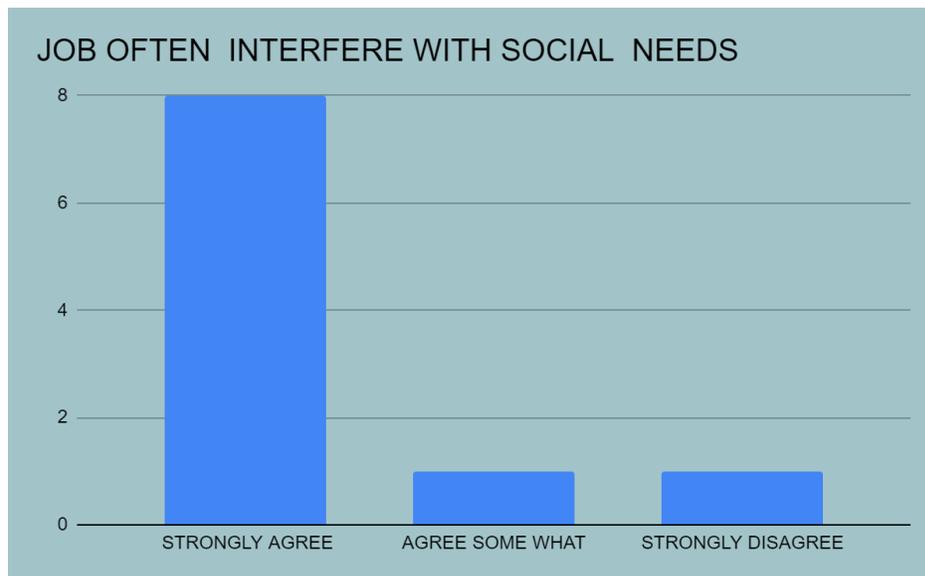
**SELDOM RECEIVE ADEQUATE ACKNOWLEDGMENT**

	STRONGLY AGREE	AGREE SOMEWHAT	STRONGLY DISAGREE
RESPONDENTS	9	1	0



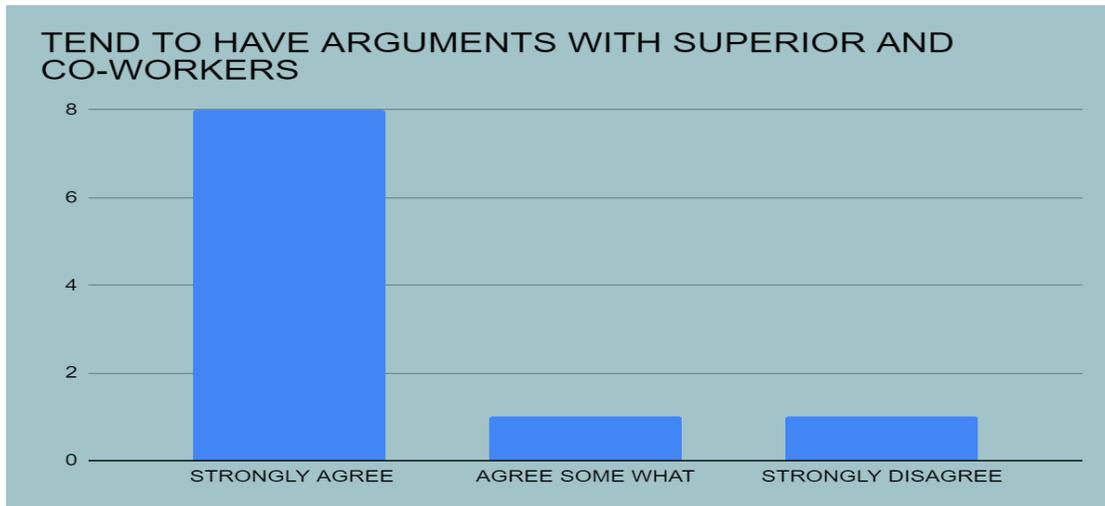
### JOB OFTEN INTERFERE WITH SOCIAL NEEDS

	STRONGLY AGREE	AGREE SOMEWHAT	STRONGLY DISAGREE
RESPONDENTS	9	1	0



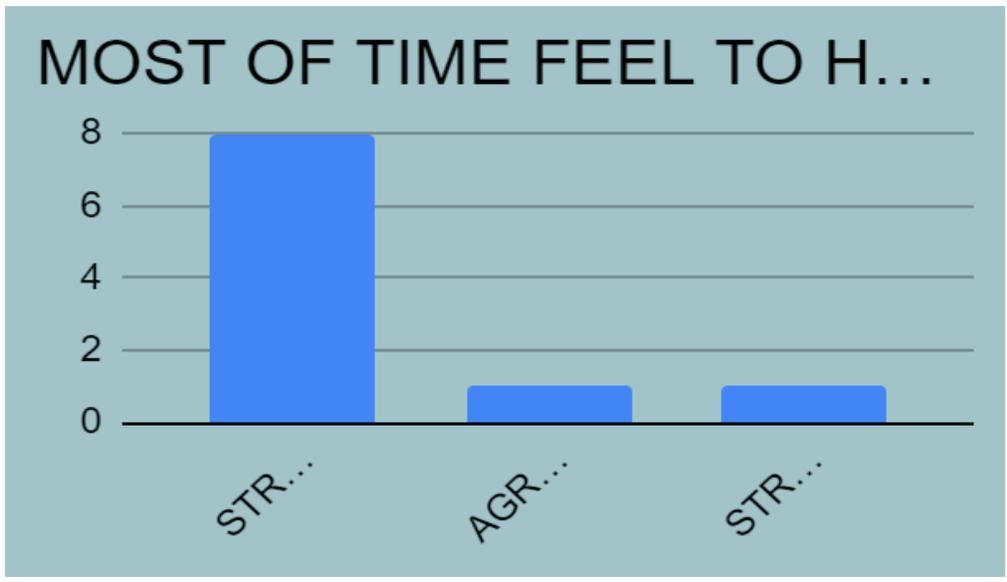
### TEND TO HAVE FREQUENT ARGUMENTS WITH SUPERIOR, CO-WORKER

	STRONGLY AGREE	AGREE SOMEWHAT	STRONGLY DISAGREE
RESPONDENTS	8	1	1



**MOST OF THE TIME FEEL TO HAVE LITTLE CONTROL OVER LIFE AT WORK**

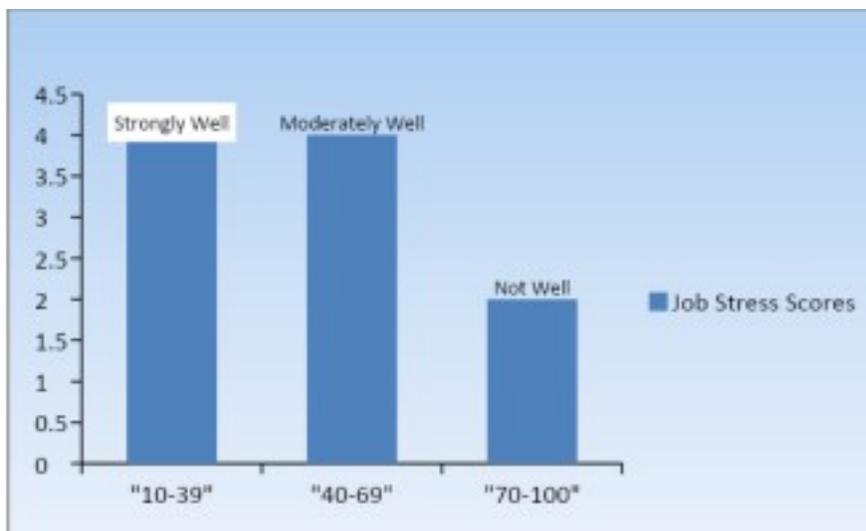
	STRONGLY AGREE	AGREE SOMEWHAT	STRONGLY DISAGREE
RESPONDENTS	8	1	1



**JOB STRESS SCORES**

	10-39	40-69	70-100
STRONGLY WELL	4	0	0
MODERATELY WELL	0	4	0

	10-39	40-69	70-100
NOT WELL	0	0	2



**Findings and Conclusion :**

It is found that many of the employees in the company face stress due to arguments with superiors, co-workers, etc. Most of the time they feel to have little control over life at work. They cannot cope with stress on their own. Sometimes and need other help and most of the time they feel their job interfere with their social needs. So through this survey, it is concluded that there is a need to make the workplace stress-free to reduce conflicts among them.

### **Research Outcome:**

So what we get as the outcome is that employees should make changes in the organization to make the workplace culture stress-free. The beneficiary of this paper is industry and companies as the stress is mostly found in the 9-6 job. They should make strategies to solve the conflicts due to stress full environment.

### **Future Scope of the study:**

The central government, state government, and local organizations should encourage further research in the field of stress-free work culture to reduce the dispute among employees of various companies. With the increase in the number of stressful employees having conflict with coworkers, the boss puts demand for the study of this nature at the high end.

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