

# **Study on Managerial Stress in Pharmaceutical Companies**

**A thesis paper is submitted to the department of pharmacy, East West University in conformity with the requirements for the degree of bachelor of pharmacy.**



**Submitted By**

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**Semester: Spring, 2011**

**Department of Pharmacy**

**East West University**

**Submission date: 29<sup>th</sup> May, 2011**



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## Dedication

This thesis paper is dedicated to

My parents

This thesis paper was submitted to the department of pharmacy, East West University on “Study on Managerial Stress in Pharmaceutical Companies” in partial fulfillment of the requirements for the degree of bachelor of pharmacy carried out by **Mahmudul Hasan Md. Yusuf** (ID : 2006-1-70-012)



*Sufia Islam* 30.06.2011

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Dr. Sufia Islam, PhD

Chairperson

Department of Pharmacy

East West University

Mohakhali, Dhaka.

## **Certificate**

This is to certify that, the research work on “Study on Managerial Stress in Pharmaceutical Companies” submitted to the department of pharmacy, East West University, Mohakhali, Dhaka, in partial fulfillment of the requirements for the degree of bachelor of pharmacy carried out by Mahmudul Hasan Md. Yusuf (ID: 2006-1-70-012) under our guidance and supervision and that no part of the thesis has been submitted for any other degree. We further certify that all the sources of information of in this connection duly acknowledged.



---

**Abu Taiab Md. Jamaluddin**

**Supervisor**

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## **Acknowledgement**

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I am especially thankful to my cordial friend Ireen Parveen for giving her kind support while going to different Pharmaceutical Companies.

## **ABSTRACT**

The purpose of this study is to chart the stressful life of a Manager & the percentage of the stress of the Manager. The study is based on a literature study & quantitative study using a sample of 8 Bangladeshi Managers. This analysis is mostly based on Questionnaire regarding Job Stress in Pharmaceutical Sectors. This questionnaire is designed to obtain data for research purpose which helps to calculate the percentage of stress level for the Managers of different Pharmaceutical Companies.

The above analysis shows that stress level is much higher for them. They are more stressed after returning home from office. Sometime they experienced chest pain, shortness of breath or panic attack at work. Sometimes have work at home which gives them much pain. Sometimes they are isolated from their friends and family. They try to reduce their workload which is impossible. This also gives them more stress.

**Keywords:** - Stress, Positive stress, Negative stress, Questionnaire, Manager.

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## 1. Introduction

Stress may be referred to as an unpleasant state of emotional and physiological arousal that people experience in situations that they perceive as dangerous or threatening to their well-being. The word stress means different things to different people. Some people define stress as events or situations that cause them to feel tension, pressure, or negative emotions such as anxiety and anger. Others view stress as the response to these situations. This response includes physiological changes such as increased heart rate and muscle tension as well as emotional and behavioral changes. However, most psychologists regard stress as a process involving a person's interpretation and response to a threatening event.

Stress is a common experience. We may feel stress when we are very busy, have important deadlines to meet, or have too little time to finish all of our tasks. Often people experience stress because of problems at work or in social relationships, such as a poor evaluation by a supervisor or an argument with a friend. Some people may be particularly vulnerable to stress in situations involving the threat of failure or personal humiliation. Others have extreme fears of objects or things associated with physical threats such as snakes, illness, storms, or flying in an airplane and become stressed when they encounter or think about these perceived threats. Major life events, such as the death of a loved one, can cause severe stress. (Blank, 1982)

Stress can have both positive and negative effects. Stress is a normal, adaptive reaction to threat. It signals danger and prepares us to take defensive action. Fear of things that pose realistic threats motivates us to deal with them or avoid them. Stress also motivates us to achieve and fuels creativity. Although stress may hinder performance on difficult tasks, moderate stress seems to improve motivation and performance on less complex tasks. In personal relationships, stress often leads to less cooperation and more aggression.

If not managed appropriately, stress can lead to serious problems. Exposure to chronic stress can contribute to both physical illnesses, such as heart disease, and mental illnesses, such as anxiety

disorders. The field of health psychology focuses in part on how stress affects bodily functioning and on how people can use stress management techniques to prevent or minimize disease.

## 2. What is Stress?

Whilst there is little disagreement about the prevalence of stress there is considerable debate about what the word actually refers to. In ordinary conversation we seem to be willing to apply the word to both cause and effect. In other words, the common sense view of stress is that it is a combination of external stressors and our response in the early and highly influential research of Selye. Stress is as the result of an interaction between an individual's emotional, intellectual, social, and physical resources and the demands on him or her.

Marshall & Cooper argue that "stress is a different phenomenon from pressure". Stress is something more than mere pressure. It carries strong overtones of the breakdown of normal human performance. In an earlier work, the same two authors concluded that stress is essentially individually defined and must be understood with reference to characteristics of both the individual and his environment, as it is the outcome of the two. (Blank, 1982)

### 2.1 The following are the various definitions of the term stress:

- A. Stress is the excitement, feeling of anxiety, and/or physical tension that occurs when the demands placed on an individual are thought to exceed his ability to cope. This most common view of stress is often called distress or negative stress. The physical or psychological demands from the environment that cause this condition are called stressors. (Hellriegel & Slocum, 2004)
- B. Holmes & Rahe defined stress as a stimulus event that presents unusual demands.
- C. It is defined by Ganster and Murphy (2000) as a form of strain provoked in response to situational demands labeled stressors' which occur when jobs are simultaneously

high in demands and low in control.

- D. Is an adaptive response, mediated by individual differences and/or psychological processes, that is, a consequence of any external (environment) action, situation, or event that places excessive psychological and/or physical demands on a person. (Wehrich and Koontz, 1993)
- E. Stress is the mental or physical condition that results from a perceived threat of danger (physical or emotional) and the pressure to remove it. (Leslie & Lloyd, 1977)
- F. Selye define stress as the bodily response we make to the troublesome event.
- G. Stress is any circumstances or transactions with the environment that threaten or are perceived to threaten our well-being and thereby tax our adaptive capacities. (Weiten, 1986).
- H. An adaptive response, moderated by individual differences, that is a consequence of any action, situation, or event and that places special demands on a person. (Ivancevich, Konopaske and Matteson, 1987)
- I. Stress (psychology), an unpleasant state of emotional and physiological arousal that people experience in situations that they perceive as dangerous or threatening to their well-being. (Auerbach, 2007)
- J. In physics, stress refers to the external force applied to an object— for example, a bridge girder. The response is strain, which is the impact the force has on the girder.
- K. Stress is defined as a nonspecific response of the body to a stimulus or event (stressor). Under a general model of the stress response, when an individual experiences a stressor, the stressor will lead to a physiological response, one that can be measured by several indicators, such as elevated heart rate. In related literature, the term stress is used to refer to this physiological response. Stressors vary in form and can include extreme temperature or lighting,

time pressure, lack of sleep, and exposure to threat or danger, among others. All stressors, however, tend to produce similar physiological responses within the body. (Selye, 1956)

From the above definitions of the term stress, stress means different things to different people.

From a layperson's perspective, stress can be described as feeling tense, anxious, or worried.

The term stress itself has been defined in literally hundreds of ways in the literature. Virtually all of the definitions can be placed into one of the two categories, however; stress can be defined as either a stimulus or a response.

A stimulus definition treats stress as some characteristic or event that may result in a disruptive consequence. In a response definition, stress is seen partially to some stimulus, called a stressor.

A stressor is a potentially harmful or threatening external event or situation. In a response definition, stress is the consequence of the interaction between an environmental stimulus and the individual's response. That is, stress is the result of a unique interaction between stimulus conditions in the environment and the individual's predisposition to respond in a particular way.

### **3. General Principles of Stress by Richard Lazarus**

#### **3.1 Stress may be either physical or psychological:**

Examples of physical stress include infections, exposure to excessive heat or cold failure to get adequate sleep, and pain. Examples of psychological stress include arguing with your spouse, starting a new job, staring at a stack of bills you are unable to pay, and being lonely.

#### **3.2 Physical and psychological stress may overlap and interact:**

It is convenient to distinguish between physical and psychological stress, you should not think of these two types of stress as being altogether independent. They may overlap in that a single event, such as being wounded in combat, can produce both physical and psychological stress.

Furthermore, there is evidence that physical and psychological stressors may function interactively.

### **3.3 The appraisal of stress is not necessarily objective:**

When under threat, people respond emotionally and seem particularly prone to deviate from objective and rational modes of thought (Folkman, Schaefer & Lazarus, 1979).

### **3.4 Stress may be self-imposed:**

We tend to think of stress as something imposed on us from without by others and their demands. Surprisingly often, however, it would seem appropriate to characterize stress as self-imposed.

For example, you might put pressure on yourself to get good grades or to climb the corporate ladder rapidly. These overly high expectations often lead to perceptions of failure and feelings of disappointment.

### **3.5 Our response to stress is complex and multidimensional:**

Stress affects us at several levels. It tends to produce changes in our emotions, our physiology, and our behavior.

### **3.6 The effects of stress may be cumulative or additive:**

It had long been suspected that stress has cumulative effects along the lines of the fabled straw that broke the camel's back. Recent evidence that little everyday hassles can add up to damage one's health appears to confirm that suspicion. For example, you might be experiencing stress of moderate intensity at home, at school and at work. Coping with each source of stress singly, you might be able to handle things without great difficulty. The evidence suggests that a series of



stressful events, following closely on one another, may also have cumulative effects. (Kanner, Coyne, Schaefer & Lazarus, 1981)

#### 4. Sources of stress

The circumstances that cause stress are called stressors. Stressors vary in severity and duration. For example, the responsibility of caring for a sick parent may be an ongoing source of major stress, whereas getting stuck in a traffic jam may cause mild, short-term stress. Some events, such as the death of a loved one, are stressful for everyone. But in other situations, individuals may respond differently to the same event what is a stressor for one person may not be stressful for another.

For example, a student who is unprepared for a chemistry test and anticipates a bad grade may feel stress, whereas a classmate who studies in advance may feel confident of a good grade. For an event or situation to be a stressor for a particular individual, the person must appraise the situation as threatening and lack the coping resources to deal with it effectively.

Stressors can be classified into three general categories:

Catastrophic events, major life changes, and daily hassles. In addition, simply thinking about unpleasant past events or anticipating unpleasant future events can cause stress for many people.

##### 4.1 Catastrophes:

A catastrophe is a sudden, often life-threatening calamity or disaster that pushes people to the outer limits of their coping capability. Catastrophes include natural disasters such as earthquakes, tornadoes, fires, floods, and hurricanes as well as wars, torture, automobile accidents, violent physical attacks, and sexual assaults. Catastrophes often continue to affect their victims' mental health long after the event has ended. For example, in 1972 a dam burst and flooded the West Virginia mining town of Buffalo Creek, destroying the town. Two years after the disaster, most

of the adult survivors continued to show emotional disturbances. Similarly, most of the survivors of concentration camps in World War II (1939-1945) continued to experience nightmares and other symptoms of severe emotional problems long after their release from the camps

#### **4.2 Major Life Changes:**

The most stressful events for adults involve major life changes, such as death of a spouse or family member, divorce, imprisonment, losing one's job, and major personal disability or illness. For adolescents, the most stressful events are the death of a parent or a close family member, divorce of their parents, imprisonment of their mother or father, and major personal disability or illness. Sometimes, apparently positive events can have stressful components.

For example, a woman who gets a job promotion may receive a higher salary and greater prestige, but she may also feel stress from supervising coworkers who were once peers. Getting married is usually considered a positive experience, but planning the wedding, deciding whom to invite, and dealing with family members may cause couples to feel stressed. (Auerbach, 2008)

#### **4.3 Daily Hassles:**

Much of the stress in our lives results from having to deal with daily hassles pertaining to same hassles every day. Examples of daily hassles include living in a noisy neighborhood, commuting to work in heavy traffic, disliking one's fellow workers, worrying about owing money, waiting in a long line, and misplacing or losing things. When taken individually, these hassles may feel like only minor irritants, but cumulatively, over time, they can cause significant stress. The amount of exposure people have to daily hassles is strongly related to their daily mood.

### **5. Effects of stress**

#### **5.1 Negative effects:**

##### **5.1.1 Impairment of cognitive functioning:**

a moderately common effect of stress is impairment of one's mental functioning. In some people, stress may lead to a narrowed form of attention, reduced flexibility in thinking, poor

concentration and less effective memory storage. Such effects are far from inevitable. (Mandler, 1979)

#### **5.1.2 Shock and disorientation:**

Severe stress can leave people dazed and confused. In these states, people tend to feel emotionally numb and they respond in a flat, apathetic fashion to events around them. They often stare off into space and have difficulty maintaining a coherent train of thought. Their behavior frequently has an automatic, rigid, stereotyped quality.

#### **5.1.3 Burnout:**

Burnout is a buzzword for the eighties. This is a stress-related syndrome wherein one's behavior comes to be dominated by feelings of physical, mental and emotional exhaustion. The physical exhaustion includes chronic fatigue, weakness, and low energy.

The emotional exhaustion refers to feeling hopeless, helpless, trapped, and emotionally drained. The mental exhaustion is manifested in highly negative attitudes toward oneself, one's work, and life in general.

#### **5.1.4 Disruption of social relations:**

There is one evidence that stress can lead to deterioration in one's normal social relations. The effect of stress on interpersonal behavior has not attracted much attention. However, researchers working with Vietnam veterans suffering from the delayed stress response syndrome observed disruptions in social functioning with some regularity.

These disruptions include feeling of alienation, difficulties in relating to spouses and friends, and impairments in the capacity to love and trust others. (Blank, 1982)

Delayed Stress Response Syndrome: dysfunctional behavior attributed to exposure to significant stress, which emerges only after the stress has been alleviated.

### **5.1.5 Psychological Problems and Disorders:**

On the basis of clinical impressions, psychologists have long believed that stress might be a key factor in the causation of many kinds of psychological problems and mental illness. In the domain of common psychological problems, it is clear that stress may contribute to poor academic performance, insomnia, sexual difficulties, drug abuse, excessive anxiety, nervousness, dejection, and depression. Above and beyond these everyday problems we have evidence that stress frequently plays a role in the onset of full-fledged psychological disorders.

### **5.1.6 Physical problems and illness:**

The existence of a connection between stress and certain kinds of physical illness has long been recognized. Examples of illnesses that have long been viewed as stress-related are asthma, hypertension, migraine headache, and ulcers.

## **5.2 Positive effects**

The beneficial effects of stress are more difficult to pinpoint than the harmful effects because they tend to be more subtle.

First, we would probably experience a suffocating level of boredom if we lived a stress-free existence. Life would be very dull indeed if it were altogether devoid of challenge. There is evidence (Suedfeld, 1979) that an intermediate level of stimulation and challenge tends to be optimal for most people. Although most of us think of stress in terms of stimulus overload, it is clear that underload can be extremely unpleasant as well.

Second, stress may frequently promote personal growth. Basically, personal growth refers to movement toward greater psychological health. Stress must sometimes force us to develop new skills, learn new insights, and acquire new strengths. In other words, the adaptation process initiated by stress may often lead to personal changes for the better. Confronting and conquering a stressful challenge may lead to improvement in a specific coping abilities and to favourable alternative in one's self-concept.

Third, today's stress can inoculate us so that we are less affected by tomorrow's stress. If stressful experience is moderate in intensity and does not overwhelm us, it may increase our subsequent stress tolerance.

Thus, a fellow who has previously endured business's setbacks may be much better prepared than most people to deal with the fact that the bank is about to foreclose on his home. In light of the negative effects that stress can have, improved stress tolerance is a desirable outcome.

Though the word abounds in negative connotations, stress need not always be harmful. Like if someone were to win a crore on the popular game show *Kaun Banega Crorepati*, his epinephrine levels may shoot through the studio roof. But this stress response would purely be one of joy. And prior to winning the jackpot, he might have subjected his body and brain to massive stress by burning the midnight oil cramming knowledge at short notice. But this stress would be extremely motivational in character.

So the stress is positive or negative, it depends on whom we are speaking with and how we perceive stress. "Anything that takes you away from the quality of existence is stress. I don't believe that a person needs stress to perform well. A stressed-out individual will not be able to perform well. It's like being constantly driven in life," emphasizes Sukhdeepak Malvai.

Although the word is normally thought to have negative implications, it need not always be so. All stress doesn't cause immuno-suppression. Studies show that specific stressors actually increase host resistance to some pathogenic organisms, besides augmenting certain immune responses. Research indicates that the stress-induced, immuno-suppressive properties of adrenal glucocorticoids are counterbalanced by the stress-induced increase in prolactin and growth hormone.

In lay terms, it means (i) resistance to infectious diseases is not always reduced by stress and in some cases is actually and in some cases (ii) stress can augment a number of immune responses. Possibly, this change may be a natural physiological response that maintains homeostasis and resistance to disease during long-term, adverse situations.

## **6. The Way to Reduce Stress in the Workplace:**

Positive job factors can play an important part in keeping stress in check. Having supportive co-workers, managing time effectively, being active in social groups and not taking work home with you are effective ways to minimize stress. Management can provide invaluable assistance to employees by setting effective stress management techniques. Some of the vital ways to do this are:

### **6.1 Set realistic goals and priorities:**

Encourage employees to be part of the priority-setting process. When they feel they are part of the decision, they are more likely to take responsibility, rather than grumble about "my nasty boss" and "this terrible place".

### **6.2 Encourage good time-management techniques:**

Planning for important activities, scheduling them in advance, following up with others, and keeping good records help people get things accomplished on time and realize their value. Take time to make note of successes and projects accomplished.

### **6.3 Take short breaks after a particularly stressful event:**

Encourage employees to take a 5 minute walk around the block or a few minutes of quiet meditation to re-balance their energies. Several short breaks throughout the day can keep employees working at peak performance.

### **6.4 Rehearse and prepare:**

Being prepared reduces stress. Be prepared in advance of stressful situations for all possible outcomes.





### **6.5 Change the attitudes:**

Think of stressful situations as a challenge to your creative thinking. When your schedule is full, say "no" to activities you don't enjoy, to unrealistic demands, to responsibilities that aren't yours. Doing this with tact and diplomacy takes some practice and may require special training.

### **6.6 Have to schedule the stress & encourage employees to treat their body right:**

Stagger known stressful activities and prepare for known stress in advance. Eat a balanced diet, get enough sleep, and exercise regularly. Companies that encourage employees to take a "fruit break" or 5-minute walk find the employees will work more effectively than if they are "hyped" by cigarette/coffee breaks and little physical exercise in their jobs.

### **6.7 Have to Encourage positive self-talk & positive reinforcement:**

Have to make sure that all managers and supervisors tell people when they do a good job, complement them on their neat offices or conscientious work habits.

### **6.8 Set up employee recognition programs:**

"Employee of the Month" or "Creative Suggestion" systems encourage people to do a good job. Everyone needs a pat on the back and a sense of being a valuable person. Constant criticism is counter-productive and causes hard feelings. A daily positive comment goes a long way, at no cost!

### **6.9 To take responsibility & provide a sympathetic ear:**

Encourage employees to take responsibility for their own job and for their contribution to the success of the company as a whole. This encourages a feeling of control over their life. Let them know how important their efforts are to the overall plan.

Often stressful situations can be managed, if there is someone who is willing to listen to the employee's concerns and provide positive encouragement that they will get through the

problem. For many people, 15 minutes of a sympathetic listener can cancel out many days of otherwise unproductive worry.

### 6.1.1 More Stress-Reducing Tips

1. Breathe diaphragmatically: It will help to calm down, think more clearly, improve memory, relieve the knotted feeling inside, and improve the heart function, circulation and digestion.
2. Have to handle change skillfully and gracefully.
3. Have to do one thing at a time.
4. Cultivate being a friend.
5. Sometime Laugh to keep the heart good functioning
6. Have to Do Desktop Yoga ®
7. Be around positive people.
8. Have to eat nourishing food.
9. Have to drink enough water.
10. Have to avoid too much caffeine, soda pop, alcohol, and junk. Better to stop using them & stop smoking.
11. Getting involved in workplace wellness program.
12. Enjoying nature.
13. Move around & Use the stairs for Walk.
14. Smile and have fun.
15. Breathe fresh air.
16. Have to Notice life from now.
17. Sometime can play with pets.
18. Balance work with an active home and play life.
19. Focus on the moment. Don't get caught up in the past or future.
20. Donot get caught up in gossip or negative thinking.
21. It's all a game. Be a team player and play well with others.
22. If you're in a hole, quit digging.
23. Go for results, not activity.



24. Have to Schedule time.
25. Find your own voice.
26. Take a relaxation break.
27. Remember that whatever is happening is only temporary. That goes for the little picture and the big picture.
28. The best things in life aren't things.
29. Focus. Leave work at work and home life at home.
30. Take rest.
31. Prevent problems.
32. Let go of attachments and desire.
33. Strive to be, rather than to become.
34. Simplify.
35. Get to know yourself.
36. Enjoy the journey and let the destination take care of itself

#### **7. Food sources effect on stress:**

Stress affects your body's ability to handle various kinds of foods because it causes a sudden constriction of your blood vessels. This raises blood pressure and reduces the amount of blood flowing to the stomach and intestines. The flow of enzymes is slowed as well so that much of the food you eat, particularly if it has a high fat content, is poorly digested.

Instead of being broken down properly, it ferments in the intestine, causing gas and distention.



*Fig 1.1:* Food sources which reduce stress

Another thing that happens right away in a stress reaction is a hormonal alert that your blood needs more glucose. In other words, you feel hungry all the time. This may prompt you to eat a lot of carbohydrates, either in the form of sugar or starch. The reaction is an appropriate one if you are facing strenuous physical exertion, but it gives you only surplus calories if the stress is psychological.

### **7.1 There are some helpful pointers you can follow for an anti-stress diet:**

- Have to cut down on table salt and other sources of sodium because of their link with high blood pressure. Preservatives may also contain sodium.
- Have to drink only moderate amounts of coffee and tea and caffeine is present in both. Caffeine, nicotine and alcohol are stress-stimulants.
- Have to have more glasses of fluids every day, this helps to flush waste products out of the body.
- Have to eat foods rich in potassium, like oranges and bananas. Potassium is essential for maintaining the balance of minerals within body fluids and plays a key role in muscle contraction.
- Have to sure to get enough calcium, as you tend to lose it when you are stressed. Try to have at least two glasses of skimmed milk a day.
- Vitamin C is important as it keeps the walls of the capillaries flexible. The blood vessels constrict at the first sign of stress, and this results in the depletion of vitamin C in the body.
- Vitamin B serves as a catalyst in the production of energy, and in the metabolism of protein and fats. It is also necessary for the central nervous system. In conditions of stress (especially physical), supplements are advisable. Increase the intake of green leafy vegetables, eggs, milk, whole grains and yeast.
- Nitrogen, the base of the body's protein, is excreted under stress. So protein intake

should be increased by 10 per cent during a period of stress.

- Have Try and include apples (skin intact), apricots, bananas, French beans, cabbage, cauliflower, grape fruit, lemon, lettuce, melons, mushrooms, ladies fingers, peaches, peas, pineapples, plums, potatoes. They are high potassium and low sodium foods.

### 8. Literature review

Year	author	works
1990	Robertson	
1991	Jamal and Xie	This study reviews recent research on mental health within the context of work. The research is based on work during the past decade since the publication of the special issue of the Canadian Psychologist on I-O Psychology in 1988.
1995	Bogg & Cooper U.K.	This study found that senior civil servants were significantly more job dissatisfied & displayed more mental & physical ill health than their private sector counter parts. The main sources of stress were "factors intrinsic to the job" such as poorer comparative pay & working conditions and a strong feeling of possessing

little control over their job & their organization.

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1995

Sauter & Murphy

A brief overview of work organization from pre-industrial times to today is presented. The importance of lean production and just-in-time inventory (JIT) as high performance work organization techniques in manufacturing assembly operations is highlighted as important business strategies for firms competing in the global auto industry. Lean production and JIT strategies, when properly implemented, positively impact the need for manufacturing flexibility and customer demands for high quality and short delivery time.

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1997

Siu, Cooper  
& Donald

The study demonstrates that occupational stressors play a significant role in determining job satisfaction, mental and physical well-being. The reliability of standardized instruments used in Western research including the Occupational Stress Indicator-2.

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1998	Yu, Araj, Ralls, Kolodkin	A simple piston model for the boring of ultraintense lasers into overdense plasmas is proposed. The hydrodynamic behavior of the laser-irradiated plasma is then determined in a self-consistent manner. Scaling laws for the parameters characterizing the laser penetration, shock propagation, and shock-compressed plasma are presented.
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## 9. Coping with Stress

**There are two types of coping:**

1. Problem focused and
2. Emotion focused.

### 9.1 Problem-focused coping:

This refers to the actions taken by an individual to cope with a stressful person, situation, or event. For example, workers facing disrespectful manager may deal with his harassing style by being absent from work. This absenteeism would enable the workers to be removed, some of the time, from the disrespectful manager.

### 9.2 Emotion-focused coping:

This refers to the actions taken by a person to alleviate stressful feelings. This actions center on avoidance or escape from a person's problem or event. For instance, employees that travel frequently as part of the job may alleviate their stressful feelings and emotions by exercising regularly or by reading light, non-work-oriented fiction or poetry. If these coping activities are successful, the frequent traveler's feelings and emotions are kept in check.

## **10. Individual Approaches to Stress Prevention and Management**

### **10.1 Cognitive Techniques**

The basic rationale for some individual approaches to stress management, known collectively as cognitive techniques, is that a person's response to stressors is mediated by cognitive processes, or thoughts. The underlying assumption of these techniques is that people's thoughts, in the form of expectations, beliefs, and assumptions, are labels they apply to situations, and these labels elicit emotional responses to the situation.

For example, if an individual labels the loss of a promotion a catastrophe, the stress response is to the label, not the situation.

Cognitive techniques of stress management focus on changing labels or cognitions so that people appraise situations differently. This reappraisal typically centers on removing cognitive distortions such as magnifying, over-generalizing, and personalization. All cognitive techniques have a similar objective: to help people gain more control over their reactions to stressors by modifying their cognitions.

### **10.2 Relaxation Training:**

The purpose of this approach is to reduce a person's arousal level and bring about a calmer state of affairs, both psychologically and physiologically. Psychologically, successful relaxation results in enhanced feelings of well-being, peacefulness and calm, a clear sense of being in control, and a reduction in tension and anxiety; physiologically, decreases in blood pressure, respiration, and heart rate should take place. Relaxation techniques include breathing exercises; muscle relaxation; autogenic training, which combines elements of muscle relaxation and meditation; and a variety of mental relaxation strategies, including imagery and visualization.

Conditions conducive to achieving relaxed states include a quiet environment, a comfortable physical position, and closed eyes. Simply taking a few moments of mental rest from job

activities can be an effective relaxation activity. Short, more frequent breaks of this sort are more relaxing than fewer, longer breaks. (Suedfeld, 1979)

### **10.3 Meditation:**

The most widely practice is transcendental meditation, or TM. Its originator, Maharishi Mahesh Yogi, defines TM as turning the attention toward the subtler levels of thought until the mind transcends the experience of the subtlest state of thought and arrives at the source of thought. The basic procedure used in TM is simple, but the effects claimed for it are extensive. One simply sits comfortably with closed eyes and engages in the repetition of a special sound (a mantra) for about 20 minutes twice a day. Studies indicate that TM practices are associated with reduced heart rate, lowered oxygen consumption, and decreased blood pressure.

### **10.4 Biofeedback:**

Biofeedback is a technique in which people learn voluntary control of stress-related physiological responses, such as skin temperature, muscle tension, blood pressure, and heart rate. Normally, people cannot control these responses voluntarily. In biofeedback training, people are connected to an instrument or machine that measures a particular physiological response, such as heart rate, and feeds that measurement back to them in an understandable way. For example, the machine might beep with each heartbeat or display the number of heart beats per minute on a digital screen. Next, individuals learn to be sensitive to subtle changes inside their body that affect the response system being measured. Gradually, they learn to produce changes in that response system—for example, to voluntarily lower their heart rate. Typically individuals use different techniques and proceed by trial and error until they discover a way to produce the desired changes.

### **10.5 Aerobic Exercise**

Aerobic exercise such as running, walking, biking, and skiing can help keep stress levels down. Because aerobic exercise increases the endurance of the heart and lungs, an aerobically fit individual will have a lower heart rate at rest and lower blood pressure, less reactivity to stressors, and quicker recovery from stressors.



In addition, studies show that people who exercise regularly have higher self-esteem and suffer less from anxiety and depression than comparable people who are not aerobically fit.

### **11. Direct and moderator effect of coping strategies**

Even though the PRC, Hong Kong, and Taiwan are the three largest Chinese societies in the world, there are socioeconomic similarities and variations among them. The three societies are all undergoing fundamental transformations of industrial structures from labor-intensive to high-tech, as well as rapid social modernization in both work and lifestyles. Since 1979, the PRC has made great progress in economic reforms, in which Hong Kong and Taiwan have contributed so much that the three economies have been termed "Greater China". In the PRC, the average annual real economic growth in 1979–93 was 9.3 per cent. The average annual real growth in Taiwan in 1970–93 was 8.6 per cent; and in the same period Hong Kong achieved 7.4 per cent growth. Recently, the GDP annual growth rates of the PRC, Hong Kong, and Taiwan estimated in 1997 were 8.8 per cent, 5.3 per cent, and 6.5 per cent, respectively. It was even consistently found that managers in Hong Kong, Taiwan, and the PRC reported higher levels of stress than UK managers. The managerial stress estimated for countries such as the UK and US is very high (Cartwright & Cooper, 1997).

It is equally high in the PRC, Hong Kong, and Taiwan which further emphasises the need to examine the stress factors and processes in Chinese managers in these three societies.

From a different perspective, with the globalisation of the world economy, and the rapid development of the South East Asia economies, Western enterprises are investing more and more into the area. A systematic exploration of work stress and well-being of managers in Greater China would be valuable for the improvement of productivity. (Lazarus & Folkman, 1984)

In the study of 22 diverse nations at different stages of economic development, it was found that developing nations scored the highest on sources of pressure, reported the worst mental and physical health, but the greatest job satisfaction of the three economic groups (developed, developing, and under-developed nations were grouped according to their GNP per capita).



The poor health of the developing group was attributed to the high stress these managers experienced at work, and the high job satisfaction, to the greater expectations and excitement about the future, and greater autonomy at work that these individuals may experience as a result of rapid changes taking place in their workplace.

But both Hong Kong and Taiwan were classified as developed nations in their study. Nevertheless, in terms of GNP per capita, Hong Kong is a developed society; Taiwan can be classified as a developing and the PRC as an under-developed country.

### **12. Direct and moderator effects of work locus of control:**

During the 1980s, locus of control was theorized to be a good stress moderator. Work locus of control is a control-related personality variable that has been linked to job strains. As defined it, work locus of control “is a personality variable that concerns people's generalized expectancies that they can or cannot control reinforcements in their lives. People who hold expectancies that they control reinforcements are considered to be internals, and people who hold expectancies that outside forces or luck control reinforcements are considered to be externals”. In a meta-analysis, reported that there are correlations between perceptions of work control in general and job strains (job satisfaction, symptoms, and emotional distress). Likewise, work locus of control has been related to well-being, internals in general reporting better well-being than externals. The role of work locus of control as moderator of the stress-strain relationship has been demonstrated in various professions. (Spector, 1986)

The direct and moderating effects of work locus of control have also been demonstrated in Chinese societies. In Hong Kong, it has been found that externals had lower job satisfaction and greater quitting intention among employees; and work locus of control moderated the stressor-strain relationships, in which a negative relationship between stressors and job satisfaction was found significant among externals (Siu & Cooper, 1998).

In Taiwan, internal locus of control was found to be related to higher job satisfaction and better psychological well-being among industrial workers as well as clinical nurses. However, no stress moderating effect of internal control has been reported.

We expect that work locus of control (externality) has the direct effect of lowering job satisfaction and well-being; and the moderating effect of intensifying the negative stressors–job satisfaction and stressor–well-being relationships among external managers in Greater China.

### **13. The present study (Hypotheses for the Study)**

This study is part of the Collaborative International Study of Managerial Stress (CISMS). CISMS is a multinational study involving efforts by a group of international researchers from 24 countries. The purpose of the present study is to replicate the Western stress and well-being framework in Greater China, specifically to examine the direct and moderator effects of coping strategies (control and support coping) and work locus of control (externality) on the stress-strain relationships among managers in the PRC, Hong Kong, and Taiwan. Based on previous literature, a number of specific hypotheses for the study are proposed as follows:

#### **13.1 Comparing Well-being and Job Satisfaction among Managers in Greater China:**

Taiwanese managers will report higher than the PRC and Hong Kong (which will not differ from one another) on job satisfaction and sources of stress, and Taiwan will be lower on well-being than the PRC and Hong Kong (which will not differ from one another).

Given some variability in economic context it might be expected that managers in the three Chinese societies would differ in their profiles of job pressures, well-being, and job satisfactions.

The above hypothesis is based on Sparks et al.'s (1999) findings that developing nations scored the highest on sources of pressure, reported the worst mental and physical health but the greatest job satisfaction of the three economic groups (developed, developing, and under-developed).

As mentioned earlier, Taiwan can be classified as a developing country, and it is expected that managers in Taiwan will perceive more sources of stress and score the lowest in mental and physical well-being, but highest in job satisfaction.

### **13.2 Relationship between Sources of Stress and Well-being and Job Satisfaction:**

Managers who score a higher level of sources of stress will report worse physical and mental well-being, and lower level of job satisfaction.

This is based on the research findings obtained in Western and Chinese societies that sources of stress at work are negatively related to job satisfaction and well-being. We do not expect any difference in the stress–well-being or stress–job satisfaction relationships in the three societies. (Cooper, 1988)

### **13.3 Direct Effects of Coping Strategies:**

Managers who report more use of coping strategies (either control coping or support coping) will report higher job satisfaction, and better mental and physical well-being; and these relationships are more applicable to Hong Kong and Taiwanese managers who employ control coping.

This is based on the assumption that the use of coping can improve job satisfaction and reduce tension (e.g. Nelson & Sutton, 1990; Parkes, 1990). Nevertheless, there are cultural variations within the three Chinese societies. These may lead to variations in the prevalence of coping strategies and the role of coping in the stress process in Greater China. It is difficult to predict the differential role of control coping and support coping among managers in the PRC. In Chen's (1988) analysis, due to the macro-political environment in China, people in the PRC are less inclined to depend on the role of friends in the social support network.

We therefore expect that control coping (rather than support coping) will be, as found in previous literature (e.g. Yu et al., 1998), related to job satisfaction and well-being. However, since China is a more collectivist country than the other two Chinese communities, we might expect that support coping will also have effects on well-being and job satisfaction.

Taiwan is a rapidly industrialising society and individualism is more valued than in the past, therefore we expect that control coping will have more beneficial outcomes than support coping in the stress process among Taiwanese managers. As compared to China and Taiwan, Hong Kong is far more urbanised and Westernised.

We therefore expect that, like the US samples, control coping among Hong Kong managers will have more direct effects on job satisfaction and well-being than support coping. (Lazarus & Folkman,

#### **13.4 Direct Effects of Externality:**

Externals will report lower job satisfaction, and lower levels of well-being; and these relationships are more applicable to Hong Kong and Taiwanese managers.

This is based on the literature in Western and Chinese societies that workers who believe that they have less control over work (externals) in general report worse well-being than internals. Spector studied work locus of control across 24 nations' samples. They found that Asian samples (Japan, Hong Kong, the PRC, and Taiwan) scored higher on externality than samples from a wide variety of regions around the world, including North and South America, and Eastern and Western Europe. Yet, due to economic and cultural variations within Greater China, we expect differential impacts of control on managers' well-being and job satisfaction in Greater China. As stated earlier, Hong Kong is highly urbanised and Westernised and Taiwan is a rapidly developing society. We expect the relationship to be stronger among Hong Kong and Taiwanese managers. We are less certain that results will be similar in the PRC.

#### **14. Insidious effect**

As early as the 2nd century AD, the deleterious effects of stress were recognized. In his treatise on tumors, *De Tumoribus*, the Greek physician Galen noted a greater tendency for development of breast cancer among melancholic women than those with sanguine traits. Earl Wilson drove this point home laterally in his pithy observation on hypertension: "One way to get high blood pressure is to go mountain climbing over molehills."

Stress can be the culprit in palpitations, heart attacks, migraine and tension headaches, eating disorders, ulcers, irritable bowel syndrome, colitis, diabetes, backache, chronic fatigue syndrome, dermatitis, allergies, colds and coughs, asthma, insomnia, stammering, phobias, depression, premature aging...The list is endless.

In many illnesses, however, there may be multiple pathways by which symptoms occur, and stress may act as a predisposing, precipitating, and/or sustaining factor. Not surprisingly, many of these ailments are associated with immune alterations. The influence of stress may also be complex and indirect. In his study of gout, H. Weiner discovered that exacerbation was connected to dietary habits. Flare-ups typically occurred during periods of stress when patients exhibited less dietary control, guzzled greater amounts of alcohol, took medication less regularly and got insufficient sleep. Can stress really cause illness? The ecumenical belief holds that an individual's emotional state can directly affect his well being. Empirical evidence demonstrates that a variety of personality traits and stressful life events are correlated with both the provocation and the increased incidence of many psychosomatic disorders, including cancer hypothesizes two primary cancer-causing mechanisms.

The first, 'carcinogenesis', involves an agent or mechanism which produces cancer by overcoming the body's natural resistance. The second, 'lowered resistance to cancer', permits a potential carcinogen normally insufficient to produce cancer to do so due to a weakened emotional state, for example. Researchers like D.M. Kissen have argued that the stress of adverse circumstances and the loss of a loved one can lead to cancer by psychological mechanisms of "despair, depression and hopelessness". Some researchers have linked the theory of learned helplessness to health. Helplessness has been defined as "the psychological state that frequently results when events are uncontrollable". It is used interchangeably with hopelessness, describing a feeling that a situation is without solution. Hopelessness has often been associated with early relapse and mortality in cancer studies. Examining survival rates of patients post-surgery and 10 years after a psychological interview, S. Greer found telling conclusions.

Those displaying a helpless attitude or a stoic acceptance had recurrent disease or died earlier than those responding with 'denial' or a 'fighting spirit'. In the 1950s, Dr Franz Alexander of Chicago found that strong but inhibited aggressive impulses led to increased muscle tension, a contributing factor in rheumatoid arthritis.

Along with anxiety, it raised blood pressure, as though the body "were constantly in preparation for a fight which never takes place". Dr Alexander showed that high blood pressure is rare

among African blacks, but frequent in American blacks—an incontrovertible proof of the damaging effects of a more stressful environment. An American study in the 1970s discovered that 20 out of 25 new diabetics had suffered the loss of a loved one or a severe setback shortly before the symptoms developed.

### **15. Moderator Effects of Coping Strategies**

Both forms of coping will moderate the relation between sources of stress and well-being in that the negative effects of stress on well-being will be greater when coping is low than when it is high. Furthermore, support coping will have more of a moderating effect for the PRC whereas control coping will have more of a moderating effect in Hong Kong and Taiwan.

This is based on the assumption that coping reduces the negative impact of job stressors on job strains. Since China is a more collectivist country, we expect support coping will be more likely to moderate the perception of stressors on well-being or job satisfaction among managers in the PRC. As argued earlier, Hong Kong and Taiwan are more urbanised and Westernised, and we expect control coping will be a significant stress moderator in the stress–well-being or stress–job satisfaction relationships among Hong Kong and Taiwanese managers.

### **16. Moderator Effect of Externality:**

Internal managers specifically in Hong Kong who perceive more sources of stress will report higher job satisfaction and better well-being than external managers.

This is based on the literature that internal locus of control is a positive buffer of stress-strain relationships. Work locus of control was found to be a stress moderator in Hong Kong but no evidence of the moderating role of work locus of control was found in Taiwan or China. Moreover, Hong Kong is a more an individualistic society like the US. Hence we expect the moderating effect of externality to be more prevalent in the Hong Kong sample. (Cooper 1998)



### 16.1 When Stress Clouds The Wonder Years:

There are specific stresses related to specific situations or problems that are sorted out once the situations get over. But then there are certain stresses that are part of the teenage years. Identity crisis is one of them. What do I want from life? What should I be? It is not only regarding career prospects but a much bigger concern of a teenager about fitting into the adult world. When a teenager leaves the safe world of childhood, his/her personality can develop in any direction and this is the time of identity crisis.

Sometimes teenagers feel that their parents are imposing the personality traits they do not have or do not want to have, upon them. For instance, you must have noticed that professionals like doctors and architects want their children to follow in their footsteps. Sometimes the reason might be practical, for instance a parent owning a hospital would naturally expect his child to become a doctor and run the hospital.

But the child may not have the aptitude for the same profession, and may want to do something totally different in life, and parental or family pressures may be such that s/he may succumb. This causes acute stress and worsens the already existing identity crisis.

Take the case of Sangita, the daughter of a doctor couple. A bright student, Sangita grew up believing that her parents' profession was the best profession in the world. Naturally, she took up science in school and started preparing for entrance examinations to various medical colleges. That was the time she realized that she could not handle the subjects, but it was too late. She appeared for all the entrance tests and failed each one.

Her parents were shattered. They visited holy shrines and organized private coaching classes for her. She was made to appear for the entrance tests again. By this time Sangita was absolutely certain that the medical profession was not for her and wanted to try her hand at business management, but her parents would hear nothing of it. Sangita failed yet again.

Now their relatives stepped in. Her father's elder brother finally managed to convince them that it was not at all mandatory for the child to follow her parents' footsteps. Sangita did her MBA and joined a multinational bank, subsequently settling down happily in life. The four years of her life wasted in studying subjects she had no aptitude for were lost, but fortunately they were only four

years. In some cases a lot more time is west

What about those teenagers, who get the subjects they want, yet lack the clarity to achieve their goal? Parents play a key role in developing their teenager's self-esteem. Parental indifference to their child's success or failure results in a lack of initiative in the child. Such teenagers are not motivated to try anything new or challenging, including making new friends.

On the other hand, some parents are overprotective and end up stifling their child's efforts to grow up. If parents set high but achievable standards and express support for their teenager's abilities, children would be quite confident of succeeding.

Friends also play an important role in a teenager's life, as they can learn more about their identity away from the family. And conforming to the customs of a group can make a teen feel like s/he fits in. This sense of belonging is an important need as teens traverse the difficult years of being no longer children but not yet adults. The crucial thing is communication, both with their peers and parents. After all, parents need to keep in mind that they too were adolescents once, going through the same stresses.

### **17. The Importance of a Clear Career Path**

With more mature organizations, a lack of obvious career paths is a serious problem, particularly if you are at the start of your career. At this stage of your career, you need to be gaining experience as quickly as possible so that you can keep up with your peers. Without good career development opportunities, you may not achieve your long-term potential: Many good, challenging jobs quite legitimately need the right experience, and you will not get these jobs unless you have had the opportunity to accumulate this experience.

If you fail to reach your potential, you can obviously expect to feel bored, frustrated and disillusioned, causing you severe stress in the medium-term.

If you have a sufficiently clear career path in front of you, you are happy with it, and you are well positioned to take advantage of it, and then just keep on doing the things that you need to do to perform excellently.





If after conducting the Job Analysis we discussed earlier, and after talking it through with your boss, you still do not have an obvious, credible career path open to you, then you need to take charge of your own career planning and progression.

This tool helps you to take stock of where you are now, look at the opportunities open to you, and plan how to take advantage of them.

To use this tool, work through the process below:

### **17.1 Look at Your Current Position:**

It is important to understand where you are now so that you are realistic in identifying the options open to you, and so that you use all of the resources available to you. A good place to start with this is to inventory your knowledge, skills, experience and resources.

### **17.2 Think Through What You Want to Achieve In Your Career:**

Our goal setting page gives you a useful technique for thinking through what you want to achieve with your life. While goal setting is time-consuming and involves much soul-searching, it will help to bring focus to your personal goals and aspirations, and will help you to crystallize what you want to achieve. You may want to stay in the same industry or career that you are already in. If this is not the case, and you are struggling to identify the sort of careers you would like to move into, then use an online career testing tool like MAPP from Assessment.com. This helps you think through the types of job that you will find most satisfying.

### **17.3 Research Options:**

Having identified someone's career options, it is important to do some basic research into these. In particular, he need to know whether the career is increasing or declining in importance, and you need to know how well you will be paid in it. There are huge differences between the prospects available in different careers and industries, with often fundamentally similar jobs attracting widely varying pay rates and conditions. Have to make sure that everyone has chosen well. If someone wants to change his career, he should also try to speak to people in his target career to get their opinions on it and on his suitability for it. They should be able to give good

advice on making the transition, and on the good companies to work for within the industry or career. All of this helps to check that the career is as desirable as someone think it is, and gives him the basic information you need to succeed in that career.

#### **17.4 Plan Your Approach:**

Once you know where you want to go, the next stage is to work out how to get there. If you need new skills to make the change, then you need to begin to acquire them. If you need experience, then you need to work out how to get it.

If you want to make a major change, then it may not be practical to do this in one go. This is particularly the case if you want to change to a radically new career in a new company or industry.

Similarly, if you want to move to a senior role, then you will normally have to work through a series of intermediate roles. Identify the intermediate steps that you will need to make, and the skills and experience that you will need to make those steps.

Work out how someone will have to position to make those steps and gain those skills and experience.

#### **17.5 Taking Action:**

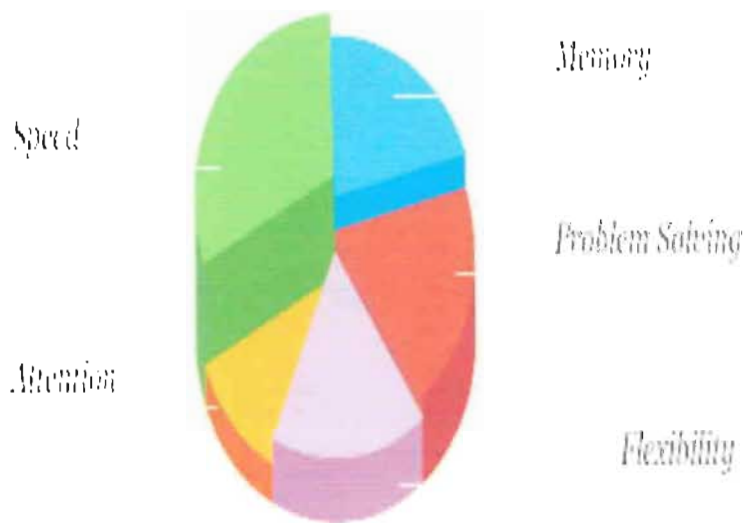
By this stage you may have come to the conclusion that you are well enough positioned in your current job to stay and manage your career within your current organization. If this is the case, then you should have a good idea of the actions that you need to take to progress your career within it.

Alternatively, you may have come to the conclusion that you need to change organization. If this is the case, then make sure you approach this change as a major project in its own right - the effort you put in will most-likely determine the quality of the role you eventually find.

## 18. Improvement of our brain health and performance

### 18.1 Our brain:

Our brain works just brighter and to our improve brain health and performance.



*Fig 1.2: our brain health & performance*

- Brain training produces real world benefits
  - Enhance memory, attention and creativity
- Easy, web-based brain training program



*Fig1.3: Tools for retooling the brain*

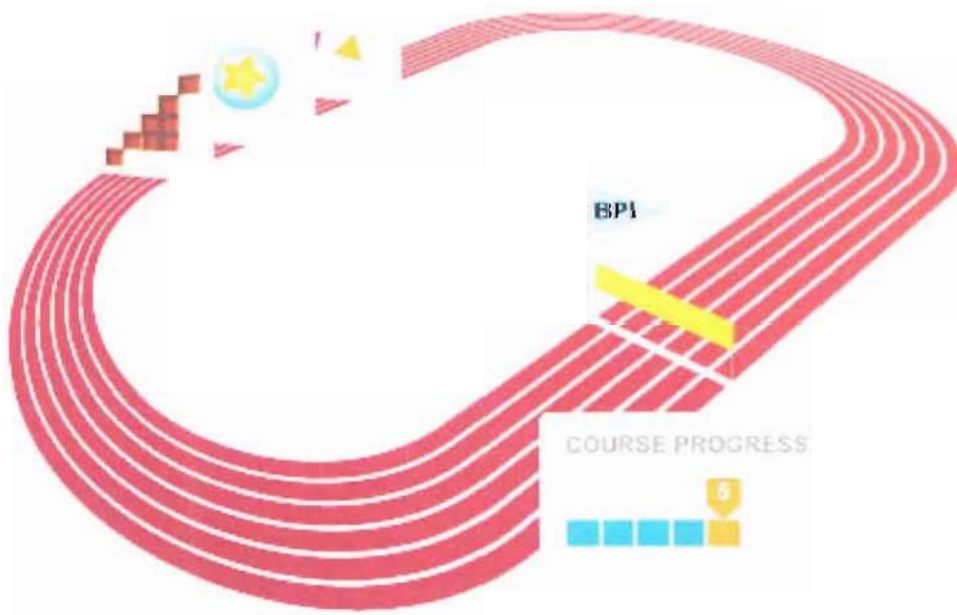


Fig 1.4: a gym designed for training

Lumosity uses science to make brains smarter.

- Based on principle of neuroplasticity
- Designed by neuroscientists

Clinically proven results

Every brain needs a gym; we design training courses to meet this goal.

- Customized to meet your needs
  - Training programs adapt to you
- Over 40+ brain games and assessments

#### **19. Method of analysis:**

To analyze the stress of managers of some renowned pharmaceutical Sectors some question based analysis is done. This analysis is mostly based on Questionnaire regarding Job Stress in Pharmaceutical Sectors. This questionnaire is designed to obtain data for research purpose. By this question data's are collected to analyze the percentage of priority of reducing job stress, isolation from family & friends, Percentage of office work at home, Percentage of job satisfaction level, participation of household works with your family member, Percentage of feelings after returning from office and so other ones.

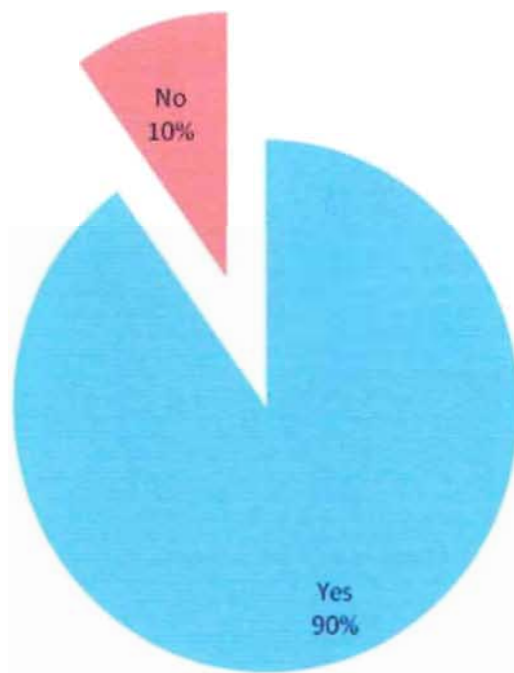
I compared the data that I obtain from Questionnaire regarding Job Stress to find out the percentages of stress in different pharmaceutical companies manager.

This analysis suggests that coping and health habits can make a difference, although personality and work environment are also important in differentiating healthy from unhealthy Manager.



**20. Result Analysis:**

**(%) of Employees / Pharmacists giving priority of reducing job stress**



*Fig 1.5: Percentage of priority of reducing job stress*

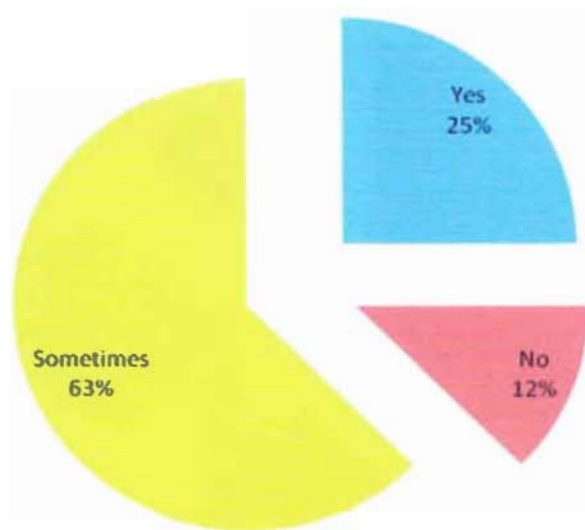
The above figure shows that,

Red portion= Yes (10%)

Blue portion= No (90%)

So from the above chart we can find that maximum Manager is saying no for this question.

### (%) of Employees feeling isolated from family & friends



*Fig 1.6: Percentage of isolation from family & friends*

The above figure shows that,

1<sup>st</sup> part (green) = sometimes (63%)

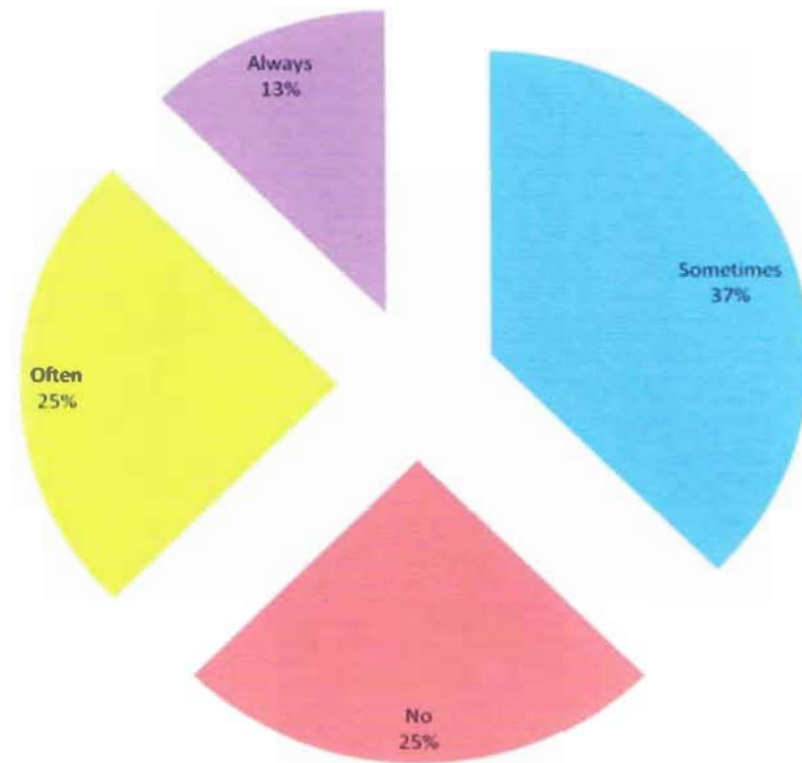
2<sup>nd</sup> part (blue) = yes (25%)

3<sup>rd</sup> part (red) = no (12%)

From this above chart we find that sometime the Managers think that they are isolated from their family.



**(%) of Employees experienced chest pain,shotness of breath or panic attack at work**



*Fig1.7: Percentage of experienced chest pain, shortness of breath or panic attack at work*

The above figure shows that,

1<sup>st</sup> part (violet) = always(13%)

2<sup>nd</sup> part (green) = often(25%)

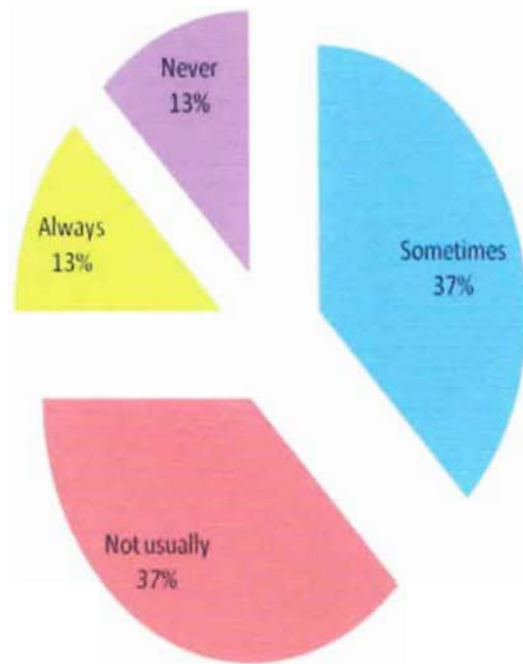
3<sup>rd</sup> part (red) = no(25%)

4<sup>th</sup> part (blue) = sometimes(37%)

From this above chart we find that sometime the Managers think that they experienced chest pain, shortness of breath or panic attack at work.



### (%) of Pharmacists do office work at home



*Fig1.8: Percentage of pharmacists does office work at home*

The above figure shows that,

- 1<sup>st</sup> part (violet) = never(13%)
- 2<sup>nd</sup> part (green) = always(13%)
- 3<sup>rd</sup> part (red) = not usually(37%)
- 4<sup>th</sup> part (blue) = sometimes(37%)

From this above chart we find that sometime the Managers think that they do office work at home.

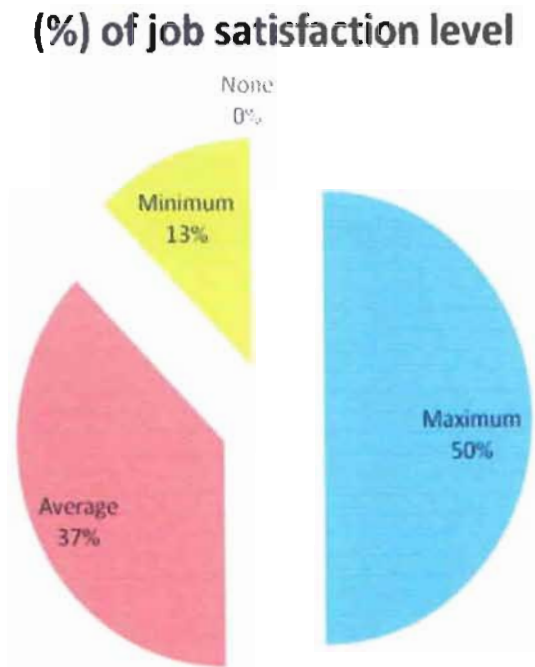


Fig 1.9: Percentage of job satisfaction level

The above figure shows that,

1<sup>st</sup> part (green) = minimum(13%)

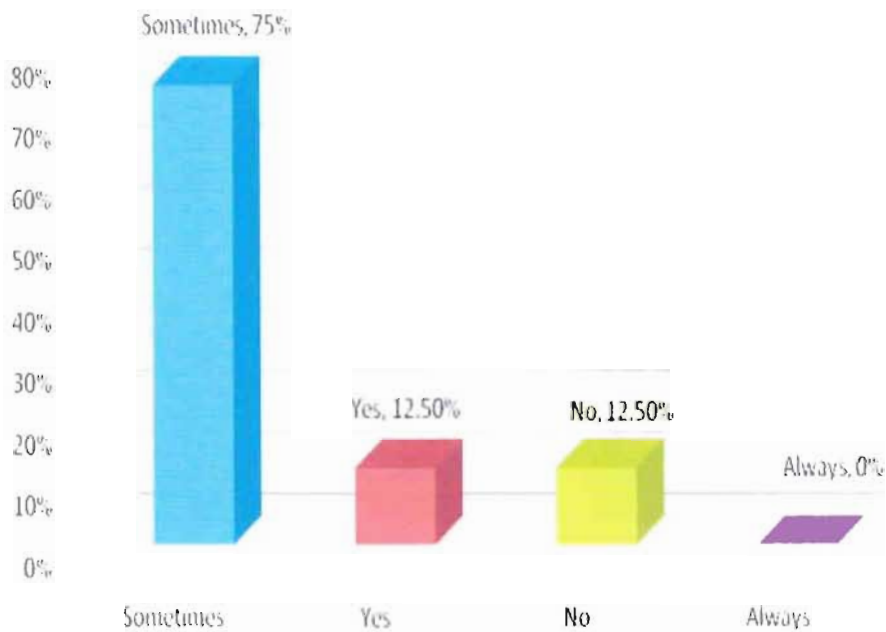
2<sup>nd</sup> part (red) = average(37%)

3<sup>rd</sup> part (blue) = maximum(50%)

From this above chart we find that the Managers think that they have maximum job satisfaction.



### (%) of Pharmacists participating in household works with family members



*Fig 2.1: Percentage of participation of household works with your family member*

The above figure shows that,

1<sup>st</sup> bar = sometimes(75%)

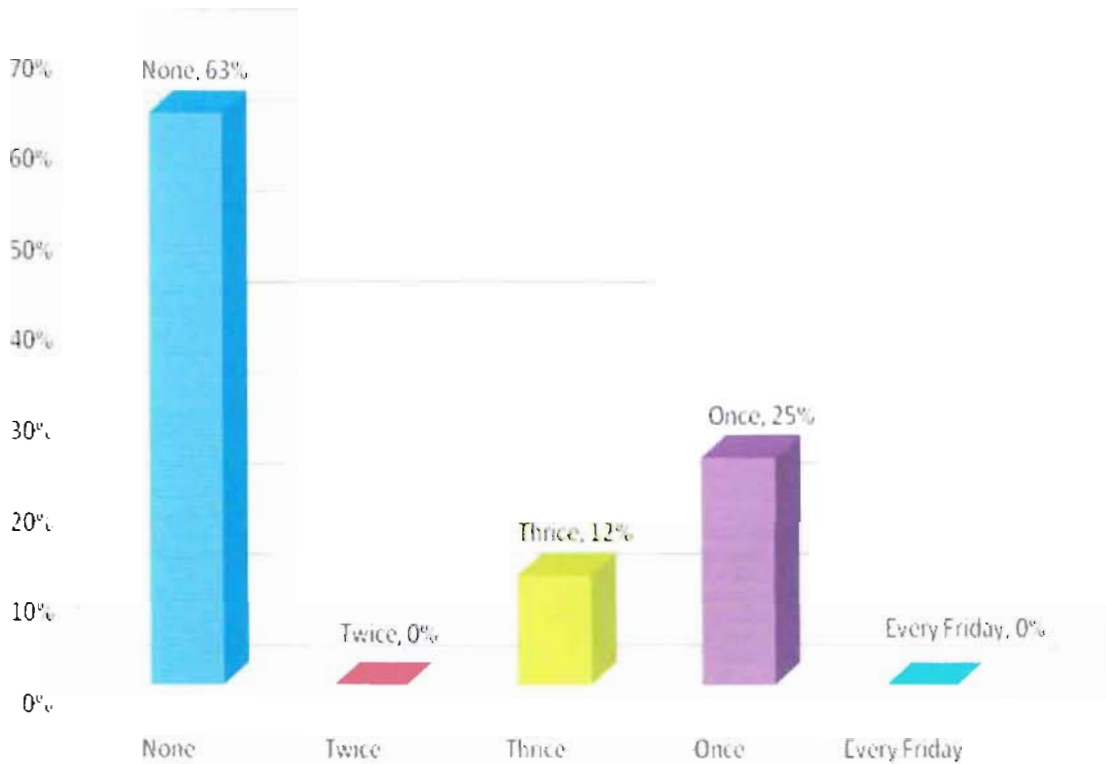
2<sup>nd</sup> bar = yes(12.5%)

3<sup>rd</sup> bar = no(12.5%)

4<sup>th</sup> bar = always (0%)

From this above chart we find that sometime the Managers participated in household works.

**(%) of Pharmacists go office in Friday (in a month)**



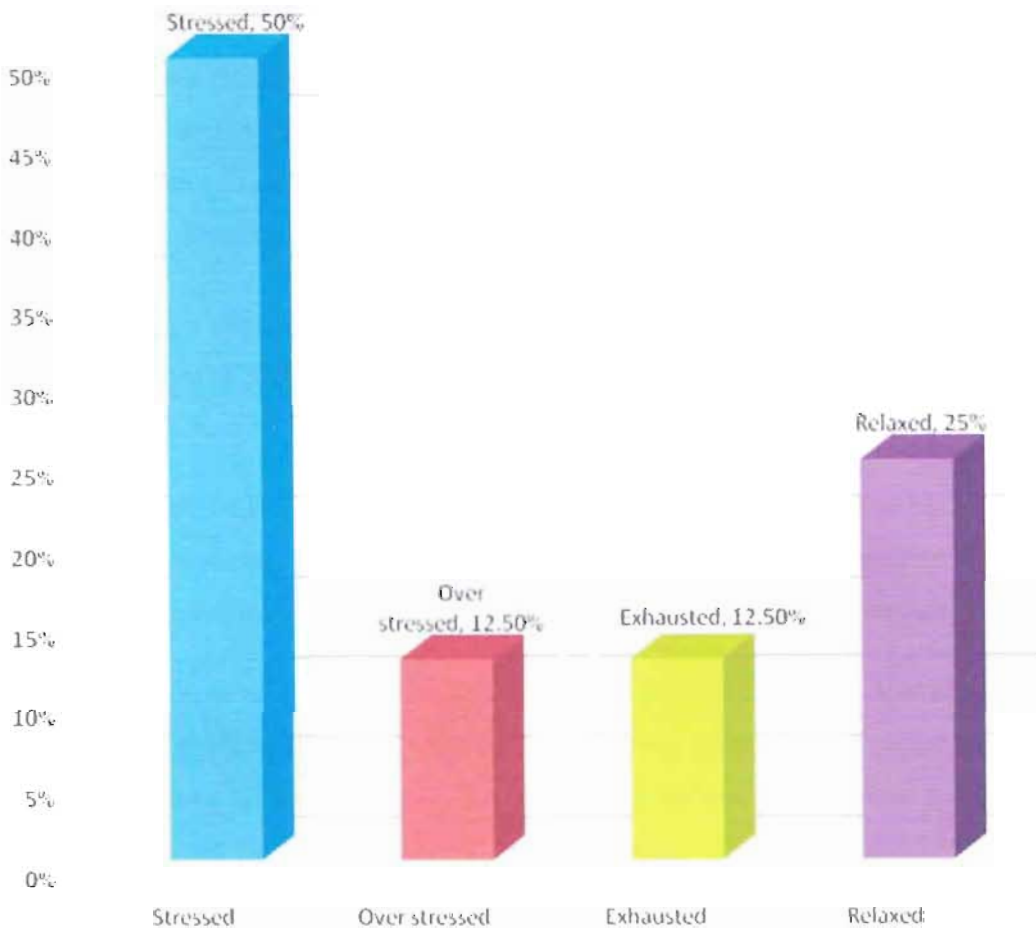
*Fig 2.2: Percentage of going office in Friday in a month*

The above figure shows that,

- 1<sup>st</sup> bar= none(63%)
- 2<sup>nd</sup> bar=twice(0%)
- 3<sup>rd</sup> bar= thrice(12%)
- 4<sup>th</sup> bar= once (25%)
- 5<sup>th</sup> bar=every Friday (0%)

From this above chart we find that no one goes office in Friday (in a month).

**(%) of stress level after returning from office**



**Fig 2.3: Percentage of feelings after returning from office**

The above figure shows that,

1<sup>st</sup> bar= stressed(50%)

2<sup>nd</sup> bar=over stressed(12.50%)

3<sup>rd</sup> bar= exhausted(12.50%)

4<sup>th</sup> bar= relaxed (25%)

From this above chart we find that sometime stress level after returning from office.

## **21. Conclusion**

Stress can have both positive and negative effects. Stress is a normal but every Manager has to feel this stress in their job sector. The above analysis shows that stress level is much higher for them. They are more stressed after returning home from office. Sometime they experienced chest pain, shortness of breath or panic attack at work. Sometimes have work at home which gives them much pain. Sometimes they are isolated from their friends and family. They try to reduce their workload which is impossible. This also gives them more stress.

Stress signals danger and prepares us to take defensive action. But taking defensive action is not easy task for managers. Fear of things that pose realistic threats motivates them to deal with or avoid.

Stress also motivates us to achieve and fuels creativity. Although stress may hinder performance on difficult tasks, moderate stress seems to improve motivation and performance on less complex tasks. In personal relationships stress often leads to less cooperation and more aggression.

If not managed appropriately, stress can lead to serious problems. Exposure to chronic stress can contribute to both physical illnesses, such as heart disease, and mental illnesses, such as anxiety disorders. The field of health psychology focuses in part on how stress affects bodily functioning and on how people can use stress management techniques to prevent or minimize disease.

So to reduce stress has to follow the charts which can reduce stress & also have to eat nourishing food & drink more water. Have to avoid too much caffeine, soda pop, alcohol, and junk. Better to stop using them & stop smoking. Manager should have balance work with an active home and play life. They can play with pets for refreshment.

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### 23. ANNEXURE:

#### 23.1 Questionnaire:

#### **Questionnaire regarding Job Stress in Pharmaceutical Sectors**

This questionnaire is designed to obtain data for research purpose. Your participation will be very helpful for us. No part of the data will be used for any commercial purpose nor will be disclosed to any other party.

1. Name:
2. Age:
3. Gender:
4. What do you think about your job-stress?
  - a. No stress b. stressed c. overstressed d. maximum stress
5. Returning from office everyday you usually feel-
  - a. Relaxed b. exhausted c. completely exhausted d. fatigued
6. How often do you get seasonal diseases (like viral fever, cold, conjunctivitis etc)?-
  - a. regularly b. often c. very often d. not usually.
7. Last time you got a disease and it was-
  - a. Cold b. viral fever c. typhoid d. jaundice e. conjunctivitis f. others (please name).
8. What do you think the best way to reduce job-stress?
9. Do you sometimes feel isolated from relatives and friends?
  - a. yes b. not at all c. sometimes
10. Do you prioritize your works to reduce job stress? a. yes. b. no

11. When a new assignment comes you feel-a. stressed b. enthusiastic c. nothing,
12. What is your regular sleep pattern? a. i have good sleep every night b. I have insomnia c. its tough to wake up in the morning
13. Have you experienced chest pain, shortness of breath, or panic attack at work?-  
a. sometimes b.no c. often d. always
14. How often do you go office in Friday in a month?  
a. Once b. twice c. thrice d. every Friday e. none.
15. What is your job-satisfaction level?-  
a. Average b. minimum c. maximum d. none.
16. Do you participate in household works with your family members?  
a. yes b. no c. always d. sometimes.
17. Do you do office works at home?  
a. sometimes b. never c. always d. not usually
18. What do you think about the job stress of managers/executives/other high officials in pharmaceutical sector?
19. What do you think about your job-security?
20. What is your exercise habit?

