

The employees will perform to his capacity level, then if the stress experienced is below this level, then the individual gets bored, the motivational level to work reaches a low point and apathy sets in. If one operates in very low stress environment and constantly experiences boredom, the person is likely to be psychologically or physically withdrawn from work. Psychological withdrawal from work will result in careless mistakes being frequently made, forgetfulness and absenteeism. Physical withdrawal will manifest itself in increased rate of tardiness and absenteeism which will ultimately lead to turnover.

Distress

is unhealthy and negative stress response. It denotes the presence of high level of stress in an individual which affects his performance and efficiency adversely.

Errors will increase, bad decisions will be made and individual will experience insomnia, stomach problems and psychosomatic disorders.

Organizational performance and individual health are at their peak at optimum level of experienced stress (Eustress).

In conclusion it can be said that stress is a response made by body when unspecific demand is made on it.

It can be classified into two types (Eustress and distress). Eustress is positive enhance performance and distress is negative & put adverse effect on individual's performance.

FEBRUARY 2018

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⑤ Psychological Responses

Job dissatisfaction is "the simplest and most obvious psychological effect" of stress. But stress shows itself in other psychological states for instance: tension, anxiety, irritability, boredom and procrastination.

⑥ Behavioural Response

Behavioural-related symptoms include changes in productivity, absence, and turnover, as well as changes in eating habits, increased smoking or consumption of alcohol, rapid speech, fidgeting and sleep disorder.

The stress and performance relationship is inverted 'U'. The logic underlying the inverted 'U' is that low to moderate levels of stress stimulates the body and increase its ability to react. Individual then often perform their task better, more intensely, or more rapidly. But too much stress places unattainable demands on a person, which result in lower performance.

From the above view stress can be categorized into two types.

- ① Eustress &
- ② Distress

Eustress

Priorities

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It is the healthy positive & developmental stress response. It denotes the presence of optimum level of stress in an individual. Under optimum level of stress the employee

Person experiences when faced with any demand".
According to Mikhail

"Stress is psychological and psychological states that result when certain features of an individual's environment challenge that person, creating an actual or perceived imbalance between demand and capability to adjust that result in a non specific response."

Nature of Stress:

After analysing the above definitions we find following nature of stress:

① Fight-or-Flight Response

As a result of the reaction to stress, breathing and the heart rate changes and brain activity goes up to allow the brain to function maximally. Hearing and sight become more acute and muscles ready themselves for action. These biochemical and bodily changes represent a natural reaction to environmental stress.

② Physiological Response:

Most early concern with stress was directed at physiological symptoms because researchers were specialists in the health and medical sciences. Their work led to the conclusion that stress could create change in metabolism,

Increase heart rate and breathing rates and blood pressure. Bring on headaches and include heart attacks.

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The Origin of the concept of stress predates antiquity. The word derived from the Latin word 'stringere'. It was popularly used in 17th century to mean hardship, strain, adversity or affliction. It was used in 18th & 19th century to denote force, pressure, strain, or strong efforts with reference to an object or person.

In Modern Times, stress has become a buzzword and legitimate concerns for people of all walks of life. In fact, no one is immune to stress. Right from the birth till death, an individual is in variably exposed to various stressfull situations. Hence stress is a subject which is hard to avoid. Stress has been a much and widely talked about phenomenon in Corporate (Western) world because it is a costly business expense that affects both employee held and corporate profits.

Definition & meaning

According to Robbins

"Stress is a dynamic conditions in which an individual is confronted with an opportunity, constraint or demand related to what he or she desires and for which the outcomes is perceived to be both uncertain and important".

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According to Quick & Quick

"Stress or the stress response is the unconscious participation to fight or flee a