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MANAGEMENT STRATEGIES FOR DEALING WITH OCCUPATIONAL STRESS OF WORKING WOMEN OF DELHI-NCR

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ABSTRACT

In this study, researchers attempted to determine which stress-reduction mechanisms were being used by the 300 respondents who said that they were employing various coping techniques provided by their separate businesses. In addition to organizational coping techniques, respondents were asked whether individual or personal coping strategies they utilized to handle stress. In the study, the researcher identified the stress management techniques provided by the firms chosen for the study. This information was obtained through casual interactions with management and certain organizational personnel, as well as from the literature given by the aforementioned organizations.

Keywords: management strategies, occupational stress, working women, coping strategies etc.

INTRODUCTION

Employees face numerous challenges, issues, and new pressures as a result of globalization, technological advancements, and the complexity of work. Occupational stress hampered the performance and productivity of both people and organizations. Employee performance, or productivity, is the most significant factor in every the company's growth and development. Employee productivity is tied to their physical and psychological well-being. Information Technology (IT) firms have faced a number of issues and challenges in this setting. IT personnel cannot escape workplace stress since systems, methods, and new technology are becoming increasingly difficult. Every person in an IT business is unable to cope with the changes occurring in their professions, resulting in psychological stress.

Various technological advances have become a source of professional stress, making it a tough challenge for IT firms to separate occupational stress from their enterprises. As a result, in today's organizational landscape, managing occupational stress has become a need for creating an efficient and enjoyable work environment. In today's IT firms, managing occupational stress through the implementation of appropriate stress management strategies or the use of different stress management techniques is critical. Occupational stress is similar to an additive; it is only beneficial in limited levels. As a result, there is a need to prevent stress spiralling and keep it within safe limits in order to avoid its negative effects while still reaping its benefits. The primary goal of occupational stress management methods and approaches is to help employees manage the stress of their daily lives. There are numerous ways and tactics that may be used to deal with occupational stress. To maintain a positive corporate climate, effective occupational stress management strategies or procedures are required (Sathasivam and Kumaraswamy, 2014).

Occupational stress management is widely recognized as the most significant and useful management method for improving employee morale and organizational productivity. As said earlier today, all firms recognize that employees play a vital role and should be maintained stress-free by providing a greater job performance environment. The majority of IT businesses use a variety of management strategies to deal with occupational stress (Banu, Santhosh, and Venkatakrishnan, 2010). Higher stress occupations have been defined as those with a demanding schedule and extensive work duties. As a result, there is a significant disparity in

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the quality of personal and professional life. Aside from it, numerous causes might be attributed to the rise in occupational stress among employees. Individual stresses such as position ambiguity, psychological hardiness, and the character of the employees' personalities, among others, have an impact on overall employee morale.

Application of successful stress management strategies at the level of the company should overcome the stressors; however, none of those stress control methods can completely eliminate the problem of occupational stress; rather, they can only reduce it to a negligible level (Greenberg, 2005). Many IT businesses are currently working to reduce workplace stress-related difficulties. Many firms are also attempting to deal with stress-related issues by using various trends and approaches to reduce occupational stress among employees. It is critical for employees to maintain consistent consistency in both their professional and personal lives. It might be argued that there should be a healthy balance between the quality of one's personal and professional lives. This has long-term advantages for both people and the firm.

First and foremost, employees should get the information and skills necessary to understand the nature of work stress and use them to deal with the problem of occupational stress. The signs of stress vary from employee to employee. Some employees primarily feel physical difficulties, while others have psychological issues. Occupational stress management is required when an employee is unable to cope with a demanding setting. Coping with occupational stress is a relieving element that allows employees to retain physical and psychological health throughout periods of high demand. It encompasses numerous intellectual functions and endeavours to minimize and to eradicate suffering generated due to work stress. Having appropriate understanding, essential skills, a proper understanding of how to manage, how to cope, minimize and deal with workplace tension and proper utilization of multiple management strategies help staff members to feel more relaxed and not to react when a challenging circumstance arises (Malarvizhi and Jeyarathnam, 2016).

REVIEW OF RELATED LITERATURE

Musthafa Mohamed Firose et al. (2025) look at work-related stress, coping techniques, and their influence on the well-being of building workers in Sri Lanka during the present economic crisis. According to the study, construction professionals in Sri Lanka face moderate levels of stress and anxiety, which are mostly caused by five major stressors: time pressure, long work hours, an excessive workload, insufficient income, and work-life imbalance. The most impacted professionals are technical officers, quantity experts, and project managers. Furthermore, employees in larger firms have higher levels of stress. Despite significant job stresses and economic obstacles, particularly rising inflation, professionals' mental health stays marginally damaged, thanks to their regular use of positive coping methods such as spirituality, deliberate action, and constructive evaluation.

Shahzadi et al., (2025) investigated the psychological, physiological in nature, and performance-based effects of occupational stress on human resources across several sectors, with a specific emphasis on personnel at Islamabad-based institutions. The results indicated that occupational stress had a moderate influence on employee performance, with work-related stressors, notably job security, playing an important role. Physiological stress responses, such as persistent neck and back discomfort, weariness, headaches, and migraines, were found to have a modest influence on performance. These health difficulties, which are most likely the result of prolonged sedentary work hours and negative stress effects, highlight the significance of implementing appropriate stress management measures in corporate settings.

R. Cheraghi et al. (2025) investigate the mediating role of moral intelligence and professional stress in this connection among Iranian nurses. Moral and emotional intelligence should be important criterion for hiring nursing personnel and management in order to provide a safe, low-stress atmosphere that improves nurses' job performance. Healthcare managers can

encourage nurses' emotional intelligence by providing practical training to improve their self-awareness, self-management, social awareness, and relationship management abilities. It is critical to promote moral intelligence by structuring educational sessions that foster integrity, accountability, compassion, and forgiveness.

DeBrabander et al. (2025) build on this study by examining work-related variables (such as police stress, perceived organizational support, and the frequency of critical incidents) that may influence sleep quality in a sample of 104 law enforcement officers from various criminal justice agencies in the Southern United States. The current study sheds light on the complicated interaction between law enforcement pressures, potential mitigating factors, and sleep. The implications for more specific coping techniques are highlighted.

Shen, P., and Slater, P. F. (2021) look into the current state of occupational stress, coping styles, mental health, and emotional well-being among university academics in Northern Ireland during the COVID-19 outbreak, as well as the impact of stress and coping strategies on mental health and emotional well-being. The findings revealed that academics faced moderate stress, with diversion behaviours being the most prevalent kind of coping method. This study contributes to our knowledge of occupational stress, coping methods, mental health, and emotional well-being among academics at Northern Ireland's higher education institutions. The findings can aid in the development of accurate methodologies for informing university academic health and well-being policies, resulting in enhanced workplace productivity.

Reddy, M.S., et al. (2016) noted that occupational stress is an unavoidable issue in IT firms. IT personnel are recognized for their long working hours, tight work schedules, and strong competitiveness. All of these concerns are taking their toll and causing occupational stress. Prathusha et al. measured occupational stress among IT workers for their study. They discovered that job stress, or occupational stress, existed among IT personnel. They have proposed that, in order to address the issue of stress, IT businesses provide staff with adequate workspace and train them in various stress management programs. The authors believe that IT businesses should implement management practices such as yoga, meditation, and biofeedback. They also indicated that work stress has an influence on employee behaviour and performance on both an organizational and individual level. They found that given the critical necessity of evaluating occupational stress, there is a need for a systematic research of stress in organisational contexts.

According to Ipseeta Satpathy et al. (2014), the situation at work is not necessarily negative or awful. Sometimes stress boosts our motivation. Through an examination of the literature, they discovered that people working in IT businesses suffered increased stress since they needed to refresh their expertise often. They also discovered that several researchers believed that stress management was an important aspect for an employee. In this connection, they have urged that IT personnel support themselves to be active and stress-free.

Alireza Bolhari et al. (2012) focuses on measuring stress levels among Iranian IT personnel. They have also investigated the link between work stress and stress management measures. They advised that additional study be conducted on the association between stress management participation and occupational stress.

Kumar, D. R. R., et al. (2011) provided an overview of the work-related stress experienced by an Indian information technology industry employee over a year. They have said that stress is a self-created suffering that is triggered by ideas. The study focuses on the various forms of stress experienced by IT personnel. These stressors were Eustress and Distress. To reduce workplace stress, the authors proposed that employees first become aware of their capabilities and assess their skill level. Aside from that, each employee must do a SWOT analysis to determine their appropriate level of aptitude. The authors believe that the SWOT analysis exam can assist to improve existing abilities in the current circumstances.

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According to the authors, keeping a stress journal might help you discover your recurring stresses in life. In this regard, they have offered specific approaches to assist management and staff in developing a stress-reduction strategy. First and foremost, they should note what generated job stress, how employees felt physically and emotionally, and how they responded to life's challenges.

Devi, U. T. (2011) believes that professional stress has become a significant concern as a result of dynamic social elements and changing requirements of modern lives. In the study, the author shed light on the pervasive silent problem known as "stress," which has caused acute dysfunctions, numerous illnesses, increased marital and mental difficulties, and other forms of harassment. The author believes that IT professionals continue to be stressed because they are very target driven and results-oriented. The author discovered that the issue of workplace stress has become cutting-edge and stated some coping strategies for IT employees, including programs for stress management, job-related physical activities, change in lifestyle programs, maintaining a supportive organizational culture, stress counselling programs, and spiritual applications.

N. Ramesh et al. (2010) did a study to determine the amount of enhanced equilibrium between stress levels among information technology personnel. They focused on stress-related indicators among Bangalore IT personnel. They focused their investigation on characteristics such as gender, total job experience, working hours, time, and number of dependents. They found no relationship among stress and gender, employment experience, or number of the independents. Insomnia was the most prevalent stress symptom among IT professionals. They have proposed that IT management have two devices and use different stress management approaches to minimize stress and prevent the negative effects of job stress on people and businesses. They found that the incidence of job stress was neither high enough to warrant immediate intervention nor low enough to rule out the possibility of current trends among IT personnel.

STRESS REDUCING COPING STRATEGIES

Health awareness is now more important than ever. It is significant and important for workers in any firm since it affects their daily lives and work.

Table 1: Health Awareness Programs

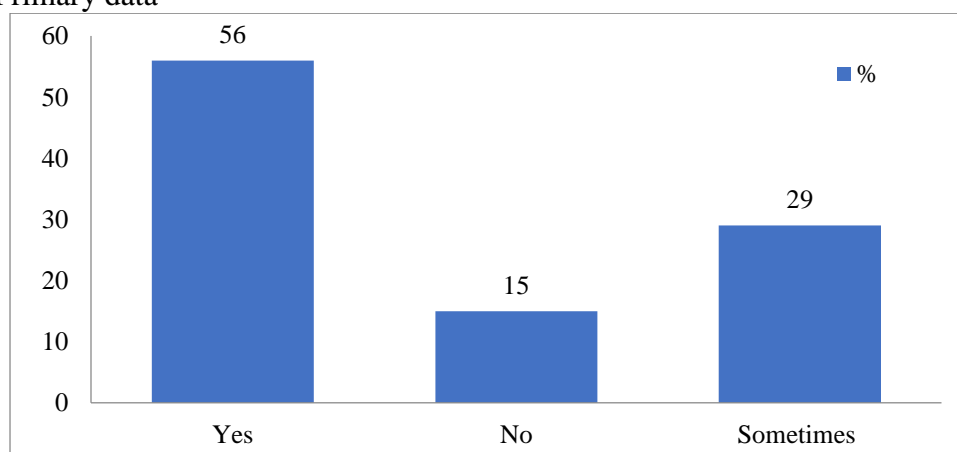| Response	N	%
Yes	168	56.00
No	45	15.00
Sometimes	87	29.00
Total	300	100.00

Source: Primary data

Fig1: % of respondents on health awareness programs

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According to the above data, 168 (56%) of the 300 respondents utilized their organization's health initiatives, 45 (15%) did not, and 87 (29%) used them infrequently.

These are some of the stress relief approaches designed to assist employees of organizations in recovering and refreshing their mood and ability to think quickly. A change is always intended to help relieve stress and increase productivity.

Table 2: Vacation and Holiday Trips

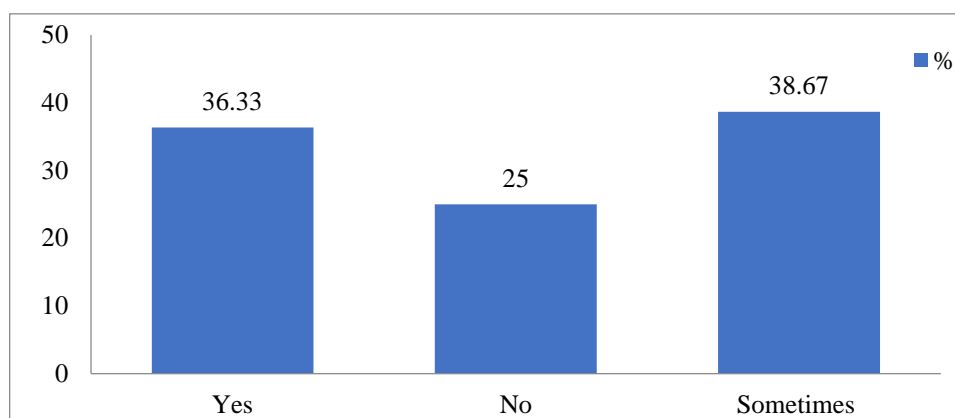| Response	N	%
Yes	109	36.33
No	75	25.00
Sometimes	116	38.67
Total	300	100.00

Fig2: % of respondents on vacation and Holiday Trips

According to the above table, of the 300 respondents who use organizational stress coping strategies, 109 (36.33%) go on company-organized vacation and holiday trips, 75 (25%) do not use this strategy, and 116 (38.67%) do so infrequently. Overall, holiday excursions are highly popular as stress-reduction measures.

Learning new stress-management strategies through stress management classes is crucial at the workplace and helps individuals reduce stress.

Table 3: Stress Management Courses

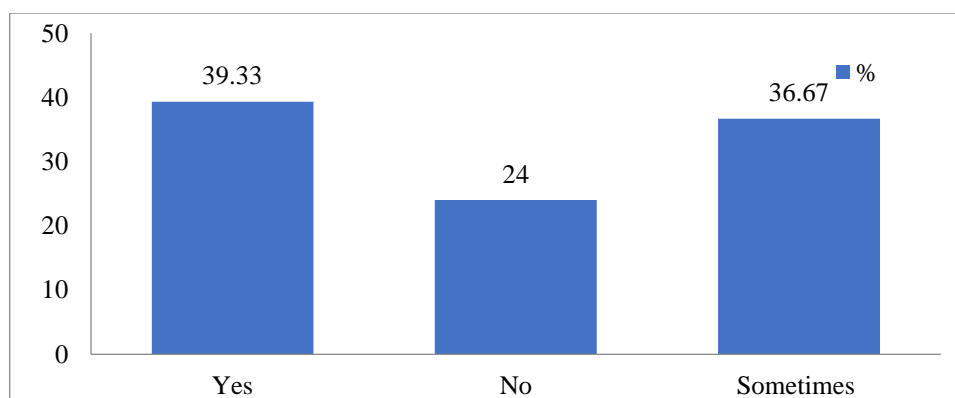| Response	N	%
Yes	118	39.33
No	72	24.00
Sometimes	110	36.67
Total	300	100.00

Fig3: % of respondents on Stress Management Courses

According to the chart above, 118 (39.33%) of the 300 workers attend stress management classes, 110 (36.67%) do so on occasion, and 72 (24%) do not use this resource given by their business. Overall, stress management classes do not appear to be a very popular distress management method.

work redesigning is the process of reorganizing the parts of a work, such as tasks, activities, and responsibilities, in order to make the job more desirable and engaging, as well as inspire and motivate personnel. This strategy is intended to increase employees' eagerness and excitement for future work, resulting in higher productivity. According to the statistics, just 104 (34.67%) of the 300 respondents chose this technique, with 121 (40.33%) using it infrequently and 75 (25%) not using it at all. Overall, work redesign does not appear to be a popular stress-management method.

Table 4: Job Redesigning

Response	N	%
Yes	104	34.67
No	75	25.00
Sometimes	121	40.33
Total	300	100.00

Recreation Centres- A variety of activities are intended to assist employees reduce stress at work. As a result, many firms resort to developing leisure facilities for their staff.

Table 5: Recreation Centres

Response	N	%
Yes	130	43.33
No	66	22.00
Sometimes	104	34.67
Total	300	100.00

It became obvious that of the 300 respondents, 130 (43.33%) used these facilities frequently, 104 (34.67%) used them infrequently, and 66 (22.0%) did not use them at all. Overall, employing organizational leisure facilities does not appear to be a popular stress-management method.

Another organizational coping method for dealing with occupational stress is to establish a social support system at work. Helping and supporting one another in any workplace increases employees' confidence and energy to reduce and regulate stress. A solid support system may help raise morale and reduce stress.

Table 6: Social Support System at the WorkPlace

Response	N	%
Yes	80	26.67
No	76	25.33
Sometimes	144	48.00
Total	300	100.00

Data reveal that just 80 (26.67%) of the 300 respondents employed this method, with 144 (48.00%) using it occasionally and 76 (25.33%) not using it at all. Overall, using the organizational support system does not appear to be a popular stress management method.

Many businesses and professionals feel that frequent stress management courses enable employees to improve their talents and skills in reducing and battling stress. As a result, firms are attempting to offer stress management seminars for their workers in order to reduce occupational stress at work. Data suggest that just 115 (38.33%) of the 300 respondents attend

these workshops, 102 (34.00%) go to them on occasion, and 83 (27.67%) do not utilize them. Thus, attending stress management seminars does not appear to be a very popular stress management method.

Table 7: Social Support System at the WorkPlace

Response	N	%
Yes	115	38.33
No	83	27.67
Sometimes	102	34.00
Total	300	100.00

CONCLUSIONS

Employees were found to be using a variety of coping strategies provided by their own companies, including health awareness programs, vacation and holiday trips, alleviating stress workshops, stress management seminars, job redesigning, escape centres, and a social support system at work. Health awareness programs, vacations, and holiday travels appeared to be the most favoured stress-management measures among interviewees. However, stress management workshops, stress management courses, job restructuring, recreation facilities, and workplace social support systems did not develop as popular stress-management measures. Furthermore, it has been shown that employees of a company might apply some stress reduction and management approaches on their own. We discovered that prayer, medicine, positive thinking, organization of time, and personal leisure excursions were among our respondents' most prevalent and preferred stress-management measures.

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