



STRESS MANAGEMENT: CONCEPT AND APPROACHES OF LIBRARY PROFESSIONAL

Dr.Ranjana k.Jawanjal

Librarian

Shri Dnyaneshwar M. Burungale science and Arts college ,shegaon

Abstract

This article provides an overview of stress and its management. Stress is a common occurrence in modern life. Stress Depending on the person and the situation. Stress management involves techniques such as relaxation exercises, time Management, cognitive intervention and mindfulness based approach. The present article examines and reviews aspects Stress, Stage Stages and Approaches to Stress Management. The authors found that the psychological approach Helps to manage stress in different situations.

Keywords: Stress Management, causes of stress , Management Standards Approach

Introduction

The study deals with the stress management of Library professionals at work place. Librarianship and information work is the profession which provides services to the users. The profession itself suffers tension related problems between the professional and para- professionals. The library structure includes librarian as the chief manager of the library having administrative technical and nontechnical staff in hierarchy. The libraries have to serve the information needs of users in time and if the failure occurs it becomes stressful. The British and Danish library research explores to concept of satisfaction and it is related to stress, of content and conditions. The research focuses on the different variables and factors such as stress, freedom in the job, perception of management style and the actual content. It can be concluded that stress may affect proper decision making. There is strongly correlation between the level of satisfaction and the amount of stress.

Stress:

Stress is a general term applied to various psycho logic (mental) and Physiologic (body) pressures or felt by people throughout their lives.

Stress is defined as “a state of psychological and physiological imbalance resulting from the disparity between situational demand and the individual’s ability and motivation to meet those needs.”

Stress Management:

Stress Management means to make changes to our life, if someone is in constant stress situation and the person can prevent stress by practicing self care, relaxation and to manage or response to the stressful situations when its occurs.

Stress management is said to reduce the blood pressure, heart, disease, digestive troubles and many more physical ailments. The experts comment that it helps to improve sleep and mental health.

Stressors:

Earlier discussion of sources of stress at library professional suggests many areas for reducing stressors. Remedies for reducing stress in organizations have been discussed by several professionals such as Cherniss (1980);. Stressors associated with quantitative and qualitative work overload can be reduced through job redesign.

Managers, working with staff, should try to arrange employee's day so that intense or taxing activities alternate with other activities for variety and relief. Duties that are inappropriate to the employee's role or training (e.g., equipment servicing by reference librarians) should be kept at a minimum. Number of hours worked at intense or exhausting tasks should be carefully limited and jobs should be structured so as to allow workers to take "time outs" when necessary. Opportunities for learning, for using creativity and for innovation should be built into jobs to greatest extent possible. Staff members should be encouraged to take vacations and accrual of unused vacation time should not be treated as an object of pride or status. Stress resulting from competition can be reduced by developing work strategies that are collaborative rather than competitive. Many of stressors that are related to interpersonal relationships, role ambiguity and role of conflict can be addressed through good organizational communication. Library administrators should assess the degree to which all staff members receive clear, timely and full information relevant to their jobs and their contributions to accomplish organizational mission. Identified gaps and deficiencies should be remedied. Policies, goals, rules and expectations should be made as clear and explicit as possible for each staff member.

Causes of stress

Aldwin (2007) maintains that stressors can be physical, social or psychological. Physical stressors are described as those evasive environmental conditions which manifest harmful effects on individuals, e.g. pollutants, noise. Others include building with sealed windows, fumes from printers and photocopiers etc. Poorly ventilated offices and littering work areas also result in physical stress by leading to strain in eye and muscle. Stress has to do with the way people react to conditions, changes and demands of life. Reaction could be mental, physical or even emotional (Lehnert, 2002).

Stress emanates from a wide range of issues. According to Bunge (1989), budget cutbacks and staff shortages have resulted in:

- * More work to be done than there is time to do it
- * Lack of adequate knowledge of information sources or technology
- * Interpersonal relationship, library support staffs feel a lack of recognition, appreciation and respect from other staff, tension between professionals and non professionals, negative co-workers and gossip.
- * Lack of effective feedback from supervisors, co-workers and patrons

- * Role conflict and role ambiguity.
- * Inadequate supervision and management in terms of feeling left out of decisions where one has important expertise.
- * Managers who will not risk advocating for their staff.
- * Inadequate office space, crowding and lack of privacy in offices.

Environmental factors

Miclellan (2012) reported his study on stress and cataloguing paraprofessionals in academic and public libraries in Florida noticed some stresses from library work environment. Wherein observed that environment factors attracted a 40.5% response, while 10.5% respondents averred that they often experience stress from work overload. This reported that 61% of respondents experience stress because they are expected to know so many things while others said their stress emanates from fear of making mistakes.

Organizational

Parent institutions where librarians work also contribute for generating stress. Bamber (2011) maintained that physical working conditions, supports, relationships, change, pay and career prospects are factors that constitute stress to librarians. Employees also undergo stress while trying to meet up with professional assignments, teaching and writing papers for promotion. Interface satisfying the need of users and meeting up with publications gives librarians real time stress.(Ajalla, 2011).

Home-work interface:

Employees have family responsibilities outside library workplace. These include caring for spouses, children and relatives. Home-work interface may pose stress to librarians depending on what is happening at home. Okonkwo (2014) observes that family strain interference with work results in family conflict which in turn results to pressure, tension, anxiety, stress to employee. Perlin (1989) identified juggling parent and work roles as one of the crucial causes of stress. Working women experience a considerable amount of strains for their multiple roles.

Management Standards Approach:

Management standards approach is a risk assessment for work related stress that is designed to assist employers in meeting their legal duties. Management standards approach has modified the normal 5-steps to risk assessment promoted by HSE by the inclusion of a firm definition of the psychosocial (interaction between psychological and social factors) hazards and by defining, in the states to be achieved (STBA), what good practice may look like; Management Standards (Cousins et al. 2004).

Management standard and associated STBA for the psychosocial risk factor of demands is shown below as an example. Management standards for all six psychosocial risk factors share same format.

Management Standard for demands:

The standard is that:

- *Employees indicate that they are able to cope with their job demands.
- * Systems are in place locally to respond to any individual concerns.

States to be achieved are:

- * Organisation provides employees with adequate and achievable demands in relation to agreed hours of work;
- * People's skills and abilities are matched to job demands;
- * Jobs are designed to be within capabilities of employees and;
- * Employees' concerns about their work environment are addressed.

Management Standards themselves are a set of psychosocial hazards, commonly referred to as risk factors (demand, control, support, role, relationships and change) that, if not adequately managed within an organisation, can result in psychological harm to workers. Written guidance provided to users of the Management Standards tool kit (www.hse.gov.uk/stress) suggests and facilitates to identification of high risk groups (HSE Indicator and Analysis Tools) measured against the psychosocial risk factors. Primary objective of identifying high risk groups is to facilitate to prioritisation of organisational resources. Management Standards approach requires completion of a risk assessment. For large organisations (>250 employees) this will mean starting with high risk groups before moving on to all other employees. This type of implementation should allow organisations to learn from the high risk groups and apply that learning to other groups as appropriate. Conversely, it also facilitates to identification of good practice that can be introduced across the organisation to at risk groups.

Management Standards approach is designed to be a framework against which to carry out a risk assessment, rather than a prescriptive process that should be adhered to rigidly. Steps of the risk assessment process are specified and guidance given on one way of achieving the objectives of each step, but users free to use an alternative methodology to complete steps. This approach is based on an understanding that organisations do not operate in a vacuum. There are normally structures or initiatives in place within organisations that can be utilised to deliver some or all of desired outcomes from specific steps of process. This methodology is consistent with Management Standards approach having status of guidance under health and safety law and therefore it is not enforceable.

Steps of management standards approach require consultation between different groups of workers and their representative, if appropriate. This dialogue is a critical contributing factor in success of addressing the underlying causes of work related stress. This approach casts the worker as an expert, experts in their own work. Therefore, if an employer is to understand the issues for a particular group of workers, they have to ask experts and workers themselves. Experience has shown that many large employers rely heavily on the output from staff surveys as a way of measuring issues within workplace. This is a good starting point, but has limited value in understanding the underlying causes of issues identified. Therefore, HSE recommend that workers are involved in the process of identifying issues and development of strategies to address them. Within Management Standards approach it is suggested that focus groups should be used for face-to-face discussions on their issues, informed them by results of staff surveys, other available metrics and management standards themselves. However, it dependent on size of organization and their structure, other forums such as team meetings or existing working groups, can be utilised.

Conclusion

Stress is a complex phenomenon and is affected by various factors. There is no single method for Surviving stressful situations in life; Instead, it is a process of finding out what is best for the individual Time of stress. Coping strategies will guide a person to work through daily stress

As the stress of crisis. Cognitive behavioral approaches are effective in coping with stressful situations. Mindfulness-based approaches have recently been highlighted as interventions for managing stress. Stress Management is important because stress is associated with a variety of medical conditions that have lasting consequences on personal.

References:

1. Bailey, R. D. (1985). *Coping with stress in caring Oxford*, England: Blackwell Scientific Publications.
2. Cherniss, C. (1980). *Staff burnout: Job stress in the human services (Sage studies in community mental health, 2)*. Beverly Hills, CA: Sage.
3. Farber, B. A. (Ed.). (1983). *Stress burnout in the human service professions*. New York: Pergamon.
4. Freudenberg, H. J., and Richelson, G. (1980). *Burn-out: The high cost of high achievement*. New York: Anchor, Doubleday.
5. David Wainwright and Michael Calnan (2002). *Work Stress: The Making of a Modern Epidemic*. Buckingham, U.K.: Open University
6. Maureen F. Dollard, Anthony H. Winefield, and Helen R. Winefield (2003). *Occupational Stress in the Service Professions*. London: Taylor & Francis.