

## Psychological Capital – A Buffer to Stress at College and Corporate

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**Abstract:** *Psychological capital is conceptualized as an individual’s state of development characterized by self-efficacy, optimism, hope, and resiliency. Stress is a natural human response to the environment. Stress can be the result of any number of situations in the workplace. PsyCap buffers the impact of stress so that the relationship between stress and negative outcomes can be reduced. Stress penetrates the core of our being. The study in detail covers the symptoms and effects of stress that can be physical, psychological and behavioral in nature. Stress treatment is not just important to recognize stressors and understand the consequences of stress but also helps in reduction and coping approaches. Finally the study in detail discusses individual techniques and organizational technique to overcome with stress at workplace.*

### I. Introduction Of The Study

The Research project work entitled “Psychological capital – A buffer to stress at College and Corporate, conducted to identify the psychological factors which contribute to employee’s stress. Psychological capital is one of the new research areas of interest to researchers of organizational behavior and human resources. Psychology has been associated as dealing mainly with the treatment of mental illness, although other areas of research and application have existed since its origins. Psychological capital: a heritage versus capital. Constructs making up PsyCap were empirically determined to be a second-order, core construct that had a stronger relationship with satisfaction and performance than each of the components by itself.

Psychological capital is defined as the positive and developmental state of an individual as characterized by high self-efficacy, optimism, hope and resiliency. PsyCap has positive correlation with desired employee attitudes, behaviors and performance. PsyCap can be extended beyond work into other life domains such as relationships and health. PsyCap buffers the impact of stress so that the relationship between stress and negative outcomes can be reduced.

Workplace can have significant effects on well-being of employees. Job stress is a factor in both physical illness and psychological strain. Job stressor is a situation that requires adaptive response of the employees. While job strain is an aversive reaction by an employee during stress to the stressor. These sources of stress come in different degrees and can be broadly categorized into four distinct types: nature of work, role ambiguity, role conflict, Organizational change. This paper seeks to identify the sources and types of stress in the workplace and how the signs and symptoms of stress can be recognized by individuals both in themselves and others.

The study focuses on emotional responses, physical reactions and behavioral reaction of employee during stress. Stress response of individual depends on person’s ability to resist stress, negative affectivity, self-efficacy, locus of control, sex response, and self esteem. Finally, the paper will broadly discuss coping mechanisms that can assist individuals deal with stress. In order to overcome from the distressed psychological state, employees opt either of the ways Organizational technique and individual technique.

### II. Review Of Literature

S.no	AUTHOR NAME	TITLE	WORK DONE/OUTCOME
1	Melanie Bickford	Stress in the Workplace: A General Overview of the Causes, the Effects, and the Solutions	The study discussed increasing conditions of overwork, job insecurity, low levels of job satisfaction, and lack of autonomy. The study educates on the damaging effects of workplace stress.
2	Harris Interactive on behalf of the American Psychological Association	Stress in the Workplace	The study focused on Overall Satisfaction with the Workplace, its Growth and Development and Work-Life Balance. It also discussed factors that contributed to

			stress, employee’s satisfaction with reference to work, health, and safety.
3	Nirmala. R	Stress management among the employees of banks	The study discussed causes and levels of stress on bank employees. The paper analyzed the importance of interventional strategies to manage stress among bank employees.
4	Osibanjo, Omotayo A.; Salau, Ogunayo P.; Falola, Hezekiah O.; Oyewunmi, Adebukola E.	Workplace Stress: Implications for Organizational Performance in a Nigerian Public University	The paper discussed factors which can trigger stress in the workplace. Finally, the paper discussed the workplace can cause physical and behavioral problems.
6	Susan M. Jensen	Psychological Capital and entrepreneurial stress: Propositions for study	The article proposed core construct of psychological capital (comprised of self-efficacy, hope, optimism, And resilience).The role of PsyCap in emerging positive approach, strength for stress as a core construct is discussed.
7	<u>Lauren Lanzo</u> <u>Shahnaz Aziz</u> <u>Karl Wuensch</u>	Workaholism and incivility: stress and psychological capital’s role	The article proposed relationships among incivility, stress, workaholism, and psychological capital (PsyCap). The study found that Workaholism and stress were positively related to uncivil behaviors, while PsyCap was negatively linked to incivility.

### III. Need And Importance Of The Study

- 1) The Research is meant to understand Psychological response of employees towards Stress at work place.
- 2) Occupational happiness reflects the subjective well-being of individuals at the workplace, and refers to the positive and negative emotional feelings of employees towards their jobs as well as their cognitive evaluations of their jobs. Occupational health psychology and combat the harmful effect on their health is important to understand.
- 3) Potential aversive reaction by an employee to a stressor, such as anxiety, frustration or physical symptoms such as stomach upset, headache etc are discussed in this paper.
- 4) Another important challenge for future is to find ways to help people to cope up with stress and reduce negative effects of stress which is studied and presented in this report.

### IV. Formulation Of The Problem

Stress which is one of the determinants of psychological capital can be harmful to individual’s health. Work can be a dangerous place and is costly to employers as a result dramatic psychological and physiological changes occur during stress.

Stress related diseases are increasing widespread among the employees. Although response to stress differs from individual to individual, not all employees are affected by stress in the same way because of psychological factors. But stress affects millions of employees and operates in more silent & subtle was.

All these factors lead to the formulation of research problem. More research is needed to expand the understandings of psychological capital & stress at workplace.

### V. Objectives

1. To understand the concept of Psychological capital and stress at work place.
2. To study the causes of Stress.
3. To study the effects of stress on employees.
4. To study the treatments of stress by the employees.

### VI. Research Methodology

**Data collection method:** This study is conducted based on both primary and secondary data sources.

**Primary data:**

The primary data was collected by the survey method. In order to cover a wide range of respondents to get a wide section of views, a questionnaire was prepared as it yields not only quantities but also qualitative data which has statistical validity. Data was collected through an online questionnaire.

**Secondary sources:**

Secondary data from various newspapers, articles, books, journals and online websites has been collected for this study. Collected data and information has been organized, explained and analyzed by using charts of Google spread sheets. This study shows results in descriptive way.

**Sample Design**

SAMPLE SIZE: Sample size selected for this study is 100.

TOOLS: Tools used for this research is an online questionnaire, which consists of questions.

**VII. Scope Of The Study**

The scope of this study in depth covers the psychological response towards stress of employees belonging to St. Ann’s college for women and Hewlett Packard is studied.

- 1) The study is Explanatory in nature.
- 2) The study is confined to employees at all the levels.
- 3) The study covers the causes of stress its effects on employee’s routine life, health and other aspects.
- 4) The study attempts to understand treatments of stress.

**VIII. Limitations Of The Study**

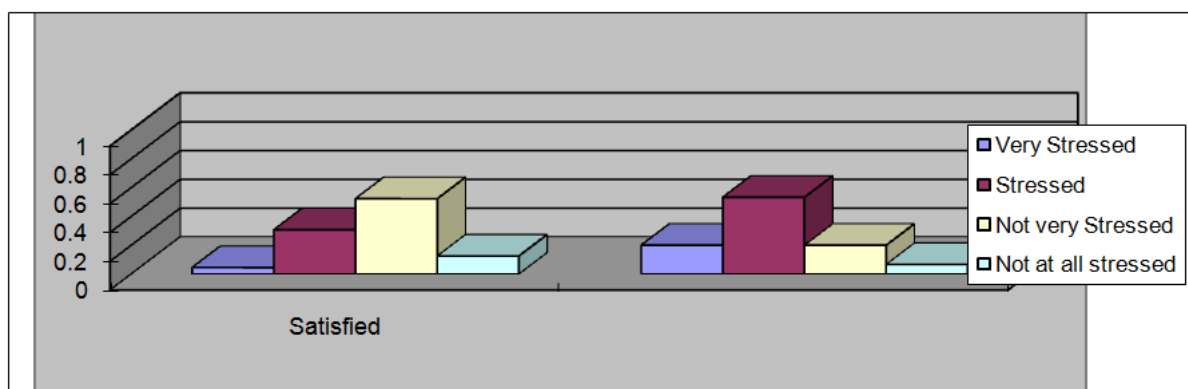
- 1) Only one determinant of psychological capital was studied.
- 2) The study was restricted to one college and one organization only. Sample size of the project was restricted to 100 only.
- 3) Questionnaire survey was taken but sometimes it might be a half hearted view of respondents.

**IX. Data Analysis And Interpretation**

**Relationship between job satisfaction and stress level at workplace (Cross Tabulation):**

1. How do you feel about your job? Are you-?
  - a) Satisfied
  - b) Dissatisfied
2. Describe your stress level at work place?
  - a) Very stressed
  - b) stressed
  - c) not very stressed
  - d) not at all stressed

	Very Stressed	Stressed	Not very Stressed	Not at all stressed	Row Total	Mean
<b>Satisfied</b>	4	27	46	11	88	2.727
	4.55%	30.68%	52.27%	12.5%		
	57.14%	77.14%	93.88%	91.67%		
<b>Dissatisfied</b>	3	8	3	1	15	2.133
	20%	53.33%	20%	6.67%		
	42.86%	22.86%	6.12%	8.33%		
<b>Column Total</b>	7	35	49	12	103	
<b>Column Percent</b>	6.8%	33.98%	47.57%	11.65%	100%	
<b>Mean</b>	1.429	1.229	1.061	1.083		



**ANALYSIS AND INTERPRETATION:** The people who are dissatisfied with the job are less i.e.15 compared to 88 who are satisfied with the job. This clearly indicates the financial and non-financial matters are acting on the job satisfaction of the employees. Whereas, the levels of stress are high with the employees who are dissatisfied. The very stressed percentage is 20% and stressed percentage is 53.33% out of total stressed

employees compared to 4.55% and 30.68% out of total employees who are satisfied.. Similarly, under the not very stressed category the percentage of people who are satisfied with the job is 52.27% compared to just 20% under dissatisfied. Hence, job satisfaction keeps the stress levels low.

### **X. Findings And Suggestions**

- ❖ If an individual is not passionate for his or her job, has poor interpersonal relationships at work, and cannot find a sense of self-worth from performing his or her job, then the person will not experience happiness in his or her work.
- ❖ People with high self- efficacy believed that stresses and challenges are challenges which must be overcome to achieve success, and instead consider them as isolated and scattered problems.
- ❖ As leaders, it is our responsibility to assess and manage levels of stress in the workplace to ensure a safe and productive work environment
- ❖ It is important for employees to identify any signs of stress among their colleagues and themselves early enough to prevent impacts on the organization's performance level
- ❖ Hope is the ability to believe a better sense of future
- ❖ Most importantly, the individuals must select an approach that suits their situation and can effectively reduce their stress levels and that of their colleagues.
- ❖ Research also shows that self-efficacy is associated with organizational behavior. That is, individuals with' self-efficacy do leadership as effectively , take ethical decisions and creativity in their work is high, have cooperative spirit and willingness to learn and entrepreneurship, which this factor makes a person be more committed his/ her job and be satisfied with his/ her job. In fact, people who have high levels of self-efficacy or confidence believe that they are capable of performing the tasks assigned to them and can succeed.
- ❖ For instance, where one has a lot of work and the deadline is approaching, they may decide to reprioritize their efforts and/or seek additional help (Vieet, 2011). This is especially effective against time stress.

### **XI. Conclusion**

Psychological capital could be used as effective and potential factors to dealing with destructive behaviors and attitudes of employees such as resistance to change, pessimism to changes and perversion of the tasks. Moreover, stress can make a worker become resentful toward his/her employer apart from distracting employee engagement

We must first be able to recognize the signs and symptoms of stress in order to effect the appropriate organizational changes. And, in cases where either the solution resides outside of our sphere of influence or, to help cope with residual stress, is it essential that we understand the various coping mechanisms available and help individuals select the most appropriate ones. However, like so many other things in life, an excess of stress will have negative consequences with repercussions that will transcend personal and professional confines. Left untreated, excessive stress will ruin an individual's health and productivity

Thinking in a broader perspective of life will definitely change stress. There are many ways for managing stress, such as meditation, Yoga etc. The Negative stress or Distress kills the employees' positive attitude and it turns to absent, turnover, immoral, anxiety, depression, aggressive and so on. Hence, we will be successful if we make distress into eu-stress, our healthy lifestyle as well as organizational well being will change.

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