

11. Managing Stress at the Workplace – With Special Reference to BPO Employees

Dr. Mona Mehta

Vice-Principal, Nagindas Khandwala College, Mumbai.

1. Introduction

Stress at the workplace is rising at an alarming rate. It is having a huge impact, not only on the health of the employees but also affecting the bottom line of the organization. Stress has been defined in different ways by various authorities. Initially, stress was perceived as pressure an individual experiences caused due to the environment, then it was perceived as a restraint within an individual. A popularly acceptable definition of stress today is “the interaction between the situation and the individual, it is the psychological and physical state that results when the resources of the individual are not sufficient to cope with the demands and pressures of the situation.” Some situations are more stressful than others for some individuals. Stress can undermine the achievement of goals, both for individuals and for the organization.

The Business Process Outsourcing (BPO) sector is one of the fastest growing sectors in the global scenario. When a company concentrates on the core business and out sources its non-core activities like payment services, customer services and administration, then it is referred as Business Process Outsourcing (BPO). The BPO sector is providing employment to a lot of youngsters. This sector provides rigorous training to its workforce. However employees working at the BPO centres experience tremendous stress due to work pressure. The various factors which are contributing to stress are long working hours, night shifts, imbalanced work life balance, etc. This paper intends to address the causes and effect of stress and suggests various ways by which stress can be managed by individuals and the organization.

2. Objectives

- 2.1. To understand the causes and effect of stress on employees of BPOs.
- 2.2. To suggest strategies for managing stress from an individual and organizational perspective.