Methods, Techniques and Therapy Against the Stress of the Human Factor in Organization

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Abstract: The Stress of the human factor in the organization is a problem which concerns the effective performance, the worsening social climate and disruption to people. Ignoring this problem depends on the initiative taken on behalf of the management to overcome the stressors of the environment and to create favorable conditions for the implementation of the labor process. In this article, attention is paid to some methods, techniques and therapy to limit the harmful effects of stress and its proper management.

Index terms: organization, human factor, stress.

JEL: I15; J24; M12, M54

I. INTRODUCTION

Stress is a complex phenomenon that can not be described unambiguously, as it depends on various factors and circumstances that may provoke negative reactions and behavior of the human factor inside the organization (Wilkinson, 2010; Rasheva, 2006; Stoyanov, 2011). However, in the literature, there were different definitions and characteristics of the stress concept - generally defined as "harmful human condition that arises under pressure of external influences (stressors). They may have different effects for the individual who must take adequate steps to protect himself from the harmful effects of the environment "(Stoyanov, 2013a, p. 25). That is why we need methods, techniques and therapies to protect people from the harmful effects of stressors in the organization are known In literature we have encountered different indicators for measuring occupational stress and the impact of stressors on the behavior of the human factor: role indicators, defining the limits of stress (work), related to the conflicts and the means to overcome them - negotiation and persuasion (W. Gmelch & B. Swent, 1984, pp. 192-205, S. Osipow & A. Spokane, 1984, pp. 67-87; I. Stoyanov, pp. 17-19).

II. OVERCOMING THE STRESS OF THE HUMAN FACTOR IN ORGANIZATION

The harmful effects of stress can be ignored by applying various forms of psycho-behavioral and somatic effects on the individual. The western practice a lot of programs for reducing the occupational stress are used. In the literature and in practice there are a number of methods, techniques and therapies to reduce the harmful effects of stress, and here we are focusing on only some of them (R. Kreitner & A. Kinicki, 1989, pp. 586-590; R. Payne & M. Donaghy, 2010, pp. 33-202).

1. Autogenic training

It is also known under the name of muscle relaxation and is used from the beginning of the last century. The creator of this method is the German physician J. Schultz. The more frequent use of the method is due to the progressively increasing number of people who complain about the mobility(walking) problems associated with professions connected with physical activity (as opposed to hypokinesia).

The tense mode of operation and staying in office for too long is a prerequisite for the occurrence of various diseases (hypertension, cardio - vascular problems, etc.), most of which affect the muscle system. The method aims at shaking down and the getting rid of the physiological or psychological stress in people during and after work. The principle which is to be applied is relatively simple, but it takes time to adapt. It requires habits for organization of the training and selection of an appropriate environment for self-relaxation. Like hypnosis, an atmosphere of auto-suggestion is created that makes one feel completely comfortable and carefree to surrounding processes. The effect through which it is achieved is a delay of the respiratory activity of the body, muscle relaxation and concentration to positive (imaginary) moments and events.

In order to be effective, the autogenic training needs an important right approach for its implementation and conduct. People are required to relax and take the appropriate posture/position for the occasion (mostly horizontally). After that the negative thoughts are replaced with pre-memorized text that is repeated at regular intervals of time. The person himself has to instill those thoughts that he wants to hear or they'll make him feel better. It is desirable that this be done in a relaxed atmosphere, and under certain circumstances with appropriate music. Some people think that auto-training is a method that is applied on the basis of auto-suggestion and it is difficult to find a practical application. For the majority of the modern specialists in medicine and psychology, it is more of an inner self-regulation of the body, as there is a scientifically-based methodology. It is implied by the fact that sessions are formed by practical exercises that affect the condition of the body to achieve healthy outcomes and stable mental balance. Of course, auto-training will have a greater effect on individuals who...
are highly motivated and believe in success. This requires an inner attitude of the person to combat the stressors and the presence of a positive imagination to achieve a harmonious state. In this regard, the autogenic training is helpful to eliminate the various disease states of the body. Among them is the alarming state that one can feel the nervous - emotional breakdowns and the phobic states – they all speak of the coming stress.

2. Meditation

Meditation is also known as training the mind and predisposes people to mental peace and harmony with their biological body (I. Kollak & I. Utz-Billing, 2011). Yoga as a form of meditation can also refer to this process. The term transcendental meditation is more often used. This method was created by M. Varma (better known as Mahesh Yogi). This kind of relaxation has the aim to predispose a person and help him dispose or get rid of the negative emotions that arise from the environment. In this way we can achieve balance in terms of physiology, psychology and spiritual possibilities. A considerable part of the medical staff considered yoga as a religion on the influence of the human body, but the followers of this method define it as antireligious and completely harmless, a method that many people with different religions and beliefs practice.

This technique is similar to the previous one, since the stressors of the surrounding environment are eliminated by the relaxation of the human body. Based on the thought and contemplation in the depths of the human soul, it is often sought such positive responses to negative human tendencies (or situations). Meditation aims to establish control over the minds of individuals by helping him deal with the lack of concentration and ignore the impact of stressors. It is applied in practice, based on some simple rules (H. Benson & M. Klipper, 2000, pp. 12-14; M. Davis, E. Eshelman, & M. McKay, 2008, pp. 47-64).

→ Select a setting for meditation. The situation in which the process will be carried out meditation is very important. It should not be noisy and there should be no objects that distract the individual (television and audio systems, computers and other devices). In some organizations they have designed special rooms where people can safely meditate during breaks at work or even when they are not at work. This further creates a sense of their commitment to the goals of the organization that cares about their health.

→ Ignore the influence of the environment. In order for the meditation to be in tune with the personal perceptions of the man, he has to ignore the problems that engage his mind. The more concentrated in the situation the person is, the more rational the results will be. Otherwise one will not ignore the negative thoughts and the effects of meditation will be negative.

The moral distress that affects the behavior of people in the organization is especially dangerous, because it gets their consciousness and behavior out of balance. The process reflects on the value system of the managers and employees and affects mainly their moral judgment - the dilemma for solving one situation or another. The moral distress creates disharmony in the behavior of the individual and is associated with different effects - frustration, anxiety, anguish, guilt, etc. (Stoyanov, 2013b, p. 139-142).

→ Taking a suitable position. To be able to get effective meditation one should take a comfortable position that will allow concentration. This makes it easier to achieve the desired synchronization between the disposition of mind and the relaxation of the body.

→ Relaxation and imaginary desires. Meditation ends with the relaxation of the human body that can continue in different intervals - from 10 to 20 minutes. The individual remains passive/inactive to the environment by shifting the focus to imaginary events and facts. They provide physiological and psychological comfort, since they change one’s attitudes towards stressors from the environment - in a positive aspect.

Meditation is one of the most frequently used methods, which aim is to eliminate the harmful effects of stressors. No special efforts are required and it can be applied at any time and at any place. One seeks to ignore the disturbing thoughts and to respond positively to stress.

3. Gymnastics

In its different versions, gymnastics is an especially useful remedy for overcoming the neuro-psychological problems and those that are caused by professional fatigue. Exercises create tone and refreshes the person as the body is charged with positive energy. With particular relevance and importance it is applied in rehabilitation procedures in stress situations, then we can define the following types (varieties) of Gymnastics.

→ Respiratory gymnastics. This type of exercises can be used with faster (intense) or slower (reduced) rate, which will depend on what are the attitudes of people, and not the least - the symptomatic signs of the body stress. Regardless of the rate of breathing, it may be performed nasally, orally or ventrally. The breathing exercises for ignoring stress are part of the musculature of the individual and can be adjusted depending on what the purpose of relaxation program is. There are different techniques for even, rhythmic or deeper inhalation and exhalation that require regular training and practice. They are applied in a series, with an amplitude of performance and fixed duration.

→ Gymnastics for the muscle load. It is known as stretching and bodybuilding and can be applied according to the needs of the individual to cope with the symptoms of stress. Stretching warms-up the muscles of the body without using weights or if it happens it is rarely (exercises are primarily through running, stretching, etc.). Stretching increases the elasticity of the muscles and optimizes them before or after weight training. The latter is characteristic of bodybuilding where the muscles are loaded significantly.

For many people, the two types of gymnastics create a sense of satisfaction and inner harmony, which is a prerequisite for coping with stress. When a person is
sometimes the results are more general and do not fully
people to react to the stressors of the environment.
the mental state of the person. This method of dealing with
examination data reveal the problem areas in the body or
signal indications (often acoustic or light reflective) the
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personnel (usually a team of doctors and psychologists)
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that stressors from the environment. Different methods
techniques and therapies are applied for this purpose, they
have a positive effect on both psyche(soul) and human
physiology(body). They are in the basis of its effectiveness
in doing business services and organizational practices.

4. The Bio-feedback mechanism to diagnose stress.
Stress in the human body can not only be detected by
feel, the symptoms of stress are sometimes invisible for
the others. People may have a relatively balanced reactions
in their behavior and good appearance, but it does not
mean that this person is healthy. By bio-feedback
mechanism (R. Lazarus, 1975, pp. 553-561; G. Schwartz,
268) this process is conducted in special rooms in the
organization or in clinical settings. While authorized
personnel (usually a team of doctors and psychologists)
carry out the manipulations people can relax and think
about things that create mental comfort in them. Based on
signal indications (often acoustic or light reflective) the
examination data reveal the problem areas in the body or
the mental state of the person. This method of dealing with
the stress is useful because it provides information for the
people to react to the stressors of the environment.
Sometimes the results are more general and do not fully
reflect the correct state of health of the individual. They
identify primarily the symptoms of the stress, which is a
good reason to take measures for its elimination.

Today, many organizations use and apply specific
techniques to determine the symptoms that stress has
inflicted on the human body. This is done by a machine
called a quantum analyzer. It diagnoses the functional
human condition (cardiovascular and cerebrovascular
performance, gastrointestinal tract, etc.). This provides a
feedback on what damage have occurred to the human body
by the action of stressors (if any). Here, however, the
information is delayed for a period of time, since it is
necessary to be analyzed by specialists. Then, in person or
by e-mail the conclusions of the review are sent. It is
desirable that before taking the treatment, the data be
diagnosed by several independent experts, which will
ensure the objectivity of the results.

Of course, you should not forget that social support is
one of the most important aspects to overcome the
occupational stress because it is associated with human
relations. Social support is provided when people have
troubles that do not fall within the above situations
(illness, family drama, etc.). First is the question of the
human attitude, then a professional attitude and treatment
to the problem. This is a reaction of the human psyche to
adapt in stressful situations with instrumental or emotional
support from friends and colleagues (Stoyanov, 2013, pp.
143-146).

III. CONCLUSION
Stress is a negative phenomenon for the human factor in
the organization, and therefore it should be limited and
effectively managed. This is a process that is related to the
various initiatives to overcome the harmful effects of
stressors on the environment. Different methods
techniques and therapies are applied for this purpose, they
have a positive effect on both psyche(soul) and human
physiology(body). They are in the basis of its effectiveness
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