Kastamonu Education Journal, 2021, Vol. 29, No:4, 43-51
doi: 10.24106/kefdergi.880953

| Conceptual Article / Derleme Makale |

A Social Issue in the Information Society: Stress and Strategies for Coping with Stress

Bilgi Toplumunda Sosyal Bir Sorun: Stres ve Stresle Başa Çıkma Stratejileri[1]

Serpil Recepoğlu[1], Ergün Recepoğlu[2],

Keywords

1. stress
2. strategies for coping with stress
3. a social issue
4. information society
5. stress management

Anahtar Kelimeler

1. stres
2. stresle başa çıkma stratejileri
3. sosyal bir sorun
4.bilgi toplumu
5. stres yönetimi

Received/Başvuru Tarihi
15.02.2021

Accepted / Kabul Tarihi
10.05.2021

Abstract

Stress, which has become a social problem in recent years, can occur in all areas of life. In today's information societies, globalization and economic liberalization, trying to adapt to complex life conditions in an intensive information, communication and technology network cause him to feel pressured and wear out. In this context, stress is also expressed as "the disease of information society". This intensity affects the whole life of a person and reduces their self-esteem and efficiency. It is especially important to evaluate all aspects of stress from the individual's position, the state of environmental factors, from a sociological perspective. Natural disasters, epidemics, economic crises and wars have continued their effects on people for many years by affecting the masses and causing great losses. The ability of individuals to live happily and peacefully by protecting their health depends on their ability to manage stress well and to use effective coping strategies appropriate for them. In this study, strategies for coping with stress, which has become a social question in the information society, were examined all aspects of stress from the individual's position, the state of environmental factors, from a sociological perspective.

Öz

Son yıllarda sosyal bir sorun haline gelen stres hayatın her alanında ortaya çıkabilmektedir. Günümüz bilgi toplumlarında küreselleşme ve ekonomik liberalleşme, yoğun bir bilgi, iletişim ve teknoloji ağı içerisinde karmaşık yaşam koşullarına uyum sağlamaya çalışılması, bireylerin kendisini baskı altında hissetmesine ve yıpranmasına neden olmaktadır. Bu bağlamda stres, "bilgi toplumunun hastalığı" olarak da ifade edilmektedir. Bu yoğunluk, bir kişinin tüm yaşamını etkiler ve benlik saygısını ve verimliliğini azaltır. Stresin tüm yönlerini bireyin konumundan, çevresel faktörlerin durumundan, sosyolojik bir perspektiften değerlendirmek özellikle önemlidir. Doğal afetler, salgın hastalıklar, ekonomik krizler ve savaşlar, kitleleri etkileyerek ve büyük kayıplara neden olarak insanlar üzerindeki etkilerini uzun yıllar sürdürmüştür. Bireylerin sağlıklarını koruyarak mutlu ve barış içinde yaşayabilmeleri, stresi iyi yönetme ve kendileri için uygun etkili başa çıkma stratejileri kullanma becerilerine bağlıdır. Bu çalışmada, bilgi toplumunda sosyal bir sorun haline gelen stresle başa çıkma stratejileri, sosyolojik bir bakış açısıyla ele alınarak kişisel ve çevresel bağlamda stresin tüm yönleri incelenmiştir.

[1] **Corresponding Author,** Kastamonu University, Faculty of Education, Department of Educational Sciences, Kastamonu, TURKEY; E Mail, srecepoglu@kastamonu.edu.tr https://orcid.org/0000-0002-4189-4456
[2] Kastamonu University, Faculty of Education, Department of Educational Sciences, Kastamonu, TURKEY; E Mail, erecepoglu@kastamonu.edu.tr https://orcid.org/0000-0002-3382-0609

Citation/Alıntı: Recepoğlu, S., & Recepoğlu, E. (2021). A Social Issue in the Information Society: Stress and Strategies for Coping with Stress, *Kastamonu Education Journal, 29*(4), 43-51. doi: 10.24106/kefdergi.880953

INTRODUCTION

When human history is examined, it is seen that there is a continuous change and development. The social development of humanity in the historical process can be listed as primitive society, agricultural society, industrial society and information society. The fact that the hunter-gatherer society form in the first civilizations reached today's information society and a technology age that is constantly evolving and renewed is a result of this ongoing change. Knowledge, production, development and use of knowledge has become today's most fundamental priorities. In the last century, which is defined as the information age or digital age, countries that have developed information and include innovative technologies gain competitive advantage in international markets and constitute an important principle for their economies. Nowadays, the development of countries is determined by their investments in knowledge, information technology and knowledge-intensive production systems rather than the income they obtain from agriculture and agricultural products. In our age, there is a transition from the material production method realized with the technologies of the industrial society to a production method based on computers and information technologies.

Today, changes in political, economic, socio-cultural systems have led to the formation of a new concept of society. "The developments in computer and communication technologies together with the industrial society have accelerated the phenomenon of globalization and ensured the transition of our world to a new era, namely the information society." (Alagöz and Özpeynirci, 2007:167). To keep up with developments, employees need to constantly adapt and acquire new competencies: study and learning develop together. New knowledge is created to keep up with developments in the workplace: The concept of knowledge changes from scientific, theoretical knowledge to more applicable knowledge Human capital is becoming increasingly important and employees are increasingly responsible for all aspects of their jobs. With the information society, societies have entered into a continuous renewal and development. This renewal creates some problems with it.

With the information society, the substitution of knowledge instead of labor and capital is a matter of question. This situation causes a decrease in the amount of physical labor used and an increase in mental labor. The fact that the transition to the information society causes a decrease in the labor force among the factors of production, on the one hand, eliminates the competitive advantage of these countries in international markets, on the other hand, increases the unemployment and economic instability in these countries. Especially after the industrial revolution, the living conditions that accelerated and changed day by day brought the effort to adapt to these conditions. Therefore, it has become almost impossible to fully adapt to these changes. As people and organizations tend to adapt to these changes, they experience a contradiction between submitting to or resisting the difficulties they face. Emotions such as "helplessness, panic, excitement, stress" emerge when ambition, a sense of achievement, anxiety about losing a job, economic troubles and many similar and conceivable negativities affect individual. Stress, which has become a social problem in recent years, can occur in all areas and details of life. In today's information societies, globalization and economic liberalization, trying to adapt to complex life conditions in an intensive information, communication and technology network cause him to feel pressured and wear out. In this context, stress is also expressed as the disease of the modern information society. This intensity affects the whole life of a person and reduces their self-esteem and efficiency. It is especially important to evaluate all aspects of stress from the individual's position, the state of environmental factors, from a sociological perspective. Disasters, economic crises and wars have continued their effects on people for many years by affecting the masses and causing great losses. The ability of individuals to live happily and peacefully by protecting their health depends on their ability to manage stress well and to use effective coping strategies appropriate for them. In this study, strategies for coping with stress, which has become a social question in the information society, were examined all aspects of stress from the individual's position, the state of environmental factors, from a sociological perspective.

1. Coping with Stress (Stress Management)

Stress is an important concept that affects individuals and affects their behavior, work efficiency, and relationships with other people (Eren, 2001). The concept of stress comes from the Latin word "estrica", old French "estrece". In the XVII. century, while it is used in the meaning of disaster, trouble, misfortune, trouble, sorrow; In the XVIII. and XIX. centuries, the meaning of the concept has changed and it has been used for objects such as power, pressure and force, to the spiritual structure. Accordingly, stress has been attributed to the meaning of resistance to the deformation and distortion of the object and the person under the effect of such forces (Baltaş & Baltaş, 2008). XX. century, on the other hand, researches on stress continued to be widespread, depending on its effect on daily life. Ivancevich, Donelly, and Gibson (1983, p.578) defined stress as *"an effect that causes discomfort or pain on individuals"*. Köknel (1988) also describes all the physiological and psychological effects that damage the organism, create tension, disrupt balance, order and harmony and social stimuli and effect size. Steers (1981) stress, an individual's response to threatening environmental characteristics; Davis (1982) defined this as a state of tension that threatens an individual's ability to cope with their environment, thought processes or physical conditions, and emphasized the response dimension of stress. The ability of individuals to live happily and peacefully by protecting their health depends on their ability to manage stress well and to use effective coping strategies appropriate for them.

Coping with or managing stress is essential for maintaining mental and physical health, and for a productive and an efficient life. The purpose of stress management is not to prevent all stress; to create a positive force for efficiency, energy and agility. The goal is to maintain an optimum stress level that is neither too much nor too little (Schafer, 1987). Stress management includes changing the situation or changing the reactions to the situation in order to cope with stress and improve the quality of life (Güçlü,

2001). Coping with stress means learning how to keep the effect of stress at a positive level (Baltaş & Baltaş, 2008). Coping with stress can also be expressed as a kind of avoidance behavior from the harmful effects of stress (Anıl, 1999). Individuals either react to stressful situations or choose the direction of ignoring or freezing. However, stress should not be seen as a situation that should be completely prevented and eliminated, in a sense, stress should be evaluated as a reaction that gives people the power to work and resist (Barutçugil, 2000). People and organizations can benefit if they can overcome the stress factor inherent in working life by making conscious and purposeful planning (Gökdeniz, 2005).

Stress management strategies; It is classified in two ways as coping with problem or fighting and coping with emotion or avoidance (Aydın, 2002; Lazarus & Folkman, 1984). Coping with the problem is an active strategy and the individual decides that the stress situation can be controlled and takes action. For example, problem-focused coping forms; includes cold-blooded, reasonable, cautious and aggressive interpersonal efforts to change the situation and solve the problem (Lazarus & Folkman, 1984). In coping with emotion, the individual believes that he/she cannot control the stress state and accepts the stress situation as it is, so emotion-oriented coping can be considered as a passive strategy (Lazarus & Folkman, 1984). The individual tries to control the negative emotions created by the stress situation and focus on a positive aspect. Examples such as "*The experience was painful, but I learned a lot*", "*There is a good thing in every job*" show coping with emotion (Uçman, 1990).

When stress is not dealt with effectively, negative situations such as the decrease in organizational and individual effectiveness, the employees not enjoying life and hesitating to establish close relationships occur (Baltaş & Baltaş, 2008). There is no common solution that is good for everyone in dealing with stress. Every person has a weakness, a weakness that becomes obvious when they are constantly exposed to stress. Therefore, one should find and try methods that are suitable for one's personality and lifestyle. In other words, the individual should handle the management of his stress. (Güçlü, 2001).

Robert and Pasnau (1985) describe the characteristics of those who successfully cope with stress as follows:

1. Having personal control: Thinking that their environment is under control and that they have effective special abilities,

2.Choosing the meaningful one: Being able to face problems in short periods for long-term happiness,

3. To use their daily time in the most effective way and to exercise regularly,

4. Using social support: Having personal relationships that can help the person and provide information.

It is possible to examine the methods of coping with stress under the headings of individual and organizational methods.

1.1. Individual Methods of Coping with Stress

Some strategies used individually have a very necessary and important place in dealing with stress. The common feature of these strategies is that almost all envision control of personal habits and physical, psychological, and behavioral structures. Thus, the stress response that starts in the body and is harmful is tried to be neutralized by taking countermeasures. Techniques such as dealing with stress individually, changing personality traits, physical movements (exercise), breathing exercise, meditation, bio-feedback (biological feedback), relaxation, nutrition and diet, social support, participation in social, cultural and sporting activities, massage, prayer and worship and time management may be beneficial (Aydin, 2002).

1.1.1. Changing Personality Traits

Human behaviours resulting from personality traits directly affects the stress level. Changing personality traits using mental and behavioral methods enables individuals to think differently and act differently about stressful situations (Aydın, 2002). Lamberton and Minor (1995 as cited in Aydın, 2002) describe behavioral and mental methods of coping with stress as follows:

- Take control of your life
- Add more humor and jokes to your life
- Not compare yourself to others
- Take advantage of stress
- Learn to live with stress you cannot avoid

1.1.2. Physical Movement (Sport and Exercise)

Exercise is called all the activities that enliven the whole body and provide deep breathing by using muscles strongly. Physical and biochemical changes that occur as a result of exercise reduce the negative effects caused by stress. Because the amount of blood flowing to the brain increases due to the increased circulation as a result of exercise. This causes an improvement in oxygen transport and eventually vitality in mental functions (Artan, 1986). Luthans (1989) also states that exercises such as walking, jogging, swimming, cycling, light ball games and tennis play an important role in combating stress for people of all ages.

1.1.2. Breathing Exercise

Breathing is both a way to relax and an important part of all relaxation exercises. Correct and deep breathing expands the veins and allows the blood to reach the furthest and deepest points of the body. The correct and deep breathing breaks the stress response chain that begins or begins in the person, including anxiety, and initiates the opposite chain (Baltaş & Baltaş, 2008).

1.1.3. Meditation

Increasing inner concentration and calmness to rest the body physically and emotionally is called meditation. The main purpose of meditation is to bring the person away from mental anxiety, tension and worries and reach a calmness and comfort. Meditation is a method that helps individuals both to get away from stressful situations and to reduce their stress symptoms (Güney, 2001). Meditation practice used to cope with stress is basically an exercise in directing attention, focusing attention or training attention. The essence of meditation is directing attention to a stimulus that is unchanged and maintaining it (Onbaşıoğlu, 2004). It is possible for an individual who knows the meditation technique to cope more easily and effectively with sudden and prolonged stressful situations. The positive effects of meditation on mental and physical health have been determined by research (Luthans, 1989). According to the research of Dr. Herbert Benson (Allen, 1983), at Harvard Medical Faculty, the heart rate of the meditators decreases, on average, three beats per minute, the respiratory rate decreases, the oxygen consumption of the body may decrease by as much as twenty percent, which indicates that the metabolism slows down, the amount of lactic acid in the blood decreases. Normally, nervousness and crises can be seen as a result of the increase in lactic acid in the blood, blood pressure maintains its normal level. High blood pressure decreases with meditation (Allen, 1983).

1.1.4. Bio-Feedback (Biological Feedback)

In its simplest terms, Bio-Feedback is the process of controlling the physiological functions of the individual with the help of simple measuring instruments (Artan, 1986). Bio-Feedback is a method in which the individual learns to regulate their autonomous activities in the desired direction within a training program where they are aware of normal and abnormal physiological responses that are not aware of themselves with the help of a tool. Bio-Feedback tools analyze these activities recorded by electrodes attached to the skin and reflect them as visible signals to the person (Baltaş & Baltaş, 2008). Biofeedback technique reveals the relationship between thoughts, emotions and the body in a concrete way. Thus, a person who has a distressing thought in his mind becomes instantly aware of the increase in muscle tension and sweat gland activity with sound and light signals when the body surface temperature decreases. With the Bio-Feedback method, the person gains the habit of controlling the physical activities reflected on him and using them at his own will. Thus, it raises the body surface temperature, reduces sweat gland activity, and reduces muscle tension and learns what to do for relaxation (Baltaş & Baltaş, 2008).

1.1. 5. Relaxation

The relaxation method causes the opposite effect of the stress response that begins in the individual experiencing stress. In the stress response, muscles tense, blood pressure and blood sugar rise, breathing increases. In relaxation movements, the muscles relax, blood pressure decreases, breathing becomes slow and deep. When the relaxation method is used, the stress response that starts in the body is broken and its damages are prevented (Allen, 1987). The relaxation method includes the immobilization of the sympathetic nervous system and the activation of the parasympathetic nervous system. With the relaxation methods, it is possible for the individual to cope with daily problems quite comfortably. Individuals applying this method have lower anxiety levels. They can easily recover when faced with stressful events (Artan, 1986).

1.1.6. Nutrition

Studies show that there are important relationships between nutrition and stress. It is known that some foods initiate the stress response, increase it or even make it more susceptible to stress (Schafer, 1987). Therefore, attention should be paid to the diet and nutritional habits in order to cope with stress effectively (Aydın, 2002). Schafer (1987) states the nutritional principles to be considered in coping with stress as follows:

- Foods containing excessive amounts of caffeine (coffee, etc.) should be avoided,
- A balance of calories, vitamins and minerals in daily nutrition should be ensured,
- Natural and unprocessed foods should be preferred in nutrition,
- Eating should be avoided as a coping mechanism in stressful situations, especially foods with high sugar content should be avoided,
- Exercise should be done regularly,
- Foods containing salt, unsaturated fat and cholesterol should be minimized.

1.1.7. Community Support

People who live alone or who are not accepted by people or groups are more susceptible to stress (Güney, 2001). The level of support of individuals by other people with whom they are together in their family, society and business life, their share rate and the pleasure they get from being together increase their success level in combating stress and make them less harmful from stress (Aydın, 2002).

1.1.8. Social, Cultural and Sports Activities

Participating in social, cultural and sports activities that are suitable for the individual's self and enjoy doing, getting rid of the boredom of daily life and gaining a social personality by interacting with people is expressed as the evaluation of leisure time (Kılbaş, 1989 as cited in Aydın, 2002).

Gardening, woodworking, all kinds of sports, fishing, hunting, feeding pets, watching television, reading books, listening to music, going to movies and theater, collecting, etc. hobbies are very effective in reducing stress. These types of hobbies enable people to spend their free time dealing with something different and to enjoy it (Aydın, 2002).

1.1.9. Massage

Massage is beneficial in many ways in reducing and preventing stress. Massage allows the muscles to relax (Schafer, 1987; Rowshan, 2003) and during the massage, a sweet feeling of relaxation is spread throughout the body that reduces anxiety and allows you to feel rather than think, and thus massage provides a healthy rest (Schafer, 1987). Massage regulates blood circulation, relieves the pain that arises in your body during stress, helps you to relax, to feel energetic, to increase your self-confidence and to awaken the feelings of love in you. One of the biggest benefits of massage is that your body becomes rested and vigorous (Rowshan, 2003).

1.1.10. Prayer, Worship and Religious beliefs

For centuries prayer has been used to deal with tension. Verses repeated during prayer can help the individual relax by providing focus, as in meditation. Praying can increase the hope and optimism of the individual (Schafer, 1987). It has been observed that people turn to God and perform some religious behaviors in times of distress, difficulty and crisis. It has been determined that some activities of worship, which include all behaviors that symbolize the belief and devotion of people to God, are the behavior of people to cope with stress. In a distressed, depressed and tense situation, the effect of prayer manifests itself in the form of calming and relaxation. Situations and dangers that threaten people such as illness, failure, and disaster disturb the person's nerves, demoralize them, and discourage them. The individual who prayers trusts in God and believes that his demands and desires are known and heard by God. He trusts that the divine power will come to his rescue, and in the troubled and tense situation, the individual becomes calm and relaxed (Kula, 2002).

1.1.11. Time Management

The quality of life of an individual who uses his time well increases. It is not about wasting time and doing more work in a short time with the thoughts and details that need to be done to use time well. On the contrary, it is the determination of the goals and priorities and the more pleasure of one's life by allocating his time to the things he really wants to do. A person who does not organize his time well is inevitably under stress. Not being able to control time is not being able to control life. The health of people who cannot control their time deteriorates, they get various diseases caused by stress, and their pleasure from life decreases (Baltaş, 1987 as cited in Bezci, 2010).

The purpose of time management is to keep time under control in a way that meets the needs and requests. In time management, it is necessary to set a goal, to plan to achieve the goal, to immediately start implementing the plan, to determine the end time, and finally to continue working until the goal is reached. Managing time well is the most appropriate way to cope with the stress caused by time pressure (Aydın, 2002). The good use of time does not mean doing a lot of work at a time, it is doing each job effectively and efficiently in accordance with the place and time according to the order of priorities. In this way, the person who does not feel the stress of time will have a more productive and enjoyable working environment (Durna, 2006).

Spending time mercilessly can sometimes be a therapeutic aspect, as learning how and how to spend time increases both productivity at work, satisfaction and ability to relieve fatigue. Spending leisure time, laziness, daytime sleepiness, or engaging in a social activity helps a person to calm his body, refresh his energy, and develop a sense of optimism, relaxation and humor (Kirsta, 2004).

1.2. Organizational Methods for Coping with Stress

Organizational struggle methods that can be used in coping with stress should be developed in order to reduce or prevent work stress on individuals. Among organizational stressors, general policies, structural disorders of the enterprise, positive regulations regarding physical environment insufficiencies concern the organizational dimension of stress management (Erdoğan, 1999).

The methods of coping with stress arising from work life are managerial arrangements made to control and reduce the stress sources at the organizational level in order to reduce or prevent the work stress of the employees. It is an importance to reduce or prevent stress sources related to the policies, structures, physical conditions and process laid out at the organizational level. The methods that can be used to reduce organizational stress are as follows (Ertekin, 1993; Erdoğan, 1999; Aydın, 2002):

1.2.1. Creating a Supportive Organizational Climate (Participatory Management-Social Support)

A strict and impersonal atmosphere with a bureaucratic and formal structure in organizations is an important source of stress. Establishing a structure that is less centralized, allows participation in decisions, and allows upward communication, can be an effective method in dealing with organizational stress (Aydın, 2002). Management should develop a supportive organizational structure for employees. While planning the functioning of the organization, creating the structure in a decentralized, supportive way to encourage joint decision-making will reduce organizational stress (Güçlü, 2001:105-109).

Participatory management refers to the participation of employees directly or through a representative, with the right to speak or vote in the decisions that concern them, especially (Özkalp & Kırel, 2001). The main purpose of participatory management is to give employees responsibility and authority to make them feel part of the job. In participatory management, the motivation of the employees to adopt the organizational goals is more. Employees participating in the decision-making mechanism are effective in eliminating the stress caused by uncertainties (Aydın, 2004).

Social support means having close relationships with other people (Johns, 1992). Social support improves interpersonal relationships and the relationship between individuals and organizations by providing inter-personal closeness and psychological support (Tutar, 2000). Psychological states and physiology of individuals who are social are better. In addition, when faced with stressful events, people with social support are more successful in coping with stress (Johns, 1992). Studies reveal that social support has an effect on reducing stress and tension (Tutar, 2000).

1.2.2. Job Enrichment

Job enrichment includes the development of both the factors such as responsibility, recognition, opportunity for success and the qualities of the essence of the job such as different skills, identity of the task, meaningfulness and autonomy. Enriched tasks will reduce stress sources compared to more routine and structured jobs. It should also be kept in mind that enriched jobs cause more stress for some employees. Careful functional arrangements are an effective way of dealing with job stress (Luthans, 1989). Job enrichment will provide individuals with more responsibility, more meaningful work, more control and feedback. It will also increase the quality of work by increasing motivation (Tosi, Rizzo, & Carroll, 1996). The work can be enriched in terms of content, giving more responsibility to the person, creating opportunities for success, and increasing it according to his own efforts. In this case, a diversity is created in the skills sought for the employee, the importance of the work done is determined and people are allowed to do meaningful work (Güçlü, 2001:105-109).

1.2.3. Identifying Organizational Roles and Reducing Conflicts

Role conflict and uncertainties are the main sources of individual stress. Managers can reduce the stress caused by organizational roles by removing the ambiguity and conflicts (Luthans, 1989). Each task should contain clear expectations and necessary information to support the employee. A good organization, adequate in-service training and on-the-job information and training, job descriptions showing what to do, and regulations to prevent untimely asking for information from employees can significantly reduce role ambiguity and interpersonal conflict. Anti-conflict arrangements should be in line with the nature of the work and expectations of the employee and the manager (Güçlü, 2001:105-109).

1.2.4. Planning and Consulting Professional Development Ways

In organizations, transitions and promotion related to professional development planning of employees generally occur in traditional ways. The promotion and advancement of individuals is usually done by a manager. In large organizations, not knowing what the next position of individuals will be and what to do is a major source of stress. However, the use of professional planning techniques plays an important role in combating stress in organizations. Employees should be provided with assistance to improve their self-evaluation and self-understanding skills (Luthans, 1989).

1.2.5. Creating a Cheerful Environment in the Workplace

The use of humor and jokes among employees in these organizations is encouraged because most of the large organizations understand the importance of creating a joyful atmosphere in the workplace. Increasing humor and activities that make people laugh at work reduces existing stress sources and positively affects employee productivity (Aydın, 2002).

1.2.6. Improving Physical Working Conditions

The physical conditions of the work environment (lighting, noise, weather conditions, etc.) can cause positive or negative effects on the employee. Employee motivation and performance may vary depending on physical conditions. In an environment where the weather conditions are not good, the individual is quickly affected both physically and psychologically. Extremely noisy environments can negatively affect workers. Creating a suitable work environment will minimize stress sources and help the employee perform in the best way (Eren, 2001).

1.2.7. Fee Management

Organizations have to take precautions for wages, which is one of the important sources of stress for employees. In order for employees not to experience stress due to wage issues, a complete wage policy should be established by calculating the productivity and needs of the employees (Akat, Budak, & Budak, 1997).

CONCLUSION AND RECOMMENDATIONS

As a result, in today's information societies, globalization and economic liberalization, trying to adapt to complex life conditions within the intensive information, communication and technology network cause him to feel under pressure and tire. Especially, the pandemic has threatened individuals' both physical and psychological health and has irreversible consequences on our lives. Increasing depression, anxiety, health anxiety, loneliness, social isolation, financial problems, changing working conditions consist main problems during pandemic. This intensity affects a person's entire life and reduces self-esteem and productivity. It is especially important to evaluate all aspects of the individual's position, environmental factors, sociological perspective and stress. The ability of individuals to live happily and peacefully by protecting their health depends on their ability to manage stress well and to use effective coping strategies appropriate for them. Stress is a factor that influences the productivity of individuals in both individual and organizational life negatively. Therefore, managers have important effects in dealing with organizational stress and maintaining organizational determination. At this point, managers have some responsibilities in reducing corporate stress.

Managers' effects are very important in dealing with organizational stress and maintaining organizational determination. Effective managers do not only want productivity in the short term, they know that healthy, highly-satisfied employees are vital for the long-term benefits of the organization. Successful managers believe that optimal work stress is essential for efficiency. In organizations, managers have some duties that will enable employees to cope with stress and prevent them from being under extreme stress (Schafer, 1987):

- Increasing job satisfaction by providing an attractive enough environment for working in the organization.
- Provide as clear and cohesive role expectations as possible to minimize role conflicts and role ambiguity.
- Being sensitive to neither excessive workload nor low workload continuously and managing the studies by using appropriate methods.
- Establishing a good balance between change and continuity in the organization.
- To continuously support and encourage employees, to meet the needs of the personnel and to evaluate them, to support group work among employees and to encourage the commitment to the group.
- To show maximum flexibility for the realization of the method and progress in the workplace by providing each employee with short-term productivity as well as long-term healthy job satisfaction and the opportunity to express himself / herself.
- To provide opportunities for all employees that will be effective in their decisions.
- Being careful about work conditions and stress levels within the organization that may cause unnecessary stress.
- Supporting stress management services for employees in stress.
- Provide opportunities for all employees to learn and cope with stress sources.

In addition, managers should consider that external stress sources in their organizations will lead to organizational stress and take necessary precautions. In this case, the duty of the manager is to know the employee very well, to learn which conditions cause stress and to apply effective methods to cope with stress (Güçlü, 2001: 105-109).

In our age, stress has become an ordinary and indispensable part of life. The stress that the individual is exposed to in his life causes psychological, physical, behavioral problems and even a chronic disease. Considering that there is stress in the business, family or social life, it is important to reduce the negative effects of stress on individuals and to maintain a better quality and effective life. Therefore, when the methods of coping with stress are applied, the individual will effectively manage the stress he / she faces in various areas. Thanks to the individual and organizational methods to be used, it will be ensured that individuals

lead a better quality, healthy and peaceful life in community life. However, it is thought that training on the management of stress from an individual, environmental and social perspective will contribute to the awareness of individuals.

Declaration of Conflicting Interests

The author(s) declared no potential conflicts of interest with respect to the research, authorship, and/or publication of this article.

Funding

The author(s) received no financial support for the research, author-ship, and/or publication of this article.

Publication ethics

We hereby declare that the study has not unethical issues and that research and publication ethics have been observed carefully.

Researchers' contribution rate

The study was conducted and reported with equal collaboration of the researchers.

REFERENCES

Akat, İ., Budak, G. & Budak, G. (1997). *İşletme yönetimi.* İzmir: Barış Yayınları.

Alagöz, Ali ve Özpeynirci, Rabia (2007), Bilgi toplumunda entelektüel varlıklar ve raporlanması, *Afyon Kocatepe Üniversitesi, İ.İ.B.F. Dergisi,* Cilt IX, Afyon, s. 167.

Allen, R. (1983). *Human stress: It's nature and control.* New York: Mc Millan Publishing Com.

Anıl, L. (1999). *Askerlikte ruhsal bozukluk belirtisi gösteren ve göstermeyen erlerin sosyal destekler ve başa çıkma yöntemleri açısından karşılaştırılması.* (Yüksek lisans tezi). Yükseköğretim Kurulu Ulusal Tez Merkezi'nden edinilmiştir. (Tez No: 81416).

Artan, İ. (1986). *Örgütsel stres kaynakları ve yöneticiler üzerinde bir inceleme.* İstanbul: Özgün Matbaacılık.

Aydın, İ. P. (2002). *İş yaşamında stres.* (2. Baskı), Ankara: Pegem A Yayıncılık.

Aydın, Ş. (2004). Örgütsel stres yönetimi. *Dokuz Eylül Üniversitesi Sosyal BilimlerEnstitüsü Dergisi, 6*(3), 49-74.

Baltaş, Z. ve Baltaş, A. (2008). *Stres ve başa çıkma yolları*. İstanbul: Remzi.

Barutçugil, İ. (2000). *Organizasyonlarda duyguların yönetimi*. Ankara: Kariyer Yayıncılık İletişim, Eğitim Hizmetleri Ltd.

Bezci, Ş. (2010). *Taekwondo antrenörlerinin stresle başa çıkma ve problem çözme becerileri arasındaki ilişkinin incelenmesi.* (Doktora tezi). Yükseköğretim Kurulu Ulusal Tez Merkezi'nden edinilmiştir. (Tez No: 279662).

Davis, K. (1982). *İşletmelerde insan davranışı: Örgütsel davranış* (Çev. Tomris Somay ve Diğerleri). İstanbul: İstanbul Matbaası.

Durna, U. (2006). Üniversite öğrencilerinin stres düzeylerinin bazı değişkenler açısından incelenmesi, *Atatürk Üniversitesi İktisadi ve İdari Bilimler Fakültesi Dergisi, 21*(1), 319-345.

Eren, E. (2001). *Örgütsel davranış ve yönetim psikolojisi.* İstanbul: Beta Basım Yayım.

Erdoğan, İ. (1999). *İşletme yönetiminde örgütsel davranış.* İstanbul: Dönence Basım ve Yayın Hizmetleri.

Ertekin, Y. (1993). Örgüt ve Stres Üzerine Düşünceler. *Amme İdaresi Dergisi, 26* (1), 145-157.

Gökdeniz, İ. (2005). Üretim sektöründeki işletmelerin örgüt içi stres kaynakları ve mobilyacılık sektöründe bir uygulama. *Selçuk Üniversitesi Sosyal Bilimler Enstitüsü Dergisi,* 13, 173-189.

Güçlü, N. (2001). Stres yönetimi. *Gazi Üniversitesi Gazi Eğitim Fakültesi Dergisi, 21*(1), 91-109.

Güney, S. (2001). Stres ve stresle başa çıkma. (İçinde) *Yönetim ve Organizasyon*, Editör. S. Güney, Ankara: Nobel Yayınevi.

Ivancevich, J.M., Donnelly, J. L. & Gibson, J. C. (1983). *Managing for performance.* London: Business Publications.

Johns, G. (1992). Organizational behavior. New York: Harper Collins Publisher Inc.

Kılbaş, Şükran, "Ankara Yenimahalle ve Çankaya Gençlik Merkezlerine Üye Gençlerin Gençlik Merkezlerine İlişkin Görüşleri". Ankara: (A.Ü. Sosyal Bilimler Enstitüsü, Yayınlanmamış Doktora Tezi), 1987

Köknel, Ö. (1988). *Zorlanan insan: Kaygı çağında stres*. İstanbul: Altın Kitaplar Yayınevi.

Kirsta, A. (2004). *Strese Son* (Çev. D. Özsoy, U. Özsoy). İstanbul: Meta Yayınları.

Lamberton, L. H. ve Mınor, L. (1995), *Human Relations: Strategies For Success*. Chicago: Irwin Mirror Press.

Lazarus, R. S., & Folkman, R. (1984). *Stress, appraisal, and coping.* New York: Springer.
Luthans, F. (1989). Organizational behaviour. New York: Mc Graw-Hill.

Luthans, F. (1989, 1992), *Organizational Behavior* (6), New York: Mc Graw Hill.

Onbaşıoğlu, M. (2004). Stresle Baş Etmede Zihinsel Yöntemler. *Türk Psikoloji Bülteni,* 34–35, 103–127.

Özkalp, E. & Kırel, Ç. (2001). *Örgütsel davranış.* Eskişehir: Anadolu Üniversitesi, Eğitim, Sağlık ve Bilimsel Araştırma Çalışma Vakfı Yayınları.

Rowshan, A. (2000). *Stres Yönetimi* (Çev. Şahin Cüceloğlu). İstanbul: Sistem Yayıncılık.

Schafer, W. (1987). *Stress management for wellness.* New York: Mc Graw-Hill.

Uçman, P. (1990). Ülkemizde çalışan kadınlarda stresle başa çıkma ve psikolojik rahatsızlıklar. *Psikoloji Dergisi, 7*(24): 58-75.

Steers, R. (1981). *Introduction to organizatonal behaviour*. Illinois: Scott, Foresman and Company.

Tosi, H., Rizzo, J. R., & Carroll, S. J. (1996). Managing organisational behavior. USA: Harper and Row Inc.

Tutar, H. (2000). *Kriz ve stres ortamında yönetim.* İstanbul: Hayat yayınları.