

APPLICATION OF STRESS MANAGEMENT AMONGST CONSULTANTS



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4. Report

4.1 Enhanced Executive Summary

Stress at the workplace reduces productivity, increases management pressure and makes people ill in many ways, evidence of which is still increasing. Work stress affects the performance of the brain, including functions of work performance. Stress management is a tool to help in managing job stress. Most workers today should learn and implement stress management due to increasing stress at workplace. Therefore, this research is intended to elaborate what are causes and effects of work stress in Interior Designer and Architect as a designer profession, to investigate the application of stress management towards interior designer and architect and also to determine the outcome of stress management. This research methodology conducted, by collecting information and literature review upon work stress and stress management. The primary study for this stress management research is performed of about 38% of 500 samples of questionnaires to interior designer and architect firms, (for 500 samplings) around Klang Valley, Malaysia. Analysis is shown that different people have different causes stress and different method of stress management that should be implemented to reduce stress in designers' work performance as design-based profession. Most of these two consultants' professions are stress by their works. Organizational factors, workload factors job roles factors and targeting dateline are the main factors that contribute work stress in interior designer and architect profession. Work stress would sometimes give bad effects to the performance of designers. There are many techniques of stress management that can be implementing by designers to reduce stress like time off. However, most of designers firms not providing stress management programme for their subordinates. Stress management technique would increase work performance of them.

Keywords: Stress, stress management, architect, interior designer.

4.2 Introduction

Stress! This word is commonly heard everywhere at anytime. People are getting straightforward using the word stress in their daily life. People have not only felt the stress emotionally but physically, body also reaction to stress. Picture this; you are stayed up the whole 2-3 days completing the presentation to win a million RM worth project to a well known person (client), and you forgot to prepare a backup. At time you are to present, the technical settings are not compatible; much further, your presentation is suddenly going blank. Knowing of the enemies is smiling to take place. Others in the room is waiting and starting mumbling and especially when you see the potential client looks stern, your heart begins to pound and speed up. You seem unable to catch your breath, muscle tense, and a whole range of changes crops up within your body.

According to Greenberg, (2007), Cannon, (1932), the first physiologist identified stress reaction as the fight-or-flight response. Fight-or-flight connote as when the body sets up itself, when faced by a warning or danger or risk, to either stand ground and fight or 'bye-bye'. This response is urgently needed and automatically take action. Those response exposed to stressors as the factors with potential to cause stress. Selye, (1956) summarized stress reactivity as a three-phase process; alarm reaction, stage of resistance and stage of exhaustion. However stress can be means a good things too, defined by Selye (1974) cited by Greenberg (2007). For example, winning a project is adapted as eustress and bad things happened as termed distress.

Stress, people and job are much correlated. Yet, this research is narrowed to a career and work nature of building (outer and inner) designers. Designers, i.e. interior designer or architect are the persons who nature of their works by stimulating and producing new idea in creative manner. Architect and interior designer is a person who appointed by the client/s to act on behalf of them. In general, these designers draw upon disciplines to enhance the function, safety and aesthetics of interior spaces as well as buildings' exterior. Despite the varied buildings/structures and building spaces designers work with, almost all projects follow the same design process. The foremost step in developing a new idea is determining the needs of the client. This process is kept on shuffling within the job flow until construction and completion. The tasks are too much and overlapping, though they are seasonal but sometimes it can be burdened for some designers who found difficulties in the job routines. Supported by Canadian Centre for Occupational Health and Safety© (CCOHS) (2008), workplace stress is the physical and emotional responses that can