

# THE EVOLUTION AND SMART MANAGEMENT MODEL FOR EMPLOYEES IN STRESSFUL SITUATIONS IN PRIORITY TASK HANDLING

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## Abstract

*In general, the evaluation is an employee management system, not only labor productivity but also system performance indicators can be used. The performance characterizes not only the performance of a process but also its performance of the execution, i.e. achieving a specific result at low cost. The personnel management system is designed to affect the workforce ability to shift its parameters in the direction required by the organization. There are various ways to solve this problem, but the right choice offers the lowest cost, i.e. saves money. In this paper, a smart model was proposed to enhance the management of organizational employees in stressful situations. The effect of management can be assessed by a close measure of the actual level of planned labor force. It is not possible to express the ultimate goal of employee management by an indicator; therefore, their structure is used, which reflects various aspects of labor efficiency. This means the number of employees, professional qualifications, education, motivation, labor, health status are monitored by the proposed model periodically and produce the reports as per the organizational policy. However, cost savings to achieve the set goals are the source of the effect. The cost reduction should be considered as a measure of performance in relation to achieving a certain amount and quality parameters of labor energy.*

## Keywords:

*Employee Management System, Employees, Professional Qualifications, Education, Motivation, Labor, Health Status*

## 1. INTRODUCTION

The Companies with limited financial resources (mainly those related to the public sector of the economy) must use administrative methods to explicitly execute legislative acts (labor and tax codes of the Russian Federation), granting employees' rights [1]. And the benefits provided to them by law, methods of socio-psychological impact, meeting the needs of employees in communicating with colleagues, respect and self-esteem; Material incentive policy should be carried out as much as possible, the main factor is stability in getting paid [2]. It is necessary to provide moral incentives to employees, reward them for good performance with various gifts and rewards, and provide opportunities for excellence in related professions (horizontal development). In NGOs, the main emphasis should be on material incentives for employees, which provide the opportunity to legally reduce the tax burden (non-cash incentives) and be carried out in a variety of ways, including socio-psychological methods [3]. It makes it possible to create a corporate sense within the company, meeting the need for involvement, career growth and success. It is important to clearly articulate the responsibilities between the company line managers and operational leaders for personnel management [4]. Each affiliation must perform its own organizational functions. The author believes that such a framework should be adopted in large organizations with

mechanisms that maintain the intensive structure of employee management [5]. In small private companies, the key role in ensuring effective motivation is assigned to staff managers who implement incentive policies, and leaders who make direct decisions and finance incentive programs. These managers need to continuously improve their qualifications through training in various courses on personnel management and psychology [6].

A major role in managing employee motivation should be assigned to labor collective representatives, who protect the interests of employees and compromise between employer positions [7]. In state-owned enterprises, such representatives are trade union groups that act as a buffer between management and employees, contributing to the establishment of a normal socio-psychological environment within the group and the meeting of social and to some extent material needs. To achieve effective work motivation, the company must have some sources of incentives [8]. Such resources, according to the author, should be the principles of social partnership, the labor efficiency of the organization, the effective organization of labor and efficiency [9]. It should hold in the socio-political institution. In order to evaluate the effectiveness of the incentive policy used in employee management, a quantitative and qualitative evaluation of the proposed methods should be carried out, selecting the most appropriate for the working conditions of a particular organization [10]. If low performance is detected from the actions taken, the approaches to implementing the incentive policy should be changed, in line with the needs and expectations of the employees, in line with the goals and objectives of the organization. At the same time, it is wrong to fully trust the calculated indicators; a contextual approach is needed to determine the effectiveness of the employee policy to be followed on the basis of specific issues in the organization [11-13].

The labor incentive system is at the crossroads of both the problems and achievements of the company. The current implementation of changes in the forms and methods of management, the organizational structures of companies of different kinds of rights, their entrepreneurship and the aim of stimulating the growth of market relations are often ineffective and do not achieve the set goals [14]. One of the main reasons for this is the poor arrangement of reforms with the necessary staff capable of solving the problems of converting to the market economy at an unconventionally high professional level. The solution to this problem should be facilitated by a well-thought-out work ethic with employees. Developing employee loyalty to the company and retaining highly qualified employees in the organization because knowledge of motivation is important for understanding human behavior and the possibilities that affect him.

Even experienced leaders often complain that "people have no incentive to do well." However, this is due to the managers who

have established such order in the company, and certainly not the employees. If sub-executives are not motivated to do better, the reason is: inappropriate choice, ambiguity of goals, inability to evaluate performed and rewards or inability of a leader to form a proper idea of work evaluation systems. Performed in the company and rewarded. Labor motivation is affected by a variety of incentives: economic standards and system of benefits, fairness of pay and income distribution, working conditions and meaningfulness of work, family, relationships within the group, recognition and career thinking from others, creative motivation and desire for self-assurance, and sustainability Risk, tough outdoor teams and inland culture [15].

## 2. LITERATURE REVIEW

At the dawn of the emergence of management, the main task of management was reduced to ensuring that these functions were rationally divided into functions and these functions. The required number of workers, their job control and that is enough [1]. It operates on the principle of both material interest and a conscious approach to work. The current implementation of changes in the forms and methods of management, the organizational structures of companies of different kinds of rights, their entrepreneurship and the aim of stimulating the growth of market relations are often ineffective and do not achieve the set goals [2].

There is ample literature to consider the issues of incentives and employee motivation, but, unfortunately, the material is copied in many sources, leading to a unilateral view of the overall employee motivation and motivation system [3]. The main directions of motivation are analyzed and the individual components of the motivation and motivation system are considered, namely: motivation and motivation definition, motivation-based motivational forces, key stages motivation process, key rules, stimulus and motivation patterns [4].

In the broadest sense of the word, incentive is the set of needs and the corresponding system of rewards and penalties. Incentives present that management organizations today and still have a set of benefits that can meet the needs of significant employees and be used as a reward for successful implementation [7]. It distinguishes between moral, organizational, and various types of incentives. Such a ratio arises for a variety of reasons, but the most important of these is a lack of knowledge about motivation or a lack of necessary analytical information. At the same time, separating the motivational system (individual, group and collective) into objectives (which it encourages) and resistance (non-motivation) is considered to be a very important mechanism and systematic arrangement [9].

Improving the motivation system is not about “improving from the motives”, but about reducing, leveling or eliminating opposition motives that is, “improving from the motives of the opposition” [10]. Such a position can be achieved when the line between incentives and intentions is blurred and, accordingly, the incentive system is equivalent to the incentive system - which is present in some small firms where a person is basically “more open”. Motivation (anti-motivation) and management are interested in improving the performance of operations so that this equality can be achieved [11].

## 3. PROPOSED MODEL

The effectiveness of motivational management can be identified and analyzed in specific areas of this process - such as the effectiveness of staff policy, training and retraining of staff, improved training, and reduction of employee adaptation time. The performance of the management process is determined by evaluating the progress of the management system, the level of technical equipment in the management process, and the qualifications of the workers. Factors that increase the efficiency of the management process are not affected. The results of the economic activities improve the performance of the organization shown in Fig.1.

- Productivity indicator of a unit of raw materials, a worker or wage unit;
- Indicators of the speed of business processes;
- Costs and other results when running Special projects Initiatives similar to the ROI described above;
- The speed of business processes before and after innovations;
- The skills and abilities of the employees, their loyalty to the management.

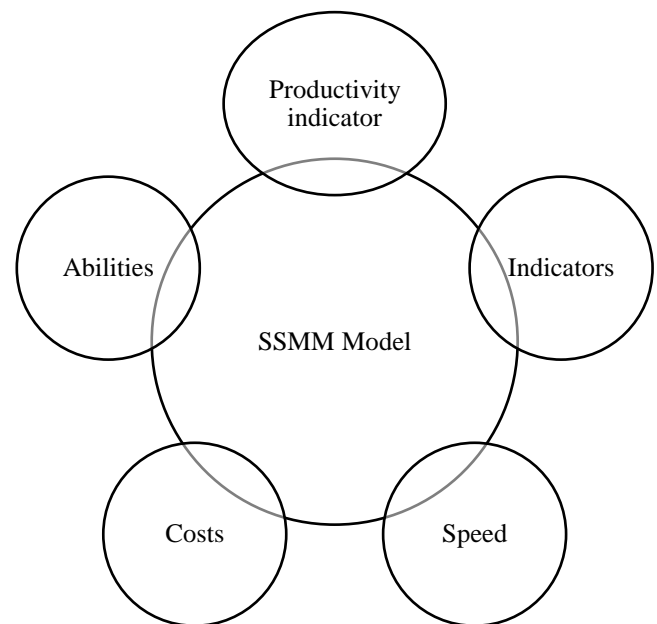


Fig.1. Economic activities of proposed smart stress management model

The performance of the organizational structure of the employee management service largely depends on the dynamics of the structure, how quickly the employee responds to changes and problems in the tasks they face, and how well adapted to the business conditions in the market economy shown in fig.2.

- Expert evaluation, which involves interviewing department heads using a questionnaire about HR managers and what they think about their work methods. The questionnaire may have general and specific questions and will be conducted by ourselves without the involvement of consultants. This method is effective in reducing the cost of evaluation, but its main drawback lies in the subjective presence in the

assessments related to personal relationships within the group.

- Standardization method, in which the performance indicators of employee management services (employee revenue ratio, out-of-work rate, training costs for new employees) are compared with similar data of other companies operating in the market and fall into approximately the same categories.

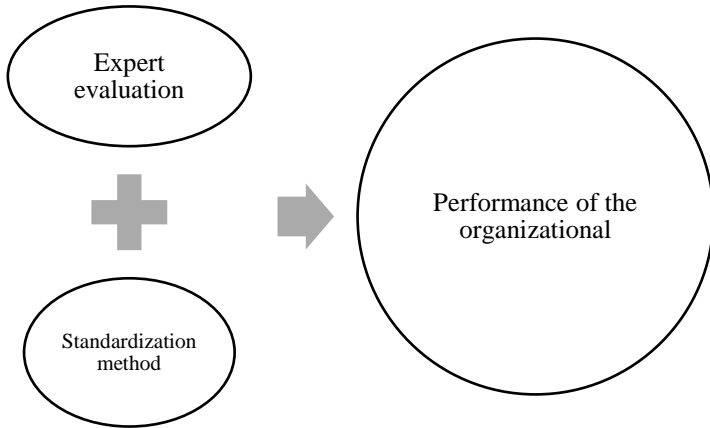


Fig.2. Business conditions in the market economy structure

Each approach to assessing economic performance has its own positive points and difficulties in implementation. The most acceptable yet practical assessment is the individual directions incentive policy, which allows them to identify the costs of implementation and to accurately determine the performance indicators of the current employee policy. However, different types of ownership organizations have different levels of freedom in the methods of implementing socio-psychological and motivational policies and the possibilities for implementing alternative options. Therefore, the general performance criteria are as follows Fig.3:

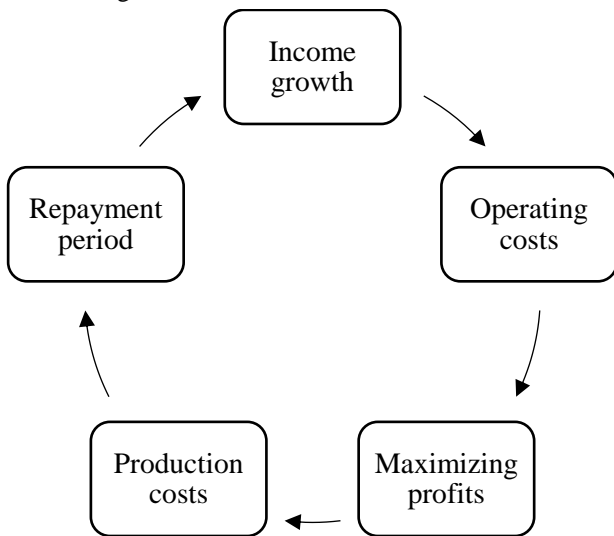


Fig.3: Proposed model for general performance criteria

- Repayment period for employee expenses;
- The amount of income growth;
- Reducing operating costs;

- Maximizing profits;
- Reducing production costs due to labor costs.

The Respect and self-expression required for the effective functioning of the motivational mechanism. The proposed experiment is aimed at determining the preliminary and current self-assessment of the effectiveness of the application of leadership organizational and management methods.

- The order must be objectively necessary.
- An order should not be issued unless it is absolutely certain that it is genuine and can be executed.
- Before issuing an order, the chairman should talk to the subordinate officer and find out his attitude towards the work.
- The manager is obliged to provide the subordinate officer with the conditions for the successful execution of his order.
- When placing an order it is necessary to take into account the personal characteristics (qualifications, gender, age, etc.) of the employee.
- The leader should, by his command, promote and cultivate the freedom of the obedient, his initiative.
- It is better to give an instruction in the form of a request, not an order.
- The order should be given in a good but firm and confident tone.
- The leader must remember about his behavioral culture and the sense of downward personal dignity.
- The leader should teach more to the subordinates, rather than ordering them to have time to train the subordinates.
- It is necessary for the subordinate officer to be interested in the social significance of the work and the direct practical benefits to the team and to him personally.
- In order to successfully execute an order, it is necessary to create a competitive environment that stimulates the subordinate desire to distinguish himself and show his skills.
- It is necessary to emphasize the special role of the actor, to show how highly the leader appreciates his work.
- Do not give multiple instructions to the actor at once.
- The manager should make sure that the subordinate understands their tasks.
- The downstairs officer should know the exact date of completion of the task and the format of its presentation.
- The manager does not hesitate to ask the subordinate to do the assigned work.
- The leader may assist the subordinate in the task, but not do it for him.
- You shall not allow unauthorized work to a subordinate officer, except to his immediate supervisor.
- Imposing the responsibility for the execution of a task on the obedient does not remove it from the head.

The company orientation to use one criterion or another predetermines the approach to selecting indicators that will be used to analyze and validate the current motivation policy, its forms and methods. To create an incentive mechanism, it is necessary to:

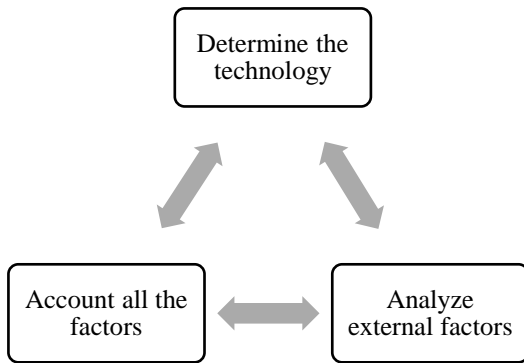


Fig.4. Proposed Incentive mechanism

- Determine the technology of labor motivation in a particular company. To do this, you need to read and monitor the changing needs of the company employees by conducting surveys or questionnaires. Should be guided by the selection of staff to form workgroups according to the warehouse of special attention and personality type;
- Determine and analyze external factors The process of personnel management of the internal environment organization and the motivation of employees, predicting potential consequences in positive and negative direction and measures to eliminate potential negative effects;
- Take into account all the factors and choose the ways to achieve truly effective potential motivation in a given company and determine the method of staff management. The most successful and universal can be a complex-goal approach, in which management methods, participation in economic and material incentives and organizational management, socio-psychology, contribute to the satisfaction of socio-cultural values and create a consistent moral and psychological environment in the team.

The Power representation is one of the most important means of expanding the managerial skills of a leader responsible for improving efficient motivation and quality of management. With the expansion of the manager managerial responsibilities, this is the primary of the cardinal actions that allow the manager to cope with the dramatically increased workload, while at the same time allowing the employee self-needs to be met.

#### 4. RESULTS AND DISCUSSION

In general, the performance of a system can be expressed in terms of the unit cost of its operation. The performance of management can be characterized by a rational evaluation of the organizational architect service. In this case, indirect criteria are used - the costs of maintaining the management structure and their share in the company total costs in the production of products. The more complex system (larger scale levels and connections) handling lowers the efficiency of the control system operation. The proposed smart stress management model (SSMM) was compared with the existing Machine Learning Techniques for Stress Prediction (MLTSP), Detect Corporate Employees Stress Level (DCESL), Self-Report Stress Detection (SRSD) and HRV based Stress Assessment (HRVSA)

#### 4.1 CALCULATION OF ROI

The Method of calculating return on investment (“Return of Investment”) is an essential factor. In this case, the ROI indicator is calculated as the following Eq.(1). The above methods are difficult to use as a universal means of evaluating the performance of employee management in organizations of various types of rights and organizational and legal forms.

$$ROI = (Income-Expenses)/Expenses*100\% \tag{1}$$

The ROI calculation comparison was shown in Table.1,

Table.1. Comparison of ROI

No of Staffs	MLTSP	DCESL	SRSD	HRVSA	SSMM
100	65.95	59.36	67.61	79.24	93.37
200	66.59	60.89	68.86	80.33	94.53
300	67.25	61.39	71.59	80.81	95.30
400	67.90	62.58	73.33	81.70	96.33
500	68.55	63.59	75.32	82.48	97.30
600	69.20	64.61	77.31	83.27	98.26
700	69.85	65.62	79.30	84.05	99.23

##### 1.1. Investment in the Organization resources:

The essence and content of labor motivation and motivation were explored, given the characteristics of labor motivation methods and employee motivation, criteria for evaluating the effectiveness of motivation and motivation methods. The employee identification is the factors affecting the performance of employee motivation and motivation. The Estimation of investment in the Organization resources = staff service costs / operating costs;

$$Investment\ in\ Organization\ (\%) = (staff\ service\ costs) / (operating\ costs) * 100\% \tag{2}$$

The organizational investments comparison was shown in Table.2.

Table.2. Comparison of Organizational Investments

No of Staffs	MLTSP	DCESL	SRSD	HRVSA	SSMM
100	60.32	54.68	60.86	74.14	88.27
200	61.81	56.65	63.28	76.34	90.26
300	62.61	57.78	63.69	77.14	91.46
400	64.94	58.99	65.29	77.81	91.94
500	66.09	60.54	66.71	79.31	93.54
600	67.55	61.95	68.08	80.49	94.76
700	69.02	63.35	69.45	81.67	95.98

#### 5. INVESTMENT IN HUMAN RESOURCES

Although a lot has been said about the labor incentive system, and everything seems to already be known about how to make the system more effective, HR managers and managers are constantly looking for new forms of employee motivation.

Estimation of investments in the human resources sector = staff service costs / number of employees;

$$\text{Investment in HR}(\%) = \frac{\text{staff service costs}}{(\text{No of employees}) * 100\%} \quad (3)$$

The investment of Human resources comparison was shown in Table.3.

Table.3. Comparison of HR Investment

No of Staffs	MLTSP	DCESL	SRS D	HRVSA	SSMM
100	63.55	47.33	58.56	78.79	88.85
200	62.89	46.83	55.83	78.31	88.08
300	62.23	46.33	53.10	77.83	87.31
400	61.57	45.83	50.37	77.35	86.54
500	60.91	45.33	47.64	76.87	85.77
600	60.25	44.83	44.91	76.39	85.00
700	59.59	44.33	42.18	75.91	84.23

### 5.1 EMPLOYEE ABSENT RATIO

To eliminate this cause, employee motivation departments began to appear in some companies, one of whose functions and functions was the systematic study of employee motivation and, in this regard, the development of plans for improving the motivation system.

The Absence ratio (absence) in the workplace = number of non-attendees + number of employees leaving unexpectedly;

$$\text{Absence Ratio}(\%) = \frac{(\text{No. of non-attendees})}{(\text{No of employees leaving})} * 100\% \quad (4)$$

The absent ratio comparison was shown in below table 4,

Table.4. Comparison of absent ratio

No of Staffs	MLTSP	DCESL	SRS D	HRVSA	SSMM
100	65.20	49.23	62.13	81.31	91.44
200	64.19	48.86	59.81	79.88	90.01
300	63.18	48.49	57.49	78.45	88.58
400	62.17	48.12	55.17	77.02	87.15
500	61.16	47.75	52.85	75.59	85.72
600	60.15	47.38	50.53	74.16	84.29
700	59.14	47.01	48.21	72.73	82.86

### 5.2 EMPLOYEE QUALITY INDICATOR

This evaluation system is based on the analysis of certain indicators that characterize labor incentives, such as labor productivity, wage growth in the organization, their ratio, employee earnings, and quality mix of workers (age, education, length). After analyzing the correspondence of these indicators to the extent necessary, a decision is made about the overall labor incentive system.

The Satisfaction Indicator (Quality Indicator) - Number of employees who are satisfied with the work expressed in%

$$\text{Satisfaction Indication}(\%) = \frac{(\text{No of completed works})}{(\text{No of total work})} * 100\% \quad (5)$$

The quality indicator comparison was shown in Table.5.

Table.5. Comparison of quality indicator

No of Staffs	MLTSP	DCESL	SRS D	HRVSA	SSMM
100	69.82	53.54	66.56	84.98	95.11
200	68.33	51.57	64.14	82.78	93.12
300	67.53	50.44	63.73	81.98	91.92
400	66.27	48.75	61.98	80.25	90.19
500	65.13	47.20	60.57	78.75	88.60
600	63.98	45.65	59.15	77.25	87.00
700	62.84	44.10	57.74	75.75	85.41

## 6. CONCLUSION

The strategic task facing any company, regardless of the form of its ownership, is to increase the productivity of employees and get the most out of them. The business entity is an increase in profit, a non-profit - an increase in the efficiency of its operations, the rapid achievement of the goals set for it. The increase in labor productivity is directly related to the employees' interest in the work and its results, as well as their greater motivation for productive work. The employee motivation system is based on the use of material and non-material incentives. With the exception of low-skilled and low-productivity workers, the use of a single type of incentive has long been recognized as ineffective for a wide range of activities. There are no consistent recommendations on how and at what rate to use those opportunities. For each company, the ratios that determine the optimal ratio between them and other motivational factors are selected on an individual basis, taking into account both the specifics and characteristics of the product and the employees and its actual requirements. This balance is empirically determined as a result of analysis and periodic evaluation of whether the employee motivation system is effective at this stage of organizational development.

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