

**JOB STRESS AND ITS IMPACT ON EMPLOYEES' PERFORMANCE: AN
EMPIRICAL STUDY WITH REFERENCE TO INFORMATION TECHNOLOGY
SECTOR**

Dr. Samiya Mubeen

Associate Professor, Department of Management, IIBS, Bangalore

Mrs. Reshma

Research Scholar, Institute of Management Studies and Research, Kuvempu University
Shankarghatta, Shivamogga

Dr. Gayatri Sahu

Research scholar, Department of Psychology, Gurukul Kangri Deemed to be University,
Haridwar

Dr. Santhosh Kumar V

Assistant Professor, Department of Management Studies, ISBR Business School
Bangalore

Abstract:

Job stress is becoming an alarming situation in the workplace. This study is aimed at determining job stress variables that affect employee performance. It also determines the relationship between job stress and employee performance. Digital revolution in the form of continuous refinements in the IT world and IT sector added more to this shift. Work today is no longer 'result oriented', it is 'people oriented'. No place for personal consideration and relations anywhere. Employees are evaluated on the basis of their performance and contribution to the organization. In the struggle to prove themselves 'fit' for the job, workers are exposed to magnified levels of stress and strain. Software professionals too are not an exception to the rule. They are those agile technology workers functioning under dynamic technological environment, where the up gradations are so fast and unpredictable. To achieve this objective, the study was conducted to IT sector to 130 respondents. Questionnaires were distributed to 200 respondents but only 130 questionnaires were retrieved and analyzed. The regression modeling demonstrated that productivity was significantly associated with shift schedule, role insufficiency, role ambiguity, and supervision. The results of the study indicate that the four independent variables were proved to have significant positive effect on employee performance in Sector.

Keywords: *job satisfaction, job stress, IT sector, supervision, employee performance*

Introduction

Nowadays, job stress has become more apparent and leads to low morale of employees. The causes for job stress can be attributed to technological changes, competitive life styles and various other social factors. Job stress is a double-edged sword, it can be both productive and counter-

productive. It can be productive when it helps or motivates people to work more and perform well. It will allow them to explore opportunities and leads to enhanced job productivity. It can be counter-productive when external factors create more pressure to work but doesn't lead to concrete outcome. Job stress is prevailing in every employee's day-to-day life and it impacts their job performance. The job stress can occur due to several factors like overwork, workload, low salaries, lack of incentives, motivation at work, recognition etc. Mäki *et al.* (2008). One of the common challenges that employees are experiencing in the workplace anywhere in the world is the so called stress. Stress is said to influence employees' performance and efficiency. Thus, stress has become a burning issue that firms have to consider in order for employees to perform their tasks with efficiency and effectiveness. In fact, stress can attribute to one life's imbalance that may also lead to depression as well as conflicts such as workplace conflict, role conflict, role ambiguity and workload.

Most of organizations in the modern days find several means and ways to ensure that their businesses achieves the organizational goals and sustain profitability. However, they often mislead with the notion that when the business and the people are in stressful conditions it is likely that company's performance is affected. It is a growing concern in businesses today that stress has becoming a serious threat not only to individual employees but also to the organization as a whole. For some companies, coping up with stress has become an integral part of their organizational plan and institute many programs on how to overcome stressful situations and conditions although for others, they have not yet realized the impact of stress to the well-being of the individual and the organization. Job stress is negatively related to performance. In other words, higher the stress, lower the performance. Before it was believed that moderate levels of stress would energize employees and enhances their performance. But this belief is not held to be true now. The assumption valid now is that performance will be disrupted even by relatively low level of stress. There are some valid reasons for this statement.

Review of Literature

Robbins (2019) defines stress as a wide collection of physical and psychological symptoms that results from difficulties experienced by an individual while attempting to adapt to an environment. This means the potential for stress exists when an environmental situation presents a demand threatening to exceed a person's capabilities and resources. From the above definitions and descriptions stress can best be seen as excessive demands that affect a person physically and psychologically. Thus the mental or physical condition that results from perceived threat or danger and the pressure to remove it.

Cooper et al (2020) Stress is a part of the normal fabrics of human existence. Every individual regardless of race or cultural background, social and occupational status and even children experience stress in many ways. It is an inevitable part of challenges that prompt mastery of new skills and behaviour pattern. However, when stress becomes excessive, difficulties occur and the sufferer experiences disrupted emotional, cognitive and physiological functioning. Stress may be acute or chronic in nature. Chronic stress is associated with the development of physical illness

including such leading causes of death. The cost of stress in terms of human suffering, social and occupational impairment and mental illness is enormous.

Owabali et al (2021) stress occurs with the interaction between an individual and the environment, which produces emotional strain affecting a person's physical and mental condition. Stress is caused by stressors, which are events that create a state of disequilibrium within an individual. These authors also stated that the cost of too much stress on individuals, organizations, and society is high. Many employees may suffer from anxiety disorders or stress-related illnesses. In terms of days lost on the job, it is estimated that each affected employee loses about 16 working days a year because of stress, anxiety or depression.

Taylor (1997) for thousands of years, the bodies of cavemen/women were primed to deal with the harsh rigors of their environment. In the face of danger a rush of adrenaline would prepare cave dwellers to either fight or run for their lives. In the face of adversity, muscles and nerves were charged for sudden movement, heart rates would increase, and blood would course through the veins with sugar released into the blood stream. The flight or fight response would ready them for action: powerful hormones epinephrine and nor epinephrine, released by the adrenal glands, endowed humans with enhanced alertness, strength and energy. Thousands of years later humans live in the same bodies and possess the same human brains but in a world with completely different stressors and hassles. While few humans may face danger from wild animals and unsuccessful hunting, urban life is equally demanding.

Anderson (2002) Job stress can make a difference between the ability of families to provide material security and demands on families. Even with executives and managers, stress is an experience in the work life of every employee. Work stress by accident made organizational performance go down. Besides, work stress not only has impact on company and employee job performance but also can shape dire influences when related to health care. Therefore the importance of work stress is emphasized nowadays by employers to manage and reduce through practical guidelines in public sector but not in private one.

Objectives

1. To determine the level of stress according to the following factors: shift schedule, role insufficiency, role ambiguity, and supervision and its impact on employee work performance.
2. To determine the relationship between stress factors on employee performance.

Hypothesis

H1. There is no significant interrelationship between factors influencing Job Performance.

Research Methodology

The study used descriptive research design to determine the Relationship between Job Stress and Employees Performance in IT Sector. Descriptive design is a purposive process of gathering, analyzing and tabulating data about prevailing conditions, practices, beliefs, processes, trends and cause and effect relationship and then making adequate and accurate interpretation about such data

with the aid of some simple percentile and statistical method. Primarily it utilizes the quantitative method employing the survey questionnaires. Primary data collected through 130 respondents from various IT companies. Different types of statistical tools were used such as percentage analysis, Cronbach's Alpha, correlation and regression. Analysis was carried out with the help of SPSS version 28.

Data Analysis and Interpretation

Table 1: Demographic Profile

		Frequency	Percent
Age	Below 30 Years	10	7.6
	30-40 Years	44	33.8
	40-50 Years	36	27.6
	50-60 Years	30	23.0
	Above 60 Years	10	7.6
	Total	130	100.0
Gender	Male	84	65.3
	Female	46	34.7
	Total	130	100.0
Marital Status	Married	97	75.3
	Unmarried	33	24.7
	Total	130	100.0
Educational Qualification	Diploma	21	16.9
	Under Graduate	89	67.6
	Post Graduate	30	23
	Total	130	100.0
Income	Below 20000	11	9.23
	20001-30000	44	33.0
	30001-40000	40	30
	Above 40000	35	27.6
	Total	130	100.0

In table 1, among the sample size drawn from the population, 65.3% of sample occupied by Male respondents and 34.7% of the respondents were females. Also, it is observed that, out of 130 respondents, 134 were married and 97 were unmarried. Majority of the respondents i.e., 67.6% have completed graduation and 23% respondents possess post-graduation followed by diploma holders with 16.9%.

Results are portraying frequency distribution of the respondents with respect to Monthly Income. Out of 130 respondents, 43 (33.1%) are having their income between 20001-30000/-, 39 (30%) respondents are earning in the range between 30001 - 40000/-. The respondents whose income is

in the range of above 40000 are 36 (27.6%). Just above 9.23% of the respondents were recorded as below 20000 income.

Cronbach's Alpha

Cronbach's Alpha reliability test was done to check the reliability of each dimension of price difference, charging infrastructure, environmental concern, speed and purchase decisions.

Table 2 Reliability Test

Reliability Statistics	
Cronbach's Alpha	No. of Items
.927	5

The alpha coefficient for the items is .927, suggesting that the variables have relatively high internal consistency. Since the calculated Cronbach's alpha values are higher than 0.7, the research can rely on the collected data for testing the research hypotheses.

Table 3: Correlations

One way to assess the relationship between variables is to correlate them with each other. In most researches either the Pearson product - moment correlation or the Spearman correlation coefficient is used. As applied in this study, correlation was used to determine the relation between job stress and employee performance. Build on downhill linear relationship, $r=0$, means no relationship, 0.30 is weak correlation; 0.50 is moderate, and 0.70 has strong relationship between variables.

Correlations					
		shift schedule	role insufficiency	role ambiguity	supervision
shift schedule	Pearson Correlation	1			
	Sig. (2-tailed)	0.00			
	N	130			
role insufficiency	Pearson Correlation	.761**	1		
	Sig. (2-tailed)	.000			
	N	130	130		
role ambiguity	Pearson Correlation	.841**	.539**	1	
	Sig. (2-tailed)	.000	.000		

	N	130	130	130	
supervision	Pearson Correlation	.216**	.389**	.113**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	130	130	130	130
**. Correlation is significant at the 0.01 level (2-tailed).					

The above table 3 explains about the co-relation between the shift schedule, role insufficiency, role ambiguity, and supervision. There is a positive correlation of 0.761 between shift schedule and role insufficiency. There is a strong and positive co-relation of 0.841 between shift schedule and role ambiguity. A positive co-relation of 0.216 was found between supervision and shift schedule. This would also mean the significant p-value of 0.000 ($p < 0.05$) indicating the significant relationship between the four variables. Therefore the null hypothesis is rejected. This finding is consistent with the various studies affirming that, job stress significantly affects employee performance (Robbins, Albert et al). This implies that, in the IT sector it is evident that job stress significantly affects the employee performance.

Factors Influencing on Employees' Performance

Present research paper is attempting to find the factor influencing on Employees' Performance. To measure the factors, the regression model is applied.

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.783	.731	.213	3.65523

The regression model summary shows that the R value is 0.783 and adjusted R square value is 0.731 (73%). This indicates that 27. % employee performance of the variation of explained by shift schedule, role insufficiency, role ambiguity, and supervision. The result of ANOVA test is given below.

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	292.294	4	198.714	12.873	0.000
	Residual	179.561	125	2.813		
	Total	471.855	129			

The ANOVA table shows the fitness of the model. The calculated F value (12.873) from the ANOVA test shows fitness of the model ($p < 0.000$). The significance values are less than 0.05. Hence, the null hypothesis is rejected. Study concluded that the factors i.e., shift schedule, role

insufficiency, role ambiguity, and supervision are significantly influence on the Employees' Performance.

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	.314	.414		.508	.000
	shift schedule	.790	.296	.045	1.894	.001
	role insufficiency	1.647	.694	.275	4.280	.000
	role ambiguity	2.624	.256	.360	7.218	.000
	supervision	.403	.589	.141	.603	.002

a. Dependent Variable: **Employees' Performance**

From the coefficient table, it is observed that four of the independent variables viz, shift schedule, role insufficiency, role ambiguity, and supervision has significant effect on dependent variable i.e., Employee performance. Hence, the null hypothesis is rejected

Conclusion

This study is sought to determine the relationship between job stress and employee performance. Based on the findings, it revealed that when assessing the level of stress in the workplace on employee performance, majority of the responses indicate neutrality of the responses by responding with “Neither Agree nor Agree” remarks. However; numerous responses also reflects the likelihood of agreement with the impact of stress on employee performance. Applying the correlations and regression reflects a more convincing results. Results from correlation indicates that there is strong correlation of job stress on employee performance Findings from regression implies that there significant relationship between the variables. From coefficient analysis it observed that four of the independent variables viz, shift schedule, role insufficiency, role ambiguity, and supervision has significant effect on dependent variable i.e., Employee performance.

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