

EMPLOYEE STRESS AND ITS IMPACT ON THEIR WORK PERFORMANCE

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ABSTRACT

Stress is a normal part of modern life. Stress is not a mental illness but it is closely related to our mental health. Often in an organization or in any profession is oppressed because of work pressures, or environmental issues.

This will lead to emotional, physical, and moral problems. It is a frustrating situation where there is a lot of work and congestion that reduces the concentration and normal working environment of employees.

This study was conducted at a leading cement manufacturing company of Ariyalur, Tamil Nadu, India. The main aim was to study employee stress management as a work performance management tool. The researcher selected 115 employees through the simple random sampling techniques using the lottery method. The researcher found out that work environment, job stress, quality of life are having strong with work performance

Keywords: Work Environment, Job Stress, Quality of Life and Work Performance.

INTRODUCTION

Stress management is a comprehensive series of strategies and therapies aimed at controlling a person's level of stress especially chronic stress often with the aim of promoting daily performance improvement. Employee stress is a growing concern for organizations today. Stress can be defined as a state of wellbeing where people experience difficulties, opportunities, or losses of something they desire and their outcome is both unexpected and significant. Often in an organization or in any profession is oppressed because of work pressures, or environmental issues. This will lead to emotional, physical, and moral problems.

Stress is the reaction that people have to excessive pressure or other types of demand placed on them. It arises when they worry that they cannot cope. The pressures of working life can lead to stress if they are excessive or long-term.

Examples of long-term or chronic stress are the fear, frustration and anger that may be produced by an unhappy relationship with one's boss or with a difficult customer, and the unhappiness of an unsuitable job. Up to a certain point an increase in pressure will improve performance and the quality of life (Selye, 1950). However, if pressure becomes excessive it loses its beneficial effect and becomes harmful. Normally a person is stressed but employees due to some personal and professional problem arises.

Stress is a natural physical and emotional reaction to a stressful experience. It is a regular aspect of everyone's life. This lesson may help us tackle our everyday obstacles and drive us to achieve our objectives. Effective stress management helps to lessen the stress we feel in our lives during work, relationships, leisure, and enjoyment, as well as resilience, so that we can hang on under pressure and tackle obstacles directly. It has the potential to benefit both the body and the psyche. Assessing the degree of stress among individuals in order to determine the effect of stress.

This study thus seeks to provide insights on how the working environment, family and quality of life have an impact on stress management with regard to the overall work performance of the employees.

REVIEW OF LITERATURE

A review on the earlier research on workplace stress among the employees is essential to be familiar with the areas covered and will help to find the uncovered areas to study them in-depth. Workplace stress is the response of employees to job demands and pressures that are not in line with their knowledge, interest, skills and abilities (Hicks & Caroline, 2007). Stress arises in wide-ranging work situations but becomes worse when employees since they have little or no control over work processes. Workplace stress can be caused by poor work design, lack of recognition, rigid bureaucratic structure, office ergonomics, poor management style, unfavourable working conditions, pay inequality, and role conflict (Stecher & Rosse, 2007).

Osibanjo, et al. (2016) investigated the implications of workplace stress on organisational performance. The results of the analyses indicate that role congruence, equity, recognition, and distance, have a significant influence on organisational performance. Kandavel et.al (2018) Training increases the employee morale. So, this is automatically helps to increase the business outcomes. Brynien (2006) posits that stress has a positive effect on employees of any organization but up to a certain extent which an employee can cope with, in most cases if it exceeds the bearable limits it results in negative results on employees' performance.

Malik (2011) argued that stress is a universal element and individuals from almost every pace of life have to face stress. Stress can have negative impacts on both the employee and the organisation. The study identified that occupational stress is found higher among private sector employees compared to public sector employees. Among different occupational stress variables role overload, role authority, role conflict and lack of senior-level support contribute more to the occupational stress. The employees cannot afford the time to relax and wind down when they are faced with work variety, discrimination, favouritism, delegation and conflicting tasks.

Shruti (2009) identified that employees at bank are too much stressed with their job with the heavy workload, so the employee's expect some refreshing events to add up in their workplace like entertainment, trips, tea breaks, intervals once in a while during lumps of work. Accordingly, the employees expect a hike in their salary from their worth performance. Jayashree (2010) initiate that stress is inevitable and unavoidable. A majority of the employees face severe stress-related ailments and a lot of psychological problems. Hence, the management must take several initiatives in helping their employees to overcome its disastrous effect. Since stress is mostly due

to excess of work pressure and works life imbalance the organisation should support and encourage taking up roles that help them to balance work and family.

Isabella (2009) proposed a model where stress is defined in terms of the imbalance between demands from the work environment and the ability of the individual to meet those demands. This imbalance can be caused either by too much work or too many responsibilities to assume or a combination of both. Mayer et al. (2012) point out that role ambiguity and role conflict are two big causes of stress. Role ambiguity occurs when employees are faced with uncertainties, lack of information about the role they are supposed to play in the workplace and ambiguities about the expectations and responsibilities of them. This creates conflicts which in turn manifest itself in physiological ailments, organisational dysfunction and lowered levels of productivity. Baumohl (2013) identified that work with high demands on the mind combined with an excessive quantity of both work and time pressures leads to work-related stress, depression and anxiety amongst the respondents considered. There is a high correlation between stress hazards like depression, physical ailments and obesity amongst workers with high work demands. Jalagat (2017) indicated that there exists a significant relationship between job stress and employee performance. The independent variables underutilization of skills and work overload significantly correlates to employee performance while there was no significant relationship between role ambiguity and employee performance.

Kowske et al., (2014) indicate nine types of changes in the workplace. These include slow change, new vision, new technology, reduction in individual authority, disputes, redundancy, changes due to external coercion, change as a starting point of new activity and changes due to new ideas. A lack of understanding of the dynamics of change and transformation increases the probability of work-related stresses. Stress reduces to the degree to which an individual is psychologically attached to an employing enterprise through feeling such as loyalty, affection, worth, belongingness, pleasure and so on. The study seeks to examine the effect of workplace stress management strategies on employees' efficiency in private enterprises. Specifically, the study seeks to establish the effect of stress program interventions and training and development on employees' efficiency.

RESEARCH METHODS

Study design: In order to investigate how employee deal with stress and how well they accomplish their jobs, the research was carried out at one of the most cement manufacturing company in Ariyalur, Tamil Nadu, India.

The study methodology known as descriptive research was used for the investigation in which quantitative methods were utilized for data collection. The researcher chose to use a simple random sampling methodology called the lottery method to select 115 employees working in a cement manufacturing unit in Ariyalur.

This resulted in a response rate of 33% (115 respondents). In order to prevent any kind of bias during the data gathering process and to generate a valid representation of the population,

researchers adopted the lottery approach. For the purpose of data collecting, researchers employed the questionnaire approach. In order to give meaningful interpretations of the data.

RESEARCH OBJECTIVE

To analyze the relationship between work environment, job stress, quality of life and work performance.

To find out the influence of work environment, job stress, quality of life on work performance.

HYPOTHESIS OF THE STUDY

H₁ : Work environment, job stress, quality of life are having significant relationship with work performance of the employees.

H₂: Work environments, job stress, quality of life are having significantly influencing the work performance of the employees.

ANALYSIS AND INTERPRETATION

Table – 1: Relationship between work environment, job stress, quality of life and work performance

	Work Performance	
	r-value	p-value
Work environment	0.832 ^{**}	0.001 ^a
Job stress	0.924 ^{**}	0.001 ^a
Quality of life	0.950 ^{**}	0.001 ^a

Table – 1 explains the relationship between work environment, job stress, quality of life and work performance. In order to check the existence of any significant relationship between relationship between work environment, job stress, quality of life and work performance. Pearson correlation test was performed. The calculated p-value is significant at 1% level for the relationship between work environment, job stress, quality of life with work performance. Hence, it is inferred that relationship between work environment, job stress, quality of life are having significance relationship with task work performance. From the correlation values, quality of life is having high correlation ($r = 0.950$) with work performance. relationship between work environment, job stress, quality of life revealed that having significant and positive relationship with work performance.

Table – 2. : Influence of work environment, job stress, quality of life and work performance.

R-value	R²-value	Adjusted R² value	F-value	P-value
0.954	0.911	0.910	147.9	0.001*

Predictors	Unstandardized Coefficients		Standardized Coefficients	‘t’	p-value
	B	Std. Error	Beta		
(Constant)	2.011	0.169	-	11.916	0.001*
Work environment	0.442	0.035	0.794	12.669	0.001*
Job stress	0.073	0.012	0.153	6.062	0.001*
Quality of life	0.004	0.008	0.031	0.517	0.606 ^{NS}

Source : Computed

In order to verify the hypothesis, multiple regression is applied. In the multiple regression, it looks to the p-value of the F-test, to see, if the overall model is significant or not. If the p-value is zero to three decimal places, the model is statistically significant ($F=147.9$; $p<0.001$). The adjusted R-square is 0.910, meaning that 91 percentage of the variability of work performance is accounted by the variables in the model. In this case, the adjusted R-square indicates that about 91 percentage of the variability of work performance is accounted for by the model, even after taking into account 3 predictor variables in the model. The coefficients for each of the variables indicate the amount of change, one could expect in work performance given a one-unit change in the value of that variable, given that all other variables in the model are held constant.

To compare the strengths of coefficient of predictor variables refer to the column of beta coefficients and also known as standardized regression co-efficients. The beta coefficients are used to compare the relative strength of the various predictors within the model. Because the beta coefficients are all measured in standard deviations, instead of the units of the variables, they can be compared to one another.

In this regression, work environment has the largest beta coefficients (0.794) and job stress has the smallest beta (0.153). For one standard deviation increase in task completion, which is due to work environment at 0.794 level, leads to a (0.794) Similarly, job stress influenced at 0.153 and quality of life influenced at 0.031 level on work performance.

In interpreting this output, it should be remembered that the difference between the regular coefficients and the standard coefficients is the units of measurement. It is inferred that work environment and job stress are positively and significantly influencing the work performance of the employees. But, quality of life is not significantly influencing the work performance of the employees.

SUGGESTIONS

Some of the main findings are presented as recommendations in this study. Also, researchers discovered that results are the most essential factor in improving stress-free work in a company. Majority of employees believe that their firm has a reasonable degree of stress pertaining to their working environment which has an impact on their job performance. Employees that are experiencing challenges in their job performance and need training and development in order to function at a high level of productivity. Employees believed that their low quality of life contributed to their negative attitude regarding their work performance. Employees with poor job performance, which leads to stressful work, need adequate training and job rotation. Employees who are stressed at work are primarily due to a poor quality of life, a lack of work balance, or a negative work environment. Employees expect a positive work atmosphere and motivation, as well as certain welfare benefits.

MANAGERIAL IMPLICATIONS AND CONCLUSION

The stress management practices such as stress management training, seminars on job burnouts, supportive organisational climate, yoga and meditation, the close association of co-workers, celebrations are practised periodically at the executive level. But, celebration, stress management training and yoga and meditation are the most preferred practices. High executive participation is also reported in these practices. These practices also could make a positive effect on productivity, inter-personal relations, absenteeism, labour turnover and physical and mental health among employees. As this study was conducted within a particular geographical region, it is suggested that future studies may explore the relationships amongst the studied variables in a wider context.

In a company, stress-free work and job performance are critical factors. Employee needs must be met in order for the company to have high work quality and improved work performance.

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