

## Employee Stress and its Impact on their Job 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 manufacturing unit of Hosur, Tamil Nadu, India. The main aim was to study employee stress management as a performance management tool. The researcher selected 100 employees through the simple random sampling techniques using the lottery method. The researcher found out that 57% of the respondents denoted moderate levels of stress. 84% of the respondent's inferred moderate level stress related to their working environment, while 67% of the respondents denoted having low job stress. The research also found out that 69% of the respondents were having low quality of life which resulted in them having low job performance.

**Keywords:** Employee stress, random sampling, stress management, job performance, quality of life.

### Introduction

The term Stress has been borrowed from the field of physics by one of the fathers of stress research, Hans Selye. In physics, pressure is defined as the force that produces gravity on a physical body. 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 well-being 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. Normally a person is stressed but employees due to some personal and professional problem arises. Narahari (2017) directed a study titled "A Study of Stress Management among Employees of ITES (BPO)-Companies." The study's goal is to discover the causes of stress among BPO workers, as well as the methods used by employees to deal with workplace stress. The sample size was set at 50. It was gathered from workers of several nationalized BPOs in Indore. A systematic questionnaire was used to gather data.

To evaluate and explain the findings, the Percentage Analysis approach was used. It was shown that the majority of BPO personnel are under stress. Fifty percent of workers felt overburdened with work. 44 percent felt tense as a result of not meeting the work goal. Only 48% of workers believed that BPO's stress management measures were successful. Katic *et al.* (2019) directed a study titled "The Impact of Stress on Life, Work, and Management Style: How to Make an Organization Healthier?" The study's goal was to evaluate the relationship between managerial style preferences, working style, living style, and stress exposure in the managerial population in order to achieve harmonization. The correlation research was carried out on a sample of 618 managers of various hierarchical levels, workers in service type firms from around the Republic of Serbia. According to the findings of this research, management style predicted job stress beyond the contribution of life and work style, which is consistent with their expectations. Job style is more predictive of work stress than living style. Saleem *et al.* (2021) did a study on "Work Stress Interfering with Employee Performance during Covid-19: Is a Safety Culture Required?" Data was gathered using a questionnaire instrument. Due of the covid-19 circumstance, they employed non-probability convenience sampling approaches to acquire data.

The sample size was 375 people. 245 completed surveys were received. There were 53% of male respondents and 47 percent of female respondents. It has a detrimental influence on task and contextual performance but a good impact on adaptive performance, according to the findings. Similarly, the presence of a safety culture moderates the stress-performance link considerably. Hemalatha and Paul (2021) supervised a study on "Stress Management among Employees in Manufacturing Industries." The descriptive research approach was utilized to gather data from primary and secondary sources, and the questionnaire method was used to obtain primary data. The sample size was 120 workers. The Anova technique and simple percentage analysis were utilized. According to the findings, job stress has an effect on employee performance. It reduces productivity and work satisfaction, both of which are indicators of the effect of stress.

Today, stress management is critical in everyone's life. A happy existence with few troubles lasts a long time. From dealing with the sources of stress in the heat impact, there are several approaches to deal with stress. This research will help everyone burn off their tension. This will result in a stress-free existence. The research aims are to discover common signs of stress management measures. Stress management provides a number of tactics, approaches, and techniques to assist us in dealing with stress and stress in our life. Managing stress may help us live a healthy life. 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 job performance of the employees.

This study was aimed with the following objectives:

- To measure overall stress management of employees
- To understand the level of stress experienced in the work environment of employees.
- To study the employee quality of life
- To identify the employees stress based on their type of family
- To measure the overall job performance of the employees.

## Materials and 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 productive manufacturing units in Hosur, 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 100 employees out of a total population of 300 employees working in a manufacturing unit in Hosur. This resulted in a response rate of 33% (100 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, statistical analyses run in SPSS version 20 were used.

## Results and Discussion

According to the data, slightly more than one-fifth (43%) of respondents reported high levels of stress in relation to the different variables influencing employee stress. A significant majority of respondents (84 %) reported moderate levels of stress at their workplace, whereas one-third of respondents (33 %) reported the same in their regular employment. Furthermore, it was deduced that slightly less than one-third (31%) of respondents indicated a substandard quality of life in regard to their work, while more than one-fourth (29%) claimed that the same influenced their job performance. According to the research, more than two-fifths (43 %) of respondents were experiencing high levels of stress in the manufacturing unit (Table 1).

Based on the Table 2, we can deduce that more than one tenth of the respondents were experiencing mild levels of stress in regard to their working environment. The table further demonstrates that a little more than a considerable majority of the respondents, 84%, were feeling stress related to their work environment at the moderate level. It is possible to infer, based on the Table 3 that was presented, that there is a significant relationship between the age of the respondents and their working environments, levels of job stress, quality of life, and job performance. The table also indicates that there is not a significant relationship between the age of the respondents and the various variables that effect employee stress. The information in this table helps us to comprehend that there is a relationship between the factors and the management of the stress experienced by the employees.

Table 1. Distribution of the respondents based on their levels of stress management.

Variables	Low	Moderate	High
Factors of stress	0	57	43
Place of work	16	84	0
Job stress	67	33	0
Quality of life	69	31	0
Job performance	71	29	0
Overall employee stress management	0	57	43

Table 2. Distribution of the respondents based on their work environment.

Work Environment	Frequency	Percent
Low	16	16.0
Moderate	84	84.0
High	0	0
Total	100	100

Table 3. Karl Pearson's co-efficient of correlation between the age of the respondents with regards to the various dimensions of the overall employee stress and its impact on job performance.

Dimensions	Correlation Value	Statistical Inference
Overall factors of stress	0.167	P = 0.097 P > 0.05 Not Significant
Overall work environment	0.289**	P = 0.003 P < 0.01 Significant
Overall job stress	0.227*	P = 0.023 P < 0.05 Significant
Overall quality of life	0.209*	P = 0.037 P < 0.05 Significant
Overall job performance	0.265**	P = 0.008 P < 0.01 Significant
Overall employee stress and its impact on job performance	0.242*	P = 0.025 P < 0.05 Significant

\*\*Correlation is significant at the 0.01 level; \*Correlation is significant at the 0.05 level.

From Table 4, it can be inferred that there is no significant difference between the type of family of the respondents with regards to the various dimensions of the study which include the various factors impacting employee stress, working place environment, job stress, quality of life, job performance and the overall employee stress management. The table enables us to understand that family of the respondents does not influence the employees work condition and job performance, also there is no significant difference between the family background of the employees and stress at work place. Each variable has unique value which doesn't affect the employee job performance also it's not depend on the employees quality of life.

From the Table 5, it infers that almost three fourth (71.0%) of the respondents were having low job performance. Also it denoted that more than one fourth (29.0%) of the respondents were having moderate level job performance. Drawing inferences from the various tables presented it is evident that employee stress does have a significant impact on their job performance.

### Conclusion

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 job performance.

Table 4. 'Z' test between the type of family of the respondents and various dimensions of employees stress management.

Variables	Mean	Std. Deviation	Statistical inference
Factors impacting Stress			$z = 0.526$
Joint (n:61)	26.57	6.026	$P = 0.600$
Nuclear (n:39)	25.92	6.050	$P > 0.05$
			Not Significant
Work Place Stress			$z = 1.338$
Joint (n:61)	26.64	5.199	$P = 0.184$
Nuclear (n:39)	25.21	5.272	$P > 0.05$
			Not Significant
Job Stress			$z = 0.900$
Joint (n:61)	27.21	5.857	$P = 0.370$
Nuclear (n:39)	26.18	5.170	$P > 0.05$
			Not Significant
Quality of Life			$z = 0.872$
Joint (n:61)	27.07	5.597	$P = 0.385$
Nuclear (n:39)	26.10	5.030	$P > 0.05$
			Not Significant
Job Performance			$z = 0.721$
Joint (n:61)	26.23	5.846	$P = 0.473$
Nuclear (n:39)	25.41	5.030	$P > 0.05$
			Not Significant
Overall Employees Stress Management			$z = 0.906$
Joint (n:61)	133.72	27.128	$P = 0.367$
Nuclear (n:39)	128.82	25.181	$P > 0.05$
			Not significant

Table 5. Distribution of the respondents based on their job performance.

Job Performance	Frequency	Percent
Low	71	71.0
Moderate	29	29.0
High	0	0
Total	100	100

In that study, the researchers divided the numerous scales to identify the workers' stress management as a performance management in the manufacturing business with the many dimensions such as stress sources, job stress, quality of life, work environment, and job performance. Stress management may help us live a healthy life. Stress is a natural physical and mental reaction to a traumatic incident. It is an inevitable aspect of everyone's existence. Effective stress management helps to minimize stress in our life during work, relationships, leisure, and enjoyment, as well as resilience, so that we can hang on under pressure and tackle obstacles directly. This will minimize work discontent, absenteeism, turnover, and poor productivity, among other things. In this study, the researcher discovers the true meaning of stress-free work and a better technique to boost workers' job performance. This will always deliver the finest growth possible. These insights will assist the company in increasing productivity and improving employee performance.

### 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.



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