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## A JOB STRESS AND ITS IMPACT ON EMPLOYEES PERFORMANCE- A STUDY WITH REFERENCE TO EMPLOYEES WORKING IN PRIVATE SECTOR

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### **ABSTRACT:**

*People at work worry about all sorts of things like raising competition for jobs, change in socio-culture, globalization, terrorism, innovation of new technology looking after aging parent and relatives, yearly performance appraisals, outsourcing of jobs (BPOs) along with increased demand for employer for higher productivity. At times, these and some other few factors make the employees to go through certain pressures when they have to meet deadlines, cope up with some kind of strange but critical situations.*

*Work place pressure is raising day by day, people face changing economic and business situations, rapidly changing customer expectations and changing expectations from their own role, responsibilities and position in the organisation.*

*Job related stress is negatively related to performance and efficiency. In other words, higher the stress, lower the performance. Work stress arise from many sources. It can be a demanding boss, irritating co-workers, restless students, enraged customers, hazardous conditions, long commutes and a never-ending workload. Our work performance is also affected by stressors such as family relationships, money and lack of sleep stemming from fears and anxieties about the future. How we handle the effects of stress depends on whether it is easier to change the situation or change your attitude and perception toward it. The purpose of this paper is to determine what and how job related and various demographic variables are associated with employee job satisfaction working in the private sector. This paper has made an attempt to find out the job stress factors affecting the performance and efficiency of the employees.*

**KEYWORDS:** *Work environment, Work stress, impact, Work performance, work load, job security.*

### **1. INTRODUCTION:**

In today's world, stress has become a worldwide phenomenon, which occurs in various forms in every work premise. In today's work life, employees are generally working for longer hours, as the increasing levels of responsibilities require them to exert themselves even more strenuously to meet rising expectations about work performance. Job stress is an outcome or response to certain stimuli in the environment. Nowadays, job stress has become more apparent and leads to low

confidence 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 factor create more pressure to work but doesn't lead to concrete outcome. Job stress is exist 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, less salaries, lack of incentives, motivation at work, recognition etc.

Major Job stress factors affecting job performance are as follows high Workload, lack of job security, Autonomy, Role conflicts, Shift work, less salaries, Technology change, Low confidence and Lack of recognition. These are some of the factors affecting employees' job performance. Here, the major three factors considered are workload, job security, and shift work.

## II. OBJECTIVES OF THE STUDY:

The specific Objectives of this research are:

- To determine the causes of job related stress in a work place.
- To find out the effect of job stress on the efficiency and performance of the employees.
- To understand the effect of demographics on employees' workload, job security and shift work.
- To analyse the relationship between the factors contributing to job stress and examine its impact on employees' job performance.
- To know the stress management strategies this will help the employees to reduce their stress level and improve their work performance.

## III. MATERIAL AND METHODS:

The research on this topic has been done by adopting both primary and secondary data. For this purpose the primary data collected is collected from the respondents. A total of 50 respondents were selected through simple convenient sampling method from all over Karnataka state. The primary data collection was done with the help of structured questionnaire. The secondary data were collected from different books, relevant documents and internet.

## IV. ANALYSIS OF DATA AND FINDINGS:

Simple percentage of analysis was used to analyses, the collected data. It states the frequency and percentage of the profile, attitude and opinion regarding the workers.

**Table 1: Age of the respondents.**

AGE	NO. OF RESPONDENTS	PERCENTAGE
Up to 25 Years	30	60
26-35 Years	15	30

36-50 Years	04	08
Above 50 Years	01	02
<b>Total</b>	<b>50</b>	<b>100</b>

Source: Primary data

From the above data table we find that 60% of the respondents related to the age group of up to 25 years and 30% of the respondents are relating to the age group of 26-35 and 08 % are related to the age group of 36-50 years.

**Table 2: Gender of respondents.**

GENDER	NO.OF RESPONDENTS	PERCENTAGE
Male	39	78
Female	11	22
<b>Total</b>	<b>50</b>	<b>100</b>

Source: Primary data

The above table 2 shows that Male respondents represent 78% and Female represents 22%.

**Table 3: Educational Qualifications of respondents.**

QUALIFICATION	NO.OF RESPONDENTS	PERCENTAGE
School level	02	04
ITI	-	-
Diploma	-	-
Bachelor's Degree	08	16
Master's Degree	40	80
<b>Total</b>	<b>50</b>	<b>100</b>

Source: Primary data

The Table 3 indicates Education qualification of Respondents. 80% of majority Respondents were completed Post-Graduation and 16% of respondents were completed Graduation.

**Table 4: Job experience of the respondents.**

EXPERIENCE	NO.OF RESPONDENTS	PERCENTAGE
Less than 5 years	39	78
5-10 Years	07	14
11-15 Years	-	-
16-20 Years	02	04
Above 20 Years	02	04
<b>Total</b>	<b>50</b>	<b>100</b>

Source: Primary data

The table 4 indicates Majority of the respondents are having the work experience of less than 5 years.

**Table 5: Monthly income of the respondents.**

INCOME	NO.OF RESPONDENTS	PERCENATAGE
Below 5000	04	08
50000-10000	09	18
10000-20000	33	66
Above 20000	04	08
<b>Total</b>	<b>50</b>	<b>100</b>

Source: Primary data

The table 5 shows that majority of the respondents having the monthly income in the category of 10000-20000.

**Table 6: Marital status of the respondents.**

GENDER	NO.OF RESPONDENTS	PERCENATAGE
Male	34	68
Female	16	32
<b>Total</b>	<b>50</b>	<b>100</b>

Source: Primary data

The above Table clearly shows that majority of the respondents are men those who are working in the private sectors.

**Table 7: Family type of the respondents.**

Family Type	NO.OF RESPONDENTS	PERCENATAGE
Nuclear	34	68
Joint	16	32
<b>Total</b>	<b>50</b>	<b>100</b>

Source: Primary data

The table 7 shows that majority of the respondents are coming under Nuclear family. Their job stress also very high while comparing to the joint family because they are always busy in their office work.

**Table 8: Type of difficulty in the working area.**

Category	NO.OF RESPONDENTS	PERCENATAGE
Group behaviour	11	22
Lack of information	09	18
Office policies and conflicts	14	28



Excessive interruptions	05	10
Lack of recognition	11	22
<b>Total</b>	<b>50</b>	<b>100</b>

Source: Primary data

The above table shows that the majority of the respondents are facing difficulties in the working areas because of office policies and conflicts and lack of recognition from the management.

**Table 9: Reasons for overloaded in the work.**

Constructs	NO.OF RESPONDENTS	PERCENTAGE
Shortage of required sources	07	14
Insufficient Co-workers	05	10
More administration and paper work	28	56
Continuous and chaotic job demands	07	14
Shortage of help at work	03	06
<b>Total</b>	<b>50</b>	<b>100</b>

Source: Primary data

The above table shows that the reasons for the overloaded in the work that is more administration and paper work it create confusion and frustration for the workers to follow the rules and regulations and directions from the top level management.

**Table 10: When forced to work overtime, how do you deal with it?**

Options	NO.OF RESPONDENTS	PERCENTAGE
Redouble my efforts	18	36
Slowly take efforts	15	30
Get annoyed with work	10	20
Won't take any extra efforts	05	10
Complain about it	02	04
<b>Total</b>	<b>50</b>	<b>100</b>

Source: Primary data

The table 10 shows that when the employees under stress that time how they deal in order to complete the assigned task majority of the respondents given their opinion that is they increase their skills and efficiency for that particular work.

**Table 11: What causes you get stress in your job?**

Responses	Frequency	Percentage
Heavy Workload	10	20

Poor salary	06	12
Poor and unplanned work	10	20
Lack of job security	12	24
Lack of career development	12	24
<b>Total</b>	<b>50</b>	<b>100</b>

**Source: Primary data**

The above table shows that the majority of the respondents given their opinion regarding the causes of stress that is lack of job security and lack of career development programmes.

**Table 12: Are you suffering from the following physical and mental health problems?**

Responses	Frequency	Percentage
Headache	22	44
Sleep disturbances	06	12
Anxiety	-	-
Depression	11	22
Poor concentration	11	22
<b>Total</b>	<b>50</b>	<b>100</b>

**Source: Primary data**

The above table shows that majority of the respondents suffering from the headache because of high work pressure.

**Table 13: How stress shows its ill effects on your job performance?**

Responses	Frequency	Percentage
Increased absenteeism and labour turnover	01	02
Decreased productivity	08	16
Low morale	04	08
Reduced job satisfaction	27	54
Wasted potentials and skills	10	20
<b>Total</b>	<b>50</b>	<b>100</b>

**Source: Primary data**

The above table shows that the impact of stress on the performance of the employees. Majority of the respondents responded for this question that is it will reduce the job satisfaction of the employees.

**Table 14. Which of the following stress management facilities are utilized by you?**

Responses	Frequency	Percentage
Health Awareness programmes	10	20
Vacation and holiday trips	22	44
Job redesign	06	12
Stress management workshops	10	20
Others	02	04
<b>Total</b>	<b>50</b>	<b>100</b>

Source: Primary data

The above table shows that stress management facilities utilized by the employees. Most of the respondents given their opinion they utilized vacation and holiday trips to reduce their stress level.

**Table 15: Which of the following strategies that you are practicing yourself to reduce stress?**

Responses	Frequency	Percentage
Yoga/Meditation	14	28
Physical exercise	04	08
Entertainment	16	32
Positive thinking	16	32
Others	-	-
<b>Total</b>	<b>50</b>	<b>100</b>

Source: Primary data

The above table shows that strategies are used by the employees to reduce their stress. Majority of the respondents given their opinion that is by practicing yoga/Meditation and by positive thinking, entertainment these are the ways to reduce their stress level.

**Table 16: Does stress shows its impact on your health?**

Responses	Frequency	Percentage
Yes	44	88
No	06	100
<b>Total</b>	<b>50</b>	<b>100</b>

Source: Primary data

The above table shows that 44 of the respondents believed that they are always stressed at work which will affect their health.

**Table 17: What are your expectations from the management to make workplace stress free?**

Responses	Frequency	Percentage
Training and development activities	14	28
Proper recognition	10	20
Good wage and salary structure	08	16
Opportunities for career development	16	32
Others	02	04
<b>Total</b>	<b>50</b>	<b>100</b>

**Source: Primary data**

The above data shows that employees expectation from the management to make work environment stress free. 16 respondents saying that management should provide opportunities for the workers to improve their skills and knowledge for the overall growth and development of the workers.

**Table 18: Are you satisfied with your current job?**

Responses	Frequency	Percentage
Yes	19	38
No	27	54
Partly yes	02	04
To some extent	02	04
<b>Total</b>	<b>50</b>	<b>100</b>

**Source: Primary data**

From the above table shows that 54% respondents are not satisfied with their current job, working conditions and working environments.

**V. MAJOR FINDINGS:**

Majority of the employees agree that the job stress factors or job stress is affecting their performance. They cannot able to concentrate on their work properly. There are different types of stress found among the employees like emotional stress, physical stress et Majority of the respondents believe that they face high level of stress, which may be due to both professional and personal reasons by which they are being found always in trouble. The study reveals that the employees of private sector are more stressful as compared to public sector. A work life imbalance is one of the major attribute which contribute to stress for an employee. The study also brings out that there is difference of incentives and amenities of private and public sector organization employees.

**VI. RECOMMENDATIONS:**

Based on the findings of the research, it is recommended that the following measures can be taken by the management to reduce the employee stress.



- 1) The management need to explore the causes of the dissatisfaction of the employees within the working environment and must know the capabilities of the employees, according to it they have to allocate the work and responsibilities to the employees. The interaction with the superiors helps to reduce the stress at job. The leadership style should be clear in the management. The superiors must be friendly to the employees. It can reduce tension to the employees in the management.
- 2) The management must avoid the frequent rotating shift to the employees. It helps the employees to reduce their tension and make them to involve in participating the family activities also. To reduce the work pressure, the management should conduct seminars, workshops, personality development programmes, conducting fun activities and providing permission for using any other recreation programmes. The employees can also try to overcome their stress through some exercises, yoga and meditation.

#### **VII. LIMITATIONS OF THE STUDY:**

- 1) There are many factors affecting the performance of the employees. Job stress is one of the factors affecting the performance of the employees. In this study researchers highlighted only stress factors to reduce the performance of the employees. Likewise job stress is common in the entire field and in all the occupation. Employees in the private sectors have lot of workload. So it is a possibility that they have filled the questionnaire in hurry up. And most of the respondents neglected not interested to give their valuable feedback.
- 2) Lack of Statistical tools used in this paper because of time constraints and Size of the sample (respondents) taken in this study is restricted to 50 respondents. The Responses may also be influenced by the colleagues or some respondents may not disclose the truth

#### **VIII. CONCLUSION:**

Employees are the most valuable resource of every organization. Without competent employees, no organization can succeed to outrun its competitors. The success of the organization depends on the employees. The aim of this paper was to study the effect of work stress on employees' performance in the private sector. Stress at certain level will help employees to work hard and increase the production and productivity. If stress continues beyond certain level will be distressful. Therefore it contributes to the negative performance of the employees and the production of the organization.

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