

# Job stress and its impact on employee's performance, a study with reference to employees in service sector.

**SUJITH. B**

M.Phil Scholar

Sree Narayana Guru College, Coimbatore.

**Dr.M Mahesh Kumar**

Associate professor of commerce,

Sri Krishna Adithya College of arts and science, Coimbatore.

## Abstract

Job stress is really negative for employee's performance. In other words, higher the stress, lower the result. Workplace stress derives from many sources; it may be from a demanding boss, annoying co-workers, rebellious students, angry customers, hazardous conditions, long commutes and a never-ending workload. Your work performance is also affected by stressors such as family relationships, finances and a lack of sleep stemming from fears and anxieties about the future. In India, the demand of service sector is encouraging. Managing service sector employees in terms of creating fun at work, keeping them motivated towards increasing their job satisfaction, organizational goals, performance level and to retain them in order to sustain competitiveness in the particular sector are the major issues for any organization. Stress at work is a relatively new and unavoidable phenomenon of modern life. The nature of work has gone through drastic changes over the last decades and it is still changing at whirlwind speed. They have touched almost all professions, In this conceptual study helps to know about factors coursing job stress and explains how the job stress factors affecting the performance of the employees and will suggest modern remedies to overcome their stress and improve performance. The study supported by various books, publications, journals, websites and newspapers as secondary data. Primary data are collected from employees through survey method.

## Introduction

Stress is a part of our day-to-day living of every individual. Even the college students may experience stress in meeting the academic demands, people on the job, business men may suffer stress to reach office in time and to complete the projects on time and even the house hole ladies may experience stress in managing the home affairs and to look for the maid servant. The reasons for the stress differ from person to person. The stress people experience should not be necessarily treated as harmful. An optimum amount of stress can always act as an energizer and motivator and may influence the employee to apply the efforts and complete the work. Stress is good and positive for an extant from the view of point of employer and the carrier of employee; it may motivate an employee to contribute his best to job to overcome the stress. But a high level of stress can be serious threat to the personality trails of the individual and can cause physiological and social problems.

But Work related stress in the life of an employee may affect the health of job as well as the organisation. In other words, higher the stress, lower the result. Before it was believed that moderate levels of stress would energies employees and enhances their performance. The assumption valid now is that performance or result will be disrupted even by relatively low level of stress. Stress and its impact on service sector are increasing day by day. Like Tight deadlines, managerial standard, over supervision, monotonous and disinteresting jobs performed by an employees in our concern, harassments and poor relationship with organization. Finally, a large body of research indicates that performance may at first Rise, but at some point begins to fall.

## Service sector – An overview

Service sector, also called tertiary sector, is the third of three traditional economic sectors. The other two are the primary sector, which covers manufacturing and making things. The service sector provides a service, not an actual output that could be held in your hand. Service plays an important role in the economies of both developing and developed countries. They account for over half of the gross domestic product of all developed economies and constitute the single largest sector in most developing countries or economies. The service sector includes hotels and restaurants, construction, electricity, transport, communication, banking, education and research, medical and health, computer and related equipments and repair, social and personal services etc...In a fast paces world of service sector creates more stressful environment and they have touched almost all professions. Various factors affecting Employees performance are:

- over time.
- tight dead line.
- managerial standards.
- employees evaluations/ over supervision.
- job insecurity.
- insufficient skill for the job.
- boring work.
- harrassment.
- poor relationship with colleagues or bosses.

### Types of stresses

#### Physical Stress

It is the most common type of physical stress, which actually relate to physical aspect of the persons. One good example is travel. Travelling frequently send you to different time grounds, which makes sleeping and waking difficult. Physical stress also includes stress brought on by sleeping too much, not getting enough sleep, spending too many hours on your feet or working long hours. If you ever spent a day chasing your kids around an amusement park or stuck in an airport and dealing with flight delays, you have likely experienced physical stress.

#### Emotional Stress

Out of all different kinds of stress emotional stress is common type of stress for human beings. This can occur after you go through an intense break up or divorce, lose a loved one, have a fight with your wife or experience any other problem that make you feel depressed. Emotional stress often manifests in the same way that depression does. You may experience weight changes, changes in how you fall asleep or how long you sleep, feelings of isolation and mood swings.

#### Traumatic Stress

When thinking about stress traumatic stress not a common type of stress. Traumatic stress is a type of stress that occurs because of some type of trauma to the human body and may lead to intense pain, coma or even death. It often relates to some kind of physical change that occurs. If you went through an operation, your body may experience stress until you recover from that surgery. A car accident, second or third degree burns or even a case of pneumonia may all cause traumatic stress.

#### Acute vs. Chronic Stress

In addition to the different types of stress, psychologists differentiate between acute stress and chronic stress. According to the American Psychological Association, chronic stress refers to an extended type of stress that

impacts people every day of the year and can last for years or even decades. Acute stress is a type of stress that only occurs for a set period of time or only because of certain factors in the environment. This may include the stress you feel after a fight with your kids, a meeting at work or an encounter with another driver on the road.

### **Distant stress**

Distant stress is type of chronic stress related to discrete circumstances that took place in the past, but the effects of which continue to have negative effects on the individual and the immune system because of thought processes and emotions associated with the stressful experience.

### **Remedies to overcome stress for better performance**

The remedies that is taken by organisations should be proactive they attempt at removing existing potential stressors and prevents stress of individual job holders. Following are organisational coping strategies and efforts:

#### **Supportive organizational environment**

Many of the organizational stressors arise because of bad organizational processes and practices. To a very great extent these can be controlled by creating supportive organizational atmosphere. The focus is primarily on participation and involvement of employee's in decision making process. Such a environment develops belongingness among people which helps them to reduce their stress.

#### **Job Enrichment**

A major source of stress is the monotonous and unlike jobs being performed by employees in the organisation...By Improving content factors such as responsibility, recognition, opportunity for achievement and advancement, or improving core job characteristics, such skill variety, task identity, task significance, and feedback the jobs can be enriched and it may lead to motivation, feeling sense of responsibility, and utilizing maximum capacity at the work. Such act helps in reducing stress.

#### **Role clarity**

People experience stress when they are not clear about what is their role and what they are expected to do in the organization. Such a situation can be reduced by defining role more clearly. Role overloads, Role conflict can be minimized, consequently leading to reduced stress.

#### **Flexible time**

Allowing workers to start or end the work earlier or later can reduce work life stress, especially for working parents. Flex time can also reduce the stress of commuting in rush hour traffic and their family life.

#### **Job sharing**

Job sharing as well as sharing personal matters may help employees to overcome stress. This allows at least two people trained to perform each job, enabling each employee to have time off without losing productivity.

#### **Stress control workshops, Seminars and employee assistant programmes**

The organization can hold periodical workshops and seminars for control and reduction of stress. Such climate may help individuals to learn the dynamics of stress and methods of overcoming their personal and family problems.

## Strategies for Individuals:

Stress may cause within organizational contact and outside. Therefore the following strategies may be adopted by individuals to overcome their stress and to balance their life and work. Following are the major strategies for individuals.

### Physical exercise

Physical exercise is a good strategy to get body fit and to avoid stress. Physical exercise of different types such as walking, jogging, swimming, playing etc., are good methods to overcome stress.

### Relaxation

Impact of stress can be overcome through relaxation. Meditation helps to rest the body physically and emotionally. Any meditation essentially involves a relatively quiet environment, a comfortable position. Now a day's so many meditation courses are available. Meditation has been recognized as a powerful technique for reducing stress.

### Work – Home Transition

Work home transaction is also like a relaxation technique. In this technique, a person may attend to less pressure inducing type or routine work during the last 30 or 60 minutes of work time. For instance during the last hour of work the person can review the day's activities, list the priorities of the activities note that need to be attended to the next day. Thus he can finish his days work and come back in relaxed manner.

### Cognitive Therapy

Because of increasing stress, special cognitive therapy techniques have been developed by psychologists. In these techniques lectures and interactive discussion sessions are arranged to help participants.

### Networking

Networking is the formation of close associations with trusted, empathetic co-workers and colleagues who are good listeners and confidence builders. Such persons provide mental support to get the person through stressful situation.

## Objectives of the study

- 1) To know about various factors coursing stress
- 2) To explain various possible strategies that can adopt by both organization and individual to overcome stress.
- 3) To explain how the job stress affecting performance of service sector employees.

## Scope of the Study

This conceptual study helps to know about the factors affecting job stress and explains how the job stress factor affecting the performance of the employees. This study has made an attempt to find out the modern strategies followed by the employee and the employers to reduce their stress and to improve their performance.

## Limitations of the Study

Only job stress factor alone taken for research, There are many factors affecting the performance of the employees.

## Sources of Data

A sample of 50 employees working in various service sector industries in Palakkad city has been selected and primary data has been collected from those employees. Data has been collected from various secondary sources like journals, news papers, Books, websites, conferences etc.

## Statistical Tool Used

The collected data had been analyzed by chi-square test.

## Literature Review

**Ursk Treven,(2018)** In his research Effective approaches to Controlling the stress of employees have found that, where the workers are said to be stressed are huge likely to be unsuccessful in their work. Various approaches of managing stress, good work organization and good management are the effective ways of preventing stress. They categorized stress broadly into three types; such as i) Transient Stress ii) Post Traumatic Stress Disorders (PTSD) and iii) Chronic Stress.

**P.S. Swaminathan,& Rajkumar S.(2017)** in their work on Stress levels in Organizations and their Impact on Employees' Behaviour. They have conducted a study that focused on the levels of stress among the age group, profession, different varieties of jobs, hours of work and the influence of work environment on the degree of stress faced by employees. Stress in an employees' individual in nature. This study indicates that, an optimum level in which every individual can perform with his full capacity and identified three conditions responsible for work stress they are 1) Role overload 2) Role self distance 3) Role stagnation.

**Satija S. & Khan W (2016)** in their research conducted Emotional Intelligence as Predictor of Occupational Stress among Working Professionals. According to them Occupational Stress is a part of Job Stress that needs to be controlled at the workplace otherwise it will negatively affect on employee's work attitudes & behaviour. This study revealed findings that Emotional Intelligence is a most significant predictor of Occupational Stress

**Khalid A (2015)** in his research titled Role of Supportive Leadership as a Moderator between Job Stress and Job Performance have found that, there is a direct relationship between stress and job performance in any organization. To improve the performance of an individual in an organization an employee should receive good support from their leaders. Therefore, a supportive leader can improve the performance of an employee even at unfavourable situations..

## Analysis and interpretation

**Table Showing Opinion of the Different Age Group Employees saying that Jobs Stress is affecting their Performance.**

**H<sub>0</sub>**= No significant differences in the opinion of the different age group employees about impact of job stress on their job performance.

**H<sub>1</sub>**= Significant difference in the opinion of the different age group employees about impact of job stress on their job performance.

AGE/OPINION	SA	A	DA	SDA	TOTAL
20-30	3	5	2	0	10
30-40	4	9	2	1	16
40-50	3	5	3	2	13
ABOVE 50	2	4	1	1	8
	12	23	8	5	50

SA (strongly agree) A (agree) DA (disagree) SDA (strongly disagree)

CV	4.15
TV	16.919
DOF	9
LS	5%

The calculated value is less than table value so that the  $H_0$  is accepted. There is no significant difference in the opinion of the different age group employees about impact of job stress on their job performance.

#### Table Showing Opinion of the Male and Female Employees, that they are having Stress in Their Work Place.

$H_0$ =No significant differences in the opinion of the male and female employees regarding stress in the work place.

$H_1$ = Significant difference in the opinion of the male and female employees regarding stress in the work place.

GENDER/OPINION	SA	A	DA	SDA	TOTAL
MALE	10	16	3	1	30
FEMALE	6	10	2	2	20
	16	26	5	3	50

CV	0.947
TV	7.815
DOF	3
LS	5%

The calculated value is less than table value, so that  $H_0$  is accepted. There is no significant difference in the opinion of the male and female employees regarding stress in the work place.

## Findings

- 1) Majority of employees agree that they are experiencing stress in the workplace irrespective of the gender.
- 2) Majority of employees agrees that other performance affected due to stress and they cannot able to concentrate on their work properly.
- 3) Both employees and employers are coping various strategies to overcome the stress.

## Suggestions

Stress cannot be avoided but both employer and employees can adopt various strategies. Employees also can try to overcome their stress through some exercises, yoga and meditation. The employer can extant their support to get rid of the job stress.

## Conclusion

Stress cannot be avoided but it can be controlled by implementing various strategies followed by both individual and organization it's a part of our day to day life. Stress is not bad all the time, but it occurs during the work time it will affect our performance in work. The study reveals irrespective of the age majority of the employees agreed that the job stress is affecting dare performance and the study reveals irrespective of gender both male and female agreed that job stress is affecting their job performance. Stress has become the most common cause of employees in all the organisations. Stress can make an individual productive and constructive when it is identified and well managed. Positive attitude and meditation will be helpful for coping the stress. Thinking in a broader perspective of life will definitely change stress. There are many ways for managing stress, such as meditation, Yoga etc. The Negative stress or Distress kills the employees' positive attitude and it turns to absent, turnover, immoral, anxiety, depression, aggressive and so on.

## Reference

1. Selye H. (1956), the stress of life, MCGraw Hill New York.
2. L.M.Prasad, organizational Bahaviour, Sultan chand&sons, New Delhi.
3. K.Aswathappa, organizational Bahaviour, Himalaya Publishing House, New Delhi.
4. Jerrol S. Greenberg, "comprehensive stress management" McGraw-Hill, 2005
5. Sheppard., (1997), "Stress Management", Human Relations, New Delhi.
6. [www.theinternationaljournal.org](http://www.theinternationaljournal.org)
7. [www.google.com](http://www.google.com)
8. [www.wikipedia.com/work\\_stress](http://www.wikipedia.com/work_stress)
9. [www.paripex.in](http://www.paripex.in)
10. [www.onlinepsychologydegree.info.com](http://www.onlinepsychologydegree.info.com)
11. [http://american\\_psychological\\_association.com](http://american_psychological_association.com)
12. Urska Treven, Sonja Treven and Simona Sarotar Zizek, Effective approaches to managing stress of employees, Review of Management Innovation & Creativity, Volume 4, Issue 10 pp. 46-57.
13. P.S. Swaminath, Dr. S. Rajkumar, Stress levels in Organizations and their Impact on Employees' Behaviour, BVIMR Management Edge, Vol. 6, No. 1 PP 79-88.
14. Sarvesh Satija and Waheeda Khan Emotional Intelligence as Predictor of Occupational Stress among Working Professionals, A Peer Reviewed Research Journal, Vol. XV Issue1.
15. Afsheen Khalid, Role of Supportive Leadership as a Moderator between Job Stress and Job Performance, Information Management and Business Review Vol. 4, No. 9, Sep 2012, pp. 487-495.