



EMPLOYEE STRESS LEVEL AND ITS IMPACT PRODUCTIVITY

M. Gayathri

,Assistant Professor , Department of Commerce, Jaya College of Arts and Science, Thiruninravur, Chennai, India

Joel Anujan

PG Student, Department of Commerce, Jaya College of Arts and Science, Thiruninravur, Chennai, India

CHAPTER I

INTRODUCTION

Employee stress level and its impact productivity

Work-related stress is the response people may have when presented with work demands and pressures that are not matched to their knowledge and abilities and which challenge their ability to cope. Stress occurs in a wide range of work circumstances but is often made worse when employees feel they have little support from supervisors and colleagues, as well as little control over work processes. There is often confusion between pressure or challenge and stress, and sometimes this is used to excuse bad management practice.

Pressure at the workplace is unavoidable due to the demands of the contemporary work environment. Pressure perceived as acceptable by an individual may even keep workers alert, motivated, able to work and learn, depending on the available resources and personal characteristics. However, when that pressure becomes excessive or otherwise unmanageable it leads to stress. Stress can damage an employees' health and the business performance. Work-related stress can be caused by poor work organization (the way we design jobs and work systems, and the way we manage them), by poor work design (for example, lack of control over work processes), poor management, unsatisfactory working conditions and lack of support from colleagues and supervisors.

Research findings show that the most stressful type of work is that which values excessive demands and pressures that are not matched to workers' knowledge and abilities, where there is little opportunity to exercise any choice or control, and where there is little support from others.

Workers are less likely to experience work-related stress when demands and pressures of work are matched to their knowledge and abilities, control can be exercised over their work and the way they do it, support is received from supervisors and colleagues, and participation in decisions that concern their jobs is provided.

Problem

Many organizations, especially banks in the world are witnessing an alarming increase of the negative effects of stress on employee productivity (Henry and Evans 2008). Most organizations with the aim of attaining higher productivity end up saddling employees with overload of work in order to meet deadlines, and this might have psychological and physical effects on the employees. This may result in something contrary to what these organizations want to achieve (Mark, 2012). Empirically, the relationship between stress and employee productivity have not been resolved. Alam, Gouhar and Shafiqur (2015) and Usman and Muhammad (2010) studies revealed that there is a significant negative relationship between job stress and employee performance in the banking sector. Sun and Chiou (2011), Ayodele (2014), Syed, Muhammad, AftabQadir and Shabana (2013), Indhu and Thirumakkal (2015), Menyezwa (2005) and Laiba, Anum, Muhammad and Kashif (2011) found that stress affects employee productivity negatively. A study conducted by Bewell, Yakubu, Owotunse and Ojih (2014) concluded that the concept of work-induced stress and workers' effectiveness and productivity are relatively inseparable, while Aasia, Hadia and Sabita (2014) findings revealed that job stress does not impact employee job performance. Also Musyoka, Ogutu and Awino (2012) empirical results found that stress had positive influence on corporate performance. Qadoos, Ayesha, Tayyab, Toqeer and Hafiz (2015) study found that there is positive moderate relationship between job stress and employee performance.



Stress at the workplace

Stress at the workplace is considered as one of the foremost factors affecting employees' performance employee's productivity. Stress is a psychological and state of being that impacts a person's adequacy, individual wellbeing and nature of work. Business related pressure makes an awkwardness between natural requests and individual capacities (Rees and Redfern, 2003). Stress is alluded to as a condition of pressure experienced by people confronting phenomenal strains, limitations, or openings. The continuous expansion in work related pressure related issues among workers which have prompted declining interest in their positions, less responsibility and developing eagerness among the top supervisors (Pflanz and Ogle, 2006). This is primarily because of the serious idea of the work climate, the move in work requests and monetary difficulty inferable from the financial downturn. This is maybe the overall pattern which shows diminishing execution and effectiveness. Stress influences people mentally, sincerely and typically, and is inseparably connected to a few medical conditions, particularly coronary heart illnesses. Any inclination, unnecessarily pushed, pulled, crushed or awakened by outside and inward factors should be perceived.

The causes should be recognized regarding whether they are useful or dangerous. Different techniques and projects can help people adapt to pressure in close to home life and workplace (Vinassa, 2003). The board of pressure is a vital issue for people and associations. Overseeing pressure is decisively about agreement that the individual is presented to stressors. Stress becomes avoidable when associations are responsive to representatives' thoughts, and when roads are made to guide workers and draw in them in dynamic. Working environment stress is a significant issue for the two representatives and association. It is a typical term utilized in our existence with a great many people having diverse comprehension about its significance. In spite of various comprehension of its significance, it is a psyche body-climate relationship. Stress has two significant measurements: physiological pressure and mental pressure (AbuAlRub, 2004; Beehr and Glazer, 2005; Larson, 2004). Physiological pressure is typically identified with as a physiological response of the body, (for example, migraine, headache, stomach torment, lazy, spinal pain, chest torment, exhaustion, heart palpitation, rest aggravation and muscle long) to different unpleasant triggers at the working environment that straightforwardly and contrarily

CHAPTER II

REVIEW OF LITERATURE

Literature Review This chapter reviewed literature with respect to the study. Issues considered in this section would include work stress, Drivers of the stress (work overload, Role conflict, and Role ambiguity), performance and impact of stress on performance.

Job Stress (Malek, 2010; Medi bank Private Inc., 2008) stated that job stress is an unpleasant emotional situation that an individual experience when requirements of a job are not counter balanced with his ability to cope with the situation. It is a well-known phenomenon that expresses itself differently in various work situations and affects the workers differently. Jamshed et al., (2011) suggested. An individual in his or her job in bank face stress "The workplace is potentially an important source of stress for bankers because of the amount of time they spent in their respective banks." Moreover, stress often decreases their performance. "Therefore, occupation of individuals could be a major source of stress in the given circumstances. When individuals face stress due to various conditions of their occupation and fail to cope with stress, it results in burnout," (IBDM). Basically, in banking sector lack of administrative support from a boss (manager), work overload and time pressure, riskyness of a job, poor relationship with customers and coworkers, and work-family balance cause stress which in turns decrease employee performance. Materson (1980) was contributed the same "Causes of stress are many like workload, cuts in staff, change at work, long work hours, shift work, lack of supervision, inadequate training, inappropriate working conditions, too heavy responsibilities and poor relations with colleagues." The same was identified by Ganster and Loghan, (2005) "huge and multi fields literature points a lot of key factors such as work environment, management support and workload in determining how stressful the work can be and its effect on employee physical and mental health. According to Bowling Harvey (2001), 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. Ritchie and Martin (1999) states that stress was described in terms of external, usually physical, forces acting on an individual.



Later it was suggested that the individual's perception and response to stimuli or events were a very important factor in determining how that individual might react, and whether an event will be considered stressful. These authors further contended that most researchers acknowledged that both external and internal factors affect stress. They viewed stress as a response to external or internal processes, which reach levels that strain physical and psychological capacities beyond their limit. impact of stress on employee productivity

Factors that Contribute to Work Stress

Work overload

Rehman et al. (2010) High level of stressors like heavy workload and uncertainty about supervisor's expectations are associated with physical symptoms. Stress also gets caused when an employee does not fulfill the demand of job and supervisor (Schnall, 2011) Excessive workload and conflicting expectations are the good examples of working conditions. 40 percent of workers reported that their job is extremely stressful. In the U.S., 80 percent of American workers feel stress on their job. Bacharach et al. (1991) previous studies have shown different factors associated with occupational stress. For example, work overload that refers to when the employees' role expectations exceed the resources or time available to fulfill assigned responsibilities. According to Manzoor (2011), there are several factors which cause stress in employees at job and these factors are job timings, pay, bonus, workload and peer attitude. Badar (2011) states workload, technological problems, higher targets, compensation and salary, outcomes of decisions, management and peer support behavior, longer time frame are the main factors of causing stress in employees. Dar et al. (2011) assume that with increase in designation, stress increases and factors of creating stress in employees are feeling undervalued, work home interface, fear of joblessness, traumatic incidents at work and economic instability. impact of stress on employee productivity information for this examination. Thus, a back-interpretation strategy was utilized to decipher the substance of survey English to build the legitimacy and dependability of the instrument. Utilizing this technique may assist with expanding the capacity to assemble precise, less inclination and high-quality data.

CHAPTER III

PROFILE OF THE STUDY AREA

Objectives of the Study

- 1) To know the relationship between physiological stress and job performance
- 2) To identify the relationship between psychological stress and the employee productivity.
- 3) To Examine the impact of psychological stress on job performance and the employee productivity.

RESEARCH METHODOLOGY

The study is analytical and descriptive in nature based on both primary and secondary data. The essential information was gathered from the example representatives by appropriating an organized survey. The investigation centers around the embrace of pressure the executive's methodologies by private ventures and their impact on representatives' proficiency. A cross-sectional exploration configuration was utilized in this investigation since it permitted the analysts to join the work environment stress research writing and the genuine overview as a fundamental system to gath

- The impact of stress on productivity
- How stress affects company productivity
- How to reduce stress
- The impact of stress on productivity



Whether it is related to family, health, work or school, everyone experiences stress at some time. It is physical and mental and is often caused by life events, such as a change in responsibilities, job loss or promotion, death of a loved one, or illness. Although stress can be beneficial, it can also be a disadvantage, especially when it comes to job productivity. Stress can have a significant impact on your physical and mental well-being, which may ultimately affect your productivity. Here are some of the signs that stress is negatively impacting your productivity.

Lack of energy: Although stress is known to give you a burst of adrenaline, following the initial burst, it will rapidly drain your energy, which ultimately leaves you emotionally and physically drained. The lack of physical and mental energy can prevent you from doing your best, which will have a significant impact on productivity.

Lack of focus: Good production requires focus, but stress will take over your mind, making it extremely difficult to focus on the task at hand, because you are more focused on what caused your stress.

Constant worry: Have you ever been so consumed with worry about something that may happen? Stress has a way of taking up your time by making you continuously worry about something that may or may not happen; this is time lost that could have been spent on more productive tasks.

Reduced creativity: Being stressed causes your mind to wander, preventing you from locking in on new ideas. It basically limits your ability to come up with creative, new ideas.

Negative effects on personality: Not only does stress affect your emotions and physical abilities, but it also affects your personality. For instance, you may snap at peers without realizing that you are doing it, or you may become angry and/or yell at others without knowing you're doing it. Many jobs require teamwork in some form, so when you are snapping, moody or yelling at peers, it affects your ability to be productive, plus it affects the productivity of peers.

How stress affects company productivity

One of the most common ways stress affects the overall production of a company is through absenteeism. Stress-related symptoms such as difficulty sleeping, high blood pressure and headaches take a toll on the person, causing even those with good attendance to begin missing more and more work. These are some other ways stress may affect your company's productivity:

Staff turnover: Stress in a company may lead to restless employees who have the desire to find a less stressful job. This ultimately creates problems with an increase in staff turnover, which forces your company to put more funding and time into hiring and training new employees.

Tardiness: Almost every company has a few people who occasionally struggle with being on time, but when employees who are typically punctual begin to have an increase in tardiness, it may be an indication of stress. This may be due to the fact that stress and anxiety often interrupt sleep, which makes it more difficult to wake up in the morning.

Peer relationships: Unfortunately, stress also prevents otherwise energetic conversationalists from interacting with their peers. This is often due to them isolating themselves and being deprived of the energy required to make small talk or polite conversations. The lack of peer relationships and communication may eventually impact the company's productivity.

Quality of work: Stress can lead to fatigue, personality changes, withdrawal from others and a decrease in enthusiasm, all of which can significantly impact the productivity of your company.

How to reduce stress It's important to be informed as to how stress can impact you and your employees, but how do we change it? Here are some helpful ideas:

Get physical. One benefit of exercise is the effect it has on stress. Not only does it pump your body full of feel-good endorphins, but it can also help you sleep better and aid in relaxation.

Take a breathing break. A stressed body is in overdrive. WebMD recommends taking five minutes to yourself and focusing on your breathing. This will help to slow your heart rate and lower blood pressure.

Try a creative outlet. Focusing on an art project or a creative project is a great way to focus on a nonwork-related task that stimulates your brain. Adult coloring books are all the rage for this reason.

Make your workspace more comfortable. It's important to set boundaries between work and home, but a healthy workspace doesn't need to be stark. Add a few cozy elements that feel like home, and consider investing in ergonomic office equipment. Your body and mind will thank you.

Focus on positives. Stressed thoughts often focus on negatives. Each day, set time aside to focus on the good by writing down at least three things that went right or unexpectedly well. Keep your list in an easily accessible place.

Speak with a qualified professional. The events that cause stress can't be changed, but the way you think about them can. A professional trained in cognitive behavioral therapy can help you rescript stress-causing thoughts as they happen. There are various things you can do to reduce the amount of stress in your business, communication being the most beneficial. Encourage communication among teams as well as between management and employees. If a specific team member is displaying signs of stress, discuss and offer options as to how other team members and/or management may be able to help. Offer employees regular breaks, and encourage exercise and healthy eating.

CHAPTER IV

DATA ANALYSIS AND INTERPRETATIONS

The female uncovers that 60% are male and 40% of respondents are females. The age shows that 31 percent is in the age gathering of 26-30 years. There is 24 percent in the age gathering of 31-35 years, 20% in the gathering of 21-25 years, 15 percent between 36-40 years and 10% are over 40 years. The conjugal status uncovers that 75 percent of the respondents are hitched and 25 percent is unmarried. The schooling foundation of the respondents uncovers that 57 percent are graduates and 43 percent are postgraduates. The outcomes show that 33 percent of respondents have 3-4 years of involvement. Out of the aggregate, 26 percent have 1-2 years of involvement, 24 percent have 5-6 years of involvement, 12 percent have short of what one year and just 5 percent have 7 years or more experience. The month to month pays of 34 percent of respondents is between Rs.25,001-Rs.35,000. 26 percent of respondent's month to month pay is between Rs.35,001-Rs.45,000, 22 percent of respondent's compensation is beneath Rs.25,000, and 19 percent of respondent's month to month pay is above Rs.45,000.

Reasons for attending Stress Management programs

Variables	Garrett Score	Rank
Reducing psychological and mental problems	63.27	2
Unable to manage work stress	54.26	4
Fear of experiencing health problems	61.11	3
Reducing the consequences of stress on work productivity	64.80	1
Improving job satisfaction	49.33	5

INTERPRETATION

The purposes behind going to pressure the board programs by the respondents are appeared in table-2. To rank Garrett scores are utilized. The outcomes uncover that decreasing mental and mental issues (63.27) made sure about the most noteworthy position. The factors diminishing results of weight on work efficiency (64.80) and unfit to oversee work pressure (54.26) got second and third most noteworthy positions individually. Dread of encountering medical conditions (61.11) made sure about the fourth position and improving position fulfillment (49.33) got the fifth position.

Benefits derived from the Stress Management Programs

Variables	Garrett Score	Rank
Improved awareness of stress management techniques	57.68	1
Improved self-confidence	56.51	3
Improved skills in managing psychological problems	54.44	4
Enhancing career development opportunities	56.95	2
Enhancing work productivity	51.68	5

The respondents' assessment towards the advantages got from pressure the executives' programs is evaluated in table-3. The Garrett scores uncover that improved mindfulness on pressure the executive's procedures (57.68) made sure about the most elevated position followed by the factors upgrading profession advancement openings (56.95), developed fearlessness (56.51), improved abilities in overseeing mental issues (54.44), and improving work efficiency (51.68). The respondents' assessment towards the pressure the executive's methodologies are dissected with the assistance of measurements, for example, stress program intercessions, preparing and advancement, and representative proficiency.

Stress program interventions

	Variables	Mean
1	Counselling programs are giving good inputs for managing stress	5.41
2	Counselling method is used in managing stress among various levels of employees	5.43
3	Stress management program needs are identified by a systematic procedure	5.13
4	The programs are designed after through interaction with employees	5.19
5	Employee opinions and ideas are considered in designing programs	4.36
6	Managers are executing stress relieving programs more effectively	4.96
7	Objectives of stress management programs are clearly explained to the employees	3.19
8	All the levels of employees are engaged in a mentoring program	4.16
9	Employees actively participate in leadership engagement programs	4.13
10	Multiple communication channels are encouraged by company policy	4.31
11	Continuous employee health check-up programs are initiated by management	3.61
	Total	5.13

INTERPRETATION

The stress program mediations are surveyed dependent on the rating of the respondents on the alluded eleven factors as appeared in table-4. The enlightening insights uncover that the all-out mean worth is 5.13 which show that the respondents have a positive assessment towards stress program intercessions. Among the alluded factors directing projects are giving acceptable contributions for overseeing pressure protected the most elevated rating with a mean estimation of 4.51. The factors guiding strategy is utilized in overseeing pressure among different degrees of representatives (4.42), and stress the executives program needs are distinguished by the deliberate technique (4.31) scored second the third most noteworthy appraisals. The factors, the projects are planned after through association with representatives (4.23), worker feelings and thoughts are considered in planning programs (3.99), supervisors are executing pressure assuaging programs all the more viably (3.92), destinations of stress the board programs are plainly disclosed to the representatives (3.91), all the degrees of workers are occupied with tutoring program (3.82), representatives effectively take an interest in authority commitment programs (3.81), various correspondence channels are energized by organization strategy (3.70), and ceaseless worker wellbeing registration programs are started by the executives (3.67) likewise show good appraisals from the respondents.

Training and Development

S. N	Variables	Mean
1	Training provides employees with the skills they need to perform effectively under high- stress conditions	5.13
2	Training help individuals to set job-related goals and implement behavioral strategies to accomplish goals	5.14
3	Training and development provide feedback and evaluation of the progress towards the goals	4.19
4	Training increases employees stress management abilities, improves work-life balance, and reduces psychological stress	4.98
5	Appropriate training increases staff involvement and improves communication between peers	4.18
6	Training and personal development helps to curtail levels of stress among the employees	4.62
	Total	4.19



INTERPRETATION

The training and improvement programs are evaluated dependent on the respondents' assessment on the alluded six factors as appeared in table-5. The variable, preparing gives representatives the aptitudes they need to perform viably under high-stress conditions protected the most elevated rating with a mean estimation of 4.22. The second and third most elevated appraised factors are preparing assist people with defining position related objectives and execute conduct techniques to achieve objectives (4.03) and preparing and improvement give criticism and assessment of the advancement towards the objectives (4.19) separately. Different factors, preparing builds representatives stress the board capacities, improves work-life balance, and diminishes mental pressure (3.89), fitting preparing expands staff contribution and improve correspondence between peers (3.81), and preparing and self-awareness assists with shortening levels of pressure among the workers (3.72) additionally show positive appraisals from the respondents. The general mean estimation of 3.93 uncovers that the respondents believe that preparation and advancement programs help in assuaging working environment stress.

CHAPTER V

FINDINGS, SUGGESTIONS AND CONCLUSION DISCUSSION AND CONCLUSIONS

The main objective of conducting this study is to examine the influence of job stress on employee performance. Consequently, it has positively uncovered each working individual from lower to higher pay gainers to go through occupation stress that has incredible effect on the nature of occupation exhibitions as well as the personal satisfaction we drove too. Job and working condition change at such quick speed, consequently goes along the contemporary difficulties looked by the greater part of us. The examination has gotten the accompanying ends from the discoveries. That time pressing factor and job uncertainty impacts representative execution. It is consequently, appeared to be that representatives go through occupation stress when they are pushed-right-to the divider and constrained to finish their errand inside an absurd time gave by their managers' or bosses. Yahaya et.al, (2009), portrayed that when the workers get such a large number of undertakings or occupation tasks and is relied upon to have it finished inside the restricted given timetable, the pace of turnover appeared to wind up very high. Adding on, less help from chiefs in finishing the task has prompted significant level of occupation stress and disappointment in occupation execution. In actuality, representatives' find for inconvenience when they continue to postpone their remaining burden and have it done on the last possible moment, subsequently the pressure is self-delivered (Razak et al., 2014). From the overview directed by specialist, to sum up the different variables of time pressure impacting position pressure and representative execution are; it is demonstrated that because of time pressure it influences workers' efficiency adversely, and about (46.3%) concurred. Henceforth the overview was shaped dependent on the reactions obviously showed that workers had positive critical impact on time pressing factor and job vagueness. In spite of representatives' work for extended periods of time and with nonappearance of inspirational components didn't appeared to impact representatives' much the manner in which it has been for the other two factors. It is likewise suggested that future analysts could additionally investigate this exploration on a more extensive information and find different factors that impacts representative execution that would empower to give a superior logical outcome. Future investigations could investigate other free factors that influence worker execution and profitability representatives.

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