A study on the work stress among employee and its impact on performance with reference to Aguaclan private limited, Coimbatore

K. Nathiya[1], PA. Pavithrarakhavi[2]

[1]Prof/MBA, Nandha Engineering College (Autonomous), Erode
[2]II MBA, Nandha Engineering College (Autonomous), Erode.

ABSTRACT

Stress at work is common for many professions. While some stress is a normal part of work, excessive stress or high levels of stress over prolonged periods of time can interfere with employee's productivity and have serious implications for the physical and emotional health of the person. As a worker, being aware of your own stress levels is already an important step towards the prevention of diseases and increase of the productivity. Work stress has become a subject of interest only recently. It can be justified by 2 reasons. Firstly, stress is an independent variable influencing employee satisfaction and performance. Secondly, it is incumbent on management to improve quality of life of organizational members. As stress is linked to coronary heart disease, a reduction in stress is expected to improve the longevity of workforce. Therefore, the problem of our study is to study the level of work stress among the various employees of the organization.

INTRODUCTION

Stress is a biological term which refers to the consequences of the failure of a human or animal body to respond appropriately to emotional or physical threats to the organism, whether actual or imagined. Stress refers to the strain from the conflict between our external environment and us, leading to emotional and physical pressure. In our fast-paced world, it is impossible to live without stress, whether you are a student or a working adult. There is both positive and negative stress, depending on each individual's unique perception of the tension between the two forces. Stress at work is a relatively new phenomenon of modern lifestyles [1, 2]. The nature of work has gone through drastic changes over the last century and it is still changing at whirlwind speed. They have touched almost all professions, starting from an artist to a surgeon, or a commercial pilot to a sales executive. With change comes stress will appear automatically. Job stress poses a threat to physical health. Work related stress in the life of organized workers, consequently, affects the health of

organizations. Job stress is a chronic disease caused by conditions in the workplace that negatively affect an individual`s performance and overall well-being of his body and mind. Job stress is negatively related to performance. In other words, higher the stress, lower the performance. Before it was believed that moderate levels of stress would energies employees and enhances their performance. But this belief is not held to be true now. The assumption valid now is that performance will be disrupted even by relatively low level of stress. There are some valid reasons for this statement [3, 4].

STATEMENT OF THE PROBLEM

One of the reasons for deteriorating condition in an organization is generally high level of work stress which leads to poor performance due to which work slowdown, employees remain absent and sometimes employees may leave the organization also. The management on the other hand, desire the moderate level of work stress,

Author for correspondence:
Department of MBA, Nandha Engineering College (Autonomous), Erode.

210

Nathiya K et al., Inter. J. Int. Adv. & Res. In Engg. Comp., Vol.–08(02) 2020 [209-215]

efficient performance and high job satisfaction because it tends to be connected with the positive outcomes and managers want. Therefore, the present study is undertaken to analyses the work stress and its impact on employee's performance among the employee of egualen private ltd in Coimbatore.

OBJECTIVES OF THE STUDY

- To identify the causes of job stress in a work place
- To suggest suitable measures to overcome the problem of job stress.

SCOPE OF THE STUDY

- A study on stress level is very important because stress level leads to lack in profit of the organization
- The study will help researcher to identify various aspects causing stress, its signs and methods to control the stress levels

LIMITATION OF THE STUDY

- Most of the respondent neglected to respond to the survey in their busy schedule.
- Many respondents found it difficult to rank the problems faced by the company because they are equally facing all the problem.

REVIEW OF LITRATURE

- (Lazarus 1993) Originally the focus on the individual was in terms of personality variables which were still linked to the mechanical views of stress: just as some metals are more resilient to stress than others, it was seen that some people are more prone to the negative consequences of stress. Research efforts are ongoing to this day to discover which personality traits offer greater resilience in the face of stress.
- Munir and Islam (2011) tested relationship between work stressors like role ambiguity, workload pressure, home-work interface, performance pressure, relationship with others

and role conflicts on one side and job performance on the other with motivation as mediator and found that "role conflict" and "role ambiguity" have a positive relation with stressors against the common notion while the relationship is found to be negative between other stressors and job performance.

- Usman Ali et al. (2014) found that workload, role conflict, and inadequate monitory reward are the prime reasons of causing stress in employees that leads to reduced employee efficiency. suggested that different aspects of employee job performance that are likely to be affected by stress include Productivity, Job Satisfaction / Morale, Absenteeism, Decision Making Abilities, Accuracy, Creativity, Attention to Personal Appearance, Organizational Skills, Courtesy Cooperation, Initiative, Reliability, Alertness, Perseverance and Tardiness.

RESEARCH METHODOLOGY

The process used to collect information and data for the purpose of making business decisions. The Methodology may include Publication Research, Interviews, Surveys, and Other Research Techniques and could include both Historical and Present Information.

Research design

- Research Design refers to the overall strategy that we choose to integrate the different components of the study in a coherent and logical way, thereby, ensuring that we will effectively address the Research Problem.
- It constitutes the blueprint for the Collection, Measurement, and Analysis of Data.

Types of research

The Research Type used in this Study is Descriptive, which is used to describe the characteristics of a population or phenomenon being studied.

- Sampling is the process of selecting a sufficient number of elements from the population.
- A Sample Design is a definite plan for obtaining a sample from the sampling frame.

211

Nathiya K et al., Inter. J. Int. Adv. & Res. In Engg. Comp., Vol.–08(02) 2020 [209-215]

- It refers to the technique or the procedure the researcher would adopt in selecting some sampling units from which inferences about the population is drawn.

SAMPLING METHOD

Sample design

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Probability sampling

Probability Sampling is a sampling technique in which sample from a larger population is chosen using a method based on the theory of probability. For a participant to be considered as a probability sample, he/she must be selected using a random selection.

Simple random sampling

Simple random sampling is a sampling technique where every item in the population has an even chance and likelihood of being selected in the sample. Here the selection of items completely depends on chance or by probability and therefore this sampling technique is also sometimes known as a method of chances.

DATA COLLECTION

Data Collection is the process of gathering and measuring information on variables of interest, in an established systematic fashion that enables one to answer stated research question, test hypotheses and evaluate outcomes.

Primary Data Source

- A Primary Data Source provides direct or first-hand evidence about an object, person or work of art. It includes Historical & Legal Documents, Eyewitness Accounts, Results of Experiments, Statistical Data, Audio, and Video Recordings, E-mail, etc.
- Using a Questionnaire, which is a set of printed or written questions with a choice of answers, devised for the purpose of a survey or statistical study, We Collected the Data.

Secondary Data Source

- The data that was originally collected for other research is called Secondary Data Sources.
- We Referred Articles, Journals & Magazines as mentioned in the Bibliography.

Size of the sample

- Sample Size Determination is the act of choosing the number of observations or replicates to include in a statistical sample. The sample size is an important feature of any empirical study in which the goal is to make inferences about a population from a sample.
- The Sample size is 50.

Tools used

The Tools used in the Study includes,

Simple percentage analysis

Simple Percentage Analysis is the method to represent raw streams of data as a percentage (a part in 100-percent) for better understanding of collected data.

Formula

$$\text{Percentage} = \frac{\text{Number of respondents}}{\text{Total number of respondents}} \times 100$$

Chi-square test

A Chi-Squared Test is a statistical hypothesis test where the sampling distribution of the test statistic is a chi-squared distribution when the Null Hypothesis is true. It is used to determine whether is a significant difference between the expected frequencies and the observed frequencies in one or more categories. The purpose of the test is to evaluate how likely it is that the Null Hypothesis is true, given the observations.

Formula

$$\chi_c^2 = \sum \frac{(O_i - E_i)^2}{E_i}$$

Where, Oi – Observed frequency
       Ei – Expected frequency

Henry garrett ranking method

Garrett ranking technique to find out the most significant factor which influences the respondent; Garrett ranking technique was used. As per this method, respondents have been asked to assign the rank for all factors and the outcomes of such ranking have been converted into score value with the help of the following formula.

Percent position = 100 (Rij – 0.5) Nj

Where, Rij = Rank given for the ith variable by jth respondents

Nj = Number of variables ranked by jth respondents

DATA ANALYSIS

The respondents who participated in the research are from diversified background with gender, age group, job experience and monthly income.

Table No 1: Demographic profile of respondents: Simple percentage analysis

DETAILS OF THE RESPONDENT	NO. OF RESPONDENT		PERCENTAGE
AGE	Up to 25years	26	30.6
	26-35years	33	38.8
	36-45years	21	24.7
	46-55years	5	5.9
	Total	85	100
GENDER	Male	78	91.8
	Female	7	8.2
	Total	85	100
INCOME	5000-10,000	12	14.1
	10,000-15,000	27	31.8
	15,000-20,000	20	23.5
	More than 20,000	26	30.6
	Total	85	100
STATUS	Married	78	91.8
	Unmarried	7	8.2
	Total	85	100
JOB EXPERIENCE	Less than 5years	55	64.7
	5-10years	20	23.5
	11-15years	10	11.8
	Total	85	100
EDUCATION QUALIFICATION	School level	4	4.7
	Diploma	20	23.5
	Bachelor degree	48	56.5
	Master degree	13	15.3
	Total	85	100
FAMILY TYPE	Nuclear family	73	85.9
	Joint family	12	14.1
	Total	85	100

INTERPERTATION

From this study it is evident that age group of the 38.8% of the respondent fall under the category of 26-35years, 91.8% of the respondent fall under the category of male, 31.8% of the respondent fall under the category 10,000-15,000, 30.6% of the respondent fall under the category of more than 20,000, 91.8% of the respondent fall under the category of married, 8.2% of the respondent fall under the category of unmarried, 64.7% of the respondent fall under the category of below less than 5years, 23.5% of the respondent fall under the

213

Nathiya K et al., Inter. J. Int. Adv. & Res. In Engg. Comp., Vol.–08(02) 2020 [209-215]

category 5-10years, 56.5% of the respondent fall under the category of bachelor degree, 23.5% of the respondent fall under the category diploma.

TABLE N0 2

Job experience and difficulty feel by the respondents in their job for the work stress among the employee and its impact on performance

Chi-square test

Null hypothesis H0

There is no significant relationship between job experience and difficulty feel by the respondents in their job for the work stress among the employee and its impact on performance.

Alternative hypothesis H1

There is a significant relationship between job experience and difficulty feel by the respondents in their job or the work stress among the employee and its impact on performance.

Test Statistics

	Job experience	Types of difficulties do you feel in your job
Chi-Square	39.412[a]	10.859[b]
df	2	3
Asymp.Sig.	.000	.013

a. 0 cells (0.0%) have expected frequencies less than 5. The minimum expected cell frequency is 28.3.
b. 0 cells (0.0%) have expected frequencies less than 5. The minimum expected cell frequency is 21.3.

INTERPRETATION

It is evident from the result that calculated value is greater than the table value and we reject Null Hypothesis that there is a significant relationship between job experience and difficulty feel by the respondents in their job for the work stress among the employee and its impact on performance.

Table No 3: Problems faced by the respondents: Henry garett ranking method

S. No	PROBLEMS	MEAN	TOTAL SCORE	RANK
1	Yoga/Meditation	340	2720	6
2	Physical Exercise	250	2000	8
3	Entertainment	328	2624	7
4	Sleep	341	2728	5
5	Play with pet animals	416	3328	4
6	Positive thinking	443	3544	3
7	Time management	495	3960	1
8	Tour	454	3632	2

Source: Primary data

INTERPRETATION

From this study, it is evident that, in henry Garrett ranking, time management is ranked as no.1 with the total score of 3960, Tour is ranked as no.2 with the total score of 3632, Positive thinking is ranked as no.3 with the total score of 3544, Play with pet animals is ranked as no.4 with the total score of 1500, Sleep is ranked as no.5 with the

214

Nathiya K et al., Inter. J. Int. Adv. & Res. In Engg. Comp., Vol.–08(02) 2020 [209-215]

total score of 2728, Yoga/meditation is ranked as no.6 with the total score of 2720. Entertainment is ranked as no.7 with the total score of 2624, Physical exercise is ranked as on 8 with the total score of 2000.
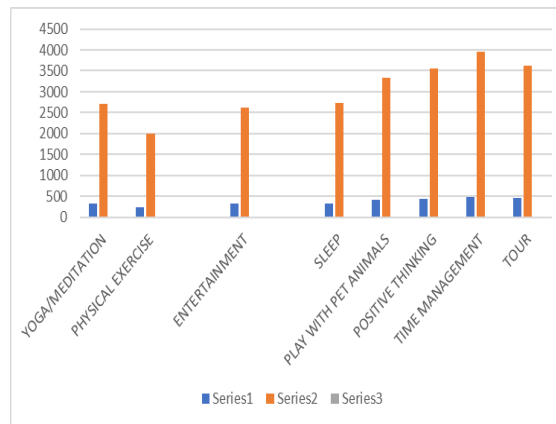

Chart no 1: Problems faced by the respondents: henry garett ranking method

FINDINGS

1) 38.8% of the respondent fall under the category of 26-35 years.
2) 91.8% of the respondent fall under the category of male.
3) 31.8% of the respondent fall under the category of income 10,000 – 15,000.
4) 91.8% of the respondent fall under the category of married.
5) 85.9% of the respondent fall under the category of nuclear family.
6) 56.5% of the respondent fall under the category of bachelor degree.
7) 64.7% of the respondent fall under the category of job experience.
8) Time management is ranked as no.1 with the total score of 3960.
9) Tour is ranked as no.2 with the total score of 3632.
10) Positive thinking is ranked as no.3 with the total score of 3544.

SUGGESTIONS

- Employee should have personal development plan for the upcoming year
- Mutual trust and respect between employees and management
- Regularly conduct stress reduction programs like meditation, cultural fest, entrepreneurship program.
- Feedback on a regular basis subordinates and superiors

CONCLUSION

Stress is resulted as a reaction of an employee when certain demands, pressures and professional aspects have to be faced at the work place which does not match their knowledge levels there by posing a challenge and threat to the capability of the employee which in turn would create struggle for existence in terms of being employed in a place. Any job can be said to be healthy when it is likely to be appropriate in relation to their abilities and resources, and the amount of control it will have on their job. Hence it can get support people who matter to them. A work environment can be said to be healthy if it is one in which individual have made health an important factor in their working environment. Therefore, it may include continuous and consistent assessment of risks to health, the provision of proper information and training on health issues and to provide and avail of health promoting organizational support practice and structures.

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