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## Works Stress Among Employees And Its Effects On Their Performance

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**ABSTRACT:** Any type of change that causes physical, emotional, or psychological strain it results in stress. Everyone experience some kind of stress in their day to day life. The job as one of the most important pillars of a person's life can lead to the flourishing of talents and emergence of individual creativity, and as a result, the creation of job result. As a result it reduces a person's overall satisfaction with life. Today the importance and crucial role of work in various aspects of human life is obvious. Because in addition to cost of living, the job is directly related to a person's physical and mental health and also provide the basis for satisfying many of his or her immaterial needs. The aim of this study is to critical review of exiting literature available on occupational stress level of employees. The study also focus on strategies adopted by the employees to cope up with occupational stress and concluding with finding out the research gap with regarding to stress level among employees . The study concludes that the occupational stress is having moderate impact on the employees performance of the institute, the job related stress in general and the stress factor job security in particular. The employee's reaction to the stress – physiological factors also has moderate effect the performance of an employee. Health wise, some employees had developed chronic neck and back pain, an effect of long sitting hours at work.

**Keywords:** job related stress, individual stress, performance, stress, employees.

**Purpose:** The aim of this study is to find out the impact of stress on employees performance with the help of theoretical background and by literature review.

**Design and methodology:** This is generally literature review that includes past few years data. HRM and dependent variable is organizational commitment, employees workplace behavior and employees performance as the, measure of organizational performance.

**Finding:** The study is to identify the stress among employees and its effect on their performance for the betterment of overall performance and growth of the business. There is a need for further research in this area for the development of better understanding of this emerging field of HR.

**Implications:** The study is to identify the stress among employees and its effects on their performance. There is a need for further research in this area to make environment stress free in organizations

**Keywords:** physical and mental health problems, workplace, stress, employee's performance,

**Introduction:** The word stress is used around the globe. It plays a critical role in every person's life whether he is employer or an employee. Now a day it have been becoming a Common or major issue for all. Stress is becoming a major issue among the world due to many reasons; as due to covid-19, technology advancement, changing work environment, time pressure, multitasking job, conflicts between roles and responsibilities, as many more issues. Stress was reported to be one of the major causes of death in the world. Higher education institutions are considered to be a major source of stress in the lives of teachers. Stress can be seen at different level in organization i.e.; individual, group, organization, human resource is the only factor which contribute most to accomplish these goals and objectives of the organization. Work stress was firstly used by HANS SELYE.

During covid-19 due to corona virus many people lost their jobs, many people lost lives too, and many who work from home have feeling of anger, fear, sadness, worry, frustration. This situation causes physical, mental and physiological stress among employees. I also saw this situation at my home employees who do their work from home they face many problems in their work life and also in their personal life. Both lives have put impact on those persons, due to which he/she have mood swings whole day. Employees always try to manage their work life and personal life but due to work load and many more other reasons they enable to balance them at the same time.

Many people lost their life due to covid-19 which caused serious damage to public health. Among different professions, students, and health care professionals were found to experience stress, anxiety, and depression. All these factors affect their performance which also cause or a reason for low productivity in organization. Organizations also not able to utilize their employees effect fully. Due to stress; employees were not able to do work with enthusiasm.

Workplace stress then is the harmful physical and emotional responses that can happen when there is conflict between job demands on the employees and the amount of control an employee has over meeting these demands. In general the combination of high demand in a job and a low amount of control over the situation can lead to stress.

Stress in the workplace can have many origins or come from one single event. It can impact on the both employees and employers alike. It is generally believed that some stress is okay [ sometimes referred to as " challenges " or " positive" stress " ] but when stress occurs in amounts that you cannot changes may occur .

Stress is about reactions people have to the situation they face. These reactions are not same from person to person. Some stress is expected and can be positive force in our lives. In fact, it is often what provides us with the energy and motivation to meet our daily challenges and meet your goals such as deadlines, sales or production targets, or finding a new customer/ Clint.

Many studies have been conducted on this topic some important research paper written by Abhijeet Rawal , Shena Mahtre ; Rajesh Sain and Madhumala Pathy ; Dr. Indu G Krishnan , Philip Sam , Ashish C Pius , and many other people also study on this topic and written their views in their research papers.

I want to study on this topic to find out the stress level among employees after covid-19 how much employees got affected by this situation and how their work got affected by Corona. Teaching also got affected badly due to lockdown situation teachers also faces so many difficulties during teaching from home as same like work from home for an employees who work in different organization. Some measures should be adopted for employees through whom they overcome from stress and work with full enthusiasm.

Most of the time we see that stress cause negative impact on the performance of the employees work. But it's not always true for every employee some employees got motivated due to stress. Stress sometime impact positively on employees by which employee get motivated and done their work on time with more efficiently.

It is important for employees and employer to realize the stress and the stressor that cause negative effects. It is necessary to identify the stress by organization and take steps to remove stress among employees ; prepare some programme for them , holiday trip for employees , party with family, etc. every organization should work on this .

Stress varies at different organization; every organization has its own problems to deal with. And also every employee has different reason for stress than other employee. Top level managers have more stress because they handle much work at a time, as compared to low level workers or middle level workers. Every employees faces different situation in their work. Many a time it happens that a person who is an employee not focus on their family due to work load. They miss their family function most of the time because they accept their boss order to achieve their organization target.

During pandemic period in India many employees lost their jobs due to corona virus in lockdown and others got less salary due to low production and due to closing of companies. According to a report in November 2021 : It is reported by the researcher that about 59% of employees in India report feeling stressed in everyday life , a higher level than global average . The survey report said 50% of employees globally and 51% of employees in Asia reported feeling stressed in everyday life. About 27% employees in India viewed the pandemic as a 'mostly, have negative impact

**Keywords:** Employees , work stress , employees performance , work load , job satisfaction , stress management .

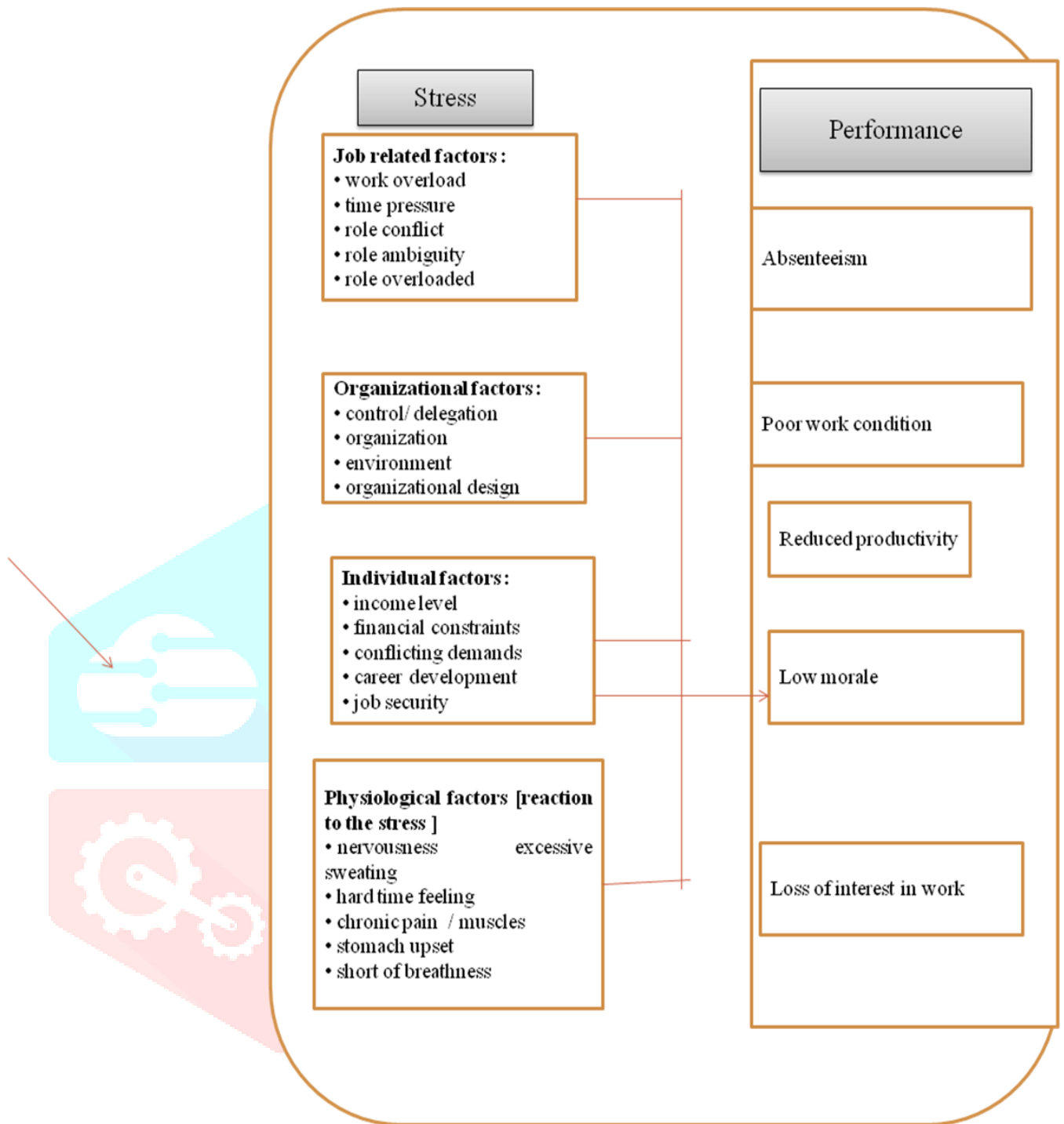


Figure 1. Conceptual Framework

**Literature Review:** Stress is a multidimensional and multi phenomenon which is influenced by personal, situational factors. It exists in every organization whether it is educational or any other Sector everywhere we are dealing with it. Most of the studies have already been conducted on stress. Some of reviewed which here I discuss:

Prof. Rahul Sharma, et al. [2021] A studies on effect of work stress and its impact on teacher's performance in private higher educational institutions in Meerut. From this research study it was observed that over all stress of teachers which is organized though the said stressors have negative and significant impact on the performance .the result of this analysis reveals that stress has significant negatively affects the performance of the teachers in private higher educational institutions in Meerut. Out of the four stressor viz., job related stressors, Individual stressors, organization related stressor and psychological relation to stress were found to be affects the performance while. Performance of teachers is affected by intra as well as extra organizational factors. A Stress issue has become a serious hazard and need to be addressed without delay.

Dr. K.S. Gupta: A study on job stress and its influence on the productivity among Women employees in IT SECTOR he studied the stress and fined that stress are inevitable because of nature of work. And this will affect the productivity. According to this there is negative correlation among job stress and productivity. He also suggested some measures to remove stress in organization ; he suggest job enrichment ; encourage employee participation in decision making ; identify the stressful situation and make efforts to remove that ; stress management programme on regular basis .

Naina Sabherwal, et al. [2015]: A study on occupational stress among faculty members in higher educational institution in Pune. The objective of this study was to study the reason for organizational stress among management teachers and examine the correlation between stress and job satisfaction. The stress level is affected by numerous factors in educational institution. It includes poor relation with workmates, lack of regular breaks, long working hour's harassment by staff, lack of communication, poor pay to employees etc. The hypotheses that," Age, gender, and marital status have direct relationship with stress.

Abhijeet Rawal and Shena Mahtre: They study on work stress and its impact on employee's productivity with respect to teachers. In their study they found that maximum number of teachers in self financing institute faces stress related to work in the organization .Many of them feels is overloaded with the work. Many a time's employees scarity their domestic function their family time and accept the boss order to achieve the target of the organization. Employees feel stress due to the family related stress. Despite of huge stress in organization they manage to balance their social life.

DR. Indu G Krishnan; et al [2019] A study on impact of work life balance on employee productivity among banking employees. A study was being conducted in banks to understand the different work life balance practices in the banks and to understand how it helps to improve the productivity of employees of the organization. There are various programme launched by the banks to help the employees reduce their boredom but very few are in practice. Very small number of employees who give more importance to their family more than their work , its due to work load and pressure .The banks should take necessary steps to make all the launched practices familiar with all employees, it can help to increase the banks goodwill as well as employees satisfaction .

Mrs. T. Shenbhaga Vadivu: The research was conducted to investigate the relationship between occupational stress and job satisfaction among textile managers. Textile business has facing so many problems. Majority of the workforce face several occupational stress and a psychological problems .This study was carried out with an objective of explaining the relationship between the occupational stress and job satisfaction. The finding of the study confirmed that stress affects the satisfaction level of the employees.

Fatemeh Azizi Roatam: Job is one of the most important pillars of person's life. Today, the important and crucial Role of work in various aspects of human life is obvious. Because job is directly affects the person's physical and mental health and provide mental health and also provide the basics for



satisfaction many of his or her immaterial needs. Research shows that stress and burnout have detrimental effects on health, which we will discuss below.

Shilpi Saxena & Dr. Pradip Manjrekar: A study of occupational stress among social teachers in selected area of Navi Mumbai. In this study it is found that high prescribed stress is not good for the personal health as well as for the productivity of the organizations. Stress was reported in professional distress among teachers which results more work and less rewards to them. It is found that stress is the cause of low productivity.

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Ch. Lakashmi Narahari & Dr. Kalpana Koneru: A study on stress management among college teachers in Andhra Pradesh. Work stress is a real challenge for college teachers and their employing institution. As institution and their working environment transform, so do the kind of stress problems that employees may face. Further it is not only important to identify stress problems and deal with them but to promote healthy work and reduce harmful aspects of work successful employers and managers provide leadership in dealing with the challenged of the work stress.

Amitkumar L. Solanki: A study on stress among teachers of B.ED. College of Patna. The significance of the of the need to respond to the problems of students teacher stress lies in the evidence that stress affects teacher behavior and this in turn reduces classroom effectiveness . It was expected to impact on

the student's educational attainment and quality of life, and these students were likely to suffer impairment, and require attention from health care professionals'.

Shridevi', Dr. C.K. Hebbar: A study on occupational stress among teachers. In this study it is found that few factors are responsible for the stress in teachers are like; workload , job insecurity , etc. the study also observed that coping strategies are adopted by the teachers in order to reduce their stress level .stress cannot be eliminated from the organization completely but stress can be reduced .

KDV Prasad et al.: A study on causes of stress among the employees and its effect on the employee's performance at a workplace in an International Agriculture Research Institute, Hyderabad, India. From this research study it was observed that over all stress which is mentioned through the said stressors has negative and medium level impact on the performance. These need to be addressed by the management of the institute. They observed women will have more stress because of their dual roles working and taking the responsibility of the family at home –role conflict. Proper strategies need to be developed considering working on flexible hours, interpersonal relationship and supervision and participations of the employees in the stress management may be helpful to cope the stressors.

### **Research objectives and Questions:**

- This study aims to find out how stress made affects on employee performance.
- Determine the job related effect of organization stressor on performance.
- Determine the effect of psychological reactions on performance of employees.
- To know the satisfaction level of employees with HRM policies.
- What is the effect of psychological reaction of employees on their performance?
- What is the organizational stressor on employee's performance?
- Do female employees face more stress problems than male?
- Does job stress impact on physical health of employees as well?
- Do employees face conflict in their personal life due to work stress?

### **Methodology:**

Data collected for research is of two types: primary data and secondary data. Primary data is referring to the first hand data gathered by the researcher himself. The secondary data means data collected by someone else earlier. Data are collected from exiting literature available on internet, reference books journals, research papers, websites etc.The research tools and technique use the research methods for data collection are : through questionnaire papers which is distributed among employees and ask them to answer the question in questionnaire ; case study ; observation ; interview ; tests ; Delphi method ; survey method , etc and the data collected was analyzed with mean median mode and correlation and by other techniques Parametric and Non- Parametric tests are applied on the data to know the null hypotheses is accepted or rejected ; , chi square test , ANOVA , Likert scale used F test , T test , Z test ; Mann Whitney U Test ; Kruskal Wallis H Test be analyzed by the researcher that reduce the chances of error . After data collection it is necessary to check the reliability and validity of the data. Reliability is the degree to which research methods produce stable and consistent results. Validity refers to how accurately a method measure what it is intended to measure. A specific measure is considered to be reliable if the measurement result is same all the time. For

this researcher divide it into three categories. Here data was collected from a Stern advisory private limited company by questionnaire. The questionnaire is distributed to employees of the company by mail and whatsapp. To check its reliability the questionnaires is re send to those employees and check the answers and match them with old one.

#### Data Analysis and Interpretation of Stern Advisory Private Ltd. Company

Working hours	Percentage
7 hour	11
8 hour	44
9 hour	38
More than 9 hour	7

#### Showing the overtime work

	Percentage
Never	11.1
Rarely	11.1
Sometimes	44.4
Often	22.2
Always	11.1

#### Showing the travelling time employees takes to reach office

Time	Percentage
Up to 15 min	0
15-30 min	62.5
30min-1 hour	25
More than 1 hour	12.5



## Employees feel stress due to workload

	Percentage
Rarely	22.2
Always	22.2
Something	44.4
Never	11.1

## Employees give more importance to

	Percentage
Personal life	2
Work life	33
Both equal	65

## Employees' satisfaction with their superior

	Percentage
Satisfied	55.6
Dissatisfied	11.1
Highly satisfied	11.1
Neutral	22.2

## Influence of work pressure on personal life

	Percentage
Never	22
Occasionally	11
Sometime	23
Often	11
Always	33

**Causes of work stress among employees:** Theorist in this field have found that nervous stress has many effects on the performance and activities of members of the organization. Due to stress in their life it results of which are directly reflected in the efficiency of the organization. According to research many factors are found which are cause of stress like ; poor working condition , financial problems , conflicts in family , exams , job selection and marriage etc. as a result it reduces a person's overall satisfaction with life . Today, the importance and crucial role of work in various aspects of human life is obvious. Because in addition to meeting the cost of living, the job is directly related to a person's physical and mental health and also provide the basis for satisfying many of this of his or her immaterial needs.

**Key words:** job, physical and mental health, workplace, satisfaction.

**Role deficit:** Another feature of job stress in various jobs is called role shortage. That is, a Situation in which one's skills is not fully utilized. As a result, the stress caused by the feelings of limitation is called role deficit.

**The value of the role:** This means that when one person's role and responsibilities are not defined is not clear he or she will experience stress and lead to distortion and misconduct. Organization needs leaders to address the role of the employees. However the role of ambiguity in the role of stress leads to stress that prevents the persons from productivity and progress.

**Occupational stress:** In general the stress is three types; which include behavioral, psychological, and physical stress. As mentioned earlier, several studies on stress and health have found that job stress have negative effects on one's health.

1. **Physiological stress:** It includes feelings of dissatisfaction, anxiety, restlessness experiencing stress also cause; fatigue, anger, numbness, mood swing, boredom.
2. **Physical stress:** It includes high blood pressure, high cholesterol, one cause is cancer.
3. **Behavioral stress:** It includes smoking, overeating, and absenteeism.

**Job Characteristics:** A major role of job stress is a person's role in the organization. A role is simply the set of expectations that other people in the organization have for an individual. When these expectations are not achieved by the employee on time allotted, and he or she experience stress.

**Role overload:** Role overload is a situation in which employees feel they are being asked to do more than time or ability permits. Working under time pressure is especially stressful.

**Role under load:** Role under load is a condition in which employees have too little work to do or too little variety in their work.

**Ethical Dilemmas:** Ethical dilemmas such as whether or not one should report the observed unethical behavior of another person can cause extreme levels of stress in individuals. This will be especially true for those who have strong moral value of right and wrong and a deep sense of personal and corporate social responsibilities. Tension also arises because one might have to contend against one's own colleagues who might be close friend.

**Conclusion:** Occupational stress among employees is an important concern from the perspective of employees' performance in the workplace. It is difficult to explain the exact reason of stress among employee. There are various programme are launched for employees in different organization to help the employees reduce the work stress. Many a time employees scarify their domestic functions and accepts boss order to achieve target of the organization. Various factors influence productivity. There is negative correlation between job stress and productivity. Organization should have to take effective stress management programme to help the employees to overcome job stress and improve productivity. Stress level in male and female also have difference when compared to male employees female employees have more stress because they have many more responsibilities of their children, old members in their family and many other responsibilities. Every organization should pay attention in this issue related to female and prepare policies keep in mind all these issues. Workplace stress and associated mental ill-health is a fact that every employer and employee lives with on a daily basis. However, it often is the case that neither are aware of the issue fully and nor are well informed about its ramifications [effect]. Although laws are present in most of the countries to ensure that the rights of persons suffering from mental disorder related to work place stress are safeguarded, often such are not executed or regulated effectively, leading to a situation where persons with mental disorder are not able to verbalize their problems and suffer silently – a situation that ultimately leads to increasing metal health –related disability that affects productivity. The goal of the study was to determine the primary elements that cause stress, the impact of stress on employee's productivity and how to deal with stress at work. The major sources of stress were shown to be job uncertainty and work pressure, stress levels had a significant impact on workplace productivity and most employees efficiently manage stress with the help of their families, leisure activities, friendship, and exercise are all emotional centered tactics that may be utilised to reduce stress. The management of a company also plays an important role in assessing and managing employees stress level at work, and should use a variety of methods to reduce stress, such as conducting training programmes courses to help employees improve their skill providing a better working environment receive proper guidance when needed. Stress is a leading cause to employee behavior. Stress can lead to depression and other health related problems. Managers and HRD have to be very interactive in providing intervention methods for relieving stress in employees. HR managers should aware about their employee's situation in the organization. HR manager play very important role in organization and in employees' life, HR managers should be aware about the stress faced by the employees in organization and try to find out the reasons why employees face stressed in organization and take steps to overcome from those situations and make environment free from stress for employees.

Job stress represents the most complex territories confronting the present manager with regards to deal with employees. Some investigations have shown the effect at job stress on the job performance and job productivity of organization. The problem of stress is unavoidable. Majority of the employees face stress due to organizational work. The stress affects the satisfaction level of the employees. This research study was aimed at to study the impact of occupational stress among employees and its impact on their performance a work place. It can be concluded that stress is an important factors for the employees in any organization. Now the way to cope up with stress includes adequate sleep, sports, talking to a close one, relaxation habits, etc. Due to stress among organizational employees it creates interpersonal conflicts, decreased productions, low organizational commitment, increased absenteeism and more attrition etc. By facilitating employees with effective training, the management can provide them with platform to solve their stress related problems. Yoga meditation, exercise and recreational activities can provide better environment to control stress. Even time management skill help to manage stress in an effective manner. These simple and useful steps can pave the path for improved efficiency of employees and productivity of organization. Stress becomes a part of our daily life and employees feels overloaded with the work stress. Many a time's employees scarify their domestic functions and accept the boss order to achieve target of the organization

because of which employees feel stress due to their family related issue. Despite huge stress in organization they manage to balance their social life.

Therefore what is said in all these articles and research papers, if you feel anxiety symptoms caused by stress and burnout in your work and organizational environment, it is necessary to refer to the relevant psychologists to prevent the expansion of its scope and to avoid the hard vortices? Government also take some action for employees for both government or private employees , as like during pandemic government asked all the public and private companies to ensure that they do not cut salaries of their employees . And many companies also provide devices to their employees for maintaining the work continue from home. It helps to maintain employees and organizational work. Many steps are taken by organization to help their employees to come out from stress full situation like.

**Keywords:** employees , job stress , physical mental discomfort , employee dissatisfaction , organization , productivity , balance personal and professional life , government , diseases.

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