TO STUDY EMPLOYEE ANXIETY AND ITS IMPACT ON INDIVIDUAL PERFORMANCE – A STUDY OF ADITYA BIRLA

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Abstract: In today's fast paced and competitive world, most people are always in a position where they feel like they want to reach on top as fast as possible. But, with work load, achieving targets and reaching deadlines, many employees are faced with a lot of stress, which results in anxiety which might affect an individual's performance. This study shows if anxiety has any impact on individual performance and how is it relevant in regards to age as well as gender.

Keywords: Work Anxiety, Individual Performance, Work Stress, Anxiety Disorder, Employee Anxiety, Productivity

I. INTRODUCTION

Work anxiety refers to stress caused by work that leads to anxiety, or the impact of an anxiety disorder at work. Having an anxiety disorder can make a major impact in the workplace. People may turn down a promotion or other opportunity because it involves travel or public speaking; make excuses to get out of office parties, staff lunches, and other events or meetings with coworkers; or be unable to meet deadlines.

Based on a survey from the Anxiety Disorders Association of America, while only 9% of individuals are living with a diagnosed anxiety disorder, 40% experience ongoing stress or anxiety in their daily lives. Either way, work anxiety can have negative effects. Likewise, it must be addressed to prevent poor outcomes both for employees and organizations.

II. OBJECTIVE

1. To study the factors that causes anxiety at work factor.
2. To study signs that may indicates that someone is experiencing work anxiety.
3. To study the impact of anxiety on employee performance.

III. BACKGROUND

In today's fast and ever growing world, everyone is in a hurry to rush to the top, be it personal life or a professional one. In the professional aspect, employees need to focus so much on their work that they feel anxious all the time and it affects on their performance.

IV. RATIONALE OF THE PROPOSED STUDY

An attempt in this research study will be made to do comparative study on anxiety and how it affects an individual's performance.

V. LITERATURE REVIEW

- Organizational Compliance During COVID-19: Investigating the Effects of Anxiety, Productivity, and Individual Risk Factors Among Iranian Healthcare Employees

By Front Commun (2021)

This study investigates the impact of anxiety, productivity, and individual characteristics on employee compliance in an Iranian medical science university during the COVID-19 outbreak. Productivity was also found to be positively associated with tenure and having a medical position. Implication and limitation are discussed.

- Work Place Stress Among Employees: A Literature Review

By S.C.Patil 2021

Work related stress is a common reaction that occurs when the work load increase and become excessive. Work related stress is a developing and legitimate issue in the present world. Occupational stress is a big problem for organization and individuals. It can cause high workforce turnover, burnout, absenteeism, ill-health, lowered morale and reduced efficiency and performance. Most of the employees are not aware that they are stressed.

- Work Stress Hampering Employee Performance During COVID-19: Is Safety Culture Needed?

By Farida Saleem, Muhammad Imran Malik, SaiquaSiddiqa Qureshi (2021)

During uncertain situations, such as the COVID-19 partial lockdown, maintaining satisfactory levels of employee performance (EP) is an important area of concern for many organizations. The current study examines the relationship of work stress due to COVID-19 (COVID-19 STR) and EP. Using social exchange theory (SET), safety culture (SC) is presented as a moderator for stress and performance relationships. A sample of 213 bank employees was collected using a convenient sampling method. Data were analyzed using stepwise linear regression and PROCESS Macro by Hayes (2013). Results revealed that COVID-19 STR has a negative impact on task and contextual performance (CP) and a positive impact on adaptive performance (AP). Similarly, the prevalence of SC significantly moderates the stress and performance relationships.

- Implications of COVID-19: The Effect of Working From Home on Financial and Mental Well-Being in the UK

By EleftheriosGiovanis, OznurOzdamar (2021)

Many experts from the IT industry were long arguing about the potential for WFH, which suddenly now became indisputable. The objective of this study is to evaluate the impact of WFH on the individuals' perception about their future financial situation and their mental well-being.

VI. RESEARCH METHODOLOGY

➢ **Research Design:** Research design of the proposed project work, considering its objectives, scope and coverage will be exploratory and descriptive in nature.

➢ **Source of Information**

The researcher used of both *Primary Data* as well as *Secondary Data* sources of information as the case may be.

Primary Data

The primary data was collected through survey, by preparing questionnaire, meeting respondent personally and gathering information from them. Hence the questionnaire is the main source of primary data.

Secondary Data

The secondary data was collected from publishing by search engine, newspapers, books, magazines, journals, websites and other relevant information.

➤ **Population/Universe:** Employees working in organization.

➤ **Sampling Frame:** The sample unit in appropriate and justified size was conveniently drawn from employees working in different sections of the organization.

➤ **Sample Size:** The sample size of our survey includes 100 responses of employees working in the organization.

➤ **Sample Media:** Sample media was personally collecting data through structured non-disguised close ended Questionnaire.

➤ **Sampling Method:** A representative sample was drawn from population based on non-probability convenience sampling methods in this type of sampling items for the sample are selected deliberately by the researcher.

➤ **Data collection Instrument:** Google form was created and circulated among the employees to fill up structured non-disguised close ended Questionnaire.

➤ **Data Collection Method:** Data was collected through Google form.

VII. DATA ANALYSIS AND INTERPRETATION

Correlation between Gender & Performance and Gender & Anxiety

Correlations

		Gender	Ptotal	Atotal
Gender	Pearson Correlation	1	.159	-.079
	Sig. (2-tailed)		.113	.434
	N	100	100	100
Ptotal	Pearson Correlation	.159	1	.472**
	Sig. (2-tailed)	.113		.000
	N	100	100	100
Atotal	Pearson Correlation	-.079	.472**	1
	Sig. (2-tailed)	.434	.000	
	N	100	100	100

**. Correlation is significant at the 0.01 level (2-tailed).

This table shows that there is little impact of gender on performance while there is a no relationship between gender and anxiety. Gender does not have an effect on anxiety but somewhere it does affect performance.

Correlation between Age & Performance and Age & Anxiety

Correlations

		Age	Ptotal	Atotal
Age	Pearson Correlation	1	.065	.052
	Sig. (2-tailed)		.520	.607
	N	100	100	100
Ptotal	Pearson Correlation	.065	1	.472**
	Sig. (2-tailed)	.520		.000
	N	100	100	100
Atotal	Pearson Correlation	.052	.472**	1
	Sig. (2-tailed)	.607	.000	
	N	100	100	100

**. Correlation is significant at the 0.01 level (2-tailed).

This table shows that there is a relationship between age and performance and also age and anxiety. Age has an impact on performance as well as anxiety.

Correlation between Performance and Anxiety

Correlations

		Atotal	Ptotal
Atotal	Pearson Correlation	1	.472**
	Sig. (2-tailed)		.000
	N	100	100
Ptotal	Pearson Correlation	.472**	1
	Sig. (2-tailed)	.000	
	N	100	100

**. Correlation is significant at the 0.01 level (2-tailed).

This table shows that anxiety has complete impact on the performance of an individual. Employees do not perform well when they have work stress and anxiety disorders. It affects the work output of the employee.

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Monte Carlo Sig. (2-sided)			Monte Carlo Sig. (1-sided)		
				Sig.	99% Confidence Interval		Sig.	99% Confidence Interval	
					Lower Bound	Upper Bound		Lower Bound	Upper Bound
Pearson Chi-Square	424.370[a]	330	.000	.024[b]	.020	.028			
Likelihood Ratio	223.310	330	1.000	.095[b]	.087	.103			
Fisher's Exact Test	430.055			.106[b]	.098	.114			
Linear-by-Linear Association	22.075[c]	1	.000	.000[b]	.000	.000	.000[b]	.000	.000
N of Valid Cases	100								

a. 368 cells (100.0%) have expected count less than 5. The minimum expected count is .01.

b. Based on 10000 sampled tables with starting seed 2000000.

c. The standardized statistic is 4.698.

This table shows that the study that we have done is completely relevant and shows a positive outcome. It proves that there is a significant relationship between employee anxiety and performance. When the employee is under anxiety and facing mental health issues, they always underperform. Whereas, when the employee is in a healthy state of mind, they perform relatively well and the output is greater.

VIII. FINDINGS

Findings of the research study:

From collected data are analyzed and general observations prove that Aditya Birla has done remarkable job in taking care of the employees.

Certain employees do feel panicked and nervous while they are at work. However, these feelings of panic and the anxiety, related symptoms like trembling, blushing, sweating, racing heart at workplace is most definitely pointing out to the fact that the employees are either not confident enough because they feel like the work assignments given to them are not fully explained and that they fear the outcome of it. However, most of the employees (above 70%) do enjoy their work.

The study also shows that most respondents were between the ages of 25-45, so the level of anxiety and worry is mostly in this age group since some are in the beginning of their careers and some are in the middle of it and are just experiencing responsibilities.

Study also shows that gender has nothing do with anxiety and performance at the workplace.

IX: CONCLUSION

Employees who are stressed and coming into work are likely to be much less productive and efficient than usual and this combined with employee absences, low morale and motivation and staff turnover will have a negative impact on overall business and organization's productivity and efficiency.

Employees of Aditya Birla are satisfied with their superior, colleagues, benefits, and workplace. Employees have good bonding so they have less performance issues as they manage their work well. They meet other colleagues on daily basis and have healthy relationship with them.

They feel extremely comfortable and less tensed at work place, most of the employees agreed to this statement as well. Employees of Aditya Birla enjoy their job and manage it well and also complete the tasks in given time.

Mostly employees agreed to the statement that communication seems good within the organization. There are no communication gaps between employees and employees, and employees and employers as well.

Employees feel appreciated for the work they do. Also it fulfils individual goals and ultimately organizational goals too. Organizations goals are very clear to employees, they understand them and give their best to achieve these goals.

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