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Effect of stress on employee performance in Chhattisgarh

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Abstract

Stress has become a universal and common challenge for the employee's productivity to organization. In modern era we cannot ignore the reality of stress at any workplace. The aim of this study is to examine the impact of job stress at workplace on performance of employee. A sample of 100 employees from the different industries of Chhattisgarh was used for this survey. The main aim of the research study is to explore the stress related problems of employees and to find out the relationship between stress and performance of employee and the impact of stress on employee performance. The results of this study shows that all these factors of stress cause stress in all sectors in Chhattisgarh and negatively impacts their performance.

Keywords: Job performance, Stress

Introduction

In modern scenario, stress has become part and parcel of life. In changing scenario of work culture each and every workplace of the 21st century is a fast-paced, dynamic, highly stimulating environment which brings a large number of benefits and opportunities and new challenges to those who work within it. In modern scenario, over-changing demands of the working world can increase levels of stress, especially for those who are consistently working under pressure such as employee in private business organisation, workers of banking sectors, medical etc. Pressure has its positive side in raising performance and negative side if such pressure becomes excessive which lead to decrease the performance of employees (Issa, *et al.* 2009; Al-khasawneh and Futa, 2013; Santiago, 2003) ^[2].

It has been clearly mentioned in the Oxford Advanced Learner's Dictionary 6th Edition, stress can be in different forms and could be among other things. It can be refer as pressure, tension or worries arising from problematic situations in an individual's life. Study of Narayanan *et al* (1999), indicates of such stress is traceable to a job or work situation, it is known as job stress. As Narayanan *et al* (1999) in their study observed that job stress could in fact be identified with almost any aspect of a job culture or work situation and work balance such as extremes of heat, noise and light, or too much or too little responsibility etc. Irene (2005) as written that job stress is a pattern of reactions that occurs when workers are presented with work demands that are not according to their levels, knowledge, skills and capabilities. These stresses give challenge their ability to cope. It can be said that job stress is mostly associated with under-employment.

The nature and work culture of work has been drastically changed over the last century and it is still changing at fast speed. The nature of work and stress level has touched almost all professions, starting from an artist to Doctors as well surgeons. It has affected to or a commercial pilot to a sales executive. With the changing scenario work environment stress, inevitably. In most cases, job stress is attributable to negative situations such as a formal reprimand by one's superior for poor performance. However, it is much needed to examine critically about the concepts related to problems, the nature and effect of job stress in employees of different sectors in Chhattisgarh.

Literature Review

Study of Beheshtifar and Nazarian (2013) ^[5] admitted that stress has become much more common in employees at lower levels of workplace hierarchies because they have very less control over their work situation. However, pleasant and happiest circumstance/opportunities

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could also bring about job stress, such as job promotion and transfer to another designation and location. According to Kazmi *et al* (2008); Shahu and Gole (2008); Nilufar *et al.* (2009), Job stress has attracted considerable attention in recent times especially within the context or organisational behavior.

According to Robbins and sanghi (2006) “A dynamic changes according to the condition in which an individual is confronted with an opportunity, constraints, or demand related to what he/she or a group of individual desires and for which the outcome or result is perceived to be both uncertain and important.” According to them stress is an increasing problem in organizations and create a cause adverse effects on performance of employee as well as orgnisation. Kahn and Quinn (1970) have found that “stress is the outcome of facet of the assigned work role that caused harmful or negative effect for an individual. Occupational stress is considered as harmful factor of the work environment.” It also has negative effects on health of an individual as David (1998) contributed “it can also be labeled as the harmful physical, mental and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs www.ajbms.org Asian Journal of Business and Management Sciences ISSN: 2047-2528.

Usman and ismail (2010), in their study have mentioned that “One of the affected outcomes of stress is on job performance. “So it needs to be studied. The purpose of their study is (i) to explore the stress related problems of bankers. (ii) to examine the relationship of stress and performance. (ii) to suggest the measures for stress tolerance and to enhance work performance.

Fako (2010), on the basis of his study points to the importance of role clarity, a balanced workload, the need for employees to maintain a healthy diet for good health, and the need to avoid regularly putting in extra burden hours at work. Effective human resource management, good bia-letral communication between employers and employees, good working environments and effective work organizational culture are just some of the factors which can have an impact (Mbadou and Mbohwa, 2013).

Significance of the study

Since every employer want to utilize his each and every resource for the maximum productivity and which can only be possible when the employees work and add value services with their full potentials to the organisation at their best level of performance. Researcher has identified one major in the literature and practice that significantly affects the performance of employees is job related stress. On the basis of literature, the employers as well as management cannot ignore the influence of job stress in attaining the organizational set goals.

This study wants to focus and study is to understand how job stress affects the employees in terms of productivity and also want to identify the factors that are responsible for job stress.

Objectives of the study

There are numbers of factors which effect employees job performance one significant factor is stress. Stress is an emerging concept in developing countries like India especially in Chhattisgarh region.

1. To investigate the impact of stress on job performance of employees.

Research methodology

Research methodology is a blueprint of any scientific investigation which assures researchers to follow a technical process for the specific the study. Every research study has its research design for conducting the research. This study, on the basis of objective researcher has adopted the descriptive type of research design. According to Kerlinger (1986) descriptive type of research is a systematic empirical inquiry in which the researcher does not have not any control of independent variables because their manifestations have already occurred or they are inherently not possible to be manipulated. Putting it clearly, Weiersman (1991) has found that in an descriptive research, the researcher begins with the observation of a dependent variable and follow by a retrospective study of possible relationships between the variable and no one can attempt to make any manipulation in the variables under the study. The population of this study consisted of all the employees in Chhattisgarh. In carrying out this research simple random sampling was carried out. However, 100 staffs were selected as respondents in this study.

Research Hypotheses

In order to investigation the researcher ascertains the relationship between the variables involved in this study, he has to postulate the following hypothesis:

Ho1: Job stress does not affect on employees in Chhattisgarh

HA1: Job stress does affect on employees in Chhattisgarh

Table 1-A.

Descriptive Statistics			
Variables	Mean	Std. Deviation	N
Avg_Prfmnc	3.3432	.48152	100
AVG_STRS	3.3340	.68331	100

Table 1B: Correlations

	Variables	Avg_Prfmnc	AVG Strs
Avg, Prfrmnc	Pearson Correlation	1	-.055
	Sig. (2-tailed)		.035
	Covariance	.232	-.018
	N	100	100
Avg Strs	Pearson Correlation	-.055	1
	Sig. (2-tailed)	.035	
	Covariance	-.018	.467
	N	100	100

Source: Primary data, **. Correlation is significant at the 0.01 level (2-tailed).

Analysis: Table 1 (B) provides the bi-variate correlation between Stresses vs. Employee performance. This correlation matrix provides the results of the test of association between stress and performance of employee which has a medium negative Pearson correlation coefficient of (-0.55**) Which is statistically significant (r = -0.55**, n= 100, p < 0.05.). Hence, the Null Hypothesis H₀ cannot be accepted.

Finding: Employee Performance has a medium negative association with stress. Since $p < 0.05$, it indicates that stress negatively influence the employee performance.

Conclusion

The basic purpose of this research study was to find out the relationship between the job stress and job performance of employees in Chhattisgarh. Findings indicates that stress at work location had a negative relation with job performance that when stress occurs which negatively effects the performance of employees in Chhattisgarh, Study want to inform that If lower the stress it increases the performance.

Suggestion

On the basis of finding researcher can suggests that organizations should change or remove the stress level by redesigning jobs frames to reduce feeling undervalued on the employee and workplace victimization.

Limitation

1. This study is limited to Chhattisgarh, basically Raipur.
2. In this study employee of only organised sectors has been taken into consideration.

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