

International Journal of Research in Human Resource Management



E-ISSN: 2663-3361
P-ISSN: 2663-3213
IJRHRM 2019; 1(2): 70-72
Received: 04-05-2019
Accepted: 08-06-2019

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A study on stress among employees

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Abstract

In the world of competition, the productivity of the employees is an important factor for the success of any organization. Stress is an inevitable part of our lives. It is a universal element and persons from nearly every walk of life have to face stress. Right from birth till death, an individual faces various stressful situations. Stress has become an issue of great concern & worry as it can have damaging physiological & psychological effect on people working in organizations. An attempt has been made through this research paper to know the reason of stress among people belonging to working class.

Keywords: Stress, causes & techniques, impact

Introduction

Stress is a universal element which is being experienced by employees around the globe. It has become a major problem for employers, particularly in developing nations where the employers do not realize the impact of stress on employee performance. In India, every year students strive for their career in various sectors. Stress can't be eliminated as it serves as a driving force if kept at a certain level, so stress needs to be managed in the sense that the level of patient care job satisfaction and other factor that affect it are optimized or minimized.

Stress can also be defined as resistance to come to work and a feeling of continuous pressure. Hence work stress is physical and emotional action that takes place when there is a gap between job requirements, capabilities and resources. Employee's performance is an essential element of organization success. Employee's performance can be significantly delayed by high levels of stress experienced in the work environment. Stress is a universal element and individual in every walk of life have to face it. The employees working in different organizations must deal with stress. The stress contributes to decreased organization performance, decreased employee's overall performance, high staff turnover and absence due to health problems. There are various causes of stress. Some of them are:

- Having a heavy workload
- Too much responsibility
- Risk of termination
- Long working hours
- Poor management
- Dangerous working conditions
- Discrimination or harassment at work
- Loss of a job
- Increase in financial obligations
- Chronic illness
- Injury
- Emotional problems (depression, anxiety, anger, grief, guilt, low self-esteem), etc.

Literature Review

- a. Dua, (1994) ^[1] Feedback is important to enable the bankers to evaluate their performance on the job. Since positive feedback may serve as reinforcement to the self-efficacy belief that leads to higher performance and less stress, bankers who do not receive regular feedback may experience considerable uncertainty about their role performance.
- b. Sharpley *et al.* (1996) stated that there is also evidence that banking is experiencing role ambiguity. Reported that lack of regular feedback about how well bankers were doing was the highest source of stress. The lack of regular feedback received by banking was reported earlier.

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- c. Robbins (2001) Stress results from a mismatch between the demands and pressures on the person, on the one hand, and their knowledge and abilities, on the other. It challenges their ability to cope with work.
- d. Islam *et al.*, (2012) ^[3] Stress can be defined in general term as people feel pressures in their own life. The stress due to workload can be defined as reluctance to come to work and a feeling of constant pressure associated with general physiological, psychological and behavioural stress symptoms.

- To study the impact of job stress on performance and productivity.

Research Methodology

The research conducted in this paper is based on both primary as well as secondary sources. In secondary sources, data was collected from various research papers, books, magazines etc. The primary data was also collected from people working in various sectors using questionnaire. A survey from 120 respondents was made.

Objectives of the study

- To study the reasons of job stress.

Data analysis

Table 1: Analysis of data collected from 120 respondents

| Particulars | No. of Respondents | Percentage |
|--|--------------------|------------|
| Gender | | |
| Male | 76 | 63 |
| Female | 44 | 37 |
| Age | | |
| Below 20 years | 13 | 11 |
| 21-30 years | 46 | 38 |
| 31-40 years | 33 | 28 |
| 40 & Above | 28 | 23 |
| Qualification | | |
| Under Graduate | 35 | 29 |
| Graduate | 59 | 49 |
| Post Graduate & Above | 26 | 22 |
| Nature of Institution | | |
| Public | 48 | 40 |
| Private | 69 | 58 |
| Other | 03 | 02 |
| Number of working hours per day | | |
| Less than 6 hours | 35 | 29 |
| 6-12 hours | 66 | 55 |
| More than 12 hours | 19 | 16 |
| How often do you face any stressful situation? | | |
| Mostly | 79 | 66 |
| Rarely | 25 | 21 |
| Not at all | 16 | 13 |
| What is the major reason of your stress? | | |
| Personal reasons | 38 | 32 |
| Social Injustice | 21 | 18 |
| Job related factors | 47 | 39 |
| Work group | 10 | 08 |
| Others | 04 | 03 |
| How is your experience while working? | | |
| Good | 40 | 33 |
| Satisfactory | 61 | 51 |
| Not satisfactory | 19 | 16 |
| What has been the impact of stress on your job? | | |
| Decrease in efficiency | 13 | 11 |
| Absenteeism | 25 | 21 |
| Low productivity | 49 | 40 |
| Low morale | 17 | 14 |
| Others | 14 | 12 |
| Any positive impact | 02 | 02 |
| How do you tackle with stressful situations? | | |
| Optimistic | 58 | 48 |
| Take help | 39 | 33 |
| Other | 23 | 19 |

The above table reveals the following

- 63% of the respondents are males.
- 38% of the respondents belong to the age group of 21-30 years.
- 49% of the respondents are graduates.
- 58% of the respondents work privately
- 55% of the respondents work 6-12 hours a day.
- 66% of the respondents mostly face stressful situations.

- 39% of the respondents say that job related factors are the major reason of their stress.
- 51% of the respondents have satisfactory working experience.
- 40% of the respondents say that stress has resulted in low productivity
- 48% of the respondents are optimistic towards stress.

Conclusion

Based on empirical findings, it is concluded that work stress is a real challenge for employees. It is very important that working environment is being continuously monitored for stress related factors. Further, healthy environment should be created in which employees' work in an efficient way. Despite of huge stress in organizations various techniques should be used to balance their social life as well.

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