INTERNATIONAL JOURNAL OF

MULTIDISCIPLINARY RESEARCH

IN SCIENCE, ENGINEERING AND TECHNOLOGY

INTERNATIONAL
STANDARD
SERIAL
NUMBER
INDIA

Impact Factor: 7.54

A Study of Employee Stress Level And It's Impact on Productivity

Dr. Subhash Dsouza

Vice Principal, St. Joseph College of Arts and Commerce, Satpala, Virar (w) , Palghar, India

ABSTRACT: The fast-paced nature of contemporary workplaces and rising demands and expectations have increased employee stress levels. Demands, deadlines, and duties have increased significantly in the contemporary workplace in recent years, frequently raising employees' stress levels. Employee stress has emerged as a major issue in today's fast-paced and cutthroat workplace, with significant ramifications for individuals and organisations. The aim of this study to is evaluate the impact of employee stress on productivity. The technique used in this study is a Simple Linear Regression Model. The outcome of the study indicated that stress significantly decreases employees' productivity and performance. Further studies can be conducted building structural equation models.

KEYWORDS: Perceived stress scale**,** employee productivity, Simple linear regression (SLR)

I. INTRODUCTION

Stress is characterised by persistent pressure and unwillingness to do work-related tasks. Stress at work results from a mismatch between job needs, skill requirements, and resource availability. Employee performance is key to every organisation's success, and excessive work-related stress may seriously hamper it. People in all organisations must learn to handle stress, but some occupations—like banking—are more vulnerable to it than others because of various stresses. Stress may harm how well an organisation performs, how productive its employees are, how often they leave their jobs, and how frequently they miss work due to sickness. Workplace stress causes physical, mental, and behavioural signs of stress, impacting people's home life. Employees have emphasised that stress at work may harm their health and possibly result in injuries. (Ehsan & Ali, 2019). According to Robbins (2001), stress revolves around situations where individuals face challenges, limitations, or demands related to their goals, with important and unpredictable outcomes. Stress arises when there is a mismatch between an individual's knowledge and skills and the demands and pressures they face, making it challenging for them to manage their workload effectively. If their talents are not fully utilised, or the job demands exceed their capacity to handle them, it can create problems. Stress is a pressing concern that all sectors must address to enable employees to produce high-quality work comfortably. Stress can lead to depression, negatively affecting an individual's health, attitude, and behaviour at work, disrupting their life balance (Ehsan & Ali, 2019). According to Taylor (1995), there are four main categories of stress, which she describes as follows:

The most prevalent and recognisable type of stress is acute stress. The person experiencing this sort of stress is fully aware of the source of their stress. The effects are transient, so the body usually feels relieved when the stressful circumstance ends, and life resumes normally. Acute stress often does not hurt the body severely or permanently. A more severe case of stress can be brought on by going through a traumatic or extreme event, such as a natural disaster, a sexual assault, a life-threatening accident, or a fight. Many trauma survivors gradually heal after the first shock and emotional aftermath. Still, for other people, the ongoing psychological and physical symptoms result in a condition known as post-traumatic stress disorder (PTSD). Stress disorder (PTSD). These symptoms of stress include feelings of impatience and tension, nightmares or flashbacks linked to the trauma, avoidance of triggers connected to the experience, hypervigilance for warning indications, and avoidance of stimuli altogether.

Constant obligations and pressures that appear to last forever and offer no visible release are the hallmarks of chronic stress. Day after day, year after year, this constant anxiety wears on the person, deteriorating their mental and physical health and perhaps resulting in collapse or even death. Episodic Acute Stress is experienced by individuals who lead highly chaotic, uncontrollable lives, always dealing with multiple unpleasant events. They often run late, take on too many tasks, and juggle numerous responsibilities. This type of stress may be experienced by "Type A" personalities who are more prone to it. Due to their intense commitment to their stressful lifestyle, those who suffer from episodic acute stress may not be completely aware of or willing to admit their illness. Unfortunately, individuals might only consider adjusting when they have severe health issues. A popular psychological test called the Perceived Stress Scale (PSS) was created in 1983 by Sheldon Cohen, Ronald C. Kamarck, and Robin Mermelstein. It is intended to gauge how

much stress a person feels in their life and how stressful they find particular circumstances to be. The PSS is a self-report questionnaire with a number of measures that gauge how unpredictable, unmanageable, and overburdened respondents' living circumstances have felt during the previous month. Although there are variations of the scale with 14 or 20 components, the scale normally has 10 items. Participants are asked to assess, on a Likert-type scale, from 0 (never) to 4 (very often), how frequently they have encountered specific thoughts and sensations associated with stress. Academics and medical professionals use the PSS to measure stress levels in various populations, including patients, employees, students, and people in diverse life situations. It has been widely used to measure stress, pinpoint stress-related issues, and assess the efficacy of stress management programmes in both psychological research and therapeutic contexts.

II. REVIEW OF LITERATURE

1.   **Ajayi, S. (2018).** The article aimed to examine how workplace stress affects output and job satisfaction. A sample of 150 individuals from the Nigerian Bank industry was used for the study. The outcomes of this study corroborated earlier research by Usman Basher and Muhammad Ismail in Pakistan's banking sector, which showed that job stress dramatically lowers performance in people. Due to its correlation with decreased productivity, higher absenteeism, and various employee problems, such as alcoholism, drug abuse, hypertension, and cardiovascular difficulties, job stress has increased. It has become a worry for employers (Meneze 2005). Moreover, personality traits are linked to stress, anxiety, and other occupational health outcomes in various medical specialities, potentially influencing feelings of stress and work unhappiness (Michie and Williams, 2003).

2.   **Arrman, N., & Björk, E. (2017**). In research on occupational stress in the building industry, the author examined how workplace demands and pressures affect individuals' stress levels. The study aimed to get precise and in-depth replies using qualitative approaches, such as in-person semi-structured interviews and an online employee survey. The main conclusions showed a high degree of occupational stress among construction employees, especially those on the job site. The industry's risk factors for occupational illnesses and injuries were discovered; the most significant stresses were workload, overwork, a shortage of competent personnel, and organisational support. Notably, the main contributor to employee anxiety was the perceived loss of control over one's job, especially among those dealing with unforeseen incidents. Work-life balance was scarce, leading to adverse effects on the workers. A critical issue highlighted was the insufficient recovery time for construction workers, calling for developing and implementing practical solutions to mitigate workplace stress and enhance employee retention in the industry.

3.   **Ramos-G. C. and Acosta-R. P. (2019)** This study sought to examine the interaction between two psychological variables—occupational stress and productivity—that affected employees in textile manufacturing. The research had an explicative focus, was cross-sectional, non-experimental, and used a quantitative technique. The findings of this study made it possible to determine that high levels of occupational stress reduce workers' productivity in the textile manufacturing industry. The investigation's findings supported the need for psychological counselling in businesses to manage occupational stress since it had a detrimental influence on a company's ability to produce textiles. This influenced subsequent research and enabled the creation and implementation of psychological therapy programmes for the workforce's mental health.

Objectives of the Study:
1.   To evaluate the impact of employee stress on productivity.
2.   To give appropriate suggestive measures towards reducing the employee stress levels.

III. RESEARCH METHODOLOGY

Anticipated effect size (f^2): 0.15

Desired statistical power level: 0.8

Number of predictors: 1

Probability level: 0.05

Calculate!

Minimum required sample size: 54

Data has been collected from 106 corporate employees using a structured questionnaire. Also, as per Soper, D.S (2021) and Cohen, J (1988), the minimum sample size to be selected for the regression model in case of moderate effect size of 0.15, statistical power 0.8, probability level 0.05 and total number of predictors =1 is 54. The technique used in this study is a Simple Regression Model.

Data Analysis and Interpretation:

Table No: 1 Descriptive Statistics			
	Mean	Std. Deviation	N
PRODUCTIVITY	3.2767	1.40481	106
STRESS	3.6604	1.29221	106

The mean score of productivity is 3.27 $\pm$ 1.40 SD and the mean score of stress is 3.66 $\pm$ 1.29 SD

Table No: 2 Coefficients						
Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.040	.371		13.595	.000
	STRESS	-.482	.096	-.443	-5.042	.000
a. Dependent Variable: PRODUCTIVITY						

Hypothesis:1
Ho: There is no significant influence of Employee stress on productivity
H1: There is a significant influence of Employee stress on productivity

P value < 0.05 Thus, Ho is rejected and H1 is accepted
It can be concluded that stress significantly decreases the overall productivity and performance of the employees.

Table No: 3 ANOVA					
Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	40.708	1	40.708	25.426	.000[b]
	Residual	166.508	104	1.601		
	Total	207.216	105			
a. Dependent Variable: PRODUCTIVITY						
b. Predictors: (Constant), STRESS						

The overall model is fit as
P value of ANOVA= 0.000 and R square=52.60%
Hypothesis:2
Ho: $\beta1=0$ (model is not overall fit)
H1: $\beta1\neq 0$ (model is fit)
P value < 0.05 Thus Ho is rejected and H1 is accepted
$Y = \beta0 + \beta1X1$
Productivity = 5.04 + -0.482 x Stress

Findings and Recommendation:
The outcomes of this study conclusively show that stress significantly negatively impacts employee performance and productivity in an organisational setting. The overwhelming necessity for organisations to take proactive measures to alleviate employee stress is shown by the evidence gathered through in-depth data analysis and empirical study.
Organisations can utilise the following recommendations to improve the employees' stress levels and increase productivity, ultimately benefiting the individual and the organisation.
- Create and execute thorough stress management programs that give employees the tools and strategies to handle stress. These programmes could include classes on mindfulness, methods for reducing stress, and relaxation exercises.
- Create a workplace environment that values employee well-being and promotes open dialogue about stress-related issues. Encourage employers to create a welcoming environment where staff members can ask their supervisors and other workers for assistance.
- To help workers manage their work-life balance and lessen stress from commuting or tight schedules, employers should offer flexible work arrangements, such as telecommuting choices or flexible hours.
- Introduce wellness programmes like yoga courses, exercise classes, or support groups for mental health to motivate staff to maintain their physical and emotional well-being actively.
- Managers and supervisors should be trained on stress awareness and management strategies. Giving managers the skills to spot stress symptoms in their teams can result in early intervention and assistance.
- To measure staff stress levels and pinpoint specific organisational stresses, undertake regular evaluations or surveys. These evaluations can assist in creating treatments that are specifically tailored to meet the stress concerns that the workforce faces.

IV. CONCLUSION

It is critical to address the core causes of stress as organisations work to maximise performance and maintain competitiveness. Organisations may use a variety of stress-reduction measures, such as giving flexible work schedules, employee support programmes, and building a work-life balance and well-being-focused culture. The study's wide-ranging consequences need a paradigm shift in how businesses approach employee well-being. It's crucial to have a comprehensive strategy that considers employees' professional and personal lives. Organisations may develop a productive workplace that supports employee resilience and high productivity levels by recognising and proactively managing stress. In conclusion, it is undeniable that stress dramatically lowers an employee's overall performance and output. In addition to being a question of organisreanl effectiveness, addressing this issue is morally required to protect the well-being of the workers. Organisations can unleash the full potential of their workforce and foster a supportive and healthy work environment. This will increase employee productivity, job happiness, and organisational success. In addition to being a good business, emphasising employee well-being and mental health is essential to

creating a successful, long-lasting, and high-performing staff in today's workplace's complex and demanding environment.

REFERENCES

1. Ajayi, S. (2018). Effect of stress on employee performance and job satisfaction: A Nigerian banking industry case study. *Available at SSRN 3160620*.
2. Arrman, N., & Björk, E. (2017). The causes and effects of occupational stress in the contruction industry-A qualitative analysis of the impact work demands and pressures have on employee stress levels.
3. Daniel, C. O. (2019). Effects of job stress on employee's performance. *International Journal of Business, Management and Social Research*, *6*(2), 375-382.
4. Ehsan, M., & Ali, K. (2019). The impact of work stress on employee productivity: Based in the banking sector of Faisalabad, Pakistan. *International Journal of Innovation and Economic Development*, *4*(6), 32-50.
5. Ekienabor, E. E. (2016). Impact of job stress on employees' productivity and commitment. *International journal for research in business, management and accounting*, *2*(5), 124-133.
6. Iskamto, D. (2021). Stress and its impact on employee performance. *International Journal of Social and Management Studies*, *2*(3), 142-148.
7. Islam, J.N.; Mohajan, H.K. and Datta, R. (2012), Stress Management Policy Analysis: A Preventative Approach, International Journal of Economics and Research, 3(4)
8. Jalagat, R. (2017). Determinants of job stress and its relationship on employee job performance. *American Journal of Management Science and Engineering*, *2*(1), 1-10.
9. Pandey, D. L. (2020). Work stress and employee performance: an assessment of impact of work stress. *International Research Journal of Human Resource and Social Sciences*, *7*(05), 124-135.
10. Ramos-Galarza, C. and Acosta-Rodas, P. (2019), "Stress and productivity in workers of textile companies", Journal of Fashion Marketing and Management, Vol. 23 No. 1, pp. 17-29.
11. Sutarto, A. P., Wardaningsih, S., & Putri, W. H. (2021). Work from home: Indonesian employees' mental well-being and productivity during the COVID-19 pandemic. *International Journal of Workplace Health Management*, *14*(4), 386-408.
12. Yunita, P. I., & Saputra, I. G. N. W. H. (2019). Millennial generation in accepting mutations: Impact on work stress and employee performance. *International journal of social sciences and humanities*, *3*(1), 102-114.

INTERNATIONAL JOURNAL OF

MULTIDISCIPLINARY RESEARCH

IN SCIENCE, ENGINEERING AND TECHNOLOGY