



# A Study on Impact of Stress Management in Employees Performance

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## ABSTRACT

Stress is the work place and the consequent physical and psychological health of the workforce is a prominent area of corporate concern. The study of stress is important both for the individual and for the organizations because of its deleterious effects. The distress resulting from mismanaged stress may be manifested by physiological, psychological and behavioral problems for the individual when health is taken in its border meaning as a complete physical, mental and social well-being and not merely the absence of disease it is apparent that the health consequences of stress can be numerous. Since reducing or managing stress is the essence of coping, an understanding or coping can aid in affiancing the

**Keywords:** Employees Motivation, Stress, Causes for Stress

benefits of dealing with stress successfully. The objective of the study is to analysis the Impact of stress management in employee's performance. The sample of this study is 196. Descriptive research design and convenience sampling method is used. Questionnaire is used as a primary data. Simple percentage analysis, chi-square analysis and correlation statistical tools have been applied. It is suggested that there must be appropriate and reasonable work load based on their capability. It is suggested that the employees have to do stress reduced yoga and physical exercise must be followed in work place or in personal life.

## I. INTRODUCTION

Stress refers to an individual's reaction to a distributing factor in the environment. Stress can be manifest itself in both a positive and a negative way. Stress is said to be positive when the situation offers an opportunity for one to gain something. Eustress is the term used to describe positive stress. Eustress is often viewed as motivator since in its absence the individual lacks that 'edge' necessary for peak performance. It is negative when stress is associated with heart disease, alcoholism, drug abuse, marital breakdowns, absenteeism, child abuse, and a host of other social, physical, Organizational and emotional problems.

### 1.1. STRESS MANAGEMENT CONCEPTS

The common expression for stress is "tension" one is said to tense, when there is some anxiety, some fear whether it describes the thing may happen, whether something may go wrong, etc. It is a state of discomfort feel the mind and experienced by the body, when there is tension, the body may become weak.

### 1.2. LEVEL OF STRESS

There are four levels of stress symptoms,

- The first is the normal initial response and its characterized to increased heart beat rates, increased blood pressure, dilation of pupils, sweat in palms and reduce activity in the stomach
- At the second level, there is more irritability, shuttering and stammering, difficult in concentrating, restless, lack of appetite and tendency to increase smoking or drinking for those habituated.
- At the third level, there would be more headaches, stomach-aches, sweating, insomnia, depression etc.
- The fourth level would characterized ulcer stoke alcoholism, drug addiction, psychosis etc.

### 1.3. OBJECTIVES OF THE STUDY

- To analysis the Impact of stress management in employees performance



- To find out the factors causes for stress in the work place
- To identify the symptoms of stress in the work place
- To analyse the employees expectation in the work place to prevent or reduce the stress
- To study the Techniques used for managing the stress
- To provide suggestions for reducing stress of employees in the company

#### 1.4. REVIEW OF LITERATURE

##### **Individual and Organizational Implications of Work-related Stress, Ramona FLOREA, Radu FLOREA, George Bacovia University in Bacau, ROMANIA 28-33 (2016)**

Different studies over time have shown that stress is the result of the individual's personal factors plus factors that come from the external environment. Stress is strongly related to different situations which employees have to face at work. The author analysed the evolution and different approaches of stress concept along the time, the stress mechanism and the main factors, called risk factors or stressors, which lead to stress reactions (physiological, psychological, cognitive and behavioural reactions). The main implications of work stress on the individual and at the organizational level and some methods for reducing individual and organizational stress. In this respect companies are paying a lot of attention to identify and to find efficient solution for reducing stress effects through implementing different stress management plans.

##### **Perceptions of work stress causes and effective interventions in employees working in public, private and non-governmental organisations: a qualitative study Kamaldeep Bhui, Sokratis Dinos, Magdalena Galant-Miecznikowska (2016 Dec) 40(6): 318–325**

Work stress can lead to physical illness, as well as psychological distress and mental illness. The recent increase in work stress has been linked with the global and national recession, job insecurity and work intensity, all leading to greater workloads and more interpersonal conflicts. Interventions should improve management practices as well as promoting personal interventions outside of the work setting. Stress-inducing management practices included unrealistic demands, lack of support, unfair treatment, low decision latitude, lack of appreciation, effort–reward imbalance, conflicting

roles, lack of transparency and poor communication. Organisational interventions were perceived as effective if they improved management styles, and included physical exercise, taking breaks and ensuring adequate time for planning work tasks. Personal interventions used outside of work were important to prevent and remedy stress.

##### **Stress Management and Employee Performance Harry, Joy Volume 4, Issue 1, 2020**

Stress is at the centre of several challenges bedevilling employee in the workplace, it cannot be eliminated hence the need to manage it to ensure efficiency and effectiveness of the workforce. The author examined the relationship between stress management and employee performance. The degree of stress experienced by individuals due to the conception that they are unable to adopt or be active with the amount of work assigned to them. However, the management should design tasks and jobs in ways that would make for effectiveness and efficiency and bring about improvement in the performance of their workforce and it is also recommended that flexible job schedules should be incorporated into human resource management strategies, policies and plans to enhance easy employee performance and commitment that will increase organization survival.

#### 1.5. RESEARCH METHODOLOGY RESEARCH DESIGN

A research design is an arrangement of conditions for collection and analysis of data in a manner that aims to combine with relevance to the research purpose with economy in procedure. The research design adopted for this study is Descriptive research design.

#### SAMPLE DESIGN

##### Population

Population is the aggregate of all units possessing certain specific characteristics from which the sample will be drawn. The population of this study is nearly 450 employees working in TVS Mobility Private Limited, Coimbatore.

##### Sampling Method

Sample as a smaller representation of the larger whole. Sample is that by selecting some of the elements in a population. In this research the research has followed Non-probability sampling method and used the convenience sampling technique.



### Sample Size

Sample size refers to number of items to be selected from the population to frame a sample. Here the researcher has selected 196 as a sample size.

- Percentage Method
- Chi Square
- Correlation
- One way ANOVA

### TOOLS FOR ANALYSIS

#### 1.6. HYPOTHESIS

- **CHI SQUARE ANALYSIS**

#### RELATION BETWEEN THE GENDER OF THE RESPONDENTS AND FACTORS THAT CAUSES TO STRESS IN THE WORK PLACE

**Null hypothesis (H0):** There is no significance difference between gender of the respondents and factors that causes to stress in the work place.

**Alternative hypothesis (H1):** There is some significance difference between gender of the respondents and factors that causes to stress in the work place.

#### Chi-Square Tests

Value	Df	Asymp. Sig. (2-sided)
191.046 <sup>a</sup>	20	.000
227.119	20	.000
139.239	1	.000
196		

a. 27 cells (64.3%) have expected count less than 5. The minimum expected count is .56.

### INFERENCE

As per the above table, it is inferred that the P value is .000; it is not significant to 5% (0.05) significant level. The minimum expected count is .56. Thus null hypothesis is rejected and it is alternative hypothesis. There is some significant relationship between gender of the respondents and factors that causes to stress in the work place.

- **CORRELATION ANALYSIS**

#### RELATIONSHIP BETWEEN EDUCATIONAL QUALIFICATION OF THE RESPONDENTS AND SYMPTOMS OF STRESS IN THE WORK PLACE

#### Correlations

		EDUCATIONAL QUALIFICATION OF THE RESPONDENTS	SYMPTOMS OF STRESS IN THE WORK PLACE
EDUCATIONAL QUALIFICATION OF THE RESPONDENTS	Pearson Correlation	1	.940**
	Sig. (2-tailed)		.000
	N	196	196
SYMPTOMS OF STRESS IN THE WORK PLACE	Pearson Correlation	.940**	1
	Sig. (2-tailed)	.000	
	N	196	196

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

### Inference



The Above table indicates that out of 196 respondents, co-efficient of correlation between educational qualification of the respondents and symptoms of stress in the work place is 0.940. It is below 1. So there is positive relationship between educational qualification of the respondents and symptoms of stress in the work place.

• **ONE WAY ANOVA TEST**

**SALARY (IN RS) OF THE RESPONDENTS AND EMPLOYEES EXPECTATION IN THE WORK**

Impacts on Employees Expectation In The Work Place To Prevent Or Reduce The Stress

	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	7771.739	4	1942.935	589.210	.000
Within Groups	629.827	191	3.298		
Total	8401.566	195			

**INTERPRETATION**

The table clearly shows that age of the respondents in the impact on employee's expectation in the work place to prevent or reduce the stress has a figure on 589.210 values and significance around .000 levels, than the sum of squares within group between group's values have 629.827 and 7771.739 respectively. Hence, the significant value is less than 0.050 for which the significant percentage is above 95%, hence rejecting alternative hypothesis. Thus, accepting null hypothesis i.e., There is some impact of salary (in RS) of the respondents on employees expectation in the work place to prevent or reduce the stress.

**1.9. FINDINGS**

- There is some significant relationship between gender of the respondents and factors that causes to stress in the work place
- There is positive relationship between educational qualification of the respondents and symptoms of stress in the work place
- There is some impact of salary (in RS) of the respondents on employee's expectation in the work place to prevent or reduce the stress.

**1.10. SUGGESTIONS**

- There should not be toxic work place culture in the organization. The company must ensure to establish good organizational culture.
- The employees must not be strictly supervised by the supervisors since it exploits their freedom to act.
- There must be easy and simple job content for the employees. It should not be too difficult one to adopt in the work place.

- There must be appropriate and reasonable work load based on their capability.
- The work should not be a monotony one and there must be creativity and freedom to act in the work place.
- The employees must be emotional intelligence and they should not irritability with others.
- The company must ensure for free flow of communication and interpersonal relationship among the employees.
- The work must be allotted to the employees based on their interest, skills and performance.
- The management must arrange proper counselling by the experts to prevent the stress level in the work place.
- There must be proper tools and equipment's to perform the work to reduce their stress level in the organization.
- The supervisors must cooperate with the team members in order to create confident for them.
- The employees must insist by the management to do the yoga in the work



place for few minutes to reduce their stress level.

- The employees must do physical exercise every day to have a change from their stressful work.
- The employees must away from the stressful environment in their life and work place.
- They must create positive thinking in their life for personal life as well as in their work.
- The employees must have proper entertainment apart from their work.

### 1.11. CONCLUSION

Stress is an unavoidable feel which cannot be eliminated from a living beings day to day life, but the level of stress gets varied from one individual to other based on the environment. Stressors in any form level are capable of creating an ill effect to any living beings. Hence any species in this mother earth for cannot be excluded from this nature's theory. By managing both external and internally posed stress, over the employees using good psychological some techniques, the intended results can be elicited. In jobs where concentration is a rare commodity, there are various solutions to creating the periods of flow that sustain good performance. Solutions include working from home, or setting aside parts of the day as quiet periods. Another solution might be to delegate the activities that require the greatest levels of concentration, allowing the manager to concentrate on problems as they arise, serving to create a flow of its own.

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