



## **A STUDY ON THE EFFECT OF STRESS ON PERFORMANCE OF ITEMPLOYEES IN ANDHRAPRADESH**

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### **Abstract**

These days the IT sector has become more competitive sector in India and facing great challenges in terms of technological revolution to serve customers and entry of foreign Projects in Indian market multiplied the competition, with this reason the IT sector employees are facing more stress and this is leading to health disorders. Majority of the employees try to find solution to relieve the m from stress. To overcome this stress, the IT sector needs to take certain measures. The present study is undertaken to address specific problems of IT employees related to occupational stress, and also the measures and techniques are suggested in the paper to overcome stress that affects their physical and mental health.

**Keyword:** Technology, IT Sector, Stress, Measures, Health Disorders.

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## 1. Introduction

### Signs of Stress

The symptoms of stress are anxiety, craving for food, Bad temper, nervousness, melancholy, low attention, personality changes, loneliness, assault, pessimistic outlook, risk aversion, loneliness, dull senses, irritability, trepidation, eating disorders, usage of vulgar language, intolerance etc.

### Sources/Causes of Stresses

Stressors originate at individual, group, organizational levels. Individual level stressors: The most common individual level stressors are type of personality, role overload, task, role conflict, role ambiguity, task characteristics. Experts estimate that more than 10 million workers have computer related problems, each year 40% of these people use special glasses while working with video display terminals. Group level stressors: Group level stressors are caused by group dynamics and managerial behaviours. Managers create stress for employees by: exhibiting inconsistent behaviours, failing to provide support, showing lack of concern, providing in adequate direction, creating a high productivity environment. Inter personal stressor is the rising wave of physical violence and aggression in the work place. It is estimated that more than 1000 employees are murdered at work each year in the US. Workplace violence includes assaults, rape and threats using weapon. Organizational level stresses: Organizational stressors affect large number of employees. Degree of rules and regulations, lack of participation, superior pressures, organizational climate like poor lighting, loud noise, improper placement of furniture and smelly environment create stress. Organizational culture also concerns how problems are recognized and solved. It can affect what is experienced as stress full, how that experience translates into health difficulties, how both stress and health are reported and how the organization responds to such reports.

Health related consequences of stress:

1. Heart disease & stroke
2. Smoking
3. Headaches
4. Accident proneness
5. Cancer
6. Family conflicts
7. Diabetes
8. Sleep disturbances
9. Lung disease
10. Depression

This research is carried out with the objective to find out how much stressed the employees of the company are and how do their stress affect their

performance. For this purpose the level of stress of employees, its relationship and the impact of stress on their performance under the effect of such stressors is studied.

## 2. Literature Review

Dr. J. Donald Millae MD has published comprehensive study that briefly explained the causes behind work related diseases and injuries in his work: General Adaption Syndrome Model, 1988. A cross sectional survey was performed on 420 US citizens covering various occupational lung diseases, musculoskeletal injuries, etc. which resulted in formulation of preventive strategies based on the data evaluation. On the similar lines, Baun William B. found out through his work: Selye's General Adaptation Model, the difference between cost expenditure on health care facilities for a fitness person vs normal citizen. The data sample was of random 517 people spread across working population. More analysis showed dependency of selection of particular set of exercise over general exercise was more helpful in saving cost on fitness. Further, on the expenditure, Johnson's L Bly described Diathesis stress model, how company health policies and promotion resulted in reduced healthcare costs and hospital utilizations. A set of 110 people was survey in USA. Results were documented in terms of number of hospital admission days, healthcare expenses, rate of hospitalization, etc. Recently, Amanpreet Kaur Sidhu also analysed the data of around 650 employees for Diathesis stress model. He parameterized certain variables that are responsible for creating tension in employees. Some of them being workload, work environment, focus, future outlook, etc. Frequency of visiting a doctor and number of illnesses significantly can be brought down if we try to improve on these parameters. Ingrid Altman published Person Environment Fit Model which is basically defining the impact on human behaviour with increasing age and experience in a workplace. Interviews were performed on 180 US citizens covering both young and experienced age groups to observe the delta. Demand control Model by MJ Colligan, 1977 gives an idea about the rate at which mental health disorders are increasing due to occupational incidences. This research attempted to provide the empirical foundation for occupational health professionals Identifying and picking relevant professions for more relationship analysis Between job stress and the wellbeing of staff. JE Fielding conceptualised a new model in 1984: Response based model of stress. This study also focuses on company promoting the importance of health and prevention of diseases at worksite. Results show that promoting safe programs are very distinct and

have a distinct incentive from the typical Concerns regarding workplace health and mandatory environmental inspection and analysis.

### Background to Study

Stress amongst the employees in the IT sector is seen for quite a long time. With the growth of female representatives in IT area, Job has likewise expanded. Productivity is said as a measure of the efficiency of a person, machine, factory, system etc., in converting inputs into useful outputs. It can be products or administrations and data sources incorporate the work, endeavors, time and abilities. Output is a basic determinant of cost effectiveness. The enterprise that understands the significance of productivity in the workplace has higher chance of success. Productive employees are assets to organization. It is important to recognize the stress level of its employees, curb it and in return increase their productivity. There is no single level of stress that is optimal for all people. Positive stress adds anticipation and excitement to life, and we all thrive under a certain amount of stress. Our goal is not to eliminate stress, but to learn how to manage it and

how to use it to help us. Therefore it is very important for both individual and organization to manage the stress to its optimal level. In this research, stress is taken as the independent variable and to attempt is made to know how it affect the employees' performance. In order to conduct this study effectively, stress is further divided into its dimensions, such as job related, individual related and organizational related stress and techniques were applied to find out the level, relationship and impact of stress on employees performance. All the IT employees of selected districts of Andhrapradesh have taken for study sample.

With the identified problem, research question and the objectives the following hypotheses were formed:

**H1:-** Job related stress has a relationship with employees' performance.

**H2:-** Organizational related stress has a relationship with employees' performance.

**H3:-** Individual related stress has a relationship with employees' performance.

Table 1: Rating of the score

| Total Rating Range of mean value | Level of influence of the variable on dependant variable |
|----------------------------------|--|
| $1 \leq x_i \leq 2.5$            | Low level  |
| $2.5 < x_i \leq 3.5$             | Moderate level   |
| $3.5 < x_i \leq 5.0$             | High level   |

$x_1$ - Mean value of Job related factors

$x_2$ - Mean value of Organizational related factors

$x_3$  – Mean value of Individual related factors

### 3. Results and Discussion

To find out the level of job related stress, organizational related stress and individual related stress, data gathered through the questionnaire was analyzed based on the 15 indicators. Job related stress include work over load, time pressures, role conflict, role ambiguity and responsibility whereas Organizational related stress includes relationship at work, restriction on behavior, organization design, difficulties in delegation, and

organizational climate. Finally, individual related stress includes income level, members of financial deepeners, family members characteristic, conflicting demands and career development. Performance also measured by absenteeism, punctuality, relations with customers and co-workers, feedback from superior and self confidence. The following Table shows that the objective to find out the source and the level of stress is fulfilled. The mean value, standard deviation, frequency and percentage were calculated for the variables from analyzed data that were collected from 88 respondents who are the employee from selected districts of Andhrapradesh.

Table: Mean Value of Stress

| Stress                           | Mean        | SD          | Level of stress as per Decision rule |
|----------------------------------|-------------|-------------|--------------------------------------|
| 01 Job related stress            | 4.11        | .289        | High                                 |
| 02 Organizational related stress | 4.12        | .285        | High                                 |
| 03 Individual related stress     | 4.09        | .295        | High                                 |
| <b>Stress</b>                    | <b>4.10</b> | <b>.288</b> | <b>High</b>                          |

(Source: Survey Data)

The above table shows that overall mean value of stress as well as all dimensions of stress are at a high level. When compared with other two

dimensions, Organizational related stress is at a slightly higher level among the employees from selected districts of Andhrapradesh.

**Level of stress among the employees**

Table 2 shows the results of job related, organizational related and Individual related stress and the stressors. Mean values of all three kind of stress register their value above 4.00, which is coming under the range of  $3.5 < X \leq 5.0$  and

considered as a higher level as per the decision rule. On the other hand, the dependent variable, performance, is registering an overall mean value as 1.94 which is falling into the range of low level. The following table also fulfills the objective to find out the level of influence of each variable.

Table 2: Level of stress and their stressors.

|    | <b>Variables</b>                        | <b>Mean</b> | <b>SD</b>   |
|----|---|-------------|-------------|
| 01 | Work over load                          | 4.33        | .678        |
| 02 | Time pressures                          | 4.18        | .553        |
| 03 | Role Conflict                           | 3.95        | .555        |
| 04 | Role ambiguity                          | 4.02        | .587        |
| 05 | Responsibility                          | 4.04        | .553        |
|    | <b>Job related stress</b>               | <b>4.11</b> | <b>.289</b> |
| 01 | Relationship at work                    | 4.34        | .663        |
| 02 | Restriction on behavior                 | 4.19        | .544        |
| 03 | Organization design                     | 3.96        | .548        |
| 04 | Difficulties in delegation              | 4.03        | .581        |
| 05 | Organizational climate                  | 4.07        | .528        |
|    | <b>Organizational related stress</b>    | <b>4.12</b> | <b>.285</b> |
| 01 | Income level                            | 4.32        | .675        |
| 02 | Members of financial deepeners          | 4.16        | .566        |
| 03 | Family members characteristic           | 3.94        | .566        |
| 04 | Conflicting demands                     | 4.02        | .589        |
| 05 | Career development                      | 4.00        | .572        |
|    | <b>Individual related stress</b>        | <b>4.09</b> | <b>.295</b> |
| 01 | Absenteeism                             | 1.80        | .812        |
| 02 | Punctuality                             | 1.82        | .621        |
| 03 | Relations with customers and co-workers | 1.82        | .670        |
| 04 | Feedback from superior                  | 1.99        | .565        |
| 05 | Self confidence                         | 2.26        | .648        |
|    | <b>Performance</b>                      | <b>1.94</b> | <b>.426</b> |

As the mean values of three dimensions of stress - job related, organizational related and individual related - show high level and the performance show low level, to check their relationship, a correlation analysis was done. The following Table 3 provides

information on the relationships between the dimensions of stress and performance and also fulfills the objective to find out the relationship between variables.

Table 3: Correlation between variables

|                                       |                     | <b>Job related factors</b> | <b>Organizational related factors</b> | <b>Individual related factors</b> | <b>Performance</b> |
|---------------------------------------|---------------------|----------------------------|---------------------------------------|-----------------------------------|--------------------|
| <b>Job related factors</b>            | Pearson Correlation | 1                          | .989**                                | .985**                            | -.446**            |
|                                       | Sig. (2-tailed)     |                            | .000                                  | .000                              | .000               |
| <b>Organizational related factors</b> | Pearson Correlation | .989**                     | 1                                     | .973**                            | -.438**            |
|                                       | Sig. (2-tailed)     | .000                       |                                       | .000                              | .000               |
| <b>Individual related factors</b>     | Pearson Correlation | .985**                     | .973**                                | 1                                 | -.430**            |
|                                       | Sig. (2-tailed)     | .000                       | .000                                  |                                   | .000               |
| <b>Performance</b>                    | Pearson Correlation | -.446**                    | -.438**                               | -.430**                           | 1                  |

|  |                     |      |      |      |         |
|--|---------------------|------|------|------|---------|
|  | Sig. (2-tailed)     | .000 | .000 | .000 |         |
| Overall Stress   | Pearson Correlation |      |      |      | -.433** |
|  | Sig. (2-tailed)     |      |      |      | .000    |
| **. Correlation is significant at the 0.01 level (2-tailed). |                     |      |      |      |         |
| (Source: Survey Data)  |                     |      |      |      |         |

The r value is -0.446, which indicates Jobs related stress negatively impacts on Performance in medium level. The correlation between the Organizational related stress and Performance shows the value of -0.438, which indicates Organizational related stress has a negative medium level impact on employees performance from selected districts of Andhrapradesh . The Correlation between the Individual related stress and Performance is -0.430, and indicates Individual related stress also has a negative medium impact on performance. The Tables also show the correlation and regression between overall Stress and Performance. The value of the correlation coefficient is -0.433, which indicates the overall Stress, which was measured through the above three dimension is having a moderate impact on employees' performance in a negative manner. On the other hand, the overall stress is able to explain the variance in performance by the B value of -0.626. This value indicates that as overall stress decreases by one unit, performance increases by 0.626 units.

#### 4. Conclusion

From the research it was observed the overall stress which is measured through job related stress, organizational related stress and individual related stress has a negative and significant impact on performance.

Each variable mean value fall within the range of  $3.5 < x \leq 5.0$  and showed a high level. As IT employees frequently face work over load to maintain the standard and suffer stress as a result which is confirmed by the fact that the organizational related stress is the dominant cause of stress. Therefore, IT employees Andhrapradesh mostly experience high level of stress due to organizational stressors which in turn negatively affect the performance. From the research, it was observed that most of the women suffer more than men in selected districts of Andhrapradesh. Naturally, the work load as caregivers is vested with women according to cultural norms of the Indian community. When women are expected to bear the duties and responsibilities of home as well as the working place, that lead to work- family conflict and results in stress. In some cases, when they were in need to work late in the evening to complete their daily targets, which may not be fulfilled due to social constraints. As Andhrapradesh is one of the cultural hubs of India,

number of female headed households is also high. This fact should be taken care of when the organization deal with issues related with women employees. Majority of the IT employees feel that their job is stress full and that stress in return decreases their performance. Not only women, men also suffer from work overload, poor co-workers relationship and competitive career development. Therefore, the overstressed job decreases employee performance and perhaps chief contributor to employees' dissatisfaction. Proper strategies should be made regarding working hours, inter personal relationship and supervision of IT employees to reduce stress and to better manage the performance of employees in IT sector.

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