



Full Length Research Article

A STUDY ON THE IMPACT OF JOB STRESS ON THE PERFORMANCE OF EMPLOYEES IN THE IT SECTOR

***Naseema, C.M.**

Guest Lecturer, PSMO College, Tirurangadi, Malappuram, Kerala

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ABSTRACT

Stress has become a major concern of the modern times as it can cause harm to employee's health and performance. Stress refers to pressure or tensions that people feel in life. It is therefore a natural and unavoidable feature of human life. Stress is a very significant factor in human behaviour which affects the performance and health of individual. Work related stress costs organisation billions of dollars each year through sickness, turnover and absenteeism. So it becomes necessary for every organisation to know the factors causing stress among the employees as well as how they cope up with stress to make the employees more participative and productive. The study aims to explore the impact of job stress on the performance of employees in the IT sector. The sample for study chosen was 200. A questionnaire was thoroughly prepared to know the impact of job stress. The study revealed that heavy work load is the main cause of stress among employees in the IT sector.

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INTRODUCTION

Now-a-days stress has become an integral part of jobs in every sector. Competition is growing day by day thus increasing the levels of stress among employees. The organisations to make themselves efficient in utilization of resources have gone through entire restructuring, layoffs, downsizing and mergers. This has resulted in unstable employee-employer relationship which has caused a great deal of stress among employees and research has shown that high levels of stress seriously affect employee's job performance and commitment towards organization. Often people experience stress because of problems at work or in social relationship. Some people may be particularly exposed to stress in situation involving the threat of failure or personal humiliation. Stress is the way human beings react both physically and mentally to changes, events and situations in their lives. People experience stress in different ways and for different reasons. The reaction is based on your perception of an event or situation. The environment of work place plays major role in generating the stress. Stress is a person's response to a stressor such as an environmental condition or a stimulus. Stress is a body's method of reacting to a challenge. Various stress generating factors can be list out as the working environment, responsibilities at work place,

nature and response of superiors, performance evaluation and justification needs, interpersonal relationship with colleagues, family problems and responsibilities of family, insecurity pertaining to the work, monetary needs and economical personal conditions are some major factors which causes the stress.

Statement of the Problem

The present study is an attempt to assess the impact of job stress on the performance of employees in the IT sector. The present world is fast changing and there are lots of pressures and demands at work. These pressures at work lead to physical disorders. Hence this study would help the organisation to understand the factors responsible for stress and to reduce the stress of employees. The stress should affect the work and give the mental disappointment in the working situation. Although organizations are paying more attention than in the past to the consequences of the trauma their employees go through when they place extraordinary demands on them, there is still more room for improvement.

Objectives

- To identify the impact of job stress on the performance of employees.
- To study the various factors causing stress among the employees.

***Corresponding author: Naseema, C.M.**

Guest Lecturer, PSMO College, Tirurangadi, Malappuram, Kerala

- To find the level of stress among the employees and the resulting behavioural deviations of the employees.

MATERIALS AND METHODS

The present study is descriptive and analytical in nature. The study has made use of both primary and secondary data. The primary data has been collected by carrying out a sample survey among 200 employees working in the IT field in Ernakulam district using random sampling technique. Questionnaire was used as technique for data collection. Analysis was made by using simple percentage. A survey among 200 employees has been conducted to assess the impact of job stress on the performance of employees in the IT sector. This survey also conducted to obtain suggestion from the employees for reducing stress in the organisation. Secondary data for the study was collected from sources of external published data, computerized database and books of various authors.

Analysis and Interpretation

The present study has been conducted to assess the impact of job stress on the performance of employees in the IT sector. The primary data have been collected through questionnaire from employees in the IT sector in Ernakulam district. An analysis of impact of job stress on the performance of employees in the IT sector can be made as follows:

Table 1. Age wise classification of employees

Age	No. Of Respondents	Percentage
Below 21	22	11
21-30	46	23
31-40	60	30
41-50	48	24
Above 50	24	12
Total	200	100

Source of data: Primary data

Table 1 shows that 30% of the employees are between 31-40 years old and 24% of the employees are between 41-50 years old and 12% of the customers are above 50 years old. About 23% of them is belonging to 21-30 and 11% of them are below 21 years old.

Table 2. Gender wise classification of employees

Gender	No. Of Respondents	Percentage
Male	128	64
Female	72	36
Total	200	100

Source of data: Primary data

Table 2 shows that about 64% of the customers are male and 36% of them are female.

Table 3. Causes of stress in the working condition

Causes	No. Of Respondents	Percentage
Shift work	18	9
Inadequate break	14	7
Unsocial hours	8	4
Very heavy workload	58	29
Unfair distribution of work	22	11
Meeting deadlines	48	24
Boring work	10	5
Job insecurity	12	6
Poor supervision	6	3
Underutilization of skills	4	2
Total	200	100

Source of data: Primary data

Table 3 shows that about 29% of the employees considered very heavy workload as the main causes of stress in the working condition. Meeting deadlines comes next. Other factors responsible for causing stress in the working condition are unfair distribution of work, shift work, inadequate break, unsocial hours, boring work, job insecurity, poor supervision and underutilization of skills.

Table 4. Causes of stress during working hours

Causes	No. Of Respondents	Percentage
Poor lighting	38	19
Excessive heat	20	10
Excessive cold	22	11
Over crowding	18	9
Poor ventilation	48	24
Dust or fumes	24	12
Poor maintenance of equipment	30	15
Total	200	100

Source of data: Primary data

Table 4 reveals that about 24% of the employees considered poor ventilation is the main cause of stress during working hour, 19% considered poor lighting is the main causes of stress, 15% and 12% considered poor maintenance of equipment and dust respectively is the main cause of stress. Excessive cold, excessive heat and overcrowding also result in stress.

Table 5. Physical problems faced due to stress

Problems	No. Of Respondents	Percentage
Headache	28	14
Anxiety	36	18
Chest pain	20	10
Indigestion	12	6
Sleeplessness	26	13
Irritability	30	15
Backache	12	6
Neck ache	4	2
Stomach disorder	10	5
Inability to concentrate	22	11
Total	200	100

Source of data: Primary data

Table 5 indicates that 18% of employees in the IT sector are of the opinion that stress results in anxiety, 15% says that stress results in irritability. Other physical problems faced by the employees due to stress are chest pain, indigestion, sleeplessness, backache, neck ache, headache, stomach disorder and inability to concentrate.

Table 6. Experience of illness as effect of stress on the employees

Have you experienced any illness as a result of work	No. Of Respondents	Percentage
Yes	198	99
No	2	1
Total	200	100

Source of data: Primary data

From the table above 99% of the respondents have experienced one form of illness or the other. Table No.7 reveals that 39% of the employees use flexible work schedule as a strategy to reduce job stress, 26% of employees use break period, 18% of them use organisational communication to beat job stress, 8% and 5% use off days and no response respectively. 4% use leave days to beat job stress.

Table 7. Coping strategies of employees on job stress

Variables	No. Of Respondents	Percentage
Flexible work schedule	78	39
Break period	52	26
Off days	16	8
Leave days	8	4
Organisational communication	36	18
No response	10	5
Total	200	100

Source of data: Primary data

FINDINGS

- The study revealed that heavy workload is the main cause of stress in the working condition.
- The study also showed that poor ventilation is the main cause of stress during working hours.
- The study indicated that the anxiety is the main physical problem faced by the employees due to stress.
- The data collected revealed that most of the employees experienced illness as an effect of stress.
- The study indicated that flexible work schedule is the strategy adopted by the employees to beat job stress.

Conclusion

In today's competitive world, every organisation is in need of skilful employees who can provide their service 24X7. But any employee working for long duration of hours will be exhausted and if the work environment is not favourable to them then they will be annoyed, pressurized and this builds up tension resulting in stress.

In this case it is the responsibility of IT companies, that they must take proper initiative to reduce the stress level among the employees by adapting some of the technique like muscle relaxation, bio feedback, meditation, cognitive restructuring, time management, employee assistance programme and wellness programme. The study revealed that heavy work load is the main cause of job stress and most of the employees experienced illness as a result of job stress.

Suggestions

- The management should provide some yoga/meditation technique to reduce their stress
- Ensure that the workload is allocated based on worker's capabilities and capacities.
- Clearly define worker's role and responsibilities.
- Provide opportunities to employees to participate in decisions and actions affecting their jobs.
- Provide opportunities for social interaction among employees.
- The head of HR department should maintain the friendly relationship with the employees.
- The management should conduct some outings and games to reduce their stress.

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