



EMPLOYEES' PERFORMANCE AT WORK AND THE IMPACT OF STRESS

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Abstract:

In a business, the psychological, bodily, and performance effects of worry have a big effect on the people who work there. The changing social factors and ways of life have made a big difference in the study of stress. Not all stress is bad for you, but some stress can be seriously bad for you. The good stress, or eustress, that makes someone want to do their best makes them want to succeed and get through a tough situation. The study found that job-related stress in general and job security stress in particular are having a modest effect on how well the workers at the institute do their jobs. How an employee's body reacts to worry has a mild effect on how well they do their job. According to health data, some workers have long-term neck and back pain because they sit at work so much. The goal of this research is to investigate the impact of workplace stress on employee performance, including the characteristics, types, and consequences of workplace stress on productivity and efficacy. Despite substantial expenditures in employee performance, Indian firms have been unable to ascertain the underlying factors contributing to workplace stress. The issue has not been the focus of much research. The manifestation of a significant level of discontent among the majority of employees, as shown by their contemplation of resigning and perception of the company's indifference towards their well-being, serves as a clear indication of a profound unhappiness that undoubtedly impeded their performance. The company must conduct an assessment to determine the need for an employee support plan. In order to enhance performance levels, it is essential to establish an employee support plan that facilitates the early diagnosis and intervention of problems.

Key Words: Stress, Employees

Introduction:

Since a long time ago, people have known that difficult situations can happen to anyone. The English word comes from the Latin word "Stringere," which means "stress," "adversity," "affliction," or "hardship." Other people involved in businesses, especially employees, have also expressed a lot of worry about the stress that workers' jobs cause. Stress at work is a big problem in a lot of different types of businesses, according to researchers (Cooper and Cartwright, 2014; Varca, 2009; Ornelas and Kleiner 2003). Occupational stress costs many businesses a lot of money these days, and this is an issue that needs to be fixed. The International Labour Organisation (ILO) says that stress at work can cause up to 10 percent of a country's gross national product (GNP) to be lost in productivity (Midgley, 2006). Occupational stress is when someone thinks that their skills to handle the expectations of their work environment (the pressures) don't match up with those of the work environment itself. This match might not have been right because of several things, such as (Topper, 2007; Vermut and Steensma, 2005; Ornelas and Kleiner, 2003), but not only those.

Christo and Pienaar (2006) say that things that can cause professional stress are worrying about losing your job or not having a stable job, having to sit or move heavy things for long periods of time, not feeling safe at work, having to do the same things over and over, and not having control over your work. Other things that can cause stress at work are having to sit for long amounts of time or move big things around. Not having enough resources and tools is another thing that makes workers stressed on the job. People also think that tight working conditions and difficult work plans, like staying late at work or working extra hours, might make anxiety symptoms worse in workers. Many bad things happen at work because of worry, like employees being less satisfied with their jobs, moving around, getting burned out, doing bad work, and having less effective relationships with others on the job (Manshor, Rodrigue, and Chong, 2003). In a similar way, Johnson (2001) said that certain actions are needed, like finding the signs of stress, figuring out what the main reasons are, and coming up with workable answers for each sign. All of these are examples of measures that are needed.

Humans have evolved a reaction called stress that can change their physical, mental, and emotional states in response to an outside input. There are several things that can cause stress, such as the main things that affect how someone feels the bad effects of stress, according to Matthews (2001), are the person's surroundings, social stresses, bodily factors, and how they think. People are more stressed these days because of the fiercer competition that has grown because of development and globalisation. There are many things in today's world that people can't avoid that cause stress. For most people, the job is quickly becoming a high-pressure place to be. The level of fear during this time has led to it being called the "Age of Anxiety." Stress can hurt people in many ways, but it's important to remember that not all kinds of stress are bad. It's possible to get excited about your job again, use skills you didn't know you had, and even come up with new ideas when you're under the right amount of stress. When someone has to deal with a chance, a demand, or a resource that is connected to

something they want but the result is unknown and important, this is called stress. According to Schuler (2010), stress can happen when someone has to deal with a chance, a demand, or a resource that has to do with something.

There are many ways that psychological stresses can hurt a person's physical health. These include changes in their emotions, thoughts, behaviours, and mental health. (Levi 2008). Some of the things that can cause stress are unclear roles, too many roles, role conflicts, and difficult working circumstances. These stress-causing factors are linked to each other, which is why this link occurs (Chand and Sethi, 2007). Employees who are doing work that is linked to them are better able to handle stress than employees who are doing work that has nothing to do with them. What an employee is supposed to do for a living is another thing that makes them more stressed (Tread Gold 2009). When someone is "stressed in organisations," it means that their skills and abilities don't match up with the needs of their job, or that their needs aren't being met by the place where they work. These two types of mismatches can make someone feel overwhelmed and unappreciated, which can make them more stressed. There are times when both of these meanings have been used. According to Cooper and Marshall (2006), "occupational stress" refers to the things in a person's work setting that make them feel stressed. These stresses or external factors can include too much work, role conflict, role uncertainty, and bad working conditions. Each of these things has the ability to make people feel more stressed.

A lot of people agree that an employee's level of stress at work is one of the most important factors that affects both their performance and their output. Some people feel and think differently when they are stressed, and this can affect their work, their health, and how they approach their job. People's skills and the needs of nature are often at odds with each other because of the demands of business (Rees and Redfern, 2003). People who are facing unusual demands, limits, or chances are said to be under stress, which can also be thought of as being under pressure. As stress-related problems at work continue to rise, workers have lost interest in their jobs, been given less authority, and seen bosses in higher roles become more eager to do their jobs (Pflanz and Ogle, 2006). This is mostly because of how bad the job market is right now, how many people are applying for jobs, and the fact that money is tight right now because of the state of the economy. It's possible that this is the main trend that shows that performance and usefulness are getting worse. In addition to affecting people's minds, worry also affects their bodies and is tied to many health problems, especially heart diseases. Any tendency that is being pushed, pulled, crushed, or woken up by outside or inside conditions must be seen for what it is. To figure out if they are good or bad, it is important to figure out what the reasons are. A lot of different tasks and projects can help people learn how to deal with the stresses of home life and work (Vinassa, 2003).

The board of pressure is a very important subject for both people and businesses. One of the most important things about dealing with worry is accepting that everyone is subject to it. Employee spokespeople can avoid stress if their groups are open to their ideas and if roads are built to help them find their way and get them moving. Concerns have been raised by both MPs and the association about the stress that their workplaces cause. It's a word that we use every day, and a lot of people have different ideas about what it means. It can be interpreted in many ways, but at its core, it is an exchange between the mind, the body, and the surroundings. It's important to measure both the physical and mental pressure that comes from worry (AbuAIRub, 2004; Beehr and Glazer, 2005; Larson, 2004).

"Physiological pressure" is the body's reaction to different unpleasant causes at work, such as a migraine, headache, stomach pain, feeling tired, having trouble sleeping, spine pain, chest pain, restlessness, and muscle pain. This reaction impacts a person's well-being, productivity, and sense of adequacy, as well as the type of work they do (Ismail et al., 2009, 2010; Newell, 2002; World Health Organisation, 2005). Physiological pressure can show itself in a number of different ways, including changes in eating, drinking, sleeping, and smoking habits (Beehr et al., 2001; Beehr and Glazer, 2005). When people think of mental strain, they usually think of an enthusiastic reaction that someone has to the stimulating environment at work, such as unease and melancholy burnout, work estrangement, hostility, melancholy, strain, outrage, anxiety, sensitivity, and disappointment. The idea behind this connection is interesting, but the part of physical and mental fears as major markers isn't explained well enough in models of work-related stress (Slaski and Cartwright, 2002, 2003; Nikolau and Tsaoasis, 2002).

What is Stress?

Stress may be defined as the physiological and psychological reaction of the human body to a variety of external demands or stressors. According to Hans Selye, stress refers to a subjective experience or state in which an individual perceives that the demands placed upon them exceed their available personal and societal resources. Richard S. Lazarus is a prominent figure in the field of psychology. According to D'Souza, The occurrence of nervous tension may be attributed to internal conflicts that emerge due to a wide range of external factors.

A. Work Stress:

Mangkunegara (2011) defines "work stress" as the psychological strain experienced by workers while dealing with the demands of their job. The manifestations of work-related stress include emotional volatility, sensations of unease, such as social withdrawal, sleep disturbances, excessive tobacco use, inability to unwind,

sensations of discomfort, tension, and anxiety, elevated blood pressure, and gastrointestinal distress. According to Davis and Newstrom (2008), stress is defined as a situation of heightened tension that affects an individual's emotional state, cognitive functioning, and physical well-being. The ability of an individual to effectively adapt to their environment may be impaired when exposed to an excessive level of stress. The emotional experiences of pressure and urgency that are often encountered in the human condition are commonly classified as stress. As a result of this phenomenon, employees exhibit a diverse range of stress-related symptoms, which might have detrimental effects on their job performance.

Individuals who have stressful encounters exhibit a heightened propensity for experiencing anxiety and developing enduring anxieties. Individuals sometimes have a tendency to get impatient and find it challenging to unwind. Moreover, they may demonstrate an uncooperative demeanour, resort to alcohol use as a means of escape, or even indulge in the excessive consumption of drugs. While there may be several factors contributing to the situation, in the majority of instances, it is indicative of stress. According to Anoraga (2011), stress may be defined as an individual's physiological and psychological reaction to a perceived disruptive change in their environment, which elicits a sense of danger. In essence, stress may be seen as an individual's physiological and psychological reaction to a perceived environmental alteration that elicits a sense of danger or vulnerability. This physiological reaction is often known among experts as the "fight or flight response." Hence, it may be posited that stress is a very prevalent phenomenon. According to Robbins (2009), it is well acknowledged that stress may impact an individual's emotions and moods. Employees may potentially encounter heightened levels of stress and anxiety within their work environment, leading to an increased likelihood of experiencing negative emotions. Based on the evidence supplied above, it is conceivable to arrive at the following inference. Work stress refers to a psychological and physiological state characterised by heightened tension, which impacts an individual's emotional well-being, cognitive functioning, and physical health. The aforementioned symptoms, including emotional instability, a sense of discomfort, social isolation, sleep disturbances, excessive smoking, inability to unwind, persistent worry, heightened tension, nervousness, elevated blood pressure, and digestive issues, serve as indicators of work-related stress.

B. Factors that Cause Work Stress:

Davis and Newstrom define stressors as the variables that likely to elicit stress, and it is widely observed that workers often feel stress due to a mixture of these stressors. The underlying factors contributing to stress within the professional setting may be classified into two distinct categories: organisational impacts and non-work environmental effects. Both of these ideas indicate that workers have the potential to respond to stresses in two distinct manners: positively, leading to increased motivation, and adversely, resulting in less energy and reduced effort. Consequently, several consequences arise that might have both advantageous and disadvantageous effects on the organisation and its employees. There exists the potential for the effects to exhibit transitory characteristics, dissipating rapidly, or alternatively, to manifest enduring qualities over an extended duration. Consequently, when an organisation seeks to mitigate stress, it often begins an examination of workplace-related issues (Davis & Newstrom, 2008). According to Mangkunegara (2011), work stress can be attributed to several factors, including excessive workload, time constraints, inadequate supervision, unfavourable work environment, insufficient authority in relation to responsibilities, interpersonal conflicts, and a perceived disparity in values between employees and leaders. Anoraga (2011) posits that stress is closely linked to two main factors: changes in one's surroundings and the individual's personal attributes. Environmental shock refers to the perception of an individual who finds it challenging to cope with or adapt to the quick and severe changes occurring in their surrounding environment.

C. Work Performance:

The consideration of human resources is crucial for achieving optimal job performance. If the individuals or experts responsible for the implementation of the planning lack the necessary qualifications, then the planning process will be rendered ineffective, even if it has been properly planned and organised (Iskamto 2019; Iskanto, Yapentra, Budi Ansori, et al. 2020; Iskanto, Ghazali, and Aftanorhan 2020). According to Mangkunegara (2009), work performance refers to the outcomes achieved by an employee in terms of both the quality and quantity of work completed while fulfilling their assigned responsibilities. According to Mangkunegara (2009),... According to Sutrisno (2009), work performance refers to the outcomes that an individual has produced via their work conduct while engaging in work activities. The definition of work performance, as provided by experts, suggests that it encompasses the outcomes achieved by individuals or employees when executing their assigned tasks in alignment with their responsibilities and roles. These outcomes are influenced by their abilities, experience, and sincerity, as well as the time invested, and are measured in terms of both quality and quantity. Furthermore, adherence to established regulations is expected in order to ensure effective work performance.

D. The Effect of Job Stress on Employee Performance:

According to Davis and Newstrom (2008), the impact of stress on an individual's job performance may be either beneficial or detrimental. The absence of stress may lead to a decrease in job performance, since the lack of stressors also results in a lack of work challenges. There is a positive correlation between work

performance and stress levels, since heightened stress motivates individuals to channel their efforts towards meeting the requirements of their professional roles. When workers are provided with positive stimuli to address job difficulties, it is seen that the amount of stress experienced by the employees will ultimately reach a state of equilibrium that is approximately commensurate with their performance capabilities. Currently, the probability of enhanced work performance as a consequence of increased stress is diminished.

Furthermore, according to Davis and Newstrom (2008), when stress reaches excessive levels, it may adversely affect job performance by impeding the execution of tasks. This phenomenon may be attributed to the fact that stress hinders the ability to effectively carry out tasks. As a consequence, employees experience a decline in their capacity to effectively self-manage, leading to a diminished ability to exercise sound judgement and an inclination towards unpredictable behaviour. The most severe consequences include a total absence of productivity in the workplace, workers who experience disturbances, suffer from illness and are unable of sustaining their work, undergo feelings of hopelessness, voluntarily resign from their positions, or choose to abstain from work as a means to alleviate stress (Davis & Newstrom, 2008).

Finding:

This section presents a theoretical framework for understanding workplace stress, drawing upon earlier literature reviews in the fields of psychology and sociology..

a. Psychological Theories:

The medical model is widely accepted as the predominant framework for understanding the aetiology of occupational illness and injury (Johnston & Quinlan, 1993). The medical model has had a substantial influence on the classification and management of industrial injuries and diseases. This influence stems from its prioritisation of individual cases over collective considerations, its focus on treatment rather than prevention, and its reliance on technology interventions rather than environmental modifications. The medical method has faced significant criticism due to its predominant focus on the treatment of ill or injured workers, rather than on the establishment of healthy working conditions. The use of this approach aimed to perpetuate the notion that workplace injuries are inevitable occurrences, while also redirecting responsibility for such injuries onto the individual worker or the inherent hazards associated with the job. The fields of Industrial, Occupational, and Health Psychology have failed to meet their early aspirations.

b. Sociological Theories:

The industrial sociologists' perspective, which emphasises the social structure of work as the primary determinant of occupational injury, sickness, and stress, represents a significant shift from the traditional medical paradigm. The medical model's approach to health and sickness, characterised by reductionism, individualism, and interventionism, is critiqued for its failure to consider the interconnectedness between people and broader societal, political, social, and economic structures. Industrial sociologists argue that workplace sickness and stress may be attributed to several factors. These include power structures, institutional conflicts of interest between safety and performance, the social division of labour, the labour process, industrial relations, and politics.

c. Empirical Review:

The research done by Warraich et al. in 2014 aimed to investigate the influence of stress on work performance among employees at private sector universities in Karachi, India. Its primary objective was to determine how stress affects employees' capacity to effectively carry out their job responsibilities. The establishment of this research was based on an empirical investigation conducted on a sample of 50 employees working at privately-owned institutions located in Karachi, which provide educational programmes in the fields of business administration, engineering, medical, textiles, and fashion. Relevant data was collected by means of questionnaires including closed-ended questions. The hypothesis was tested using the multiple linear regression approach.

Nevertheless, the results of the data indicate that employee stress is mostly caused by factors such as high workload, conflicting roles, and inadequate monetary compensation. The presence of stress has a negative impact on the productivity levels of workers. To enhance workers' performance and job satisfaction, it is recommended that companies mitigate stress levels via the implementation of strategies such as workload reduction, minimising role conflicts, providing appropriate compensation, and delivering comprehensive training and counselling services to their workforce.

Warraich et al. (2014) identified workload, role conflict, and inadequate monetary incentives as the primary factors contributing to employee stress, ultimately leading to a decline in employee productivity. The findings of the study suggest a significant inverse relationship between job stress and the performance of lecturers in India. Consequently, it is recommended that university lecturers in India proactively identify the factors contributing to job stress and endeavour to enhance their emotional competencies. This can be achieved by cultivating a supportive work environment, thereby effectively addressing the issue of stress and ultimately enhancing their performance.

The findings of this research indicate a significant association between the management position, interpersonal connections, workload demands, homework interaction, job ambiguity, and performance pressure

among lecturers in India. The findings of the research also revealed a significant negative correlation between work stress and job contentment among university educators in India. The study conducted by Tahir (2011) examined the influence of instructional stress on the academic performance of college teachers in India. The research included the selection of 50 college instructors from both public and private sectors using a stratified sampling approach. The statistical tests used in this study included the t-test, one-way analysis of variance (ANOVA), and two-way ANOVA for regression analysis. The research indicates that both internal and extrinsic variables significantly contribute to the academic success of college lecturers. The survey findings also revealed a significant disparity in the academic achievements of educators employed at public and private institutions of higher education. Based on the findings of Tahir's (2011) research, it can be seen that both intrinsic and extrinsic variables have a positive influence on the academic performance of university teachers in India.

Conclusion:

The primary factors contributing to moderate levels of stress include employment stability, workload demands, temporal limitations, as well as physiological issues such as chronic back pain and panic episodes triggered by stress. In order to optimise both human well-being and system performance, it is essential for the institute's administration to effectively handle these problems. The field of ergonomics encompasses the use of theoretical frameworks, fundamental concepts, empirical data, and design approaches to gain insights into the dynamic interactions occurring between human beings and various components within a system. It has also been observed that women encounter heightened levels of stress as a result of the competing responsibilities they have in fulfilling their numerous roles as carers both in the domestic sphere and in the workplace. To effectively address stressors, it is important to design suitable strategies that include factors such as flexible work schedules, interpersonal interactions, and employee engagement in stress management. The staff encountered a range of stressors, and the research revealed that stress had an adverse influence on performance. The manifestation of a high level of discontent among the majority of employees, as seen by their contemplation of resignation and perception of the company's lack of concern for their well-being, serves as a clear indication of significant unhappiness, which undoubtedly has a detrimental impact on their performance. Further investigation may be needed to explore further unbounded factors that have an impact on employee performance and financial gain.

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