JOB STRESS AND ITS IMPACT ON EFFECTIVE RESULTS

Monica M.*

Dr. Ramanaiah G.**

Abstract :

Most of the organisations are in the aim of attaining more productivity and ends up burdening employees with overload of work to meet goals and this might have psychological and physical effects on the employees which may result in something contrary to what these organisations want to achieve. Especially in industry due to target pressure, loss of personal life, strange timings, downturnin the employment, competition, the employees suffer from greater workloads and work for longer hours which results in decrease in concentrations of employees, increase in absenteeism, hypertension, conflicts arises etc. which eventually has a severe impact on the productivity of the individual. Stress has become an inevitable part of everyday life. This study was intended to assess the components of job stress and its impact oneffective results. The descriptive design was used with the sample size of 100 Employees at Big Bazaar in the Bangalore city to examine the relationship between time pressure, losing temper, sufficient number of breaks, getting irritated and producing effective result. The results shows that there is a significant relationship between time pressure and losing temper, which shows that due to time pressure, employee tend to lose temper, if there are no sufficient number of breaks then employees tend to get irritated, this irritation leads to ineffective results. There is inverse relationship between unrealistic time pressure and effective results for challenging tasks.

Keywords: *Job Stress, Employee performance, Effective Results, unrealistic time pressure.*

Introduction

The Indian retail industry has emerged as one of the most vibrant and fast-paced industries due to the entry of several new players. It accounts for over 10 per cent of the country's Gross Domestic Product (GDP) and around 8 per cent of the employment. India is the world's fifth-largest global destination in the retail space. The retail sector in India is emerging as one of the largest sectors in the economy. Retail industry is expected to grow to US$ 1.3 trillion by 2020, registering a CAGR of 9.7 per cent between 2000-2020

Job stress happens when requirements of the job do not match the capabilities, resources or needs of the worker. This leads to harmful physical and emotional strain. Job stress can even result in deprived health and also injuries.

***Monica M,** Assistant Professor, Department of MBA, Acharya Institute of Technology, Bangalore, Email: monicam@acharya.ac.in

****Dr.Ramanaiah G,** Department of MBA**,** Acharya Institute of Technology, Bangalore**,** Email: ramanaiahg@acharya.ac.in

Stress happens if we feel that we cannot deal with burden and this burden comes in abundant shapes and forms, and triggers physiological responses. Nowadays this is accountable for added than fifty per cent of all illness.

The determination of this present abstraction is to actuate the capital confession for and after-effects of accent at work, and to acquisition the a lot of able means of avoiding it and arresting with it. The analysis as well analyses the all-embracing accepted bearings of accent at plan and as well considers some actual facts accompanying to the origins of stress. Stress is a body's method of reacting to a given task. Main need of the study is to know the factors affecting stress. When the factors affecting stress is studied it will help us in knowing the coping strategies in order to overcome stress at workplace which in return helps the employees to perform better and achieve organisation and individual goals as well.

Review of Literature

Johnson, David (1995) Studied "Stress and Stress Management among owner –managers of small and medium sized enterprises. It was observed that stress can result from conflict, poor communication skills etc. It was also observed that by implementing techniques like effective coping strategies, managing good diet and time, small firms were beneficial compared to other firms".

Berryman-Fink, Cynthia (1996), "Stress management strategies. This paper is about stress coping strategies in order to manage and reduce stress of the employees. Tips for managing one's stress are presented. They include: 1. Practice relaxation techniques. 2. Develop an exercise program. 3. Practice good nutrition. 4. Socialize with people other than co-workers. 5. Develop a network of social support. 6. Practice time management. It can be concluded that by implementing and inculcating the above techniques employees stress at workplace can be reduced"

Murphy, Lawrence R (1998), "Employee behaviour before and after stress management. Aquasi experiment was conducted to compare the behaviour of employees before and after stress management training. Organizational records on performance ratings, equipment accidents, employee absenteeism, and work injuries were obtained. It was found that the results provide limited support for relaxation training offered as a prevention activity in work settings"

Broadbridge Adelina (2000), "Stress and the female retail manager,the authors compare the stress levels of female retail managers with that of male retail managers. A research was done to draw results. Sex discrimination between female n male retail managers was observed which could spoil the reputation of the company. The main finding was that female retail managers were under more job stress compared to male retail managers"

Smith, Andrew (2001),**"**Perceptions of stress at work, the authors tell about the scale of perceived stress at work. This study determines the scale of perceived stress at work, effects of stress. The results revealed that approximately 20 per cent of the sample reported extremely high levels of stress at work majorly due to stressful working condition and which may even affect physical and mental health"

Burke, Ronald.J (2002), "Work stress and women's health: Occupational status effects. This research examines the relationship of work stress and women's health. This study tells us that work stressors had negative relationship with levels of job satisfaction. Findings said that women in lower occupational status job indicated less satisfaction at work and poorer emotional physical and mental health leading to work stress as they were more exposed to hazardous workplace compared to women in higher occupational status"

Ornelas, Sandy, Kleiner, Brian.H(2003), "New developments in Managing job related stress,the authors have stated that job stress is something which is found to be very common in people at workplace. Job stress is something which cannot be eliminated but can be reduce. This article tells us that by practicing few therapies such as yoga, acupuncture, healthy diet, regular exercise and also by implementing stress management strategies at workplace job stress can be reduced".

Price, Kella B (2003), "his study on relationship between stress and job satisfaction and its impact on employee turnover. Research explores the relationship between job stress and job satisfaction as well as turnover, as it pertains to sales organizations.The research concluded that the stress factor could affect the employee turnover can also reduce the level of job satisfaction".

Wilson, Tony (2004),"Managing battle against stress. This paper talks as to how to manage and battle against stress. It includes coping strategies in order to reduce stress. The tips would be to monitor your own levels of stress, identify the triggers that cause it to rise and always assess what may be the underlying causes. Learn some relaxation techniques, get sufficient sleep, take regular exercise and eat well and nutritiously. It was also said that one must learn to take breaks and get away when you can-and don't feel guilty about it".

Delargy, Katrina, Chatten, Heather (2005), "HR and the parameters of knowledge stress and time.This article focuses on how the three elements are inter linked and, when managed effectively, can ensure personal and organizational effectiveness and well-being. It was found that these three factors if balanced well can be effective and yield good results to the individual and organization as well".

Salopek, Jennifer. J (2005), "Job stress.This article tells us about what Is job stress can what can be done to reduce job stress. According to this research, in order to reduce job stress firstly a general awareness must be built within the organization. A good support is required for the program from top management. Effective training programs for the staff about technical know-how. Next the stressors must be identified which includes working conditions, stress levels, health conditions and job satisfaction. Lastly the progress must be evaluated regularly. This results in bringing awareness about stress in the organization and also helps in avoiding stress which leads to increased productivity without affecting the performance of the employees".

Park, Jungwee (2008), "made a study entitled Work stress and job performance, the article focuses on how work stress factors are associated with productivity. This research was done on workers aged between 15 to 75 by selected characteristics. It included both men and women. Workers with high-strain jobs had reduced work activities compared to workers with low-strain job due to health problems. It

was also found that the reason for reduced work activities for men was high workplace social co-worker support and for women it was high emotional and informational support".

John Boe (2010), "his research on twenty stress management tips for peak performance. This article gives twenty tips as to how stress can be managed and reduced. Tips like drinking lots of water, avoiding alcohol, maintaining positive mental attitude and many more were included. Research also indicates that a person will react to stressful situations based upon the his/her temper that he/she was born into. It was concluded that by inculcating these stress management tips, stress can be managed and reduced".

Afsheen Khalid, Ghulam Murtaza, Aliya Zafar, Mucum Aizaz Zafar, Lutfullah Saquid, Rizwan Mushtaq (2012). "The role of supportive leadership as a moderator between job stress and job performance. The results of the study revealed that supportive leadership had a negative impact on job stress but had a direct impact on job performance. It also revealed that supportive leadership moderates the relationship between job stress and job performance".

Sharma SD, Chauhan, Anjali, Khanna, Swati, (2012), "Stress management through yoga practices in the corporate sector. This results tells us that practicing yoga helps reducing factors like depression, anxiety etc which in return helps in reducing and managing stress level of the employees".

Alqahtani, Abdulmuhsen (2012)," Organizational stress: Causes and Management. The main findings were that stress is an inevitable segment of our life and cannot be completely prevented since this kind of prevention is unrealistic but certain stress management steps can help in reducing the stress level of the employees and can have a positive impact on the productivity"

Kar, Ajitkumar (2013), "Occupational stress on women employees: its impact on job performance and productivity.It was found that women undergo more stress compared to men because of the responsibilities women have to take at home and at workplace as well. It was also found that poor mental health conditions like anxiety, depression, and chronic fatigue among women were more compared to men".

Hassan Zarei Matin, Hamid Reza Razavi, Saied Emamghalizadeh (2014), "in the research paper entitled is stress management related to workforce productivity. The purpose of the study was to determine the relationship between stress management and workforce productivity. After analyzing the main hypothesis, the results confirmed that there was a positive and significant correlation between stress management and workforce productivity in this research".

Mirela-Mihaela, Dogaru, Irina, Donciu(2014), "Stress and job performance, the authors talk about how to design effective selection system, training and development of the employees, good working environment with all required facilities etc. It also tells that the attributes like job description, job specification; job evaluation has major significance on organizational stress management. Major findings of the research were that improper working environment can have an impact on employee's stress which in return affects the performance and the productivity of the organization".

Boguslawska , Kate (2014), "what employers need to know about stress at work, the authors tell as to what the employers must do in order to reduce work stress of the employees. Employers must ensure that the employees have the entire requisite in the place, proper distribution of work, proper training programs. Employers must also identify the factors which lead to employee's stress at work. Employers must help the employees in such a way that they overcome job stress. Management should act with sensitivity and reasonableness to balance the good of individual and the requirements of organization as well. This results in happy employees with good performance and more productivity".

Goswami, Tulsee Giri (2015),"studied Job stress and its effect on employee performance in banking sector. This paper evaluates the impact of occupational stress on employees. It was found that lack of proper and healthy work conditions leads to work stress. Lack of career prospects at work place also causes low satisfaction and motivations and this can lead to poor performance of the employees and reduced productivity. Suggestions like providing proper and healthy working conditions, strong career planning and development, regular counselling sessions etc can improve the state of mind of employees and can overcome work stress which helps in better performance of the employees and increased productivity".

Research Objective:

1. To analyse the various factors leading to stress at work place.
2. To examine the relationship between time pressure and losing temper.
3. To assess the association between taking breaks and getting irritated.
4. To find the association between getting irritated and giving effective results.
5. To suggest appropriate stress coping strategies.

Research Methodology

A Quantitative research design was used to achieve the research objectives involving gathering of information received from a sample of 100 Employees selected by simple random sampling method in Bangalore from January 2016 to March 2016. The primary data was collected from employees through questionnaire which consist of set of questions with likert scale, the data gathered was analyzed using SPSS, and the data was interpreted based on the statistical tools results.

Analysis and Interpretation

Demographics:

Table 1: Age of employees

Sl. No.	Category	No. of Respondents	Percentage
1	<20	17	17%
2	21-30	62	62%
3	31-40	17	17%
4	41-50	3	3%
5	>51	1	1%
	Total	100	100%

Interpretation: It is denoted that 17% of the personnel are aged less than 20 and 62% of the employees come under the age group between 21-30, 17% of the employees come under the age group between 31-40, 3% of the employees lie under the age group between 41-50 and only 1% of the employees are aged more than 50.

Table 2: Gender of employees

Sl. No.	Category	No. of Respondents	Percentage
1	Female	52	52%
2	Male	48	48%
	Total	100	100%

Interpretation: From the above table it can be seen that 52% respondents are female employees and on the other hand 48% of the respondents are male employees.

Hypothesis testing:

Hypothesis 1

$H_{0:}$ The relationship between time pressure and losing temper is not significant.

$H_{1:}$ The relationship between time pressure and losing temper is significant.

Hypothesis 2

$H_{0:}$ The association between taking breaks and getting irritated is not significant.

$H_{2:}$ The association between taking breaks and getting irritated is significant.

Hypothesis 3

H_0: There is no association between getting irritated and giving effective results.

H_3: There is association between getting irritated and giving effective results.

Table 3: Results of Hypothesis Testing

Sl. No.	Hypothesis	Significant Value	Status
1	Hypothesis 1	0.01	Significant
2	Hypothesis 2	0.002	Significant
3	Hypothesis 3	0.05	Significant

*-Correlation is Significant at the 0.05 Level (2-Tailed)
**- Correlation is Significant at the 0.01 Level (2-Tailed)

Interpretation

H_1: The result shows that there is a significant relationship between time pressure and losing temper at 0.01 levels. It can be clearly said that employees lose their temper due to unrealistic time pressures.

H_2: The result shows that there is a significant relationship between taking breaks and getting irritated at 0.002 levels. From this it can be said that when the employees are unable to take sufficient breaks during work hours they get irritated.

H_3: The result shows that there is a significant relationship between getting irritated and giving effective results at 0.05 levels. This tells that when the employees get irritated when someone unnecessarily intervenes in their work, they are unable to give effective results at work place.

Hypothesis 4

H_0: The relationship between unrealistic time pressures and giving effective results for challenging tasks is not significant.

H_1: The relationship between unrealistic time pressures and giving effective results for challenging tasks is significant.

Regression

Table 4: Model Summary

Model	R	R. Square	Adjusted R. Square	Std. Error of the Estimate
1	.699[a]	.477	.462	1.34105

a. Predictors: (Constant), 8.I have time pressures

This table shows the R. and R2 .Values. The R value denotes the simple correlation and is 0.699, which has a correlation of high degree. The R2 value indicates the variance in the dependent variable (effective results for challenging task) which can be explained by the independent variable (Unrealistic time pressure) which is 0.477, higher the value, better the model. Adjusted R Square is the adjustment of the R-squared that penalizes the addition of extraneous predictors to the model, which is 0.462, if the gap between R and R square is very less.Then the Root mean square error should be low, lower the error, and better is the model

Table 5: anova calculation

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	2.745	1	2.745	1.526	.0220[a]
	Residual	176.245	98	1.798		
	Total	178.990	99			

a. Predictors: (Constant), 8.I have unrealistic time pressures
b. Dependent Variable: 26.I try to give effective results for challenging tasks at work place

This ANOVA table shows the regression model which predicts that the dependent variable is significantly well. We can make out by looking at the "**Regression**" row and the "**sig**" column. This designates the regression model's statistical significance which was done. Here, p<0.0220 and is less than 0.05, hence specifies that, generally, it is statistically significant and forecasts the conclusion variable and tells that it is a good fit for the data.

Table 6: Co-efficient

Model		Unstandardized Co-efficient		Standardized Co-efficient	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.383	.331		10.231	.000
	8.I have unrealistic time pressures	-.148	.120	-.124	-1.235	.0220

a. Dependent Variable: 26.I try to give effective results for challenging tasks at work place

$$Y=a + b X$$

$$Y=3.83-1.48x$$

X (Independent variable) = Unrealistic time pressure.

Y (Dependent variable) = Effective result for challenging tasks.

Interpretation

When stress increases due to unrealistic time pressures, performance with respect to effective result for challenging tasks decreases. There is an inverse relationship between the dependent and Independent Variable.

Suggestions

Employees feel stressed due to long working hours hence the organisation must ensure there is an exact working hoursfor reducing the time pressure on the employees and suggesting to adopt Flexi-Time policy, which can have impact on effective results and also **t**he organisation must give enough breaks to the employees so that they do not feel stressed.

- Reduce the long working hours
- Implement Flexi-time policy
- Provide sufficient number of breaks
- Unrealistic time pressure needs to be reduced.

Limitation

Although, all probable efforts to make the research analysis more comprehensive and significant, a study of present kind is bound to have certain limitations

The research has been attempted to understand the Job stress and its impact on effective results of employees only at one branch of big bazaar with the sample size of 100 only, research is confined to one branch of Big Bazaar.The research aims at analyzing the factors influencing the Job stress and do not correlate with the demographic factors such as age, gender etc.

Conclusion

The employees must be given enough time to take breaks which in return will be an advantage for the company and employees as well. The organisation must practice proper time management.The organisation must plan an effective stress management strategy to reduce the harmful effects of stress in many ways. It is the responsibility of the organisation to take control measures regarding stress which the employees undergo and must help the employees to overcome the same.Employees need to be given training and development programs which helps in changing their views about stress.Job stress can be reduced when the employees are given few recreational facilities and involve them in such activities.

The organisation must train its employees in such a way that the employees are able to cope up with the job stress without letting it affect their job performance

Future Work

Advanced research could be conducted to analyze the factors leading toJob Stress in the other Branches of Big Bazaar across Bangalore. Advanced research should be conducted in order to give more insight on the concepts of Job Stress with similar kind of outlets with increased sample size. This study can be carried out in order to assess the relationship between demographic variables and Dimensions of Job Stress. Further research can be conducted by

analyzing the level of stress among the males and females.

References

- AbuAlRub, R.F., (2004). Job stress, job performance, and social support among hospital nurses. *Journal of nursing scholarship*, 36(1), 73-78. URL:
- Alqahtani, Abdulmuhsen (2012). Organizational stress: causes and management, *International journal of innovations in business*, 1(1), 1-11.
- Broadbridge, Adelina (2000). Stress and the female retail manager, *Journal of Women in management review*, 15(3), 145-159.
- Berryman-Fink, Cynthia (1996). Stress management, *Manager's Desk Reference*, 287.
- Burke, Ronald.J (2002). Work stress and women's health: Occupational status effects, *Journal of business ethics*, 37(1), 91-102.
- Boguslawska, Kate (2014). What employers need to know about stress at work, *Journal of Management services*, 58. 10-11.
- Delargy, Katrina, Chatten, Heather (2005). HR and the parameters of knowledge stress and time, *Journal of Strategic human resource review*, 4(5), 32-35.
- Goswami, TulseeGiri (2015). Job stress and its effect on employee performance in banking sector. *Indian journal of commerce and management studies*, 6(2), 51-56.
- Hassan ZareiMatin, Hamid Reza Razavi, Saied Emamghalizadesh (2014). Is stress management related to workforce productivity? *Iranian journal of management studies*, 7(1), 1-19.
- James Campbell Quick, Jonathan D. Quick, Debra L. Nelson, and Joseph J. Hurrell, Jr (1998). Preventive Stress Management in Organizations, *Journal of Personnel psychology*, 51(2), 791-794.
- Javed Masooma, Rifat Balouch (2014). Determinants of Job Satisfaction and its Impact on Employee Performance and Turnover Intentions, International Journal of Learning & Development, 4(2), 120-140
- Jamal, M., (1984). Job stress and job performance controversy: An empirical assessment. *Organizational behavior and human performance*, 33(1), 1-21.
- Jex, S. M. (1998). Stress and job performance: Theory, research, and implications for managerial practice. *Sage Publications Ltd.*
- Johnson, David (1995). Stress and stress management among owner –managers of small and medium sized enterprises, *Journal of Employee counselling today*, 7(5), 14-12.
- Khalid, Afsheen; Murtaza, Ghulam; Zafar, Aliya; Zafar, MueenAizaz; Saqib, Lutfullah; Mushtaq, Rizwan(2012). Role of supportive leadership as a moderator between job stress and job performance, *Journal of Information management and business review*, 4(9), 487-495.
- Kar, Ajitkumar (2013). Occupational stress on women employees: its impact on job performance and productivity, *Journal of organizational behavior and*

management perspectives, 2(3), 534-539.

- Mirela-Mihaela, Dogaru, Irina, Donciu (2014). Stress and job performance, *Journal of knowledge horizons, economics*, 6, 117-119.
- Park, Jungwee (2008). Work stress and job performance, *Journal of Perspectives on labour and income*, 20, 7-19.
- Price,Kella B (2003). A Study of the Relationship between Stress and Job Satisfaction in Sales Organizations: Its Impact on Employee Turnover, *Journal of Proquest dissertations and thesis*,1-290.
- SharmaSD, Chauhan, Anjali, Khanna, Swati (2012). Stress management through yoga practices in the corporate sector, *African journal of business management*, 6(37), 10117-10124.
- Smith, Andrew (2001). Perceptions of stress at work, *Human resource management journal*, 11(4), 74-86.