



Effect of job stress on human resource performance in crux technologies private limited, Chennai

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Abstract

Obtained results from the research questionnaires were analyzed by using analysis, to find the impact of job stress on job performance. Results show that the level of academic staff of job stress was medium and sometimes low. In addition, the level of Job performance was somewhat high. Moreover, it was found that workload has a positive statistical effect on job performance. While role conflict has negative statistical effect on job performance. Finally, role ambiguity does not significantly effect on Job performance.

Keywords: job stress, job performance, academic staff, Dhofar University, Oman

Introduction

Operational Definition

Stress is the general term applied to the pressure, people feel in life. The presence of stress at work is almost inevitable in most of jobs. However individual differences accounts for a wide range of reaction to stress. A task viewed as challenging by one person may produce high levels of anxiety in another. When person's emotions, employees develop various symptoms of stress that can harm their job performance and health, and even threaten their ability to cope with the environment. Stress also leads to physical disorder, because the internal body system changes to try to cope with stress. Stress leads to family problems. When Stress over prolonged it also leads to degenerative diseases of heart, kidney, blood pressure and parts of body.

Causes of Stress

1. Environmental Factors

Just as environmental influences the design of an organization Technology uncertainty is type of environmental factor that can causes stress because new innovations can make an employee's skills and experience obsolete in a very short period of time, robotics automation threat to employee. The various environmental factors used for this study are:

- Fast technological change
- Family demands and obligation
- Economic and financial Conditions
- Relocation
- Ethnic identity

2. Organizational Factors

There are no shortages of factors within the organization that can cause stress. Pressure to avoid errors or complete tasks in a limited time period, work overload. The various Organizational factors used for this study are:

- Unfair Performance evaluation

- Inequality in remuneration & incentives
- Leadership style
- Fear of achieving target
- Pressure from superior

Statement of the Problem

Crux Technologies (P) Limited, one of the growing human resources outsourcing company office situated in Chennai. The research is done among the employees working in the office.

This research deals with the effect of stress on the employee's performance. This study also deals with various other problems like causes of stress, effect of stress, relationship with superiors and co-workers. The importance of this study is to formulate control measures to overcome employees stress.

Scope of the Study

The scope of the study is to find out the effect of stress on employees performance and it does not cover manager's performance. This study covers only employees in Chennai. The researcher has chosen 100 respondents for this study.

Objectives of the Study

1. To find out the causes of stress.
2. To identify the effect of stress.
3. To find out the techniques to overcome stress

Research Methodology

i) Research Design

"A Research Design is the arrangement of conditions for the collection and analysis of data in a manner that aims to combine relevance of the research purpose with economy in procedure".

The Research Design used for this study is "Descriptive research" whose purpose is to describe accurately the characteristics of a particular individual, or of a group.

ii) Sources of Data

The data are collected, both from primary sources and also from secondary sources.

iii) Tools for Data Collection

The tool which is used for collecting primary data is structured questionnaire whereas secondary data are to be collected through Books, Magazines, Newspaper, Journals, and Electronic sources and from the organization.

iv) Data Collection Method

The primary data is collected through questionnaires.

v) Sample Size

- Population of the study is 160 employees.
- The sample size taken is 100 employees.

vi) Sampling Method

The sampling method adopted for this study is “Convenience Sampling”.

vii) Research Tool

Tools used for the research is Percentage Analysis and Chi-square test.

Limitations

1. It was difficult to access with employees.
2. Due to the lack of response, the size is restricted to 100.
3. It is possible that some of the respondents might have perceived that the study is being backed by the management and this might have affected the reliability of their response.

Analysis & Interpretation**Table 1:** Percentage Analysis

<i>Variables</i>	<i>No. of Respondents</i>	<i>Percentage</i>	
Gender	Male	34	34%
	Female	66	66%
	<i>Total</i>	<i>100</i>	<i>100%</i>
	Below 20 years	13	13%
	21 to 30 years	58	58%
	31 to 40 years	27	27%
	41 to 50 years	-	-
	Above 51	-	-
	<i>Total</i>	<i>100</i>	<i>100%</i>
Educational Qualification	U.G	37	37%
	P.G	46	46%
	Diploma Courses	17	17%
	<i>Total</i>	<i>100</i>	<i>100%</i>
Marital Status	Married	31	31%
	Unmarried	69	69%
	<i>Total</i>	<i>100</i>	<i>100%</i>
Monthly Income	Below Rs.5, 000	9	9%
	Rs. 5,001- 10,000	60	60%
	Rs.10, 001- 15,000	24	24%
	above Rs.15,000	7	7%
	<i>Total</i>	<i>100</i>	<i>100%</i>
Year of Service	Below 1 year	51	51%
	1-2 years	24	24%
	2-3 years	14	14%
	Above 3 years	11	11%
	<i>Total</i>	<i>100</i>	<i>100%</i>
About Stress	Tension	10	10%
	Headache	14	14%
	Pressure	17	17%
	Frustration	11	11%
	Irritation	15	15%
	Discomfort	5	5%
	Insomnia	5	5%
	Depression	13	13%
	Fatigue	10	10%
<i>Total</i>	<i>100</i>	<i>100%</i>	
Stress Affecting Work	Affects	82	82%
	Does not Affects	18	18%
	<i>Total</i>	<i>100</i>	<i>100%</i>
Feel Of Pressure	Sometimes	36	36%
	Rarely	20	20%

	Often	12	12%
	Very rarely	24	24%
	Never	8	8%
	Total	100	100%
Individual Factors That Causes Stress	Conflict between various roles	8	8%
	Confusion in roles	12	12%
	Work overload	28	28%
	Personal reasons	40	40%
	Difference in attitude	12	12%
	Total	100	100%
Organizational Factors That Causes Stress	Unfair performance evaluation	16	16%
	Inequality in remuneration & incentives	16	16%
	Leadership style	10	10%
	Fear of achieving Target	46	46%
	Pressure from Superior	12	12%
	Total	100	100%
Environmental Factors	Causes stress	78	78%
	Does not cause	22	22%
	Total	100	100%
Impact Of Environmental Factors	Always	40	40%
	Often	36	36%
	Occasionally	15	15%
	Rarely	5	5%
	Never	4	4%
	Total	100	100%
Factors That Causes Stress	Fast technological change	12	12%
	Family Demands and Obligation	65	65%
	Economic and Financial conditions	18	18%
	Relocation	3	3%
	Ethnic identity	2	2%
Total	100	100%	

Table 2: Relationship between Services of Employees & Measures of Relaxation. Observed Frequency

Service Of employees (in yrs)	Measures Of Relaxation (No Of Employees)				
	<i>S</i>	<i>W</i>	<i>M</i>	<i>F</i>	<i>O</i>
Below 1	4	6	9	29	3
1 – 2	3	3	4	12	2
2 – 3	1	2	2	8	1
Above 3	1	1	1	7	1

$$\text{Expected Frequency} = \frac{\text{Row Total} \times \text{Column Total}}{\text{Grand Total}}$$

Table 3: Expected Frequency

Service Of Employees (in yrs)	Measures of relaxation (no of employees)				
	<i>S</i>	<i>W</i>	<i>M</i>	<i>F</i>	<i>O</i>
Below 1	4.59	6.12	8.16	28.56	3.57
1 – 2	2.16	2.82	3.84	13.44	1.68
2 – 3	1.26	1.68	2.24	7.84	0.98
Above 3	0.99	1.32	1.76	6.16	0.77

$$\text{Chi-Square} = \frac{\sum (O-E)^2}{E}$$

Where,

Degree of freedom (r-1) (c-1) = 12

5% Level of significance is = 0.05

Calculated value Chi-square is = 1.573

Tabulated Value Chi-square is = 21.026

Calculated value is < Tabulated Value = Accepted

Calculated value is > Tabulated Value = Not Accepted

Result

The calculated value of chi-square is 1.573 which is less than Tabulated value of chi-square 21.026. Therefore, H_0 is accepted. i.e., there is no significance relationship between Service of employees and Measures of Relaxation.

Relationship between Services of Employees & Symptoms of Stress.

Test the significance relationship between Service of Employees and Symptoms of Stress. Test the result with the help of Chi-square at 5% level of significance.

H_0 = There is no significance relationship between Service of Employees and Symptoms of Stress.

H_1 = There is significance relationship between Service of Employees and Symptoms of Stress.

Take the hypothesis that there is no significance relationship between Service of Employees and Symptoms of Stress.

IR: Inability to Relax

H: Headache

W: Chronic Worry

T: Nervous & Tensions

UA: Uncooperative Attitude

SP: Sleeping Problem

A – Absentees

Table 4: Observed Frequency

service of employees (in yrs)	Symptoms of stress (no of employees)						
	IR	H	W	T	UA	SP	A
Below 1	7	21	3	4	-	7	9
1 – 2	3	8	2	1	-	4	6
2 – 3	1	5	1	2	-	2	3
Above 3	1	2	2	1	-	3	2

$$\text{Expected Frequency} = \frac{\text{Row Total} \times \text{Column Total}}{\text{Grand Total}}$$

Table 5: Expected Frequency

Service of Employees (in yrs)	Symptoms Of Stress (No Of Employees)						
	IR	H	W	T	UA	SP	A
Below 1	6.12	18.36	4.08	4.08	-	8.16	10.2
1 – 2	2.88	8.64	1.92	1.92	-	3.84	4.8
2 – 3	1.68	5.04	1.12	1.12	-	2.24	2.8
Above 3	1.32	3.96	0.88	0.88	-	1.76	2.2

$$\text{Chi-Square} = \frac{\sum (O-E)^2}{E}$$

Where,

Degree of freedom (r-1) (c-1) = 18

5% Level of significance is = 0.05

Calculated value Chi-square is = 6.334

Tabulated Value Chi-square is = 28.86

Calculated value is < Tabulated Value = Accepted

Calculated value is > Tabulated Value = Not Accepted

Result

The calculated value of chi-square is 28.86 which are less then Tabulated value of chi-square 6.334. Therefore, H_0 is accepted. i.e., there is no significance relationship between Service of Employees and Symptoms of Stress.

Recommendations and Suggestions

Based on the findings and conclusions these are the recommendations and suggestions made.

- Social interaction with co-workers helps to reduce the stress at job.
- Employees should follow certain strategies like time management, physical exercise, relaxation training (yoga) and social support.
- Friendly talk and healthy conditions help people to reduce their family tension; it leads to reduce stress when employee enters into the work place.
- Exchange of ideas and sharing feelings between two persons reduce stress.
- Good listening confident building is the tools used for managing the stress.
- To reduce the competitive pressure, the management should conduct seminars, restrooms, audiotapes and providing permission for using any other recreation program.

Conclusion

The discussion made in this study proves that the stress on

employees affect the production and other activities thus giving them enough training and giving information about stress will help them. Stress is the important factor that leads to cause psychological and physiological problems. Performance will decline people experience illness, brought on by very intensive stress and react to high stress through absenteeism turnover, errors, dissatisfaction and reduced performance. With reference to satisfaction, it may have some positive impact on job satisfaction which may be entered through performance. But most of the time, stress makes negative impact on satisfaction.

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