



THE IMPACT OF WORK STRESS ON JOB PERFORMANCE OF EMPLOYEES IN TEXTILES INDUSTRY

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Abstract

This is evident from observations and through research that employees in every sector of economy are going through a great deal of job stress resulting in deteriorating employee performance, thus affecting the employees themselves, their families and the organizations. Stress in organizations is a wide-spread phenomenon with far-reaching practical and economic consequences. Job stress can be defined as an employee's awareness or feeling of personal dysfunction as a result of perceived conditions or happenings in the workplace, and the employee's psychological and physiological reactions caused by these uncomfortable, undesirable, or threats in the employee's immediate workplace environment. The purpose of this study is to check the impact of this stress on the performance of textiles industry employees. In carrying out the study, random sampling technique was used to select 200 employees. Relevant data was collected using structured questionnaire and descriptive and correlation analysis was conducted to check the relationship between stress and performance. The findings revealed that job stress does not impact employees' job performance.

Keywords: Job Stress, Job Performance, Textile Industry.

Introduction

The stress has become an integral part of jobs in every organisation. Competition is growing day by day thus increasing the levels of stress among employees. The organizations, 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. The word 'Stress' originally emerged in physics and then it was taken by psychology and life science. As in physics we talk about pressure, stress or forces, all these terms can be used interchangeably; however, they have different meanings. The term stress as used in physics and now in psychology basically means that human beings are inclined to resist the external forces acting upon them like other physical objects and bodies. Pressure has a positive connotation; it helps in improving performance. Stress can be distinguished as positive and negative termed as 'Eustress' and 'Distress' respectively.

Eustress is the form of stress that is positive and beneficial. We may feel challenged, but the sources of the stress are opportunities that are meaningful to us. Eustress helps provide us with energy and motivation to meet our responsibilities and achieve our goals.

Theoretical Framework

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. If you view a situation negatively, you will likely feel distressed— overwhelmed, oppressed, or out of control. Distress is the more familiar form of stress. The other form, eustress, results from a positive view of an event or situation, which is why it is also called good stress. Stress is your body's response to change. The body reacts to it by releasing adrenaline (a hormone) that causes your breathing and heart rate to speed up, and your blood pressure to rise.

Sources of Stress

1. **The Environment:** The environmental stressors such as weather, noise, crowding, pollution, traffic, unsafe and substandard housing, and crime.
2. **Social Stressors:** Social stressors such as deadlines, financial problems, job interviews, presentations, disagreements, demands for your time and attention, loss of a loved one, divorce, and co-parenting. These stressors arising due to demands of the different social roles such as parent, spouse, caregiver, and employee.



3. **Physiological:** Physiological stressors include rapid growth of adolescence, menopause, illness, aging, giving birth, accidents, lack of exercise, poor nutrition, and sleep disturbances.
4. **Thoughts:** Human brain interprets and perceives situations as stressful, difficult, painful or pleasant, in such situation our brain determines whether they are problems to us or not.

Types of Stress

- a) **Eustress:** These are also known as Positive Stress, which makes us to feel good and exerting healthy effect. This type of Stress occurs short period of time. Eustress gives ability to person to generate optimum output by performing best. In such situation person may thrilled, excited while watching Horror Movie, Excited when won the Prize, Zeal for purchasing first car, happiness in accomplishing challenges, etc.
- b) **Distress:** This is called as Negative Stress, bad stress. This is opposite to Eustress. Death of someone you love, Illness, Financial crisis, Heavy work load etc, leads to Distress. It has two types such as Acute Stress and chronic Stress.
- c) **Hyper-Stress:** If the person pushed beyond what one can handle, which turns in to Hyper-stress. More times it occurs because workload or over worked. This type of stress occurs when constant heavy financial difficulties, work both at home and office, Continuous tension, travelling day and night etc.
- d) **Hypostress:** This is directly opposite to Hype stress. This type of stress experienced by people when they constantly feel bored, same task over and over again, restless work and lack of inspiration

Literature Review

Kavitha in her research titled, Role of stress among women employees forming majority workforce at IT sector in Chennai and Coimbatore (2012), she has focuses on the organizational role stress for the employees in the IT sector. She found in her research that, women face more stress than men in the organization and she viewed to be more specific married women faces more stress than the unmarried women.

P.S. Swaminathan, & Rajkumar S. in their work on Stress levels in Organizations and their Impact on Employees' Behaviour (2013). They have conducted a study that focused on the levels of stress among the age group, profession, different varieties of jobs, hours of work and the influence of work environment on the degree of stress faced by employees. Stress in an employees' individual in nature. This study indicates that, an optimum level in which every individual can perform with his full capacity and identified three conditions responsible for work stress they are 1) Role overload 2) Role self distance 3) Role stagnation.

Satija S. & Khan W. in their research work titled Emotional Intelligence as Predictor of Occupational Stress among Working Professionals (2013). According to them Occupational Stress is as same as Job Stress that needs to be controlled at the workplace otherwise it will negatively affect on employee's work attitudes & behavior. This study investigates that, the relationship between Emotional Intelligence and Occupational Stress. This study revealed findings that, Emotional Intelligence is a most significant predictor of Occupational Stress.

Amir Shani and Abraham Pizam(2009) Work-Related Depression among Hotel Employees have conducted a study on the depression of work among hotel employees in Central Florida. They have found that, incidence of depression among workers in the hospitality industry by evaluating the relationship between the occupational stress and work characteristics.

Statement of the Problem

Every organisation puts up structures, resources and places such as in the hands of a manager with a view to set a structure to earn profit. Structures like the organizational chart, Management by Objectives; Unity of command/unity of loyalty to mention a few is put up. Resources include human, material, financial information technology and all others within the organisation that are set up in such a way to achieve maximum profit with minimum costs and conflicts. In an atmosphere devoid of stress, there is none without some percentage of stress to the employee.

Stress could generate from factors that are internal or external to the organisation or total. Even when the organisation tries to create an atmosphere of industrial peace and harmony so that production can go with minimum conflict, there seems to be no

organisation which is completely free of stress. Hence this study examined what causes stress within an organisation, and the corresponding effects on employee's performance.

1. Determine what constitutes stress at work?
2. Examine the effects of employees' job stress on performance.
3. Examine how workers cope with stress factors at work.

Objectives

- To know the impact of job stress over employee work performance in textiles industry.
- To factor analysis of working condition in textile employees.
- To know causing their employees to feel a lot of stress and pressure this eventually affects their performance.
- To identify the importance of their human resources.
- To find out the all levels of employee satisfaction.

Methodology

For the purpose of data collection, random sampling technique was used through which 200 samples were chosen from Textile Sector of Faisalabad. Data were collected from textiles employees. 100 questionnaires, containing demographic information and questions related to stress and performance on a five point Likert Scale ranging from highly agree to highly disagree, were sent to the samples and data were collected through 'Drop in and Collect' method.

Findings

Job Stress

1. Job ambiguity causes stress, this one antecedent of stress is not evident from the analysis as 56% people agree that they are clear about their jobs and responsibilities.
2. Adequate support system is present in our organizations as 55% employees agree that they receive the required support when they are in difficult situation.
3. 48% people highly agree that they feel pressurized due to heavy work load which causes stress among them.
4. 39% people agree that they have no control over the number and time of holidays that they would wish to have.
5. 62% people agree that they are exposed to physical dangers and the noise at work causes ringing in their ears afterwards which causes stress.
6. 49% people agree and 13.3% highly agree that they feel insecure about their jobs.
7. 45% people highly agree while 25.7% agree that they have to work for long hours and at undesirable timings which is also a source of stress.
8. 45% people highly agree that they don't get much time to spend with their families due to long job hours and high work demands which create problems in their family lives.

Job Performance

1. 74% people think that they can work and record quickly and effectively which means that although they are stressed out due to certain factors, however, their job performance is not affected.
2. 65% agree that they are willing to pay additional efforts to reach their targets which again mean that the job stress is not affecting their job performance.
3. 52% people agree that they are capable of being a good team member and they can get along with their colleagues easily. Once again it proves that the stress is not affecting the performance of employees.

Correlation Results

The correlation table clearly shows that no significant relationship exist between job stress and employee performance. These results are unexpected and completely negate the hypothesis that job stress is negatively related to job performance. In fact, there are higher levels of stress in the textile sector, however, due to better conditions in certain areas, for instance, control over work and support at work, the employees are able to perform well and stress is unable to retard the performance of the employees.



Conclusion

The level of stress faced by the employees in textiles industry is also growing rapidly. So the textiles industry employees should adopt new coping strategies for maintaining good physical and mental condition which will improve productivity level of the textiles. Strikingly, the results show that the stress levels among employees in textile industry is high in certain areas like work overload and long work hours, affect on family life, pressure at work, job insecurity, and physical agents, however, this kind of stress is not affecting the performance of the employees. We can conclude that there is no relationship between job stress and employee performance. In fact, Stress is normal to human existence. A totally stress free state is death. The science of stress management therefore is to keep stress to a stimulatory level that is healthy and manageable.

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