

A Study on Workplace Stress and Its Impact on Employee's Performance and Job Satisfaction

R. Shivani Gowshi¹, S.J Shanu², Mr. S. Ramesh³.

^{1,2}II – MBA, PG, Department of Management Studies, K.S.R College of Engineering (Autonomous), Tiruchengode - 637 215.

³Assistant Professor, PG, Department of Management Studies, K.S.R College of Engineering (Autonomous), Tiruchengode - 637 215.

ABSTRACT

This study investigates workplace stress and its impact on employee performance and job satisfaction. The objectives of the research are to identify the main sources of workplace stress experienced by employees, evaluate its effect on employee performance, and provide suggestions to overcome stress and enhance job satisfaction. The findings reveal that the majority of the workforce is between 30 to 40 years old, predominantly male, and married, with a significant portion having 2 to 5 years of experience in the company. Stress is influenced by factors such as heavy workloads, role ambiguity, work-life balance issues, job insecurity, and financial concerns related to low earnings and long commutes. A positive correlation was found between stress and health implications. Statistical analysis showed no significant differences in stress levels based on job types or marital status. Suggestions to reduce workplace stress include improving workload distribution, providing role clarity, enhancing working conditions, offering career development opportunities, and supporting commuting employees. The study concludes that addressing these stressors will not only improve employee performance and job satisfaction but also enhance overall organizational effectiveness. The results underscore the importance of continuous efforts in managing workplace stress for better employee well-being and organizational growth.

Keywords: Workplace Stress, Employee Performance, Job Satisfaction, Role Ambiguity, Work-Life Balance, Job Insecurity, Stress Management, Employee Well-being.

INTRODUCTION

Workplace stress is a significant challenge that affects both individuals and organizations. It can lead to a decline in employee well-being, hinder productivity, and lower job satisfaction. In high-demand industries like steel manufacturing, workers often face physical exhaustion, tight deadlines, and long hours, which can intensify stress. If not properly

managed, these pressures can result in burnout, absenteeism, and disengagement. This not only impacts the individuals but also affects the overall functioning of the organization. To combat this, organizations should create supportive environments that help employees manage stress, leading to improved health, higher motivation, and better performance. Implementing wellness programs that focus on both mental and physical health can be one

effective approach. Encouraging work-life balance by offering flexible working hours or remote working options helps employees manage their personal and professional lives more effectively. Providing regular training and support on stress management techniques, including mindfulness, time management, and resilience-building strategies, empowers employees to better cope with workplace challenges. A supportive work culture, where employees feel valued and have open communication channels with management, is crucial for reducing stress and increasing job satisfaction.

STATEMENT OF THE PROBLEM

As the organization needs to improve its performance through identification of workplace stress, this study aims to investigate the levels of workplace stress among employees and to explore the impact of this stress on employee well-being, job performance, and organizational productivity. Workplace stress has emerged as a critical challenge for organizations worldwide, and this organization is no exception. While stress is a natural response to workplace demands, excessive or unmanaged stress can significantly affect employee performance, job satisfaction, and overall well-being. This study aims to identify the primary stressors experienced by employees, assess how these stressors influence their mental and physical health, and evaluate the current measures in place to mitigate stress. By understanding the extent and nature of workplace stress, the research intends to offer targeted solutions that not only improve individual employee well-being but also enhance overall organizational performance and productivity, fostering a more supportive and efficient work environment.

SCOPE OF THE STUDY

This study aims to provide valuable insights into the levels of workplace stress among employees, exploring the factors that

contribute to stress and its subsequent impact on employee well-being. This study helps management gain insights into employees' workplace stress levels and the contributing factors affecting their well-being. By identifying specific stressors within the work environment, the research seeks to assess how these stressors affect employee performance, job satisfaction, and overall productivity. The scope of this study extends to evaluating existing stress management strategies and offering actionable recommendations to improve employee morale, reduce stress, and enhance job satisfaction. Ultimately, the research intends to guide management in implementing effective solutions that foster a healthier and more productive work environment. It aims to identify the specific stressors present in the work environment and assess their impact on employee performance and job satisfaction.

OBJECTIVES OF THE STUDY

- To identify the main source of workplace stress experienced by employees in Salem.
- To analyze the factors contributing to workplace stress and assess its impact, Salem.
- To evaluate the impact of workplace stress on employee's performance and job satisfaction.

LIMITATIONS OF THE STUDY

This study on workplace stress has some limitations that need to be acknowledged. The research focuses on a specific sample of employees, which may not fully represent the entire workforce, limiting the scope of its findings. Additionally, the study relies on self-reported data, which can be subject to individual biases, perceptions, and inconsistencies in responses. The research is also confined to one organization, which may limit the generalizability of the results to other industries or regions. Despite these constraints,

the study provides valuable insights into the impact of workplace stress on employee performance and job satisfaction.

RESEARCH METHODOLOGY

Research methodology is a way to systematically solve the research problem. It may be understood a science of studying how research is done scientifically. The validity of any research is based on the efficient method of data collection and analysis.

SAMPLE SIZE:

The study 117 respondents have been taken as sample from the total population of Salem District.

SAMPLING TECHNIQUE:

In this study, Convenience Sampling was employed to select participants based on their availability and willingness to participate, allowing for efficient data collection within a limited time frame.

COLLECTION OF DATA

- Two types of data are used in the study
- Primary data & Secondary data

PRIMARY DATA

Primary data was collected through direct interaction with employees. The employees are interviewed by giving a questionnaire the filled in questionnaire leads to the collection of primary data.

SECONDARY DATA

Secondary data termed as reference data. The data is obtained form already existing information, information from the personnel department’s reports, and welfare department company journals, yearbooks, website etc.

TECHNIQUES

Collected data were arranged as per the tabulation, chart, and satisfied techniques such as

1. Percentage analysis
2. Correlation analysis
3. ANOVA (Analysis of Variance)

1. PERCENTAGE ANALYSIS

Percentage refers to a special kind of ratio. Percentage is used in making comparison about two or more series of data. Percentage as also used to describe relationship. It is also used to compare the relative terms of two or more series of data.

$$\text{Percentage of respondents} = \frac{\text{Number of respondents}}{\text{Total respondents}} \times 100$$

2. CORRELATION ANALYSIS

Correlation is computed into what is known as the correlation coefficient, which ranges between -1 and +1. Perfect positive correlation (a correlation co-efficient of +1) implies that as one security moves, either up or down, the other security will move in lockstep, in the same direction. Alternatively, perfect negative correlation means that if one security moves in either direction the security that is perfectly negatively correlated will move in the opposite direction. If the correlation is 0, the movements of the securities are said to have no correlation; they are completely random.

$$= \frac{\sum XY}{\sqrt{(\sum X^2)(\sum Y^2)}}$$

3. ANOVA (ANALYSIS OF VARIANCE)

Examination of change, or ANOVA, is a solid measurable method that is utilized to show contrast between at least two methods or parts through importance tests. It likewise shows us an approach to make numerous examinations of a few populaces implies. The Anova test is performed by looking at two sorts of variety, the variety between the example implies, just as the variety inside every one of the examples. Beneath referenced recipe addresses one-way Anova test measurements:

$$F = \frac{MST}{MSE}$$

F = ANOVA Coefficient

MST = Mean sum of squares due to treatment

MSE = Mean sum of squares due to error

FINDINGS

- The majority of employees are contract workers, with 66% of respondents in this category.
- Most employees (76%) are engaged in field-based jobs, with a smaller percentage (24%) working in office-based roles.
- A significant majority (86%) of employees work day shifts, while a smaller portion works night, rotating, or fixed shifts.
- The majority of employees (74%) use public transport to commute to work, with only a small percentage using private vehicles or walking.
- Most employees (78%) live in rented houses, with a smaller proportion owning their homes.

- Hindi is the most widely spoken language among employees, known by 66% of respondents, followed by Tamil (20%) and English (13%).
- A majority of employees (59%) have completed schooling, while a smaller portion holds diplomas (12%) or degrees (16%).
- Most employees (71%) have 2 to 5 years of experience, with fewer employees having more extensive work experience.
- The majority of employees (68%) earn between 50K and 1L annually, with only a small percentage earning above 1.5L.
- Most employees are married (74%), with a smaller proportion being unmarried (25%) and only 1% divorced.

SUGGESTIONS

- Reduce workload and time pressure by implementing efficient work processes and better task allocation.
- Improve communication to clearly define job roles and responsibilities, minimizing confusion and role conflict.
- Provide safety measures and better equipment for field workers to ease physical stress and improve working conditions.
- Offer training and career development opportunities to boost employee confidence and reduce job insecurity.
- Introduce transport support or allowances to help employees who rely on public transport, reducing commuting-related stress.

CONCLUSION

The study concludes that workplace stress significantly impacts employee performance and job satisfaction. Key stressors such as

heavy workloads, time pressure, role conflict, and poor work-life balance were identified as major concerns. Addressing these issues through better stress management, improved working conditions, and employee support programs is essential. While some progress has been made, ongoing efforts are needed to enhance the work environment. With the right strategies, organizations can build a healthier, more motivated, and productive workforce.

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