

A Study on root Cause of Stress and its Impact on the Employee & Employee's Performance

AKANSHA THAKUR¹

DR. GAJRAJ SINGH²

RESEARCH SCHOLAR

ASSOCIATE PROFESSOR

Email- akanshathakur0003@gmail.com

Email- gajrajsngh79@gmail.com

DEPARTMENT OF COMMERCE

SRI SATYA SAI UNIVERSITY OF TECHNOLOGY & MEDICAL SCIENCES, SEHORE

ABSTRACT-

The level of stress at the workplace has increased tremendously, this increased level of stress is due to the changing business environment as well as competition. This change has resulted in a negative perspective. This stressful condition is impacting the health condition of the employees working in an organization. This research article is highlighting on the root cause of stress among the employee and their performance. This article is based on the review of the literature and past statistical records from the articles, books and journals to determine the purpose of research. The various causes of stressors are the changing work environment, change in the use of technology, performance pressure, the internal conflicts, extra work, long hours of continuous work. The organizations should manage this hectic stressful condition and improve employee productivity which will directly improve the performance. It was found that employees stress has negative impact on the mental and physical health.

1. INTRODUCTION

The level of stress while work has a devastating impact on the employee personal and professional front. The professional aspect is an outcome of poor performance of employees. The poor performance of the employee directly hinders the growth and development of the organization. In such a competitive scenario no one would tolerate such inefficiency at professional aspect. Various strategies can be implemented to improve these stressful condition and indirectly improve the performance of the employee. The level of stress can be managed through various strategies and events that will motivate and make the strong by building a positive morale. This positive morale will help to reduce the level of the negative environment. When work environment will turn positive, it will shift the attention from non-productive section to productive one. This will enhance coordination of activity in inter & intra department.

Through this research, an attempt is made to find out answers to strategies adopted to manage stress at the workplace, understand mental, psychological, social, emotional physical health impact of improper stress management in organizations, understand root cause responsible for increased stress level in organization. Most importantly understand the relation between stress and impact on the performance of employees

2. OBJECTIVES OF THE STUDY

- ❖ To understand and evaluate the link between stress caused at workplace and its impact on the employee performance.
- ❖ To identify the internal and external root that are responsible for stress at the workplace
- ❖ To understand the impact of stress on the performance of the employee at workplace
- ❖ To analysis the strategies that will help in coping up of stressful condition in an organization.
- ❖ To analysis the strategies related to handling work under stressful condition & handling work under pressure.

3. RESEARCH METHODOLOGY

This research article is prepared by using the method for data collection and analysis done through secondary readily available sources of books and journals. Various articles, books and journals are reviewed which are related to the topic for collecting relevant and necessary information about the causes of stress and its impact on the performance of employees. Various case studies were also considered for drawing a suitable observation, findings & conclusion. An attempt is made to correlate the topic and understand the finding, which will provide support for an organizational growth.

4. SOURCES OF STRESS AMONG EMPLOYEES AT WORKPLACE

4.1 Working condition and long- rigid schedule

The root cause affecting the active performance of the employee at workplace was the unconducive working condition and extremely long working hours. There is a high level of stress in the IT companies such as SAP, Microsoft and Hybrid Tech and many more ^[1]. The major roots for stress was long working hours. The HR department would always get complains regarding problem related to no proper breaks, no proper

distribution of work, the heavy workload, beyond the capacity and so on. It is very difficult for the employees to handle work-life with personal quality time, which will ultimately lead to stressful condition. Employees also suffered severe cardiovascular and heart disease due to sedentary pattern of work and long- continuous working hour.^[1]

4.2 Rigid and tight deadlines

When we talk about root causes causing stress, rigidity and tight deadlines cannot be ignored. The stress results in extreme work pressure which leads to insufficient skill to manage work on time and reduce the efficiency. It is a challenging task to manage time and resources, at a same time achieve the organizational goals and target. This condition leaves behind a negative impression on the mental and physical health of an individuals.

4.3 Job insecurity

A middle class common man needs a stable and secure earnings for their survival and living a comfortable life. It was found that due to increased competition and competition from new recruiters the employees face a threat and fear of being kicked out of job. The main reason for the fear of kicking out is lack of upgraded skills and knowledge.^[2] The new recruited employees have better knowledge as they are highly qualified and experience. The employers look forward to negative methods of motivation where the employees are asked to resign or kicked off from their position in situation of lack of proper knowledge and skill to achieve organizational objective^[2].

4.4 Conflict and blame game

Another important root cause for stress is the internal conflicts and departments that play a bad politics with blame game. When it comes to facing the issues and problems committed during the work process, employee fail to handle the situation. They fail to understand taking stand for their team.

4.5 Performance appraisal

Employee also are stressed during the yearly performance appraisal and measuring their individual performance. The entire year employees are working under high level of stress and pressure where they try not to commit any mistakes.

4.6 Lack of participation

Even if the employees is willing to use innovation or tries to do work in some different way by using their creativity, they are not allowed to do so. This increases the level of stress due to lack of personal and professional development. This

unwanted restriction imposed by the superior on the employees will lead to dissatisfaction, discomfort, which increases stress level impacting the mental health in the form of lack of application of skill, and reduced capacity to think ^[3]

4.7 Changing business condition

The business environment is undergoing a constant change and upgradation in modern requirements in terms of the business strategies, business technology, it is now focusing on organizational upgradation in adopting and implementing modern techniques. This change in business is not readily acceptable and adjusted by the employees. The high work pressure and adjustment to changes leads to an increased level of turmoil and tension among the employees in managing the complexities with improved understanding and continuous research and training ^[4].

5. DIRECT RELATIONSHIP BETWEEN STRESS AND IMPACT ON THE EMPLOYEES OVERALL PERFORMANCE.

5.1 Stress and work commitment

An active participation and commitment towards the work and organization can be only noticed in an organization, where the employees are motivated in a positive attitude to managing a balance personal life and work through convenient shifts, proper working schedule, proper division of work. Constant stressful condition has resulted in uncomfortable internal environment, which directly results in poor work commitment. A demotivated employee will have a great impact on the productivity and profitability. Such an unfavorable condition will bring down the level of confidence among departments and teams. ^[5]

5.2 Stress and organizational success

Many research proves that there is a direct relation of stress that results in positive performance. Such positive stressor are not harmful, in fact it impacts in a positive way and results success in an organization. The physical workplace environment of an organization impacts the attitude of the employees, as it has an impact on the mental and physical wellbeing of an employee. The higher authorities and management should understand the need and importance of proper breaks and recreation activities that will enhance stamina and skill to give their best performance, which will help to improve the overall effectiveness in work done. The change in the lifestyle of workers with high working hours leads to increased health problems and lack of proper outcome ^[6]

5.3 Stress and Role performance

A stress upto bearable level is regarded as motivator, which motivates in a positive way. But if this stress increases beyond a desired level, will impact emotional behaviour of the employee. This becomes a greatest reason for distraction and disconnects them from the daily operations and routine day to day activities of the organization. It was found that stress at workplace effects the personality and individual's behaviour, which impacts the overall work commitment. The employees that experience stress in organization are suffering from poor motivation to get involved in day to day team work.^[7]

6. STRATEGIES TO OVERCOME STRESSFUL CONDITION

6.1 Flexibility

A workplace with greater flexibility will always motivate the working employees to remain positive and committed with the tasks assigned to them. They realize the true fact that the organization is caring for their personal, mental, emotional and professional needs. The employees should be provided with various benefits and schemes, proper leaves, holiday packages, work from home, providing them with break for snacks and beverages^[8] This ultimately help to release the stress level of the employees. A stress free employee will work with more concentration and in a positive attitude.

6.2 Work management

The organization should motivate the employees to share and spare a quality time with their near and dear ones. They should be given proper breaks and holidays, which will help them to manage a balance between the work & personal life of the employee. The management should constantly try on improving the working condition and working environment. Digital platforms can be effectively used to ease the work and pressure due to work^[9]

6.3 Open and clear communication

Working in teams and groups becomes a difficult task if there is no open, clear and transparency in the communication. A transparent communication will motivate the employees to share their, suggestions, views, opinion or ideas. By doing so their stress can be reduced by opening up through coordination. At times if needed the management should arrange for some sort of personal coaching which will help them to reboot themselves through communication. This would reduce the level of issues which are caused due to stress^[10]

6.4 Mental and physical health benefit

The employees should be made available with different benefits related to job and job security, mental and physical health wellbeing, safety and security related to accidents in technical work. These small yet simple steps will increase their motivation and help them to show their best skill and best performance at workplace. The management should provide various health benefits like commission, holiday package, promotion, increment, bonus, incentives, insurance, loyalty and compensations. This will help in curbing stress and stress related to security and safety at work ^[11]

7. RESULTS

It was found that employees were under stressful condition due to long hours of working. On an average an employee works about 60 hours a day. Such a long and hectic working time leads to mental breakdown of the employees. The departments are compelled to impose high work pressure on the employees to meet the deadlines and the desired target. Some of them also make some benefits like bonus, commission, incentives and even paid leaves or holiday packages, fringe benefits to reduce stress level.

8. CONCLUSION

The management should take proper measures to curb stress and stress related problems. The employees are the greatest assets of the organization, and henceforth they should be handled with utmost care. This research attempts to bring out the main roots that causes issue stress. They should be trained to handle the pressure at work. They should be able to maintain a balance between professional work life and personal life. The root cause of stress causing stressors amongst the employees are deadline, changes in the business environment high pressure, and workplace competition.

9. REFERENCES

1. Mosadeghrad, Ali Mohammad. "Occupational stress and its consequences." *Leadership in Health Services* (2014).
2. Richter, Anne, Katharina Näswall, Claudia Bernhard-Oettel, and Magnus Sverke. "Job insecurity and well-being: The moderating role of job dependence." *European Journal of Work and Organizational Psychology* 23, no. 6 (2014): 816-829.
3. Bonnan-White, Jess, and Ameena Issa. "Documenting the complex relationship between self-efficacy, resiliency, and workplace empowerment: a case study of humanitarian workers in Palestine." *Journal of International Humanitarian Action* 1, no. 1 (2016): 7.

4. Reeve, Gretchen M., and Grace Deason. "Predictors of depression, stress, and anxiety among non-tenure track faculty." *Frontiers in psychology* 5 (2014): 701.
5. Lambert, Eric G., Kevin I. Minor, James B. Wells, and Nancy L. Hogan. "Social support's relationship to correctional staff job stress, job involvement, job satisfaction, and organizational commitment." *The Social Science Journal* 53, no. 1 (2016): 22-32.
6. Thorsteinsson, Einar B., Rhonda F. Brown, and Carlie Richards. "The relationship between work-stress, psychological stress and staff health and work outcomes in office workers." *Psychology* 2014 (2014).
7. Smollan, Roy K. "Causes of stress before, during and after organizational change: a qualitative study." *Journal of Organizational Change Management* (2015).
8. Callan, Victor James, Margaret Alison Johnston, and Alison Louise Poulsen. "How organizations are using blended e-learning to deliver more flexible approaches to trade training." *Journal of Vocational Education & Training* 67, no. 3 (2015): 294-309.
9. Schaufeli, Wilmar B. "Applying the job demands-resources model." *Organizational Dynamics* 2, no. 46 (2017): 120-132.
10. Shanafelt, Tait D., and John H. Noseworthy. "Executive leadership and physician well-being: nine organizational strategies to promote engagement and reduce burnout." In *Mayo Clinic Proceedings*, vol. 92, no. 1, pp. 129-146. Elsevier, 2017.
11. LaMontagne, Anthony D., Angela Martin, Kathryn M. Page, Nicola J. Reavley, Andrew J. Noblet, Allison J. Milner, Tessa Keegel, and Peter M. Smith. "Workplace mental health: developing an integrated intervention approach." *BMC psychiatry* 14, no. 1 (2014): 131.