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- Bowersox, Donald J., Closs, David J., (1996), "Logistical Management." Tata McGraw, Hill, New Delhi.
- Hunker, H.L. and A.J. Wright (1963), "Factors of Industrial Location in Ohio" Ohio State University, Nigeria.

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- Garg, Bhavet (2011): Towards a New Gas Policy, Political Weekly, Viewed on January 01, 2012 <http://epw.in/user/viewabstract.jsp>

TO STUDY THE IMPACT OF JOB STRESS ON EMPLOYEES PERFORMANCE AT STEEL FIRM

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STUDENT

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SURAT

ABSTRACT

The research purpose is to determine to study the impact of job stress on employee's performance. Now-a day's stress has become an integral part of jobs in every sector. Internal department completion and personal life problems increasing the levels of stress among employees. Primary objective is to find out the impact of stress on employee's job performance. Study analyse the factors of stress which affect the performance of employees. The study reveals that Employees those who are in stress will be provided facility and different activity is provided by their organization. Research design used is descriptive in nature. The data collection instrument is a primary data that is collected through questionnaire. In this research 120 respondent were taken.

KEYWORDS

job performance, job satisfaction, effective work life balance.

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INTRODUCTION

Now-a-days stress has become an integral part of jobs in the organizations and often cause adverse effects on performance. Many employees may suffer from anxiety disorder or stress-related illness which effect on their performance.

There are two types of stress can describe as positive and negative stress termed as 'Eustress' and 'Distress' respectively.

Eustress: It is 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.

Distress: It is a continuous experience of feeling overwhelmed, Oppressed, and behind in our responsibilities.

There are three major factors affecting job stress:

A. Work Overload/ Pressures at Work

Work that creates pressure when it increases an individual's abilities level. It is a situation where a person feels pressure on him, or when the demands of a situation are much larger than what one can handle; and if this situation continues for a long time without any pauses or breaks, then different physical, behavioural and mental problems may arise.

B. Family

Family and work life is directly or indirectly related with each other as one area of life is affected by experiences in other area. An employee has to experience stress if conflict arises between family and job.

C. Job Insecurity

Job Insecurity includes powerlessness and threats to one's job. Threat to one's job includes both qualitative and quantitative aspects where quantitative aspect means threat of losing one's job while qualitative aspect is related to a reduction in one's job features, promotions, increments and development in career goal.

LITERATURE REVIEW

- The researcher Singh, A. and Dr. Bhatia, N. focuses on Performance and Productivity standards of hotels of Delhi and NCT. It is a Survey based research and focus on the work life balance i.e. commonly missing due to longer shifts, break shifts, no family life etc. leading to un-satisfaction and lowered motivation which badly affects hoteliers mental as well as physiological health and productivity.
- The researcher Badar-ul-Islam & Kashif Munir has focuses on how workplace stressors effect the motivation of an employee and what it outcomes in term of employee performance. The result shows that role conflict, role ambiguity and performance pressure has positively effect the employee motivation and it leads to positively affect employee performance. The aim of this study is to investigate whether the demographic and external stress factors have effect on job performance among employees in Hospital Kampar and the research was conducted using the survey method which 132 respondents answered the question. The thesis found that demographic and external stress factors have significance influence on the job performance.
- The major findings by the Asamoah-Appiah, W and Aggrey-Fynn were that: employees at Twifo Oil Palm Plantation exhibit more physical and emotional stress. Based on the study, the researcher recommended that Organisation should match individual educational, skills, experience, competence, ability and capabilities with the tasks, provide medical assistance, provide extensive counselling services, providing better service, improve relations with subordinates, fix flexible work schedules, and operate an open-door communication policy for grievance resolutions. The purpose of this research is to study the relationship between job stress and motivation of employees in a hotel industry and how it can have an adverse effect on their job performance and the business. From the conclusion, the researcher found that excessive work related stress is bound to adversely affect the performance of employees.

STATEMENT OF THE PROBLEM

Stress is the state of physical and mental disturbance. It leads to decrease employees' performance at workplace. The level of stress increase, the overall productivity declining.

OBJECTIVES

1. To find out the impact of stress on employee's job performance.
2. To identify the factors of stress which affect the performance of employee and workers.
3. To analyse the factors of stress which affect the performance of employees.

RESEARCH METHODOLOGY

Research Design: In this study descriptive research design used.

Sources of Data: To cater the need of the research I have used primary as well as secondary sources of data (web sites, journals etc.)

Data Collection Tool: Questionnaire

Sampling Size: 120 employees (Population)

Sampling Design: In this study, the researcher had used the survey method to conduct the research.

LIMITATIONS

The study was carried out its own limitation in terms of time and resource. Accuracy of study is purely based on the information given by the employees.

RESULT & DISCUSSION**TABLE 1**

Age					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	20 to 25 year	17	14.2	14.2	14.2
	26 to 30 year	45	37.5	37.5	51.7
	31 to 35 year	36	30.0	30.0	81.7
	36 to 40 year	18	15.0	15.0	96.7
	41 to 50 year	4	3.3	3.3	100.0
	Total	120	100.0	100.0	

From the above table we can conclude that there are 14% of employees are fall in age of 21 to 25 years, 38% respondents are fall in age of 26 to 30 years, 30% of employees are fall in age of 31 to 35 years, 15% respondents are fall in age of 36 to 40 years and 3% of respondents are fall in age of 41 to 50 years. Which means majority of respondents are from young age category.

TABLE 2

Gender					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	108	90.0	90.0	90.0
	Female	12	10.0	10.0	100.0
	Total	120	100.0	100.0	

From the above table we can conclude that there are 90% of respondents are male and 10% of respondents are female. Which means majority of respondents are male who are working in the company.

TABLE 3

Education					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Primary	15	12.5	12.5	12.5
	Secondary	60	50.0	50.0	62.5
	Graduate	14	11.7	11.7	74.2
	Post Graduate	31	25.8	25.8	100.0
	Total	120	100.0	100.0	

From the above table we can conclude that there are 12.5% of respondents are having primary school education, 50% respondents are having Secondary school education, 11.7% of respondents are graduate and 25.8% respondents are post graduate. Which means majority of respondents are having secondary school education.

TABLE 4

Marital status					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Married	80	66.7	66.7	66.7
	Single	40	33.3	33.3	100.0
	Total	120	100.0	100.0	

From the above table we can conclude that there are 67% of respondents are married and 33% respondents are single. Which means majority of respondents are married who are working in the company.

TABLE 5

Years of experience					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Below 5 years	62	51.7	51.7	51.7
	6-10 years	39	32.5	32.5	84.2
	11-15 years	14	11.7	11.7	95.8
	15 years above	5	4.2	4.2	100.0
	Total	120	100.0	100.0	

From the above table we can conclude that there are 51.7% of respondents are having below 5 years of experience, 32.5% respondents are having 6 to 10 years of experience, 11.7% of respondents are having 11 to 15 years of experience and 4.2% respondents have 15 years above experience. Which means majority of respondents are having below 5 years of experience, so the company needs more experienced employees.

TABLE 6

Department					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Marketing	10	8.3	8.3	8.3
	Production	34	28.3	28.3	36.7
	Account	10	8.3	8.3	45.0
	Human resource	7	5.8	5.8	50.8
	Service	59	49.2	49.2	100.0
	Total	120	100.0	100.0	

From the above table we can conclude that there are 8.3% of respondents are in marketing department, 28.3% respondents are in production department, 8.3% of respondents are in account department, 5.8% respondents are in human resource department and 49.2% of respondents are in service department.

TABLE 7

Designation					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Manager	7	5.8	5.8	5.8
	Employee	65	54.2	54.2	60.0
	Worker	41	34.2	34.2	94.2
	Supervisor	7	5.8	5.8	100.0
	Total	120	100.0	100.0	

From the above table I conclude that there are 5.8% of respondents are having designation of manager, 54.2% respondents are having designation employees, 34.2% of respondents are having designation worker and 5.8% respondents are having designation supervisor. Which means majority of respondents are having designation the employees in the company.

TABLE 8

Sr. No.	Factors	Mostly	Sometimes	Rarely	Never
1	Is work culture supportive in your organisation?	90.8%	9.2%	-	-
2	How often do you feel stressed in your organization?	19.2%	42.5%	38.3%	-
3	Do you feel frustrated at your workplace because of having stress?	6.7%	51.7%	38.3%	3.3%
4	Does job stress affect to your health at your workplace?	2.5%	18.3%	16.7%	62.5%
5	Do you feel stress due to poor working condition?	11.7%	29.2%	45.8%	13.3%
6	Do you feel stress due to work overload?	8.3%	41.7%	34.2%	15.8%

- From the above table we can conclude that there are 91% of respondents are mostly said that the work culture is supportive in their organization and 9% of respondents said that the work culture of the company is sometimes supportive. Which means the work culture of the company is totally supportive.
- From the above table I conclude that there are 19.2% of respondents are mostly feel stress, 42.5% of respondents are sometimes feel stress and 38.3% respondents are rarely feel stress in their organization. Which means majority of respondents are sometimes feel stress in their organization.
- From the above table we can conclude that there are 6.7% of respondents are mostly feel frustration, 51.7% of respondents are sometimes feel frustration, 38.3% respondents are rarely feel frustration and 3.3% respondents are not at all feel frustration because of having stress. Which means majority of respondents are sometimes feel frustration because of having stress.
- From the above table I conclude that there are on 2.5% of respondents the job stress affects mostly to their health, there are on 18.3% of respondents the job stress affects sometimes to their health, there are on 16.7% of respondents the job stress affects rarely to their health and there are on 62.5% respondents the job stress not affect to their health. Which means on majority of respondents the job stress does not affect to their health at their workplace.
- From the above table we can conclude that there are 11.7% of respondents are mostly feel stress, 29.2% of respondents are sometimes feel stress, 45.8% respondents are rarely stress and 13.3% respondents are not at all feel stress due to poor working condition. Which means majority of respondents are rarely feel stress due to poor working condition, so the working condition of the company is good.
- From the above table conclude that are 8.3% of respondents are mostly feel stress, 41.7% of respondents are sometimes feel stress, 34.2% respondents are rarely stress and 15.8% respondents are not at all feel stress due to work overload. Which means majority of respondents are sometimes feel stress due to work overload, so the company have to give less work overload to their employees.

TABLE 9

Sr. No.	Factors	Yes	No
1	Have you ever felt stress during your workplace?	100%	-
2	Is stress positively influence on your job performance?	47.5%	52.5%
3	Have you taken leave in the past 12 months due to work-related stress?	43.3%	56.7%
4	Does job stress affect to your commitment?	39.2%	60.8%

- From the above table we can conclude that there are 100% of respondents have felt stress during their work. Which means every employee in the company have feel stress at their work place.
- From the above table we can conclude that there are 47.5% of respondents are said that stress is positively influence on their job performance and 52.5% respondents are saying that stress is not positively influence on their job performance. Which means stress does not affect to the performance of the employees.
- From the above table we can conclude that there are 43.3% respondents had taken leave and 56.7% of respondents had not taken leave in the past 12 months due to work related stress. Which means the employees does not taken leave due to work related stress.
- From the above table we can conclude that there are 39.2% of respondents said that the job stress affect to their commitment and 60.8% of respondents says that the job stress does not affect to their commitment. Which means the job stress mostly not affect to the commitment of employees.

When you are in stress how frequent have you noticed/felt the following:

TABLE 10

SR NO.	Factors	Very Frequently	Frequently	Occasionally	Rarely	Never
1.	Depressed mode	37.5%	30%	25.8%	6.7%	-
2.	Intention to leave job	-	-	3.3%	16.7%	80%
3.	Feeling of Job Insecurity	-	10%	26.7%	45%	18.3%
4.	Irritability	25.8%	34.2%	23.3%	14.2%	2.5%

- From the above table conclude that are 8.3% of respondents are mostly feel stress, 41.7% of respondents are sometimes feel stress, 34.2% respondents are rarely stress and 15.8% respondents are not at all feel stress due to work overload. Which means majority of respondents are sometimes feel stress due to work overload, so the company have to give less work overload to their employees.
- From the above table we can conclude that there are 3.3% respondents are occasionally feel to leave job, 16.7% respondents are rarely feel to leave job and 80% of respondents are never feel to leave job. Which means majority of respondents are never feel to leave job when they are in stress, so it is good for the company that their employees should not to leave the job due to stress.
- From the above table I conclude that there are 10% of respondents are frequently feel that their job is insecure, 26.7% respondents are occasionally feel that their job is insecure, 45% respondents are rarely feel anxiety and 18.3% of respondents are never feel that their job is insecure when they are in stress. Which means the company provides good security to their employees because majority of respondents are rarely feel that their job is insecure.
- From the above table I conclude that there are 25.8% of respondents are very frequently feel irritability, 34.2% of respondents are frequently feel irritability, 23.3% respondents are occasionally feel irritability, 14.2% respondents are rarely feel irritability and 2.5% of respondents are never feel irritability when they are in stress. Which means majority of respondents are frequently feel irritability when they are in stress.

FINDINGS

- It is observed that that there are 14% of employees are fall in age of 21 to 25 years, 38% respondents are fall in age of 26 to 30 years, 30% of employees are fall in age of 31 to 35 years, 15% respondents are fall in age of 36 to 40 years and 3% of respondents are fall in age of 41 to 50 years. Which means majority of respondents are from young age category.
- There are 90% of respondents are male and 10% of respondents are female. Which means majority of respondents are male who are working in the company.
- It is found that there are 12.5% of respondents are having primary school education, 50% respondents are having Secondary school education, 11.7% of respondents are graduate and 25.8% respondents are post graduate. Which means majority of respondents are having secondary school education.
- It is found that that majority of respondents are married who are working in the company.
- It is observed that out of 100% there 52% respondents are from below 5 years of experience, so the company needs to hire more experienced employees.
- The result shows that there are 49.2% of respondents are in service department. Which means the employees ratio are high in service department?
- It is found that there are majority 54.2% of respondents are having the designation employees of in the company.
- It is observed that there are majority 91% of respondents are mostly says that the work culture is supportive in their organization. So, the company have to maintain these kind of environment at their work place.
- There are majority 42.5% of respondents are sometimes feel stress in their organization.
- There are majority 52% of respondents are sometimes feel frustrated because of having stress. So the employees have to be very calm and composed when they are in stress.
- It is observed that there are majority on the 62.5% of respondents the job stress does not affect to their health at their workplace.
- It is found that the majority 45.8% of respondents are rarely feel stress due to poor working condition. Which means the working environment of the company is good because the employees of the company are rarely feel stress due to poor working condition.
- There are majority 42% of respondents are sometimes feel stress due to work overload. So, the company should not have to give work overload to their employees.
- It is found that majority of respondents have felt stress at their workplace.
- It is observed that majority 52.5% of respondents are says that stress is positively influence on their job performance. Which means stress does not affect to their job performance.
- There are majority 56.7% employees does not taken leave due to work related stress. Which means employees are more loyal to their work.
- It is found that there are majority 61% of respondents said that the job stress does not affect to their commitment.
- It is found that majority 37% of respondents are feel depressed mood when they are in stress. So the employees should have to be try to make their mood positive.
- It is found that there are majority 80% of respondents are never feel to leave job when they are in stress. So it is good for the company as well as for the employees, because the employees of the company are not to leave their current job.
- It is found that there are majority 34% of respondents are frequently feel irritability when they are in stress.
- There are majority 45% of respondents are rarely feel that their job is insecure. So the company have to provide more security to their employees.

RECOMMENDATIONS

The findings from the research suggest that following recommendation: Seminars and Workshop can be organized by the organization for effective work-life balance. Employees can be allocated alternate work which may leads to healthy work-life balance. The workload of the employee in the organization can be reduce and management can take efforts to representative to work efficiently.

CONCLUSION

From the study it is conclude that the private firm has a good and supportive work culture. It is found that there is an impact of stress on performance of employees. The employees sometimes feel stress at their workplace, the employees felt depressed mood, anxiety, sleep disorder. The job stress does not affect to the health of the employees. The employees are never feel to leave job when they are in stress. So it is good for the company as well as for the employees, because the employees of the company are not to leave their current job. The working environment of the company is good because the employees of the company are rarely feel stress due to poor working condition.

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APPENDIX**QUESTIONNAIRE****Demographic Profile:**

Age:(1) 20 to 25 year [] (2) 26 to 30 year [] (3) 31 to 35 year [] (4) 36 to 40 year [] (5) 41 to 50 year [] (6) 50 years above []

Gender: (1) Male [] (2)Female []

Education: (1) Primary [] (2)Secondary [] (3) Graduate [] (4) Post Graduate []

Marital Status: (1) Married [] (2)Single [] (3) Divorced []

Years of experience: (1) Below 5 Years [] (2) 6 - 10 Years [] (3) 11 - 15 Years [] (4) 15 years above []

Department: (1) Marketing [] (2)Production [] (3) Account [] (4)Human Resource [] (5) Service []

Designation: (1) Manager [] (2)Employee [] (3) Worker [] (4) Supervisor []

Please give your response to the below questions:

Q1. Is work culture supportive in your organization?

A. Mostly () B. Sometimes () C. Rarely () D. Not at all ()

Q2. Have you ever felt stress during your workplace?

A. Yes () B. No ()

Q3. How often do you feel stressed in your organization?

A. Mostly () B. Sometimes () C. Rarely () D. Not at all ()

Q4. Is stress positively influence on your job performance?

A. Yes () B. No ()

Q5. Have you taken leave in the past 12 months due to work-related stress?

A. Yes () B. No ()

Q6. Does job stress affect to your commitment?

A. Yes () B. No ()

Q7. Do you feel frustrated at your workplace because of having stress?

A. Mostly () B. Sometimes () C. Rarely () D. Not at all ()

Q8. Does job stress affect to your health at your workplace?

A. Mostly () B. Sometimes () C. Rarely () D. Not at all ()

Q9. Do you feel stress due to poor working condition?

A. Mostly () B. Sometimes () C. Rarely () D. Not at all ()

Q10. Do you feel stress due to work overload?

A. Mostly () B. Sometimes () C. Rarely () D. Not at all ()

Q11. When you are in stress how frequent have you noticed/felt the following: -

SR NO.	Factors	Very Frequently	Frequently	Occasionally	Rarely	Never
1.	Depressed mode					
2.	Intention to Leave Job					
3.	Feeling of Job Insecurity					
4.	Irritability					

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