

Impact of Stress on Employee Performance: A Study with Reference to Lulu Mall Trivandrum

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Abstract

Stress has emerged as a critical factor influencing the performance and well-being of employees in organizations. This study aims to examine the importance of stress on employee performance by focusing on Lulu Mall, located in Trivandrum. The study aims to identify the various factors that contribute to stress among employees and explore the impact of stress on their performance. Stress is an important factor affecting the performance of employees in an organization. The study attempts to study the importance of stress on employee performance of Lulu Mall, Trivandrum. The study tries to identify the various factors affecting stress and its impact on employee performance. The results of the study shows that stress of the employees has significant impact on their performance. The results of the study revealed several factors that contribute to stress among employees at Lulu Mall. These factors include workload, job demands, time pressure, lack of control over work, interpersonal conflicts, and organizational culture. The study found that these factors, when experienced chronically, significantly increase stress levels among employees. Furthermore, the study identified a strong correlation between stress and employee performance. High levels of stress were found to be detrimental to employee performance, leading to decreased productivity, reduced job satisfaction, increased absenteeism, and higher turnover rates. The study also highlighted the adverse effects of stress on the physical and mental well-being of employees, further affecting their overall performance and job satisfaction. Based on these findings, it is recommended that Lulu Mall and similar organizations take proactive measures to manage and reduce stress among their employees. Strategies such as implementing stress management programs, promoting work-life balance, providing necessary resources and support, and fostering a positive and inclusive work environment can significantly alleviate stress and enhance employee performance.

Keywords: Stress, employee performance, work relationship, psychological factors, stress

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INTRODUCTION

Humans' physical and mental responses to changes, occasions, and circumstances in their lives are known as stress. Stress affects people differently and for different reasons.

This study “impact of stress on employee performance; a study with reference to Lulu mall Trivandrum” is conducted with an aim to identify the major factor that cause stress among the respondents of Lulu mall and also the impact of stress on the performance of employees [1].

Study of stress is important both for individuals and organizations because of its deleterious effects. Stress is the pressure people feel in life due to their

reaction to the situations. No one is immune to stress [2]. Stress is a non-specific response to demands from environment and its results in physical, psychological, and behavioral deviations of people [3].

Stress can be managed by both individual level and organizational level. Individual approach to manage stress includes exercise, behavior control, proper diet, meditation, relaxation, and so forth. Organizational techniques to manage stress include counselling, disseminating information about the negative consequences of stress, and clarifying staff roles, responsibilities, policies, and norms [4].

Every employee at work has some level of dissatisfaction, tension, or anxiety related to the overall work environment. Every employee experience stress [5]. However, severe stress can negatively affect both individual and organizational performance. The worst-case scenario is that stress poses a risk to an organization's survival and, at best, damages its performance. Stress can have negative effects on health and productivity at work. Stress can lead to low self-esteem, sadness, irritability, anxiety, exhaustion, and a decrease in job satisfaction. Employee stress is an increasing problem in most of the organization. It affects respondents physically, psychologically, and behaviorally [6].

It is necessary to understand the stress level faced by the respondents of an organization. Stress can be minimized if company take the risk steps. The study at Lulu Mall Trivandrum is to find out the factors causing stress among respondents and also to know how far they affect the employees performance. This study consists of data interpretations, findings and some suggestions to be implemented by the management for improving their services and reduce the work stress among their respondents. This study is very relevant because respondents are the inevitable part of the organization whose contributions are unavoidable and the success of an organization depend up on success of the respondents.

SCOPE AND SIGNIFICANCE OF STUDY:

This study is conducted to identify the causes for stress among the respondents of Lulu Mall Trivandrum. This study will help the company in taking decision regarding the factors causing for stress and there by promoting employee welfare. The task of this study is to deliver a central idea about the causes contributing to stress among the respondents and to offer a significant solution to manage it. This will ultimately help the company realize the necessary stress management techniques resulting in the surging of employee morale and welfare and thereby improving the performance of the employees.

REVIW OF LITERATURE

In 2011, Kodavatiganti and Bulusu's article goal is to provide readers with a thorough grasp of the phenomena that causes stress in academics. Women educators reportedly experience a disproportionately higher amount of stress than their male counterparts. Long working hours, a lack of resources, long working hours, and overcrowded classrooms are the main causes of stress among academicians [4].

Sharma et al.'s individual variances in mind-set, age, gender, and job performance, the level of stress within a role varies. However, there are a number of elements that affect stress, including age (younger workers experience greater stress than older workers), level of qualification, compensation, control authorities, awards, word of praise, enhanced designations, and working pairs. The study suggested a reinforcement strategy that should emphasize positive reinforcement to lessen workplace stress [5].

Rosasa et al. demonstrates how stress levels vary by job role rather than by a person's age or gender. According to the analysis, women experienced more stress than men did. Sleep issues, melancholy, and irritability are the three main issues that students experience as a result of stress.

Srivastav's paper concentrate on the characteristics of stressful roles. According to the article, stress-related issues arose during role performance, hence their elimination or reduction should be tried. Role

stress was discovered to be heterogeneous in nature, making it impossible to treat with a single consistent remedy or intervention. Therefore, it is important to adapt specific problem-related solutions or interventions for improved organizational effectiveness.

Gladies and Kennedy found a strong link between job stress and organizational climate among Indian women working in IT organizations. In order to lessen or completely remove the sources of stress and a toxic work environment, he contends that teaching employees how to manage their stress is a very important skill that should be cultivated in IT firms [7].

According to Charu study in 2013, the quality of the working environment for IT professionals is directly correlated with levels of stress. He listed a few elements, such as a fair pay structure, consistent role expectations, supervisory support, a pleasant work environment, job capability fit, role autonomy, and stress, that have a direct impact on the quality of work–life balance. The rapid advancement of technology is the main source of stress for those working in the IT sector [8].

According to Khalid in 2012, in any organization, stress and job performance are directly correlated. Employees should receive strong assistance from their managers in order to increase their performance inside an organization. As a result, a supportive boss can help an employee perform better even in challenging circumstances [9].

Kavitha's essay in 2012 concentrates on the organizational role stress experienced by IT workers. Additionally, it emphasizes that married women experience greater stress than single women in the workplace compared with males [10].

Urska Treven et al. in 2011 states that in organizations with personnel that are allegedly stressed out are more likely to fail in the market. The most effective methods of preventing stress are a variety of stress management techniques, efficient job organization, and good management. In general, he divided stress into three categories: transient stress, post-traumatic stress disorder, and chronic stress [11].

Richardson in 2008 states stress management techniques have been categorized as primary, secondary, and tertiary. As the simplest and most affordable method of stress management, he advised all of the employees to undergo relaxation training interventions [12].

Swaminathan and Rajkumar, in 2013, carried out a study that was concerned with the levels of stress across different age groups, professions, types of occupations, hours worked, and the impact of the workplace environment. An employee's level of stress is highly individualized. His research suggests that there is a maximum capacity at which every person can operate. He has determined that three factors—role overload, role self-distance, and role stagnation—are to blame for workplace stress [13].

Satija and Khan, in 2013, contends that occupational stress is equivalent to job stress and that both must be managed at work to prevent a detrimental impact on employees' attitudes and behavior [14]

STATEMENT OF THE PROBLEM

Organizational stress is an important problem which affects respondents in every organization. Today's management of the company closely examines stress management concerns that affect employees' ability to accomplish their jobs. According to the researcher's direct interaction with the employees at Lulu mall Trivandrum, it is revealed that their performance is significantly affected by stress. Hence, it is necessary to identify the level of stress among the employees, which is a major reason that affect the organization's productivity and employee's performance. This article makes an attempt to identify the stress among the respondents and how it affect the performance of the employees and thereby seek to effectively deal with the same.

OBJECTIVES

- To investigate the sources of stress among Lulu employees in Thiruvananthapuram.
- To ascertain how stress factors affect workplace performance.
- To provide valuable suggestions to the management to reduce stress among the employees at Lulu Mall, Thiruvananthapuram.

HYPOTHESIS

H₀₁: There is significant difference in the stress of employees based on their type of job.

H₀₂: There is no relationship between stress and employee's performance.

H₀₃: Stress has no impact on the employee performance.

RESEARCH METHODOLOGY

Research Design

The study's focus is on descriptive elements. The study employs both primary and secondary data. The 200 employees of the Lulu Mall in Trivandrum are the primary source of the data. A total of 110 people made up the study's sample. Convenience sampling was the method utilized for this study. The subjects are chosen using a non-probability sampling strategy based on their ease of access and closeness to the researcher.

Tools for Analyses

The data analyzed and interpreted properly. There are several tools here. The following tools were used to analyze the collected data and interpret it using tables and graphs.

- An easy percentage approaches.
- Analysis of variance, correlation, and regression.

Limitations of the Study

- The responses will depend on the respondents' attitudes, opinions, and sharing mentalities.
- Because of the busy schedule, respondents may not have answered properly, which not hold may true in such cases they should have got lot of time to answer.
- All the limitation pertaining to questionnaire also affects the study.
- The time period of the study is limited.

DATA ANALYSIS AND INTREPRETATION

With regard to the above data, it is seen that 47% of the samples were male and 53% female contributed of the total sample (Table 1).

Out of the 110 respondents, 47% are ground staff, 26% are supervisors, and 16% are ground staff (Table 2).

Table 1. Gender of the respondents.

Gender	No. of respondents	Percentage
Female	58	53
Male	52	47
Total	110	100

Table 2. Designation.

Designation	No. of respondents	Percentage
Ground staff	18	16
Executives	52	47
Supervisors	40	36
Total	110	100

Table 3. Reasons for the stress.

Reasons	No. of respondents	Percentage
Performance at the workplace	22	20
Poor work relationship with boss	24	22
Workload	23	21
Poor work environment	21	19
Lack of interest in job	20	18
	110	100

The study shows that the major reasons for stress are poor relationship with the boss (22%), workload (21%), performance at the workplace (20%), poor work environment (19%), and lack of interest in job (18%; Table 3).

Table 4. Hypotheses testing.

Employee stress	Designation			F value	P value
	Ground staff	Executives	Supervisors		
	4.23	4.46	4.16	2.477	.039

H₀: There is no significance difference in the employee stress based on designation.

H₁: There is significance difference in the employee stress based on designation.

Since p value is less than 0.05, null hypothesis is rejected at 5% significance level with regard to employee stress. Hence, it is concluded that there is significance difference in the employee stress based on designation (Table 4).

Table 5. Hypothesis 2.

Correlations		Employee stress	Employee performance
Employee stress	Pearson correlation	1	
	Sig	.000	
	N	110	
Employee performance	Pearson correlation	.852	
	Sig	.000	
	N	110	110

H₀: There is no significant relationship between stress and employee performance.

H₁: There is significant relationship between stress and employee performance.

From the analysis, it is found that all the variables are positively correlated, that means all there is positive correlation between employee stress and employee performance. Correlation coefficient between employee stress and Employee performance is 0.852, which indicates $(0.852^2 = 0.725)$ 72.5% positive correlation between employee stress and employee performance at 5% level of significance. Since the p value is less than 0.05 null hypothesis is rejected, that is, there is significant relationship between employee stress and employee performance (Table 5).

H₀: Stress has no impact on the employee performance.

H₁: Stress has impact on the employee performance.

Dependent variable (Y): Employee performance

Independent variable (X): Employee stress

$$R^2 = 0.726$$

$$F \text{ value} = 272.58 \text{ } p \text{ value} < 0.001$$

Dependent variable: Employee performance.

The coefficient of determination R^2 measures the goodness-of-fit of the estimated Sample Regression Plane in terms of the proportion of the variation in the dependent variables explained by the fitted sample regression equation. Thus, the value of R^2 is .726 simply implies that the estimated SRP, which employs employee stress as the independent variables and R^2 value is significant at the 1% level, accounts for around 72% of the variation in employee performance (Table 6).

$Y = a + bx$ is the regression equation.

$$Y = .875 + 1.198x$$

When the other variables are held constant, the coefficient of X, which in this case is 1.198, shows the partial impact of employee stress on performance.

Table 6. Hypothesis 3.

Variables	Unstandardized coefficient B	Standard error of B	Standardized co-efficient	t Value	p Value
Constant	.875	.314		2.789	.006
Employee stress	1.198	.073	.852	16.510	<.001

Findings

1. The study shows that the major reasons for the stress are poor relationship with the boss (22%), workload (21%), performance at the workplace (20%), poor work environment (19%), and lack of interest in job (18%).
2. Stress level of employees varies based on their job type.
3. Stress is an important factor affecting the performance of the employees. This is validated by the correlation test. The findings indicate a beneficial relationship between employee performance and job stress.
4. Regression analysis reveals that employee stress accounts for 72% of the variation in employee performance.

Suggestions

- It is found that relationship with boss causing stress among employees in the organization. Managers can have more informal meeting with employee, which will be helpful introducing the gap between boss and employees.
- It will be better if the company implement certain changes in order to overcome stress, such as reduce work overload and provide periodical relaxation and also give employees to do list task so that they can complete their task within the time.
- Organization can conduct more training or workshop to help their employees in coping with occupational stress.
- Health of an employee is important for an organization so free periodical health check-up can be provided for all employees, Promotional opportunity, reward, bonus, PF, and so forth, helps the employees to feel security in their job which leads to good reputation and goodwill of the company.
- Recreation programs, informal gathering, celebrations, outing, and so on, such activities can be more frequently conducted in the organization which will be help in reducing stress in workplace.
- Continuous working hours leads to low employee productivity so in order to improve the productivity and employees working capacity organization can provided with adequate intervals for relaxation time there by employees can reduce their work stress.

CONCLUSION

The study was designed to give Lulu Mall a complete analysis on the impact the level of stress on employee performance. A descriptive study is made to identify and ascertain the major reasons and its impact on performance among the employees of the organization. One can get the conclusion that each employee is dissatisfied with some aspects of their employment. The main factors that create stress among the employees is due to pay or benefit, lack appreciation in salary and poor work environment or infrastructure. Motivational aspect by the management should also be improved. The researcher suggests the management to reduce the working load of the employees and to increase the benefits so as to decrease their stress level. The study found that, stress is an inevitable factor in the organization, but it can be reduced to an extent by taking corrective measures by the management. Both personal and organizational factors are relevant in creating stress among the employees. The organization's performance suffers as a result. The advice is carefully evaluated, and appropriate steps are done to lessen work stress. As the employees are the vital part of the organization, they must be treated as valuable assets.

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