

Job Stress and its Impact on Employees in Industries

K. Nidhin George¹ and Clayton Michael Fonseca^{2*}

^{1,2}Department of Social Work, Sacred Heart College (Autonomous), Tirupattur, Tamil Nadu, India
clayton@shcpt.edu*; +91 9042147007

Received: February 20 2022/Accepted: April 13 2022/Published: 07 June 2022

Abstract

Job stress is described as the negative physical and emotional reactions that occur when the job requirements do not meet the worker's talents, resources, or demands. Workplace stress may result in ill health and even harm. The purpose of this research is to determine the impact of stress on workers. Data was collected from 50 employees in the managerial cadre of manufacturing industries using a descriptive study design. To make valid judgments, statistical test were applied and the questionnaire was tested which resulted in 0.65 Cronbach's alpha. Analysis revealed that majority (62.0%) of the respondents has experienced high job stress, while half (50.0%) of the respondents have denoted low social support. The research also presented recommendations for reducing workplace stress based on the findings of the study.

Keywords: Job stress, work place, behavioural stress, environmental stress, social support.

Introduction

Job stress is defined by the National Institute for Occupational Safety and Health in the United States as negative physical and emotional reactions that arise when job requirements do not meet the worker's talents, resources, or needs. Workplace stress may result in ill health and even damage. There are mainly two types of workplace stressors: physical and mental. Noise, poor lighting, a lousy office or work arrangement, and ergonomic problems including suboptimal working postures are all physical stresses. Psychosocial stressors are, without a doubt, the most common stressors. High workplace expectations, inflexible work hours, poor job control, bad work design and structure, bullying, harassment, and job instability are just a few examples. Workplace stress not only impacts the employee, but it also has a negative impact on the company's performance. Workers' physical health, emotional health, and behaviour are all affected by job-related stress. These impacts happen in stages, starting with discomfort in reaction to stresses. Distress causes high blood pressure and anxiety, which raises the risk of heart disease, drug misuse, and anxiety disorders. Workers' mental health is also harmed by workplace stress, with an increased risk of anxiety, burnout, depression, and drug abuse problems. Increased levels of stress can also result in behavioral changes like alcohol and substance use and abuse, and absentee issues.

As stress levels rise, so does the ability to have meaningful connections with people. Tobacco, drug or alcohol abuse, rage outbursts, social disengagement, accident, and exhaustion are all factors to consider. Physical, chemical, and biological restrictions on species production and scheme events are referred to as environmental stress (Velankani and Clayton, 2022). For example, crisis situations, poor environmental relations, natural disasters, air/water/sound pollution, unexpected lockouts, working conditions, facilities, work space, random interruptions, and technology. Physical stressors, on the other hand, are workplace environmental stresses that compel your body to adjust for situations that are outside of the usual. In a research titled "The Impact of Job Stress and Job Contentment on Worker Productivity in an Iranian Petrochemical Industry," Naser Hoboubi (2017) concluded that job stress and job satisfaction are major variables impacting workforce productivity. This study was conducted to investigate job stress, job satisfaction, and workforce productivity levels, to examine the effects of job stress and job satisfaction on workforce productivity, and to identify factors associated with productivity decrement among employees of an Iranian petrochemical industry. According to the findings, workers' rated job stress and job satisfaction were moderate-high and moderate, respectively. Furthermore, their output was rated as modest.

Although the association between work stress and productivity indicators was not statistically significant, the positive correlation between job satisfaction and productivity indices was. Employees working in many industries and organizations must cope with stress, according to Samuel Ajayi (2018) in his article "Effect of Stress on Employee Performance and Job Satisfaction: A Case Study of the Nigerian Banking Industry." Bank employees are among those that are stressed out owing to a variety of stressors. This poll utilized a sample of 150 workers from Nigeria's banking sector. The conclusions of this research back with the findings of a similar study on the banking industry in Pakistan performed by Usman Basher and Muhammad Ismail, which found that work stress considerably reduces an individual's performance. Job stress is regarded to be on the rise and has become a burden for employers, since high levels of stress result in reduced productivity, increased absenteeism, and accumulation of other personnel issues. Deasy Lastya (2020) did research on "The influence of occupational stress on employee performance: Case study of the manufacturing sector in Indonesia." The primary goal of this research is to examine the impact of job stress on employee performance in the Indonesian manufacturing sector. This study's sample size includes 93 staff members from diverse manufacturing businesses. This research employs partial structural data analysis approaches using SPSS version 20.0. These strategies are used to investigate the impact of job stress and the work environment on employee performance. The findings revealed that job stress and work environment had a considerable influence on employee performance, with a value of $R=0.972$. According to the survey results, non-standard working hours and bad relationships with colleagues/superiors lead to the production of work stress, which has an influence on low performance.

Significance of the study

Employees who are under a lot of stress at work feel unappreciated, and their performance suffers as a result. This is due to workers' inability to think clearly and their tendency to become sedentary at work. Emotional tiredness, poor self-evaluations, and low self-esteem are also linked to worker stress, according to Cordes and Dougherty (1993). Workplace stress, on the other hand, will have a direct impact on job performance (Jex, 1998). According to Tseng (2001), hi-tech employees are more stressed than those in conventional sectors. Workplace stress has been shown to cause physiological and psychological changes in employees. Employees may attempt to deal with stress in their own manner, but their performance is determined by the degree of perceived stress and the success of their coping technique. As a result, research must be conducted to determine the major causes of employee stress and to provide solutions to the issue.

Considering the above facts in view, this study was aimed with the following objectives.

- To study the level of stress among employees of manufacturing industries.
- To find out the extent to which social support is rendered.
- To study the impact of stress on the gender of the respondents.
- To understand how employees from different departments cope with stress.

Methodology

Study design: Descriptive research was conducted to gather information on the status of the phenomena in order to obtain the information necessary for the aim of explaining work stress and the affects it has on manufacturing personnel. Using the approach of purposive sampling, information was gathered from fifty personnel employed in managerial roles within the industrial sector of Ambur as a result of this. Cronbach's alpha was determined to be 0.65 after doing statistical analyses using SPSS version 19.0 and evaluating the questionnaire. This resulted in the ability to make reliable judgments based on the data. The secondary data came from a variety of research publications, including academic journals and periodicals, books, and websites, amongst other sources.

Results and Discussion

Table 1 illustrates that more than half (56%) of the respondents have denoted high level of physical stress in their workplace. A little more than half (52%) of the employees have stated a high level of metal pressure in their working environment which has resulted in increased mental stress. Majority (62%) and above, have inferred high levels of stress in relation to the behaviour of the superiors and the prevailing working environment. From the table it is evident that majority (62%) of the respondents have denoted high levels of stress in relation to their work in a manufacturing industries.

Table 1. Distribution of respondents based on their work-life balance.

Factors	Low Level	High Level
Physical stress	44	56
Mental stress	48	52
Behavioural stress	38	62
Environmental stress	36	64
Overall job stress	38	62

Table 2. Distribution of respondents based on their level of social support.

Source of social support	Frequency	Percent
Low	25	50.0
High	25	50.0
Total	50	100

Table 3. 't'- Test between male and female employees and stress management.

S.No.	Variable	Mean	Std. deviation	Statistical inference
1.	Physical Stress Management			t= 1.871
	Male	64.36	18.071	Sig. 0.067
	Female	72.80	13.494	P>0.05 Not significant
2.	Mental Stress Management			t= 2.224
	Male	28.68	4.888	Sig. 0.031
	Female	32.00	5.642	P<0.05 Significant
3.	Behavioral Stress Management			t= 2.154
	Male	40.64	5.901	Sig. 0.036
	Female	37.24	5.238	P<0.05 Significant
4.	Environmental Stress Management			t= .478
	Male	28.48	3.417	Sig. 0.071
	Female	30.40	3.926	P>0.05 Not significant
5.	Overall Stress Management			t= 2.223
	Male	65.32	5.146	Sig. 0.031
	Female	61.44	7.048	P<0.05 Significant

Table 4. One-way Analysis of variance among the department of the respondent and various dimension of stress management.

S.No.	Source	Sum of Squares	df	Mean Square	Mean	Statistical Inference
1.	Physical Stress				G1=74.00	Sig. 0.144 P>0.05 Not Significant
	Between Groups	121.932	3	40.644	G2=68.69	
	Within Groups	12976.248	46	282.092	G3=69.07 G4=67.35	
2.	Mental Stress				G1=28.67	Sig. 2.320 P>0.05 Not Significant
	Between Groups	193.897	3	64.632	G2=28.85	
	Within Groups	1281.323	46	27.855	G3=28.64 G4=32.75	
3.	Behavioral Stress				G1=41.00	Sig. 1.037 P>0.05 Not Significant
	Between Groups	103.768	3	34.589	G2=38.08	
	Within Groups	1535.052	46	33.371	G3=40.93 G4=37.80	
4.	Environmental Stress				G1=28.67	Sig. 0.411 P>0.05 Not Significant
	Between Groups	18.158	3	6.053	G2=28.54	
	Within Groups	678.162	46	14.743	G3=29.86 G4=29.85	
5.	Overall Job Stress				G1=22.67	Sig. 5.339 P>0.05 Not Significant
	Between Groups	141.520	3	47.173	G2=15.69	
	Within Groups	406.400	46	8.835	G3=15.36 G4=15.75	

G1=Admin; G2=HR; G3=Maintenance; G4=IT.

From Table 2, it is inferred that, half (50%) of the respondents have low source of social support and the exact same representation of half (50%) of the respondents have denoted high source of social support. Though, it is evident that social support is equal in this dimension it is to be noted that employee support in terms of social factors does influence their stress. The presented Table 3 denotes that there is a significant difference between male and female employees and the dimensions of mental stress management, behavioural stress management and overall stress management. This shows that gender does impact the competencies of the employees in their management and coping strategies pertaining to mental stress, behavioural issues and overall stress coping mechanisms and there is no significant difference between the male and female respondents and the dimension of physical stress management and environmental coping strategies. The Table 4 denotes that there is no significant association among the various departments in which the employees are working in with regard to the various dimensions of the study which include physical stress, mental stress, behavioural stress, environmental stress and overall job stress. This determines that irrespective of the department an employee may be working in, he/she is subject to experience job stress.

Conclusion

Stress management in the workplace must be the joint responsibility of both the organization and the individual. The company has to augment the major ethical accountability to practice 'healthy work culture and environment'. Candid and outstanding, yet plausible recommendations include redesigning the job to 'increase variety, prevent excessive-hours, motivated environment, and creative job profiles and provide better-support'. Incentives should be upgraded from the more senior team to the newly appointed. Certain inducements like working-conditions, holidays, and opportunities for picnic would stimulate the employees to overcome job stress. 'Participatory decision-making, skill building, social security, support' etc. are some of the other benefits the management could shower upon its employees.

Suggestions

Workplace stress is avoidable, and the first step in resolving it is identifying possible causes of stress for workers in a business. Primary interventions are preventative steps that remove or reduce possible stresses. The origins of physical and mental stress in the job are the focus of this level of intervention. Interventions include the following:

- Making changes to the workplace.
- Providing employees with breaks and rest times.

- Increasing employee involvement in decision-making and job planning.
- Increasing the amount of time and resources available for fulfilling specified job responsibilities.
- Matching work requirements to employee abilities and capabilities.
- Creating distinct paths for advancement and reward
- Removing physical risks and making use of safer equipment and technologies.
- Putting in place controls to prevent worker exposure to occupational risks.
- Encouragement of the usage of personal protective equipment

To alleviate job-related stress, physical stress, behavioural stress, and environmental stress, sources of social support should be expanded. Improving employee coping skills would result in reduced work stress in the sector. Increased pay for workers would very probably alleviate workplace stress to some extent. When it comes to all aspects of workplace stress that influence employees, the female workers face the most stress. As a result, in order to minimize their stress, the industry may reduce their reporting time or give a higher wage package for female workers who encounter greater stress in the work.

References

1. Ajayi, S. 2018. Effect of stress on employee performance and job satisfaction: A Case study of Nigerian banking industry. *SSRN Electronic J.* 8: 45-49.
2. Bamba, S. 2016. Stress management and job performance in the industries sector of Mali. *J. Service Sci. Managmnt.* 9: 189-194.
3. Elango, L. and Fonceca, C.M. 2021. Data on work life balance experienced by women police officials of Tirupattur District, Tamil Nadu, India. *Int. J. Aquatic Sci.* 12(2): 667-673.
4. Fonceca, C.M., Raj, S.P. and Anandan, C.R.C. 2017. Managerial effectiveness: A critical analysis. *J. BusinessManagmnt.* 19(8): 47-52.
5. Hoboubi, N., Choobineh, A., Kamari Ghanavati, F., Keshavarzi, S. and Hosseini, A. 2017. The impact of job stress and job satisfaction on workforce productivity in an Iranian petrochemical industry. *Safety Health Work.* 8(1): 67-75.
6. Katic, I., Knezevic, T., Berber, N., Ivanisevic, A. and Leber, M. 2019. The impact of stress on life, working, and management styles: How to make an organization healthier? *Sustainability (Switzerland).* 11(15): 52-59.
7. Mardhotillah, R.R., Karya, D.F., Saadah, C. and Rasyid, R.A. 2021. The antecedents of employee's performance: Case study of Nahdlatul Ulama University of Surabaya, Indonesia. *IOP Conference Series: Earth and Environmental Science,* 747(1).
8. Narahari, L. 2017. A Study on Stress Management among the Employees of ITES (BPO)-Companies. *Int. J. Engg. Develop. Res.* 5(2): 1871-1876.



9. Paul, J. M. 2021. A study on stress management among the employees in manufacturing industries. *Int. J. Creative Res. Thoughts*. 9: 2320-2882.
10. Saleem, F., Malik, M.I. and Qureshi, S.S. 2021. Work stress hampering employee performance during COVID-19: Is safety culture needed? *Front. Psychol.* 12: 2971.
11. Sari, D.L., Storyna, H., Intan, R., Sinaga, P., Gunawan, F.E., Asrol, M. and Redi, A. 2021. The effect of job stress to employee performance: Case study of manufacturing industry in Indonesia. *IOP Conference Series: Earth and Environmental Science*, 794(1): 12-25.
12. Shiamzu, A. 2003. Job stressors, coping, and psychological distress among Japanese employees: interplay between active and non-active coping. *Work Stress*. 17: 38-51.
13. Tannady, H., Andry, J.F. and Nurprihatin, F. 2020. Determinants factors toward the performance of the employee in the crude palm oil industry in West Sumatera, Indonesia. *IOP Conference Series: Materials Science and Engineering*, 771(1).
14. Umesh Samuel Jebaseelan, A., & Michael Fonceca, C. (2021). Transdisciplinary Research: A Social Work Perspective. *Int. J. of Aquatic Sci.* 12(2): 549-557.
15. Velankani, C.A. and Clayton, M.F. 2022. Employee stress and its impact on their job performance. *J. Acad. Indus. Res.* 10(3): 34-38.
16. Widodo, A.W., Xavier, C., Wibisono, M.R., Murti, N.M.D., Putra, T.P., Gunawan, F. E. and Asrol, M. 2021. The impact of job stress on employee productivity during Covid-19 pandemic at the aviation industry. *IOP Conference Series: Earth and Environmental Science*, 794(1).

Cite this Article as:

Nidhin George, K. and Fonceca, C.M. 2022. Job Stress and its impact on employees in industries. *J. Acad. Indus. Res.* 11(1): 1-5.