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**A Study on Impact of Stress Factors on Employees Performance with  
special reference to Erode district.**

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**ABSTRACT**

This article was based on “a study on impact of stress factors in employee’s performance and The main objectives of this research are to identify the economic condition and to find out the psychological problems of employees in the company. The research is based on the following methodology. Descriptive research design is adopted for this study. A Sample of 150 employees was chosen as a respondent based on simple random sampling method and questionnaire is based on factors affecting stress to collect data from the respondents. The collected data is analyzed using simple random sampling and chi-square test. Most of the employees accepted that the job responsibility is growth-oriented because of carrier development. The Health is affected since they use chemically to manufacture the product and people in the organization inhales the chemicals. The researcher suggests the company to be promoting in the way of managing both external and internally posed stress,



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over the employees using good psychological, some techniques the intended results can be elicited.

## CHAPTER-I

### 1.1. INTRODUCTION

The role of human resource management in organization has been evolving dramatically in recent times. It tries to secure the best from people by winning their wholehearted cooperation it bringing people and organizations together so that the goals of each are met .Human resource plays a major roles plays, partnerships with internal and external customers .It gives transformational change leader and initiator. It also fast, proactive and integrated with human oriented. It related to short, medium and long term basis. Control the organic-flexible and what is necessary to succeed. It improves job design, broad, flexible and cross-training teams. People and knowledge is the key investments.

Organizational life is quite stressful. Work pressures, tight schedules, meetings that never seem to end on time, unhelpful colleagues, critical bosses, incompetent subordinates and a host of other irritating factors may all have a cumulative effect in making the lives of modern-day executives quite miserable. As we all know, stress is the body's reactions to any demand made on it. Perceptions of events, whether positive or negative, activate stress. Stress can be disruptive to an individual as any accident. It can lead to poor performance on the job, excessive use of alcohol other drugs, poor attendance or even overall poor health. In fact, there is growing evidence that undue stress is related to the diseases that are major causes of death-coronary heart diseases, stroke, hypertension, diabetes, cancer.

### **The Stress Concept**

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Stress is seen as characteristics of the environment, for example work-related stresses, life events such as bereavement, daily hassles, etc. Stress is seen as a person's response to the characteristics of the environment. This is based on Selye's ideas. Any stimulus which produces the stress response is a stressor. This is the most popular approach to studying stress today. A person experiences stress when the perceived demands of the environment are greater than their perceived ability to cope with them.

The stress reaction is neither good nor bad in itself. It depends on the circumstances. Hans Selye had different words for these. He called positive stress 'eustress'. Stress is useful when it protects us in times of danger or helps us to adapt in times of change. It is inevitable and necessary to survival. But it serves us in other ways. It motivates and stimulates us in our work, allowing us to be productive and creative. Stress becomes a problem when there is too much when it lasts too long or when it occurs too frequently. This is when stress starts to create undesirable symptoms and eventual damage to the body. Hans Selye called this 'distress'.

Employers should provide a stress-free work environment, recognize where stress is becoming a problem for staff, and take action to reduce stress. Stress in the workplace reduces productivity, increases management pressures, and makes people ill in many ways, evidence of which is still increasing. Workplace stress affects the performance of the brain, including functions of work performance; memory, concentration, and learning. In the UK over 13 million working days are lost every year because of stress.

Stress is believed to trigger 70% of visits to doctors, and 85% of serious illnesses (UK HSE stress statistics). Stress at work also provides a serious risk of litigation for all



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employers and organizations, carrying significant liabilities for damages, bad publicity and loss of reputation. Dealing with stress-related claims also consumes vast amounts of management time. So, there are clearly strong economic and financial reasons for organizations to manage and reduce stress at work, aside from the obvious humanitarian and ethical considerations. If you are suffering from stress yourself the stress management guidelines here are just as relevant.

## CHAPTER-2

### 2.1 OBJECTIVES OF THE STUDY:

- To identify the factors which causing stress.
- To analyze the working condition of the employees.
- To analyze the employee performance based on the level of stress factors.
- To know about the psychological problems of the employees.

To know about the counseling services provided for the employees. .

### 2.2.STATEMENT OF THE PROBLEM:

Now-a-days almost all company employees causing stress because of personal problem, health, environment, work level. But industry employees are affecting psychological problems, shift timing and medical facilities.

### 2.3.SCOPE OF THE STUDY:

In organization's employees affecting the stress various factors differ from person to person. In our study not only to understand the stress level of employees with respect to their work environment. But also to help the organization to improve the satisfaction of customers by meeting the customer requirements.



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#### 2.4.LIMITATIONS:

The limitations of the study are:

- The study is only applicable.
- The study is conducted only on 150 respondents
- The chances of respondents bias is associated.

### Chapter-III

#### 3.1.Research Methodology:

##### RESEARCH:

Research is a systematic method consisting of identifying the problem, formulating a hypothesis, collecting the facts or data, analyzing the facts and reaching certain conclusions in the form of solutions towards the concerned problem.

##### RESEARCH DESIGN:

A research design is the arrangement of conditions for collections and analysis of data in the manner that aims to combine relevance to the research purpose with economy in procedure.

##### DESCRIPTIVE RESEARCH:

Descriptive research design is adopted for this research because this study describes the variable level of stress and its associated variables.

##### SAMPLING DESIGN:





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NUMBER  
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Probability sampling design is adopted. Each member in the population get equal chance of being selected as a respondent so it is called probability sampling. Simple random sampling is used for this study.

#### **SIMPLE RANDOM SAMPLING:**

This type of sampling is also known as chance sampling or probability sampling where each item in the population has an equal chance of inclusion in the sample and each one possible samples, in case of finite universe, has the same probability of being selected. For this study, respondents were approached in random and their responses were recorded in the questionnaire provided to them.

#### **SAMPLE SIZE:**

A total of 150 respondents were selected as a sample for the study and the questionnaire is administered to them.

#### **PERIOD OF THE STUDY:**

The study is conducted for the period of 3 months.

#### **AREA OF THE STUDY:**

Erode district is taken as a study area.

#### **TOTAL EMPLOYEES:**

1500 Employees are working in a company.

#### **DATA SOURCE**

Both primary as well as secondary sources were utilized in this study. A well designed pretested questionnaire was used by the researcher to collect the necessary



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information from the respondents. In addition regarding is from the official records from the website. Articles published in managing are also utilized as secondary data for this researcher.

## RESEARCH INSTRUMENT

The research has utilized the questionnaire as instruments to collect the data from the respondents for this research.

## QUESTIONNAIRE DESIGN

The questionnaire design used as open end, closed end, multiple, and likert method.

## STATISTICAL TOOLS APPLIED

The research has mainly used percentage analysis, chi-square test, weighted average, in order to make effective presentation tables, pie diagrams, bar diagrams etc.,

## 3.2.REVIEW OF LITERATURE

Research published in 2005 by Dr Michael Miller of the University of Maryland in Baltimore confirmed the positive and negative effect on blood vessels and their 'endothelium' lining, from respectively positive and negative viewing and listening experiences, and the resulting hormonal changes that result, producing stress, and aversely affecting blood vessel performance.

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Dr Margaret Stuber's US research has demonstrated that laughter is an effective pain reducer in children, and specifically that children's stress levels were reduced after laughing, and in UK hospitals 'clown doctors' are used in children's wards to improve patients' tolerance to stress and pain, including prior to anesthetic and operating theatre.

Key findings of the report were:

- **Anger and mood:** 43% admitted to feeling or becoming angry with others too easily and one third (31%) confessed to a loss of humour creating workplace pressures.
- **Muscle tension and headaches:** More than half of those questioned (55%) complained of muscular tension or physical aches and pains. 44% said they experienced frequent headaches.
- **Tiredness and insomnia:** Asked about psychological symptoms, 55% experienced feelings of constant tiredness at work. 57% complained of insomnia.

The report also shows that ill-health is having an impact on morale and performance. One-third (30%) admit they are irritable 'sometimes or often' towards colleagues. Some managers also want to avoid contact with other people (26%) and many (21%) have difficulty making decisions due to ill health. This means organisations should ensure their employees are well versed in identifying and addressing symptoms before they escalate."

The above article 'Poor workplace health is no laughing matter for UK managers' is ©CMI 2006, and used with permission. The Chartered Management Institute helps set and raise





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NUMBER  
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standards in management, encouraging development to improve performance. Moreover, with in-depth research and regular policy surveys of its 71,000 individual members and 450 corporate members, the Institute has a deep understanding of the key issues. The Chartered Management Institute came into being on 1 April 2002, as a result of the Institute of Management being granted a Royal Charter.

As regards health in the workplace, Workplace Health Connect (a partnership between the CMI and the Health and Safety Executive) provides free, confidential, impartial and practical advice and support on health, safety and return-to-work issues. Workplace Health Connect advisers are able to advise on a range of issues that can affect workplace health including: poor manual handling technique, incorrect use of chemicals, poor hygiene in the workplace, working in dusty or noisy environments and working at a badly set up workstation.

#### CHAPTER-IV

#### ANALYSIS AND INTERPRETATION

The term analysis refers to closely related operations that are performed with the purpose of summarizing the collected data and organizing it in such a manner yielding an answer to the question. Analysis involves organizing the data in a manner and interpretation that explains facts of figures. Thus interpretation proceeds to knowledge interpretation coming in to play. The collected data was analyzed by using percentage analysis method. Percentage



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was calculated by taking the number of employees for a particular criteria or parameter against the total number of employees. The percentage was calculated individually for each question

- Interpretation is essential for the simple reason that the findings lie in proper interpretations. It is being considered a basic component of research processes because of the following reasons.
- It is through interpretations that the researcher can well understand the abstract principle that works beneath his findings. Through this we can link up his findings with those of other studies having the same abstract principle, and thereby can predicted about the concentrate world of events.
- Interpretations leads to the establishments of explanatory concepts that can reserve as a guide for future studies; it opens new avenues of intellectual adventures and stimulates the quest for more knowledge.

#### 4.1 CHI-SQUARE TESTS

**Table4.1.:Chi-square test for experience of employees and satisfaction towards superior relationship**

**OBSERVED FREQUENCY TABLE**

Experience Of employees	Below 5 years	5-10 years	11-15 years	Above 15 years	Total
Superior relationship					

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**Tamilnadu-636121, India**

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Satisfied	10	8	12	10	40
Highly satisfied	5	13	9	8	35
Dissatisfied	5	5	2	3	15
Highly dissatisfied	2	2	10	11	25
Neither satisfied nor dissatisfied	3	2	12	18	35
<b>Total</b>	<b>25</b>	<b>30</b>	<b>45</b>	<b>50</b>	<b>150</b>

**EXPECTED FREQUENCY TABLE**

Experience Of employees Superior relationship	Below 5 years	5-10 years	11-15 years	Above 15 years	Total
	Satisfied	6.66	8	12	
Highly satisfied	5.23	7	10.5	11.66	35

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Dissatisfied	2.5	3	4.5	5	15
Highly dissatisfied	4.16	5	7.5	8.33	25
Neither satisfied nor dissatisfied	5.83	7	10.5	11.66	35
<b>Total</b>	25	30	45	50	<b>150</b>

**Ho:** There is no significant relationship between experience of employees and satisfaction towards superior relationship.

**H1:** There is a significant relationship between experience of employees and satisfaction towards superior relationship.

**Chi square test:**

Calculated value: 29.18

Tabulated value: 12.59

Significant value: 5%

Degrees of freedom: 12

Remarks: significant

**INTERPRETATION:**

It is observed that the calculated value of chi square is greater than that of tabulated value. Hence the alternative hypothesis is accepted and it is concluded that there is a



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STANDARD  
SERIAL  
NUMBER  
INTERNATIONAL CENTRE

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**ISSN NO (online) : Application No : 19702 RNI –Application No 2017103794**

significant relationship between experience of employees and satisfaction towards superior relationship.

**Table4.2: Chi-square test for Work load and concentration of work**

**OBSERVED FREQUENCY TABLE**

Work load	Relax	Normal	High	Pressure	Extreme pressure	Total
Concentration of work						
Agree	15	25	4	2	4	50
Strongly Agree	6	13	15	0	0	34
Disagree	1	5	3	12	2	23
Strongly disagree	2	1	1	6	3	13
Neither agree nor disagree	3	6	2	8	11	30
<b>Total</b>	<b>27</b>	<b>50</b>	<b>25</b>	<b>28</b>	<b>20</b>	<b>150</b>

**EXPECTED FREQUENCY TABLE**

Work load	Relax	Normal	High	Pressure	Extreme pressure	Total
Concentration of work						
Agree	9	16.66	8.33	9.33	6.66	50
Strongly Agree	6.12	11.33	5.66	6.34	4.53	34





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INTERNATIONAL  
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SERIAL  
NUMBER  
INTERNATIONAL CENTRE

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Disagree	4.14	7.66	3.83	4.29	3.06	23
Strongly disagree	2.34	4.33	2.16	2.42	1.77	13
Neither agree nor disagree	5.4	10	5	5.6	4	30
<b>Total</b>	<b>27</b>	<b>50</b>	<b>25</b>	<b>28</b>	<b>20</b>	<b>150</b>

**Ho:** There is no significant relationship between work load and satisfaction towards concentration in work.

**H1:** There is a significant relationship between work load and satisfaction towards concentration in work.

**Chi square test:**

Calculated value: 76.50

Tabulated value: 12.59

Significant value: 5%

Degrees of freedom: 12

Remarks: significant

**INTERPRETATION:**

It is observed that the calculated value of chi square is greater than that of tabulated value. Hence the alternative hypothesis is accepted and it is concluded that there is a significant relationship between work load and satisfaction towards concentration in work

**Table 4.3: Chi-square test for working hours and satisfaction towards the level of occupational stress**

**OBSERVED FREQUENCY TABLE**

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ENGINEERING AND MANAGEMENT (IJRREM)**

**Tamilnadu-636121, India**

Indexed by



**IJRREM**



INTERNATIONAL  
STANDARD  
SERIAL  
NUMBER  
INTERNATIONAL CENTRE

Scribd impact Factor: 4.7317, Academia Impact Factor: 1.1610

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Working hours Occupational stress	Very high	High	Normal	Low	Very low	Total
	Satisfied	12	18	6	6	
Highly satisfied	25	10	8	4	3	50
Dissatisfied	8	1	5	3	15	32
Highly dissatisfied	2	4	2	2	3	13
Neither satisfied nor dissatisfied	3	1	1	4	1	10
<b>Total</b>	<b>50</b>	<b>34</b>	<b>22</b>	<b>19</b>	<b>25</b>	<b>150</b>

**EXPECTED FREQUENCY TABLE**

Working hours Occupational stress	Very high	High	Normal	Low	Very low	Total
	Satisfied	15	10.2	6.6	5.7	
Highly	16.66	11.33	7.33	6.33	8.33	50

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**Tamilnadu-636121, India**

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satisfied						
Dissatisfied	10.66	7.25	4.69	4.05	5.33	32
Highly dissatisfied	4.33	2.94	1.90	1.64	2.16	13
Neither satisfied nor dissatisfied	3.33	2.26	1.46	1.26	1.66	10
<b>Total</b>	<b>50</b>	<b>34</b>	<b>22</b>	<b>19</b>	<b>25</b>	<b>150</b>

**Ho:** There is no significant relationship between working hours and satisfaction towards the level of occupational stress

**H1:** There is a significant relationship between working hours and satisfaction towards the level of occupational stress

**Chi square test:**

Calculated value: 32.14

Tabulated value: 12.59

Significant value: 5%

Degrees of freedom: 12

Remarks: significant

**INTERPRETATION:**

It is observed that the calculated value of chi square is greater than that of tabulated value. Hence the alternative hypothesis is accepted and it is concluded that there is



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INTERNATIONAL CENTRE

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significant relationship between working hours and satisfaction towards the level of occupational stress

#### 4.2WEIGHTED AVERAGE TESTS

##### Weighted average test for factors influencing in stress level in organization

Opinion	No. of respondents	Percentage
Organizational	25	16.66
Personnel	5	3.33
Family	20	13.33
Social	15	10
Psychological	85	36.66
<b>Total</b>	150	100

Source: Primary Data

#### INTERPRETATION:

The above table represents that the 16.66% of respondents are said about the organizational opinion, 3.33% of respondents are said about the personnel opinion,13.33% of respondents are said about the family opinion,10% of respondents are said about the social opinion,36.66% of respondents are said about the psychological opinion in the stress level

#### CHAPTER-V

##### 5.1 FINDINGS:

1. 71.33% of employees are having the positive image in the working place.
2. 68% of employees are given the opinion about perfection.
3. 52.66% of employees are given the opinion about sleeping.



**IJRREM**



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STANDARD  
SERIAL  
NUMBER  
INTERNATIONAL CENTRE

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4. 59.33% of employees are given the opinion about depression.
5. 36% of employees are neither agreed nor disagree about the nature of work.
6. 60.66% of employees are not satisfied about the shifting time.
7. 76.66% of employees are highly satisfied about the safety measures.
8. 86.66% of employees are highly satisfied about the welfare facilities.
9. 92% of employees are highly satisfied about the canteen facilities.

#### 5.2 SUGGESTIONS:

- ❖ The company has to mainly concentrate in the employees shifting time.
- ❖ The employee's opinion is more in the concept of sleeping, perfection and depression.
- ❖ Stress techniques are avoiding big problems. Some techniques advice to employees.
  - Listen to good music, work it off by exercising, avoid striving
  - Tackle one task at a time
  - Establish a nutritious diet
- ❖ Employees gives equal important to work and rest of the time utilize(Keep a pet, sing aloud, say your prayers, cultivate interests, makes friends, spend time with children & partner)

#### 5.3 CONCLUSION:

From this study, it is clear that most of the employees are not satisfied with their job. The research is based on the "A Study On Impact of Stress Factors On Employees Performance in GGK Pvt. Ltd., Chennai". The project deals with the level of satisfaction among employees, the management should become highly systematic and employees should understand clearly about their role in the organization. The researcher has identified the





**IJRREM**



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problems and also suggested some measures to overcome those problems. The organization can implement those measures and thereby can enhance the productivity of the organization as a whole. It is concluded that most of the employees are not satisfied with their job and same additional facilities provided by the organization. Thus, these measures help to improve the employee's performance in the organization.

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