

Organizational Behaviour

Elixir Org. Behaviour 92 (2016) 38921-38926

Elixir
ISSN: 2229-712X

Effects of Stress in Employee Performance at Hotel Accord Puducherry

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ARTICLE INFO

Article history:

Received: 7 January 2016;

Received in revised form:

5 March 2016;

Accepted: 10 March 2016;

Keywords

Employees,
Job Performance,
Job Stress,
Work Place.

ABSTRACT

In recent years the rise in stress has seen across all spheres of life, particularly in the Workplace. Stress in organizations is a widespread phenomenon with far-reaching practical and economic consequences. Various studies have been conducted to examine the relationship between job stress and job performance. Job performance can be viewed as an activity in which an individual is able to accomplish the task assigned to him/her successfully, subject to the normal constraints of reasonable utilization of the available resources. In carrying out the study, convenience sampling technique was used to select 80 employees of the Hotel Accord who have worked at least 3 years. Relevant data were collected using a structured questionnaire. The researcher found by using appropriate statistical tools to test the hypothesis. Based on these findings, strategies are suggested to reduce the level of stress among employees in the research area.

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Introduction

Stress is a biological term which refers to the consequences of the failure of a human or animal body to respond appropriately to emotional or physical threats to the organism, whether actual or imagined. In our fast paced world, it is impossible to live without stress, whether you are a student or a working adult. There is both positive and negative stress, depending on each individual's unique perception of the tension between the two forces. Stress at work is a relatively new phenomenon of modern lifestyles. Job stress is a chronic disease caused by conditions in the workplace that negatively affect an individual's performance and overall well-being of his body and mind. Job stress is negatively related to performance. In other words, higher the stress, lower the performance. The other reason for stress is overtime their employee job. Overtime is also having an enormous impact on employee performance and productivity. The combination of regular overtime and the potential for performance problems can cause serious issues for employers. Detecting how overtime affects employee performance is crucial to several aspects of running a business.

Literature Review

Laughlin (1985) studied the occupational stress and its relationship to social support and life turbulence of all teachers in New South Wales. The study revealed nearly one third of the teachers considered their job to be extremely stressful. Self reported teacher stress was found to be negatively related to Job satisfaction and intention to continue teaching. Whitlatch (1991) studied the job satisfaction among reference librarians of automated libraries; he chooses five academic libraries for the study. It is noted that the automation raises stress in the job when attempting to improve services through automation. The rising stress is to be more focused. The general notion concerning stress is that too much or too little stress is not good. But a moderate level of stress motivates the professional is good. The study reveals that one of the dangers of automation is that the professional will become technicians and the job will become very routine. The job satisfaction will be in less in routine job. It found that the people working in

the reference library departments report the work to be significantly less routine and that the reference personnel were more satisfied.

Billingsley and Cross (1992) conducted a study on 463 special educators and 493 general educators in Virginia. Analysis indicated that work related variables, such as leadership support, role conflict, role ambiguity, and stress are better predictors of commitment and job satisfaction than are demographic variables. Findings were similar for special and general educators. Killian (1997) highlights the link between job stress and burnout as major negative aspects of the general quality of work life.

Bagnara et al (2001) found in their survey that people working in high technology enabled and uncertain working environment are more vulnerable to stress than others. Martinsons and Cheung (2001) concluded from their research that frequent changes in work environment directly or indirectly influence the performance and productivity of IT professionals. Indeed the changes in working conditions result in stressful conditions and the employees are still expected to perform under stress. Now the organisation needs to have effective coping strategies in place; to handle the after effects of performance under stress.

Case Study of Effects of Stress in Employee Performance Defining Stress at Work

Change in working practices, such as the introduction of new technology or the alternation of new technology or the alternative of targets, or stress may be built into an organized structure. Organizational stress can be measured by absenteeism and the quality of work.

Organizational Stress

Stress affects as well as the individual within them. An organization with a high level of absenteeism, rapid staff turnover, deteriorating industrial and customer relations, a worsening safety record, or poor quality control is suffering from organizational stress.

Following the Pat of Stress through in Organization

The below chart shows one example of the structure of a department in an organization, indicating typical causes of

stress that may affect stress at certain levels in the structure, and particularly.

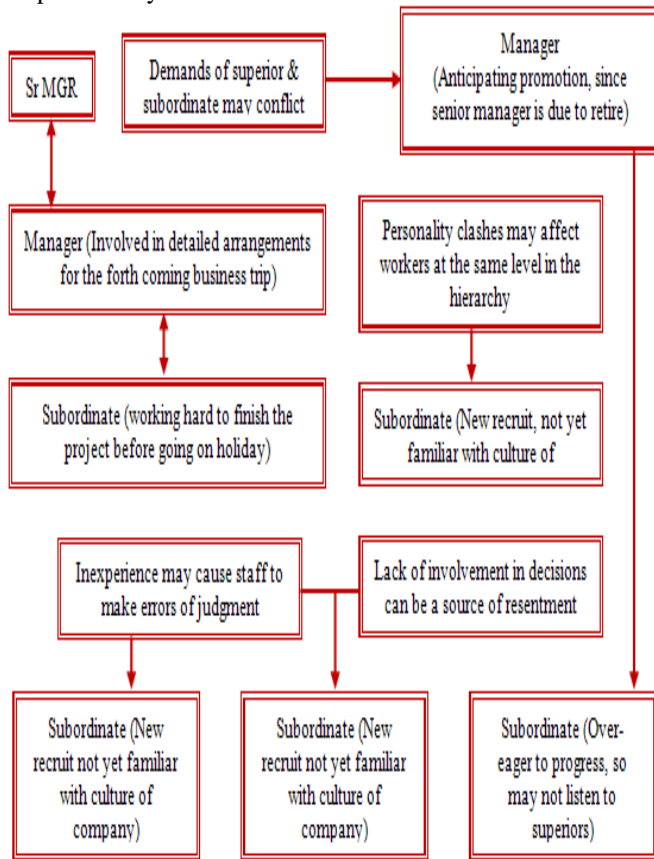


Figure 3.1. Stress Arises in Structure of Department in an Organisation

Stress is contagious; anyone who is not performing well due to increases the amount of pressure on their colleagues, superiors, and subordinates. The cause may range from unclear or overlapping job descriptions, to lack of communication, to poor working conditions, including “sick building syndrome”.

Potential Sources of Stress

Environmental Factors

Just as environmental uncertainty influences the design of an organization. Changes in business cycle create economic uncertainties.

Political Uncertainties

If the political system in a country is implemented in an orderly manner, there would not be any type of stress.

Technological Uncertainties

New innovations can make an employee’s skills and experiences obsolete in a very short period of time. Technological uncertainty therefore is a third type of environmental factor that can cause stress. Computers, robotics, automation and other forms of technological innovations are threat to many people and cause them stress.

Organization Factors

There are no storages of factors within the organization that can cause stress; pressures avoid error or complete tasks in a limited time period, work overload are a few examples. Task demands are factors related to a person’s job. They include the design of the individual’s job working conditions, and the physical work layout.

Role demands relate to the pressures placed on a person as a function of the particular role he or she plays in the organization. Role overhead is experienced when the employees are expected to do more than time permits. Role

ambiguity is created when role expectations are not clearly understood and the employee is not sure what he/she is to do.

Interpersonal demands are pressures created by other employees. Lack of social support from colleagues and poor interpersonal relationships can cause considerable stress, especially among employed with a high social need. Organizational structure defines the level of differentiation in the organization, the degree of rules and regulations, and where decisions are made. Excessive rules and lack of participation in decision that affect an employee are examples of structural variables that might be potential sources of stress.

Stress Management in Work Place

There is no doubt that stress is one of the leading factors in illness and absenteeism among employees. Besides lowering a person’s immune response, stress makes us want to avoid whatever is causing it. If there is stress at work, workers who feel mildly off will feel even worse and resist coming to work. A workplace that supports stress management through workplace wellness programs not only helps their employees to handle pressure better and stay healthy during times of stress, it also sends a message that their company cares about them. This provides emotional support as well as physical support for fighting the effects of stress.

How a Workplace Wellness Program Can helps when your employees are stressed, very likely there is one primary cause and several secondary causes. For instance, a worker may suffer stress due to poor interpersonal relationships with other workers and problems communicating. Addressing stress will help the worker feel better and regain connections to other workers, thereby reducing the stress in those areas. Although a workplace wellness program can’t de-stress everything a worker faces-like layoffs, cutbacks, firings, etc., it can help with the physical effects of stress and help the worker cope when getting the pink slip.

Get a clear job description to avoid miscommunications that cause stress, and to make sure you are doing tasks within your sphere of responsibility only. Get a new job. While this is not always an ideal solution, sometimes it’s the only one—a workplace wellness program will help with the stress of this change. Find supportive agencies and programs to help you either deal with the stress—such as the workplace wellness program—or find a new position. Isolation is destructive.

Change positions within the company. Perhaps your training is not in the field where you are working, or you are being asked by a supervisor to do things far outside work hours and described responsibilities. If you like the company you work for but hate your job, this may be the answer. See if your company has an employee assistance program, which is sometimes part of a workplace wellness program, if there are layoffs and firings going on around you. If so, use these services even if you have been told you will remain at the company—things change daily in the business world.

Scope of Study

This study was carried out to define how the employees should work in terms of managing stress and where the organization is looking for doing the same, in addition what type of techniques should be used so that they manage the stress effectively. To conduct this research will help of certain tools were taken such as journals, net search, filling up of questionnaires and direct interactions with the higher designations of the organization.

Objectives of the Study

- To find out the various occurrences of stress to the employee.

- To examine the problem that caused due to stress.
- To identify the various stress reduction technology.
- To find out the relationship between co-workers and supervisor.
- To give suggestion to the employees to relieve from stress.

Need For the Study

In this modern world, the employees are faced a lot of stress towards their job. Hence the topic of stress management is important in everyone's lives. It's necessary for long happiness lives with less trouble that will come about. There are many ways to deal with stress from the dealing with the causes of stress to simply burning off its effects. It's also important to improve the quality work and job performance of the employees.

Problem Statement

Many researchers are of the view that stress has a negative impact on employees' performance, but at the same time researches have proved that some stressful work conditions are critical to keep employees productive. This study examines the relationship of the negative impact of stress on work performance in an organization.

Hypotheses of the Study

The hypotheses were formulated keeping the content and coverage of the framed objectives. The formulated hypotheses are tested by employing appropriate statistical tools. Null hypothesis are taken to understand the relationship between Satisfaction with work and job secured.

H_0 : There is no significant difference between a satisfaction with work and job secured.

H_1 : There is a significant difference between a satisfaction with work and job secured.

Methodology

Research as a scientific and systematic search for pertinent information on a specific topic. In fact, research is an art of scientific investigation. For a meaningful and systematic analysis of the problem encountered a suitable formulation of a methodology for the study is indispensable. Research refers to the search for knowledge. Methodology is the systematic way of solving the problem. Research Methodology to the various sequences, steps to be adopted by a researcher to study a problem with certain objective in view.

Type of Research

Descriptive research includes surveys and fact-finding enquiries of different kinds. Major purpose is a description of the state of affairs as it exists at present. The main goal of this type of research is to describe the data and characteristics about what is being studied. The idea behind this type of research is to study frequencies, averages, and other statistical calculations. Although this research is highly accurate, it does not gather the causes behind a situation.

Research Design

The main objectives of the study are to identify the factors that cause stress. The main factors taken into consideration are role overload. Role conflict, working conditions and peer and peer relations, etc. The study was conducted for a period of two months. It can only be analyzed and described.

Data Collection Method

Primary data are collected through a questionnaire. Before administering the questionnaire to the Employees a pre-test was conducted, twenty Employees were chosen for the above purpose. The questionnaire was formed on the basis of working conditions that causes stress. The data are collected within a period of 4 months from 100 employees at Hotel Accord.

Questionnaire

This scale aims at measuring the extent of stress, which the employees perceive arising from various constituents and conditions of their job. The tool is suitable to be administered to the employees of every level of working in an organization.

Sampling

Convenience Sampling differs from purposive sampling in that expert judgment is not used to select a representative sample of elements. Rather, the primary selection criterion relates to the ease of obtaining a sample. Ease of obtaining the sample relates to the cost of locating elements of the population, the geographic distribution of the sample, and obtaining the interview data from the selected elements. The representativeness of the sample is generally less of a concern compared to purposive sampling.

Technique Used for Data Analysis

Analysis of Factors

The purpose of this investigation was to explore the factor structure underlying the employees' responses. A successful result is one in which a few factors can explain a large portion of the total variability and those factors can be given a meaningful name using the assortment of items that correlate the highest with it. In the context of this study, when such success is attained, we may say that we have valid evidence supporting the conclusion that the scores from this instrument are a valid assessment of an employee's satisfaction level of preferences. We can feel confident when adding similar items up for total scores to represent the different dimensions of quality of work-life balance (each factor represents a dimension). This kind of validity evidence is called internal structure evidence because it suggests that items line up in a predictable manner, according to what thematically ties them together conceptually. The below table were shown that the Kaiser-Meyer-Olkin Measure of sampling adequacy is 0.597.

Table 11.1. KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy		.597
Bartlett's Test of Sphericity	Approx. Chi-Square	34.041
	Df	21
	Sig.	.036

Bartlett's test of sphere city indicates whether the correlation matrix is an identity matrix, which would indicate that the variables are unrelated. The significance level gives the result of the test. Very small values (less than .05) indicate that there are probably significant relationships among the variables. A value higher than about .10 or so may indicate that this data are not suitable for factor analysis. Hence, the researcher concludes the data is suitable for factor analysis.

Another portion of the results to inspect before proceeding with an interpretation is the table of communalities. Communalities are interpreted like Multiple R^2 in multiple regression. Communalities indicate the degree to which the factors explain the variance of the variables. According to components of matrix was given the result of relax during break time was -0.128 and the 2 components was -0.105 and the 3 components was 0.905 and result stress affect your work was 1st components was 0.225 and 2nd components was 0.724 and the 3rd component's was 0.272 and the deadlines to finish your work was first components was -0.380 and the 2nd components 0.505 and 3rd components result was -0.134. and reasonable balance -0.724, 2nd component result was 0.502 the performance appraisal result was 0.708 and -0.159.

Table 11.2. Anti-Image Matrices

		Relax during Break Time	Stressaffects your work	Deadlines to finish your work	Reasonable balance	Steps to control yourself	Performance	Negative Feedback
Anti-image Covariance	Relax during Break Time	.969	-.009	.050	.088	-.022	.116	.062
	Stressaffects your work	-.009	.932	-.094	.077	-.048	.077	-.171
	Deadlines to finish your work	.050	-.094	.942	-.090	-.021	.114	.026
	Reasonable balance	.088	.077	-.090	.805	-.132	.183	.191
	Steps to control yourself	-.022	-.048	-.021	-.132	.967	.027	-.080
	Performance	.116	.077	.114	.183	.027	.813	-.192
	Negative Feedback	.062	-.171	.026	.191	-.080	-.192	.801
Anti-image Correlation	Relax during Break Time	.419 ^a	-.009	.053	.099	-.022	.130	.070
	Stress affects your work	-.009	.495 ^a	-.100	.089	-.050	.089	-.198
	Deadlines to finish your work	.053	-.100	.649 ^a	-.103	-.022	.130	.030
	Reasonable balance	.099	.089	-.103	.622 ^a	-.150	.226	.237
	Steps to control yourself	-.022	-.050	-.022	-.150	.467 ^a	.030	-.091
	Performance	.130	.089	.130	.226	.030	.624 ^a	-.238
	Negative Feedback	.070	-.198	.030	.237	-.091	-.238	.610 ^a
a. Measures of Sampling Adequacy(MSA)								

Table 11.3. Total Variance Explained

Component	Initial Eigenvalues			Extraction Sums of Squared Loadings		
	Total	% of Variance	Cumulative %	Total	% of Variance	Cumulative %
1	1.76	25.153	25.153	1.761	25.153	25.153
2	1.2	17.068	42.221	1.195	17.068	42.221
3	1.06	15.108	57.329	1.058	15.108	57.329
4	0.98	13.983	71.312			
5	0.79	11.276	82.588			
6	0.61	8.759	91.346			
7	0.61	8.654	100			
Extraction Method: Principal Component Analysis.						

And the -0.255 negative feedback for the first components 0.706, second components 0.353 and the 3rd components was -0.35.

Table 11.4. Component Matrix^A

Particulars	Component		
	1	2	3
Relax during Break Time	-.128	-.105	.905
Stress affects your work	.225	.724	.272
Deadlines to finish your work	-.380	.505	-.134
Reasonable balance	-.724	.056	-.269
Steps to control yourself	-.159	.502	-.094
Performance	.708	-.159	-.255
Negative Feedback	.706	.353	-.035
Extraction Method: Principal Component Analysis.			
a. 3 components extracted.			

Findings of the Study

The data were analyzed and interrupted using the statistical tools the following are the findings. Out of 80 samples size male respondents are 64 are male and 16 are female. The research has found that 55 employees of the

respondents are married and 25 were unmarried. Most of the respondents have below 3 years' experience. Nearly 22.2% respondents drawn below Rs.5000 salary and 25% employees earned Rs.10000-15000 salary. Through finding 15% employees had received Rs.5000-10000 salary in this organization.

Only few of the respondents are highly satisfied with their work and remaining are satisfied with their work. Nearly 24.1% of the respondents were highly agreed and the rest of the percentages are agreeing for fully secured their job. The majority of respondents was agreed that they were relaxing at during break time. Around 28% are agreed have rarely and 24% are agreed have very rarely getting problem with their colleagues and supervisors.

To find 27.8% were highly satisfied, 17.7% were satisfied of the respondents to feel comfortable with the workplace. Most of the respondents are agreed that there stress was affecting their work frequently and heavy workload. The majority of employees was agreed that they were showing their stress to their family. The analysis is to find that 43% of employees were chosen either agree or disagree for doing environmental factor.

To find were 64% of employees was affected by any diseases. Then 13% respondents were affected by shivering when they have stress. 3% of employees were affected by Rapid Heartbreak. Moreover, 51% of employees were dissatisfied with their welfare facilities provided by their organization. And 19% employees are satisfied with their employees' welfare facilities provided by the organization. 10% employees has feel moderate satisfied with welfare facilities provided by the organization.

Suggestions

Thus, from the above findings, it can be understand that employees working at hotel ACCORD are facing more stress and leading to various health problems. Mens and Womens follow various healthy habits to manage their stress and keep their body and employees should be provided training in time manage techniques so as to avoid last minute rush in accomplish the given targets which include stress. The organization should provide facilities like gym, yoga, etc. to relieve the stress. Employees should be given awareness about healthy food habits and also seen they are accessible to healthy food in the organization round the clock. Provide good working condition like room lighting, air conditioning, seating, etc. Redesigning job to give employees more responsibility, more meaningful work. The organization can focus on the stress reduce programs. Monthly outgoing can be provided for the employee to relax and refresh. Frequent ESLS (Employee Stress Level Survey) can be carried out.

Conclusion

Stress is a condition of physical or mental strain that goes along with related stresses. Stress is becoming an increasingly important factor in our working life. Each individual is exposed to a range of stress both at work and their personal life's. Identifying unrelieved stress and beginning aware of its effect on ones' lives is not sufficient for reducing its harmful effects. Just as there are many sources of stress. There are many possibilities for its harmful effects. However, all requires working towards changing the source of stress or changing ones reaction to it, to avoid anxiety or mental strain and focus toward work. The study in Hotel industries shows that 93.33% of employees suffer from stress. Through fewer employees are suffering with low stress, they do not adopt proper coping techniques that would help the employee to manage their stress.

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