

A COMPARATIVE STUDY OF EFFECT OF STRESS UPON EMPLOYEE PERFORMANCE IN COAL MINES AND STEEL INDUSTRIES: FINDING AND CONCLUSION

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Introduction

In any organization, human resource is the key factor. The four M's are very important as: man, money, machine, material. Among them man power is most important. No machine can run without human resource, no computer can substitute human brain and not any organization exist if it does not serve human need. At the most basic level, stress is our body's response to pressures from a situation or life event. What contributes to stress can vary hugely from person to person and differs according to our social and economic circumstances, the environment we live in and our genetic makeup. Some common features of things that can make us feel stress include experiencing something new or unexpected, something that threatens your feeling of self, or feeling you have little control over a situation

Mostly employees are influenced by stress in the working condition. Stress has become major part of human being. In this days every organization are trying to understand cause, symptoms of stress. They are implementing stress management strategy in their organization to reduce employees stress so they give their best towards obtaining the organizational goals.

Stress is a major area of concern in today's modern society. Stress is a fact of life. Severe stress can exact high cost in terms of lowered efficiency.

Hans Selye (1956, 76) was one of the founding fathers of stress research. He pinpointed that "stress is not necessarily something bad all depends on how you take it."

Psychologists have in many ways tried to define stress

Reber (1995) has rightly defined stress as, "stress, generally is any force that when applied to a system causes some significant modification of its forms, usually with the connotation that the modification is a deformation or a distortion."

There is a stress provoking situation or event which causes stress in an individual. It causes mental agony, worthlessness, frustration depression and so on. This stress provoking situation can be physical, social or psychological, e.g.: physical disease, fatigue, pain etc. are the example of physical stress.

Similarly social stress is related to that group of stimuli which can cause mental agony and anxiety, e.g.: unemployment, and poverty social status. On the other hand psychological stress is caused by those

incidence that initiates mental disequilibrium, e.g. : death, loss of job, marital maladjustment as the major reasons of stress in any human being.

Hans Selye termed body's response to stresses, The General Adaptation Syndrome.

It consists of three stages:

1. Alarm reaction
2. Stage of resistance
3. Stage of Exhaustion

Literature Review

Literature Review in the workplace, particularly higher management doesn't realize the impact of stress on employee performance which ultimately leads to critical managerial dilemmas as Imtiaz & Ahmad (2009) described "Higher level of stress existed with no managerial concern for solution consequently lowering the worker performance, staking organizational reputation, and loss of skilled employees, these situations necessitate immediate

concern from organization management for employing effective stress management practices extending employee satisfaction and overall employee performance."

Stress is a general and global phenomenon encompassing man's psychological, physical, familial and social dimensions. Many studies have been carried out to find out the causes of stress and its effect in organizational outcome. A. Factors Affecting Stress Various organizational related variables have been found to be the reason behind the workplace stress. Bhattia et al. (2000) [4] reiterates that out of the intra organizational and extra organizational causes of stress, 67 per cent of the overall stress experienced by the employees is due to factors within the organization whereby major cause of the stress is the workload. The nature of relationship between role stress and outcomes important for organizations is diverse, ranging from positive outcomes to negative of different intensities. Singh and Singh (1989) [2] researched on the impact of position of an employee in the hierarchy of an organization on stress and found that the employees belonging to lower hierarchical position experience more stress. The forms of stress reported include lack of group cohesiveness, role conflict, and experience of inequity, role ambiguity, role overload, and lack of leadership support, constraints of change, job difficulty, job requirement-capability mismatch, and inadequacy of role authority. Not only the normal work routine, the organizational citizenship behavior shown by employees involving individual initiative, like coming to work early, staying late, volunteering for special projects, etc. is also associated with higher levels of employee role overload, job stress and work-family conflict.

However, there can be times when stress becomes excessive and too much to deal with. If our stress response is activated repeatedly, or it persists over time, the effects can result in wear and tear on the body and can cause us to feel permanently in a state of 'fight or flight'. Rather than helping us push through, this pressure can make us feel overwhelmed or unable to cope.

Mostly employees are influenced by stress in the working condition. Stress has become major part of human being. Stress is a major area of concern in today's modern society. Stress is not static condition. It changes continuously due to interplay of various factors such as personal, social, physical and administrative.

My study was based on following objectives:

1. General Objective:

a) To find impact of stress on employee performance in selected industries.

2. Specific Objective:

a) To identify factor responsible for stress among the employees working in different industries.

b) To find out difference in nature and intensity of stress among different level of employees within an industries.

c) To study nature and intensity of stress among similar level of employees in selected industries.

d) To make comparative study of nature and type of stress between the employees of selected industries.

e) To suggest suitable measures for stress management with a view to increasing performance of employee, together with their job satisfaction.

Hypothesis

1. There is no difference between different type of stress influencing staff performance in different industries.

2. There is no difference between the level of stress influencing among different level of employees in same industry.

3. There is no difference between the influenced of stress among different level of employees in the same industry.

4. There is no difference between the influence of stress among same levels of employees in different industries.

5. There is no difference between the level of stress influencing among different level of employee in different industries.

Methodology

A thorough study of all relevant literature was collected .

Pilot Study

After study of various literature pertaining to stress a list of factors for stress and different types of stress in industries were identified with the help of identified nature and types of stress. A questionnaire was prepared. Necessary information on this questionnaire was obtained through direct personal interview of non-sample respondents.

Information thus obtained was analyzed and studied carefully. This was the basis of preparation of final questionnaire for the study with the help of A.K.Srivastava and Dr. A.P.Singh constructed 'Occupational Stress Index'.

Sample

Representative samples from each category of respondents were selected through sampling techniques. The sample size was dependent on the nature of employees in each category of study. Respondents of the study consist of top level management, middle level, and labourer.

Direct Personal Interview

Information was collected through direct personal interviews.

Data Collection

1. Questionnaire
2. Observation
3. Case Study

Tool

As regards employee performance, suitable performance appraisal scale amongst the many developed. One was selected. Impact of stress on employee performance was studied with the help of selected performance tool. Suitable statistical tools like t-test, correlation, rank correlation, F test were used to find difference and correlation between same level of employees, different level of employees, and same or different industries.

Finding and Conclusion

On the basis of result and finding I rejected my null hypothesis.

1. There are differences between different types of stress on employees' performance in different industries.
2. There are differences between the level of stress influencing different levels of employees in the same industry.
3. There is a difference between the influence of stress among different levels of employees in the same industry.
4. There are some social, psychological, physical reasons of stress among employees in the same or other industries.
5. There are differences between the level of stress influencing amongst different levels of employees in different industries.

On the basis of result I found how stress influence human being. Management got information that how their employees are affected by stress and also got help to implement stress management strategy through counselling and other important methods.

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