



## ASSOCIATION BETWEEN WORK STRESS AND ITS INFLUENCE ON JOB PERFORMANCE OF EMPLOYEES OF COTTON TEXTILE INDUSTRY IN TIRUPUR

N.UMA MAHESWARI \*, K.MANIMEGALAI

ASST. PROFESSOR IN COMMERCE, AJK COLLEGE OF ARTS AND SCIENCE  
DEPARTMENT OF COMMERCE (PA), TAMIL NADU

E-mail: uma68488@gmail.com & manimegalai61@gmail.com

### ABSTRACT

It is apparent from continuous and extensive research that employees in every sector of economy are going through a great problem of job stress resulting in worsening the performance of employee. Stress is considered as the harmful emotional feeling that occurs when the requirements of the job do not match the capabilities, resources, or needs of the worker. Stresses of employees are caused by stressors that are intolerable, unenviable, or menace in the employee's instantaneous workplace environment. The purpose of this study is to check the association between stress and job performance of cotton textile industry employees. For performing this study, random sampling technique is used to select the employees. The corresponding data is collected using structured questionnaire, and interview method to review the interconnection between stress and performance. The findings disclosed that the job stress doesn't have an influence on employees' job performance.

**Keywords:** cotton textile industry, job performance, work stress.

### INTRODUCTION

The stress has become an inherent part of job in every organization. Due to the growth of heavy competition, it increased the stress levels of employees. The organizations made efficient implementation of resources have done some changes like entire reconstruction, discharge, curtailing, and mergence. This resulted in ambiguity in employee-employer relationship which caused a great accord of stress among employees. The research has shows that increased levels of stress seriously affect employee's job performance and dedication towards organization. The origins of stress may vary with the individual, but in general, stress arises from frustration, life changes, conflict, lack of control, and uncertainty Frustration occurs when an individual is blocked or thwarted, whether by personal or environmental factors, in an attempt to reach a goal , the stress can provoke bodily symptoms and illness. Stress can be classified in terms of positivity and negativity.

### LITERATURE REVIEW

- 1) Amir Shani and Abraham Pizam (2009) "Work-Related Depression among Hotel Employees" have conducted a study on the depression of work among hotel employees in Central Florida. They have found that the incidence of depression among workers in the hospitality industry by evaluating the relationship between the occupational stress and work characteristics.

- 2) Kavitha in her research titled “Role of stress among women employees forming majority workforce at IT sector in Chennai and Coimbatore” (2012), she has focuses on the organizational role stress for the employees in the IT sector. She has found in her research that, women face more stress than men in the organization and she has viewed to be more specific married women faces more stress than the unmarried women.
- 3) Satija S. and Khan W., in their research work “Emotional Intelligence as Predictor of Occupational Stress among Working Professionals” (2013). According to them Occupational Stress is as same as Job stress that needs to be controlled at the workplace otherwise it will negatively affect on employee’s work attitudes and behavior. This study investigates that, the relationship between emotional intelligence and occupational stress. This study has revealed the findings that emotional intelligence is a most significant predictor of occupational stress.
- 4) Schmidt, Denise Rodrigues Costa; and et al, in their work on Occupational stress among nursing staff in surgical settings. They aimed at evaluating the presence of occupational stress among nursing professionals working in surgical settings and investigating the relations between occupational stress and work characteristics.
- 5) P.S. Swaminathan and Rajkumar S., in their work on “Stress levels in Organizations and their Impact on Employees’ Behavior” (2013). They have conducted a study that focused on the levels of stress among the age group, profession, different varieties of jobs, hours of work and the influence of work environment on the degree of stress faced by employees. Stress in an employees’ individual in nature. This study indicates that, an optimum level in which every individual can perform with his full capacity and is identified that three conditions responsible for work stress they are 1) Role overload 2) Role self distance 3) Role stagnation.

## **THEORITICAL FRAMEWORK**

Stress is a state where human beings react both physically and emotionally various situations in their lives. People experience stress in a positive or negative way, where a negative approach makes one feel deluged or burdened and stressed more called as Distress and a positive approach is a form of good stress called *Eustress*. So, stress is purely based on our apprehension towards a situation. Stressed at serious level increases heart rate, pulse rate, and blood pressure, and raises the blood levels of glucose and lipids.

## **ORIGIN OF STRESS**

**1. AMBIENCE:** The situational factors such as weather, noise, crowding, traffic, light air quality, Colors, Tornadoes and other natural disasters ,war , insects , crime and other manmade disasters.

**2. CIVIC STRESSORS:** Communal based stressors like interviews, lack of finance, humiliation, disciplinary crisis, peer pressure, gossips, lack of support, online social life, over scheduling, poor group climate, unjust treatment, and verbal aggression from customers, Neuroticism and generalized self-efficacy.

**3. PERCEPTION:** Perceived situations are irritating , uncontrollable, unpredictable and these forms a source of stress and affects the organizational climate as well as individual.

**4. BIOLOGICAL:** Biological stressors include fatigue, muscular tension, headache, heart palpitation, sleeping difficulties like insomnia, gastrointestinal upsets like diarrhoea or constipation and dermatological disorders.

**5.PSYCHOLOGICAL:** Psychological stressors includes depression, anxiety , discouragement , irritability, pessimism , feelings of being overwhelmed and unable to cope up with Cognitive difficulties, such as a reduced ability to concentrate or make decisions, ageing , lack of exercise.

### MAJOR CLASSIFICATION OF STRESS

**1) EUSTRESS:** This is a positive form of stress, which prepares your mind and body for the imminent challenges that it has perceived. Eustress is a natural physical reaction by your body which increases blood flow to your muscles, resulting in a higher heart rate.

**2) DISTRESS:** This is called as negative stress, bad stress. This is opposite to Eustress. Death of someone you love, illness, financial crisis, heavy work load etc, leads to distress. It has two types such as acute stress and chronic stress.

i) **ACUTE STRESS** is intense, but does not last for long.

ii) **CHRONIC STRESS** persists over a long period of time. Trigger events for distress can be a change in job scope or routine that the person is unable to handle or cope with.

**3) HYPO- STRESS:** Hypostress is the opposite of hyperstress. Hypostress occurs when an individual is bored or unchallenged. People who experience hypostress are often restless and uninspired. A factory worker who performs repetitive tasks might experience hypostress. Hypostress is stress characterized by boredom and restlessness

**4) HYPER-STRESS:** If the person pushed beyond what one can handle, which turns in to Hyper-stress. More times it occurs because workload or over worked. A person who is hyper stressed often overreacts to what would otherwise be insignificant triggering events. This type of stress occurs when constant heavy financial difficulties, work both at home and office, Continuous tension, travelling day and night etc.

### ASSERTION OF PROBLEM

Every organization puts up a composition, pool of materials and places in the hands of a manager with a view ultimately earn profit. Structures like hierarchical participation, community participation, task allocation, co-ordination, workgroup designed. Resources like people, money, raw materials, capital resources are set up in such a way to achieve maximized profit at a lower cost. In an environment free of stress, it is not possible to say that a person has no as it always exists from within.

Stress may be internal or external to the organization. Even when the organization tries to create an situation of serenity and consonance so that production can go with minimum conflict, there seems to be no organization which is completely free of stress. Hence this study is examined that what causes stress within an organization, and the corresponding effects on employee's performance.

- What are the factors that constituted stress at work ?
- Determine the effect of employees stress in performing their job.
- Examine how employees manage to cope-up with stress factors and symptoms of stress.

## MAIN OBJECTIVES

- To know the influence of job stress over employee work performance in cotton textiles industry in Tirupur.
- To identify the importance of (HR) human resources.
- To know what causes the employees feel stressed and pressured and how it ultimately affects their performance
- To perform an analysis of working condition of employees in textile sector.
- To find out the various levels of employee satisfaction.

## METHODOLOGY

For the purpose of data collection, random sampling technique is used through which samples are chosen from Textile Sector of Tiruppur. Data are collected from textiles employees using questionnaires, containing demographic information and questions related to stress and performance on a five point Likert Scale ranging from highly agree to highly disagree, were sent to the samples and data were collected Directly and employees are interviewed personally in the industry.

## FINDINGS

### WORK STRESS

- 1) Work enigma causes stress, this one forerunner of stress is not evident from the analysis as 56% people agree that they are clear about their jobs and responsibilities.
- 2) Due to the presence of support system is present in our organizations 58% employees agree that they receive the required support when they are in difficult situation.
- 4) 49% people highly agree that they feel pressured due to overload of work which causes stress among them.
- 5) 51% people agree and 18% highly agree that they feel no security about their jobs.
- 6) 41% people agree that they have no control over their holidays that they wish to have.
- 7) 72% people agree that they are exposed to physical dangers and the noise at work causes ringing in their ears afterwards which causes stress.
- 8) 39% people highly agree while 34.8% agree that they have to work long hours and at inconvenient timings add up to stress.
- 9) 42% people highly agree that they don't get much time to spend with their family pertaining to long working hours.

### JOB PERFORMANCE

- 1) 78% people think that they can work and perform in an effective way which implies that in spite of being stressed owing to certain factors, their job performance is not affected.
- 2) 67% agree that they are able to put up extra efforts to reach their targets which again imply that the work stress doesn't affect their job performance.
- 3) 61% people agree that they are the capacity to work in teams and they can get along with their peer group easily and it again proves that the stress is not affecting the performance of employees.

## INTERVIEW METHOD RESULTS

It is found that while observing the employees during interview, I am able to see the level of stress is high and it is purely psychological instinct that exists within them. It is also influenced by their personal and society they face in daily routine. It is observed that while talking to them regarding their stress, problem in their personal life plays a major role and not wholly on the working environment.

**CONCLUSION**

The level of stress faced by the employees in cotton textiles industry is also growing at a terrific speed. So the cotton textiles industry employees should adopt new strategies for maintaining biological and psychological condition that improves the level of productivity in textiles. Strikingly, the results show that the stress levels among employees in textile industry is high in certain areas like heavy work and long working hours, family pressure at work, shifts ,fatigue, lack of control, job anxiousness, and other agents, however, this form of stress doesn't affect the performance of the employees. When our body goes into a state of stress, we feel agitated and aggressive at times. So, it is a natural existence within oneself to manage at a level and it is in the hands of the person as to keep a check on it and it is finally concluded that there is no association between work stress and job performance of employees.

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