

The Effect of Occupational Stress on Job Performance of Employees Working In Garment Factories at Coimbatore District

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Abstract- *Several factors determine the job performance of employees working in an organisation and one such factor is Occupational Stress experienced in their respective jobs. Occupational stress is stress related to one's job. Occupational stress often stems from unexpected responsibilities and pressures that do not align with a person's knowledge, skills, or expectations, inhibiting one's ability to cope. Occupational stress can increase when workers do not feel supported by supervisors or colleagues, or feel as if they have little control over work processes. The study is focused on the Occupational stress of the employees working in garment factories in Coimbatore District and analyse its impact on the Job performance. Data were collected from a sample of 100 employees working in selected garment factories in Coimbatore. The results reveal the areas that form major causes of Occupational stress and its relation to work performance.*

Keywords- Occupational stress, job performance, organizational commitment, work overload.

I. INTRODUCTION

Human Resources are vital for the success of any business and acts as the main factor for achieving organizational objectives and goals. Nowadays, organizations are aware of the fact that employee performance is one of the key factors behind any business's success, and are finding ways to increase the level of employee performance through various methods. It is the mission of organization to get people together to accomplish tasks and objectives by utilizing the resources effectively and efficiently.

For organizations, employee performance is one of the key factors for success, which they utilize to get ahead of competition, achieve their goals, and earn profits. Job performance of the employees are affected by various factors that include motivation, level of stress perceived, organisational culture, organisational commitment, work place environment, etc.... Occupational stress plays an important role in determining the performance of employees in any organisation. Occupational Stress is proving to be of leading factor having either a positive or negative effects on

the performance of employees. Robbins (2004), Stress is a dynamic condition in which an individual is confronted with opportunity, constraint or demand related to what he desires and for which the outcome is perceived to be both uncertain and important. From this definition one can say that stress is not necessarily bad, it also has a positive value when it offers potential gain. Major stress causing parameters include long working hours, work overload, poor communication, lack of participation in decision making, job insecurity, lack of feedback, poor social support, etc.,.

II. REVIEW OF LITERATURE

Azman Ismail (2014), in his study confirm that the ability of employees to appropriately manage, regulate and control physiological and psychological stresses in executing job may lead to an enhanced job performance in the organization.

Bowing and Harvey (2001), in their study reveals the interaction between the environment and the individual results in stress, which brings about emotional discomfort which inevitably affects the physical and mental condition of the person. This tends to affect the people and consequently the job performance. It is important to note that stress is caused by stressors which are the situations or circumstances that bring a state of disequilibrium within an individual.

Dean (2002) viewed stress-related illnesses as the leading cause for low productivity levels in the workplace. Immense pressure at work has led to stress, which made it the number one factor causing illness.

Uma Devi .T (2011), in her study "A Study on Stress Management and Coping Strategies With Reference to IT Companies" stated that Stress issue has become contemporary, being an occupational hazard in fast pacing IT profession, needs to be addressed without delay. Hence the importance of the study of stress at various levels, among IT employee is growing. Stress can make an individual productive and constructive when it is identified and well managed. In times of great stress or adversity, it's always best to keep busy, to

plod anger and energy into something positive. Positive attitude and meditation will be helpful for coping the stress.

III. STATEMENT OF THE PROBLEM

Most organizations with the aim of attaining higher productivity end up in frustrated employees with overload of work in order to meet deadline and this might have psychological and physical effects on the employees and this may result in something contrary to what these organizations want to achieve.

The success of every organisation vests mainly in the job performance of the employees. Due to stress, employees get dissatisfied in their jobs and this dissatisfaction is gradually reflected to less productivity. In today’s competitive world, organisations that satisfy the employees could alone survive. Among the various Human Resource Management techniques, Stress Management plays an important role.

IV. OBJECTIVE OF THE STUDY

1. To assess the various factors causing stress.
2. To analyse the association between the Demographic variable of the employees and the stress realised.
3. To suggest measures to increase job performance among the employees of the organisation.

V. METHODOLOGY

The research design chosen is Descriptive in nature. The Universe of the study comprises of women employees working in Garment factories of Coimbatore District. A sample of 100 employees from various departments was selected as respondents on the basis of purposive sampling. In this study, the primary data was collected through questionnaire which consists of both open ended and close ended questions. The secondary data was collected from Journals and websites.

VI. METHODOLOGY

6.1 Perception of the respondents towards the various factors causing stress

Women employees are subject to much stress which leads to work life imbalances. And so it is essential to find the serious factor that leads to such stress in job. The respondents were asked to rate on various stress causing parameters on a Likert Scale to determine their perception toward the factor that leads to much stress.

Table 1: Perception of the respondents towards the various factors causing stress

Sl.No	Factors (Strongly agree to strongly disagree)	Mean Score
1	Long Working Hours	3.58
2	Poor Communication	3.20
3	Work overload	4.02
4	Lack of participation in Decision Making	3.19
5	Job Insecurity	3.13
6	Week Interpersonal Relationship	2.15
7	Lack of Job skill and knowledge	3.00
8	Lack of feedback	2.19

From the above table, it is inferred that the respondents strongly agree with work overload as the major stress causing factor and do not have much opinion on week interpersonal relationship as a stress causing factor.

6.2 Significant relationship between Demographic variable and occupational stress experienced

Here we attempt to find out the relationship between the Total Work experience of the women employees and stress realised in job.

Null Hypothesis

There is no significant relationship between the Total Work experience of the women employees and the stress realised in job.

Alternate Hypothesis

There is significant relationship between the Total Work experience of the women employees and the stress realised in job.

Table 2: Association between Work Experience of the respondents and the stress realised by them in their jobs

Total Work Experience	Number of respondents		
	Yes	No	Total
Less than a year	0	13	13
1-3 years	11	38	49
3-5 years	11	16	27
5-7 years	7	2	9
More than 7 years	2	0	2
TOTAL	31	69	100

Table 2(a): Calculated Chi-square and Table value

Sl.No	Factors	Calc. χ^2 Value	DoF	Table Value	Remarks
1	Work experience and the realisation of stress	12.343	4	9.48	χ^2 Value is more than the table value

Table 2 & 2(a) shows that calculated value is more than the table value at 5% level of significance. So the null hypothesis is rejected. Hence there is a significant relationship between the total work experience of the women employees and the stress realised by them in job.

6.3 Measures to be adopted by the organisation to increase job performance among the employees.

In an attempt to find out the factors to increase job performance among the employees and decrease job stress, various factors were identified and the respondents were asked to give their opinion ranging from strongly agree to strongly disagree.

Table 3: Preferences regarding the measures to increase Job Performance

FACTORS	SA	A	N	DA	SDA	Wtd Avg	Wtd Score	Rank
Provide training & Development	5	10	20	30	35	220	14.67	4
Being Flexible	2	12	16	30	40	206	13.73	5
Recognition & Reward	23	30	15	22	10	334	22.26	2
Provide good working environment	43	22	10	15	20	383	25.53	1
Clear communication & Transparency	10	12	20	23	35	239	15.93	3

Table 3 shows that a good working environment is much preferred and will prove to be a good measure in reducing stress and thereby increase job productivity. The employees also prefer an appropriate Reward system and transparent communication methodology to be adopted in the organisation.

FINDINGS OF THE STUDY

It is observed that the women employees of the Garment factory strongly agree that Work overload is the major cause of stress among the women employees of the Garment Industry. Irrespective of the total working experience of the employees, there is stress prevailing at all levels of employees. A good working environment is much preferred and will prove to be a positive measure in reducing occupational stress and thereby increase job productivity.

VII. CONCLUSION

In today's competitive world, employees are considered as the most important assets of any organisation. But stress among the employees might decrease the productivity and would eventually lead to decreased Job Performance in the organization. The study recommends a good stress management technique to be used by the organization to keep their employees away from stress and thereby lead to increased performance of the job. A good

Grievance handling mechanism can also be followed to decrease stress and increase their job performance.

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