

# STRESS AND ITS IMPACT ON WORKING PERFORMANCE OF WORKERS IN CHHATTISGARH STATE POWER COMPANY LIMITED

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## ABSTRACT

Since the productivity of all other resources is dependent on people, human resources have always been the most significant and vital assets of any firm. The organisation develops HRM methods in order to efficiently manage employees and assist in their development. The term "stress" has been used to describe a variety of symptoms encountered in workers. Workplace stress reduces productivity, which leads to employee dissatisfaction and poor job quality. Occupational stress is caused by both the work environment and the conditions of one's family. The power industry has a reputation for being a dangerous place to work. As a result, the current study aims to gain a better understanding of stress-related problems in the power sector and to identify stress's implications in order to help employees manage their stress.

Due to their working circumstances, management policies, work-life balance, work load, job satisfaction, and psychological issues, the majority of employees in the power sector are stressed. Employees at all levels, senior and junior, are subjected to similar levels of occupational stress as a result of a variety of organisational and personal reasons. Human resource procedures that are satisfactory will result in a stress-free work environment and high job satisfaction.

**Keywords:** Occupational Stress, Power Sector, Job Satisfaction, Human Resources

## INTRODUCTION

Human resources are the company's most valuable asset. Human resource management encompasses all strategies for managing people in order to improve organisational performance. People are responsible for the productivity of all resources. Human Resource Management and HR professionals play a critical role in directing each employee's efforts toward the organization's best interests. In recent years, the HR department's position and relevance in a business has expanded and broadened as people play an increasingly important role in the organization's success. As a result, many businesses place a premium on developing a competent and effective HR team. Workplace or job stress refers to the negative physical and emotional reactions that occur when job requirements do not meet the employee's capabilities, knowledge, skills, resources, and demands, as well as the employer's expectations.

Stress has become such a prevalent occurrence in today's world that individuals and businesses should be worried about how to better handle it. The modernization of civilizations and the corporate world has created a highly competitive environment in which everyone is under stress. Stress has become such a prevalent occurrence in today's life and work that individuals and businesses should be worried about how to better handle it. Rapid economic and technical advancements in emerging countries like India put pressure on workers to succeed, which is a major source of stress among employees. Job stress manifests itself in a variety of ways, affecting our mind and body in different ways. Workplace stress, sadness, and anxiety are all detrimental reactions that people have when they are subjected to excessive expectations and demands at work.

Employee stress is an increasing source of worry for businesses today. To boost staff productivity, the firm must create a stress-free atmosphere. Individuals' health is affected by stress in a variety of ways, including elevated blood pressure, headaches, and so on. Stress has a variety of effects on productivity, increases managerial pressure, and has a variety of effects on people's health, the evidence for which is growing by the day. Stress has become such a prevalent occurrence in today's world that individuals and businesses should be worried about how to better handle it. Normally, a person would strive to meet his or her own requirements. Individual requirements would differ from person to person and culture to culture.

Management of human resources (HRM) should strive to fulfil human beings' full potential and use it for corporate and individual growth through a proactive strategy. Employees would have a sharp mind and a pounding heart. Because they are thinking machines, what they have done could give the company a competitive advantage. As a result, personnel management would necessitate both mental and emotional abilities. Unlike other resources that may be acquired, such as technology, finance, and materials, human resources have always been an essential and delicate aspect that must be treated with care. Companies have been concerned mostly with employer productivity, and with employee loyalty and maximisation of their potential.

## REVIEW OF LITERATURE

Organizational stress, job stress, and occupational stress are all topics of study for many researchers. These terms are not mutually exclusive. Workplace stress has a negative impact on one's health and well-being. Control at work, social support, coping strategies, and self-esteem as potential regulators in the stress process are all resources of stress.

(Aarthi, B.) Job stress, on the other hand, is a result of poor employee relations in firms. Job stress affects an individual's mind and body in a variety of ways. A tight work schedule or poor working conditions can cause a lot of stress. Other important sources of stress are disagreements with your supervisor, coworkers, or customers. The main goals of this study are to determine the various degrees of employee stress and to investigate various ways for reducing employee stress. The researcher chose a sample of 100 employees for this study. The sample was chosen using simple random sampling. Employees came from two well-known Tiruchirappalli businesses. The goal of this research is to identify the individual and organisational stressors. The data revealed that 63 percent of employees had a low level of individual stress and 37 percent have a high level of individual stress when using a descriptive design. A low degree of organisational stress affects 51% of respondents, while a high level of organisational stress affects 49% of respondents.

(Amat Taap Manshor, 2003) Occupational stress is very frequent among company executives. The sources of occupational stress among Malaysian managers working in multinational businesses were investigated in this study. It is based on a sample of 440 managers. Data is gathered by a questionnaire that is distributed to all of them. Workloads, working conditions, and interpersonal relationships at work were shown to be the top concerns of managers, resulting in workplace stress. The findings also show that some demographic factors have an impact on managers' stress levels.

(Jones 1995) The studies mentioned above look into organisational commitment, absenteeism, and turnover. These are organisational elements; however, there are also factors that are related to the employee (individual), such as work stress, job satisfaction, perception and attitude toward the job, and so on. The relationship between work stress, organisational commitment, and job satisfaction is investigated in this study. An empirical study found that employee perceptions of organisational support are highly and causally linked to work stress. Workers in industry, employees of the Canadian Federal Public Service, and experts involved in assessing special-educational needs were selected for this study.

(Mohammad Mosadeghrad, 2014) Although there are a number of job and individual aspects that contribute to workplace stress. In a separate study, researchers determined the prevalence of occupational stress among a sample of Iranian hospital personnel. The goal of the study is to uncover the negative impacts of workplace stress on employee health and well-being. The study used a cross-sectional analysis research design. A questionnaire that has been validated is employed. Occupational stress was linked to job-related, working environment, interpersonal, and organisational characteristics, according to the study. Occupational stress was assessed as high by 25% of employees. Inadequate compensation, workplace inequality, too much work, staff shortages, poor recognition and promotion, time pressure, job instability, and a lack of management support are all important causes of occupational stress, according to the findings. Occupational stress has been associated to an increased risk of physical injuries, cardiovascular illness, high blood pressure, depression, and bad personal behaviours like hostility, anxiety, and irritability. It also discovers a link between work-related stress and employee turnover.

(Narban, 2016) Occupational stress, often known as work stress, is constantly linked to one's employment. The researcher did an exploratory study on occupational stress in order to learn more about it. Its causes and ramifications. Occupational stress is recognised as a significant work hazard in terms of employee progress and well-being in this study. Work-related stress, according to the findings, is a pattern of emotional, cognitive, behavioural, and physiological responses to negative and noxious features of work content, organisation, and surroundings.

(Sabine Sonnentag, 2003) The focus of this study is on observational and longitudinal investigations. The subject of whether stress is linked to other organisational factors such as organisational commitment, absenteeism, and turnover is being investigated. The researchers cover main stress intervention approaches such as stressor reduction, resource enhancement, strain reduction, and life style change after reviewing research data on stress interventions.

(Shanfa Yu, 2008) There are a variety of other elements that contribute to employee stress. Job discontent, psychosomatic ailments, and depressive symptoms were all linked to high job demands and little job control, or high efforts and low rewards. In another study, researchers looked into the effects of the job demand-control (DC) model and the effort-reward imbalance (ERI) model on worker well-being. A sample of 878 workers at a thermal power plant in China completed self-reports for psychosocial work conditions and well-being using the main dimensions of the DC and ERI questionnaires. When both job stress models were changed simultaneously, the researcher discovered that low reward was a greater predictor of poor well-being, and that it was higher among workers reporting both high efforts and low rewards. The results show that the DC and ERI models have independent effects on happiness.

## OBJECTIVES OF THE STUDY

1. To investigate workplace stress and the factors that contribute to employee stress.
2. To investigate the impact of individual and organisational elements that contribute to the development of occupational stress.

## HYPOTHESES

- H0- Occupational stress is not affected by individual or organisational factors.  
H1- Occupational stress is influenced by both individual and organisational factors.

## RESEARCH METHODOLOGY

The purpose of this study is to look into the elements that influence employee stress and how it affects their performance. Employees from the junior levels took part in this study. A total of 125 employees were included in the sample. A total of 200 surveys were sent out, and 130 responses were returned. Five of the responses that were received were incomplete. As a result, the overall sample count was 125. The replies from the employees were collected using a random sampling procedure. Aside from that, data is gathered from a small number of employees via telephonic interviews. Descriptive analysis, mean, standard deviation, and correlation analysis are used to analyse the data. A five-point Likert scale was used to create the questionnaire. Job happiness, employee wellness, psychological variables, and corporate culture and climate are all discussed. Intrinsic and extrinsic factors such as career and achievement, organisational structure, and climate work-life balance are also taken into account in order to determine their impact on occupational stress.

## DATA ANALYSIS

The mean scores of workers' job satisfaction are shown in Table 1. The results were not statistically significant. The mean values for the total scores do not appear to be significant for aspects such as work satisfaction and organisational satisfaction.

Table 1: - Employees job satisfaction (at 5% level of significance)

Job satisfaction	Mean	SD	t value
Towards job	22.637	4.19	0.15
Towards organisation	21.743	4.33	1.75
Total	44.38	8.52	1.9

The ratings on psychological aspects that affect their well-being are shown in Table 2. It shows that the outcome differed significantly on Inner health (which includes state of mind) ( $t=2.36$  significant at 0.05 level), but not on flexibility or self-confidence ( $t= 1.47$  and  $1.46$  significant at 0.05 level, respectively). Employees are feeling better in terms of their emotional and physical wellbeing.

Table 2: - Employees occupational stress and psychological factors (at 5% level of significance)

Parameters	Mean	SD	t value
Inner value	16.89	4.09	2.36
Flexibility	21.743	2.13	1.47
Self-confidence	11.97	2.72	1.46
Total	50.6	8.94	5.29

Table 3 highlights the elements that cause employees to get stressed. Employees' perceptions of workplace stress were shown to differ significantly. The results were analysed and the results are shown in the table below. Employees are feeling increased workload, stress from personal duties, and job role, according to the findings.

Table 3: - Employees Job Satisfaction (at 5% level of significance)

Parameters	Mean	SD	t value
Recognition	13.937	3.19	1.85
Job role	17.043	3.653	4.25
Workload	23.256	4.213	3.10
Reward & Recognition	14.387	3.501	1.69
Work Life Balance	20.098	4.21	0.75
Responsibilities	13.979	2.398	3.45

Furthermore, using the correlation method and the 'r' values, the scores on Job satisfaction, Psychological variables associated well-being, and Occupation stress and coping were collected and analysed. The correlation coefficient among the various components is shown in Table 4.

Table 4:-Correlation coefficient among the various components

Parameters	Psychological Well being	Occupational Stress	Stress Handling
Job satisfaction	0.096	0.069	0.56
Psychological Well being		-0.394	0.56
Occupational Stress			0.14

According to the above data, employees working in thermal power plants experience similar levels of occupational stress, although they differ greatly in terms of sources and effects for each category, indicating that job satisfaction or dissatisfaction is not a major issue in the industry. These groups are concerned with both sanitary and motivating issues. Workplace stress is caused by work pressure, balancing work and personal duties, workload, and their job role in the business, according to studies. Employees are under a great deal of strain and stress as they strive for development in their careers.

## CONCLUSION

There appears to be a level of job satisfaction. Workload, personal and work commitments, role and responsibilities, psychological well-being, and managing work-life balance are all factors of stress. Employees were found to be under increased stress, which is a job-related factor and the leading predictor of psychological well-being. Employee stress management programmes should be set up by the company. Skills development, time management skills, and some exercise programmes should be prioritised by the organisation. Constructive input is imported on a regular basis to coach and develop personnel according to their needs. It aids in the reduction of work stress and the enhancement of psychological well-being. In a nutshell, we can state that personal and occupational factors influence employees' stress levels. Work-life balance strategies that help employees cope with occupational stress should be prioritised by organisations.

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