

# The Impact of stress on the employee's productivity in retail textile industry in Tirunelveli District

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## **Abstract**

For many large organizations, periods of dramatic downsizing, outsourcing and globalization have risen. The dynamics of stress to gain its full momentum. organizational change has led to bigger things mobility and more flexible work arrangements for some employees, for others they have raised concerns about job security, increased demand for work, and the loss of "connections" leads to migration towards less secure forms of employment. In many organizations, these changes are also combined as follows- Rapid technological change and strong push for greater efficiency, increased competitiveness, and improved Customer service.

## **Introduction**

Employers can't protect workers from the stress that usually occurs outside of work, but they can protect them from stress arising through work. Stress in the workplace can therefore also be a real problem for the organization workers. Good management and good work organization are the best forms of stress prevention. As the pace when our society operates, the pressure for all members of society increases to keep up with this pace also increases. Many of these pressures affect people through work. stress has become a buzzword. Many people use these pressures to describe the effects they cause. In the short term, stress can allow individuals to meet high levels of demand or pending deadlines. But prolonged stress has been shown to cause diseases and other conditions that can have a detrimental effect on the employer's workforce. 1

## **Need for the study**

Research on the dominant stress among employees in the retail textile industry has become essential, Since then, stress has created serious mental depression that has also led to suicide in recent days. Also for a pronounced productivity in the organization, employee engagement towards the activities of their work you can get by minimizing stress, motivational factors, stress less, and you have to be quite high environment, healthy relationships between management and employees, etc.

## **Purpose of Research**

1. To identify differences in the stress levels of retail textile employees, both seasonally and seasonally Non-seasonal time.
2. Identify the impact of stress on employee productivity in Tirunelveli's retail textile industry District.

3. Followed by retail textile employees to find healthy ways to relax from stress

#### 4. Propose/recommend effective mitigation mechanisms to balance the work life of employees

Reduce their stress levels.

What-if analysis:

Pair T-test

The T-test is used to know the existence of mean variation between 2 paired samples. Typically, this test is applied to know the presence of the difference between the mean of 2 paired samples.

Null hypothesis:

HO- "There is no mean difference between employee stress levels in both seasonal time and non Time of the season.”.

To test the null hypothesis, a paired t-test is applied and the results are shown in the following table

Table No.1

Relationship between employee stress levels in seasonal and non-seasonal hours

Sr.No.	Particulars	Non- seasonal		Seasonal		t- value
		Mean	S.D	Mean	S.D	
1	Job enlargement when coworker absent / leave	2.99	1.266	3.84	1.092	14.621**
2	Frequent job section changes	3.05	1.216	3.71	1.128	11.640**
3	Timing of job	3.12	1.209	3.78	1.132	11.086**
4	Workload	2.91	1.249	3.61	1.205	12.701**
5	Long working hours	3.00	1.250	3.74	1.104	11.776**
6	Shift work	2.87	1.234	3.54	1.221	11.281**
7	Inadequate break times/mealtimes	3.17	1.186	3.67	1.088	9.376**
8	Unfair distribution of work	3.05	1.293	3.57	1.182	8.468**
9	Repetitive/boring work	3.18	1.245	3.75	1.082	10.515**
10	bad – treatment in front of customers	3.14	1.279	3.67	1.097	8.942**
11	multi site working	2.93	1.181	3.57	982	12.424**
12	Lack of regular breaks	3.15	1.210	3.78	1.057	11.825**
13	Presenteeism – feeling unable to take time-off sick	3.14	1.236	3.69	1.123	9.787**
14	Job changes without consultation	2.93	1.275	3.79	1.081	13.826**
15	Lack of resources/ support to do the job	3.04	1.215	3.81	.996	12.965**
	Total	45.6732	12.72738	55.5225	10.49381	16.671**

Note: \*\* denotes significant level at 5%

As is clear from the table, the \*\*p-value is less than 0.01, so the null hypothesis is rejected at the 1% level.About the stress levels of both seasonal and non-seasonal employees due to the expansion of work.

Absence/leave of colleagues, frequent work section changes, work timing, workload, long working hours, Shift work, insufficient rest time/mealtime, unfair distribution of work, repetitive/boring work, bad –Treatment in front of customers, multi–site work, lack of regular breaks, Presenteeism - feeling unable to take time off sick, job changes without consultation and lack of resources/support to do the job. Therefore, there is a significant mean difference between seasonal and non-seasonal time. Average stress score- Non-seasonal (45.67) and seasonal (55.52) employee levels reveal employee stress levels seasonal time is much higher than non-seasonal time.

The main factors of stress in non-seasonal time are repetitive work (3.18), lack of regular breaks(3.15), poor treatment in front of customers (3.14), unfair distribution of work (3.05) and frequent work sections changes (3.04). The main factors of seasonal stress are the expansion of work (3.84), lack of resources (3.81) and shortages of regular breaks (3.78), timing of work (3.78), long working hours (3.74).

Table No.2

Stress factors affecting Employee productivity

Sr.No.	Factors	Mean	S.D	Rank
1	Leave Increase	3.54	0.85	8
2	Increase in Absenteeism	3.13	0.73	13
3	Decrease in the Efficiency of Sales	4.12	0.21	2
4	Low Accuracy	3.28	0.66	10
5	Fall in Teamwork Spirit	2.89	0.93	14
6	Disinterested to Develop Customer Rapport	3.91	0.68	4
7	Impinge on the Performance	3.88	0.44	5
8	Decrease in Work Effectiveness	3.73	0.52	7
9	Evade Demo of Items to Customer	4.01	0.30	3
10	Being Emotional (Showing anger/being rude) with Customers	2.231	1.21	15
11	Poor to Maintain Rapport with Colleagues	3.17	0.87	12
12	Increase in Grievance	3.75	0.39	6
13	Decrease in Sales Conversion Ratio	4.23	0.21	1
14	Obsessed with Quitting / Leaving the Job	3.21	0.59	11

The table reveals that researchers have identified stress factors that affect productivity employees of their work. From the aggregated data, the average score of 4.23 reveals the majority of employees workplace stress leads to a decline in the sales ratio. Second average score 4.12 explains that the majority of respondents feel their sales efficiency has decreased due to stress. Often, employees avoid to demo items sold to customers due to stress or fatigue. This factor take an average score of 4.01. Then other factors such as indifference to develop customers take intimate relationships, affect performance, increase in complaints, decrease in work effectiveness. The average scores are 3.91, 3.88, 3.75 and 3.73, respectively. another major stress factoremployees often go on vacation. This takes an average score of 3.54. An employee who is seeking or trying to switch, he was ranked 9th with an average score of 3.48. Being inaccurate in their workplace and obsessed with the average score 3.28 and 3.21 accordingly finish the job ranks 10th and 11th respectively. One of the important outcome factors that takes an average score of 3.17 for stress and is ranked 12th place is that

employees who do not work well with colleagues Sometimes this bad temper with colleagues lead to a big fight. Employees who are absent from work are the result of another major factor in the cause Stress, this takes 13th place and the average score is 3.31. Employees lack the spirit and presence of the team emotions with customers, such as showing anger to customers, are ranked 14th and 15th respectively and their average scores are 2.89 and 2.23. Therefore, employees face all the above problems at work because of stress.

Table No. 3

Paving Way to Health Issues Due to Stress in Work Place

	FACTORS	MEAN	S.D	RANK
1	Restless and Headache	4.33	0.21	1
2	Neck pain	3.29	0.79	7
3	Back pain	3.98	0.42	3
4	Migraine and Headache	3.12	0.83	10
5	Light headed or Slightly Faint	3.69	0.59	5
6	Dry mouth	2.76	1.43	14
7	Varicose veins	4.28	0.18	2
8	Heart and Chest Pain	3.16	0.89	9
9	Anxiety, Worry, Guilt or Nervousness	3.01	0.97	12
10	Depression	3.89	0.35	4
11	Nightmares	3.12	0.82	11
12	Problems in Concentrating	3.43	0.77	6
13	Difficulty in Making Decisions	2.89	1.29	13
14	Social Withdrawal	2.27	1.03	15
15	Sleeplessness	3.23	0.86	8

The previous table revealed the factors caused by stress in the workplace of employees. This table reveals stress factors related to employee health issues. It is considered a silent killer and stress has its effects to one healthy life. Employees feel calm and often suffer headaches because of stress. This is an important factor that hinders the efficient work of employees is 1st place, with an average score of 4.33. The nature of their work compels them to stand throughout the day, most of the employees have varicose veins are swollen and painful veins in the legs due to stress and continuous standing. This is 2 ranking, with an average score of 4.28. Stress is omnipresent in its health effects. One can have several problems caused by stress. 2. One of the common health-related problems is back pain and depression. The main cause of these 2 health problems is stress. Back pain and depression take an average score of 3.98 and 3.89 and they are ranked 3rd and 4th respectively. Stress continues to have that effect. One is the light is headed and the other is a lack of concentration. 3.69 and 3.43 are the average scores for these two problems and they are ranked 5th and 6th each. Neck pain and insomnia are 2 other problems that employees face due to stress. Pain in the neck is the annoyance in the table and its average score is 3.29, ranked 7th among other health problems. Stress Paves the way to insomnia and it, in turn, takes one more stress. Ranked 8th, sleep deprivation averaged 3.23 score. Employees are victims of heart attacks/chest pain and migraines due to stress. Heart attacks are severe, regardless of age, problems that can take a sudden life. Heart attack ranks 9th place and its average score 3.16. Migraine is a very severe type of headache that results in difficulty in seeing. The table is ranked 10th, and its average score is 3.12. Employees are having nightmares because of stress. it's not a healthy sleep, either. Can I have dreams or nightmares? Nightmares with an average score of 3.12 are the result of insomnia. For stress, it is ranked 11th in the table. Anxiety, worry, guilt or tension one gets due to stress. It is ranked 12th and its average score is 3.01, followed by another stress-related factor - decision-making. Since employees are confused because of stress, they are often unable to make the right decisions in their personal lives at work. The rank is 13 for decision-making difficulty, and its average score is 2.89. Dry mouth And being introverted is another problem

that employees face in relation to their health due to stress. Introverts are unable to interact with other people or society. These 2 ranks are 14th and 15th respectively, and the average score is:2.76 and 2.27. Besides these above health problems, employees face a number of other problems that are related to health and their married life due to stress at work.

Table No. 4

The Healthy Ways to Relax and Get out from Stress

	FACTORS	MEAN	S.D	RANK
33.1	Going for a Walk	3.21	0.55	11
33.2	Executing Work After Planning	3.88	0.39	4
33.3	Spending Time Enjoying Nature	3.01	0.63	13
33.4	Spending Time With Friend	3.34	0.70	9
33.5	Sweating Out Tension with a Good Workout	2.75	0.98	15
33.6	Taking a Relaxed Bath	2.91	0.84	14
33.7	Savor a Cup of Coffee or Tea	3.59	0.61	6
33.8	Playing with Pets	2.12	1.21	16
33.9	Reading Good Books	3.21	0.88	11A
33.10	Listening to Music	3.56	0.53	7
33.11	Watching Comedy Scenes, Films	3.41	0.73	8
33.12	Setting Aside Relaxation Time	3.91	0.34	2
33.13	Connected with Others	3.32	0.72	10
33.14	Keeping Sense of Humor	3.04	0.44	12
33.15	Exercise / Adopt A Healthy Lifestyle	3.78	0.71	5
33.16	Eating a healthy diet	3.89	0.59	3
33.17	Getting enough sleep	4.07	0.16	1

The table reveals some suggestions from respondents who are victims of stress at work. The respondents have put out a lot of good suggestions to get rid of stress at work. Get adequate sleep is ranked 1st among all suggestions. When an employee's stress level comes down significantly, He/she gets enough sleep. The average score for this is 4.07. Employees seek time to relax during their working hours, they believe, will lower their stress levels. It is ranked 2nd, and its average score is 3.91. Food in its way paves the way to one stress level. employees deprived of a healthy diet, victims of stress. It is ranked 3rd and its average score is 3.89. Procrastination may add fuel to the fire. Postponement is another cause of stress on employees. When a work is postponed, it is added to a large number of pieces that have been undone. It is a sure way to increase the stress level of your employees. Immediate execution of work is a way to get rid of stress, according to respondents. It is ranked 4th and its average score is 3.88. Most respondents feel a healthy lifestyle with physical activity such as regular exercise, yoga will help them reduce stress levels at workplace. This important aspect is ranked 5th and has an average score of 3.78. Snacks between their working hours, such as tea and coffee, at least for that will be a comfort for employees to forget about their stress. Its average score is 3.59, ranked 6th. Listen to music or watch comedy scenes according to employees would bring down their stress levels. Listen to music ranked 7th and watch comedy. The TV scene is ranked 8th, with an average score of 3.56 and 3.41, respectively. One of the important factor that the employee seeks to distract attention from stress is spending time with friends. They are in the same department as their friends or would like to stay connected with their friends throughout their working hours. This they feel will dramatically reduce their

stress levels. These 2 factors, i.e.spending time with friends and maintaining a connection with them is ranked 9th and 10th. Therefore, the average of them the score is 3.34 and 3.32. Other factors that employees feel are to reduce their stress levels as follows: Walking (average score is 3.21), reading a good book (average score is 3.21), maintaining goodsense of humor among friends (average score is 3.04), enjoy nature (average score is 3.01), take a bath(the average score is 2.91), working out (the average score is 2.75) and playing with their pets (the average score is 2.12). go.Walking, along with reading a good book, is ranked 11th. Other factors are ranked 12th, 13th, 14th, 15th and 16<sup>th</sup> each.Therefore, employees are asking for many remedies so as not to become victims of stress at work.

Table No.5

Mitigation strategies to reduce work stress from management

SR.NO.	FACTORS	MEAN	S.D	RANK
35.1	Listening to Music (Background Songs can be Played during Working Hours)	3.94	0.21	3
35.2	Cordial Relationship with Colleagues	3.56	0.53	10
35.3	Providing Training Periodically	3.31	0.86	14
35.4	Providing Specific/Proper Training	3.13	0.88	15
35.5	Good Refreshment Facilities inside the Shop	3.91	0.18	4
35.6	Providing Employment Opportunities to their Partner / Members of the Family Concerned	3.88	0.63	5
35.7	Conducting Games Periodically among the Sales Persons	3.65	0.54	9
35.8	Arranging Tour At Least Once a Year	3.76	0.73	7
35.9	Yearly Bonus	3.53	0.98	11
35.10	Arranging Yoga Classes	3.12	0.91	16
35.11	Advance Payment During Critical Situation	4.02	0.23	2
35.12	Free Medical Insurance Policy	2.99	1.04	17
35.13	Festival Allowances	3.66	0.59	8
35.14	Job Switch Over with Proper Consultation	3.83	0.44	6
35.15	Action Against Sexual Harassments	3.32	0.68	13
35.16	When Treated With Respect	4.12	0.12	1
35.17	Sufficient Tea/Coffee During Break	3.43	0.39	12

The table draws out the proposed measures that should be taken from the management/employer. Employees seek many kinds of measures from employers. 1. One of such things is that the employer respect you. Most employees expect to be treated humanely. This factor is No. 1, with an average score of 4.12.The second and

most important factor that employees expect from their employer is that they should be helped during a time of financial importance. Employees feel that the employer should pay their salary in advance during times of need. It is ranked 2nd and has an average score of 4.02. Listening to music to relieve your stress is considered comforting. So employers allow /play background music/songs at work during working hours This factor earned an average score of 3.94 and is ranked 3rd. During working hours, the employer can arrange snacks for employees within easy access i.e. in their workplace. This will reduce employee stress. They believe that it distracts their attention. This was 4th place, with an average score of 3.91. Another important factor to Reduce Employees"stress is that employers can provide kith with job opportunities and relatives of employees. It is ranked 5th and has an average score of 3.88. Employees are seeking appropriate consultation switching jobs. This will help them to choose the work of their interest, which, in turn, will decrease stress levels. This factor is ranked 6th, and its average score is 3.82. Employers can arrange employeestours, if not frequent, 1 time a year. A tour with colleagues will help employees forget about stress. Employees are asking for festive allowances from their employers. This will definitely help employees to do away with stress. This is because stress from home is an obstacle to working in the office. The employee looks like this Obsessed with the thoughts of their family. Farmers are ranked 7th, the latter 8th. Their average score is 3.76 and 3.66 respectively. Helping to maintain a cordial relationship with colleagues is a sure way according to respondents, get rid of stress. Employers can also encourage sports and indoor games among their employees. These two factors "average scores are 3.56 and 3.65, respectively. One of the an important step to Evict Employees "Stress from management allows them to render annual allowances to employees. This has always been happy news for employees, this rank is 11th, and its average score is 3.53. A factor that ranks 12th is that it provides employees with enough snacks such as tea and coffee. Its average score is 3.43. Sexual harassment in the workplace is a common threat these days. When employers take strict action against criminals/cheating, employees feel at home in their workplace. This, in turn, relieves their stress. It is ranked 13th and has an average score of 3.32. Good workers do not blame his tools. If employees are well versed or equipped with practical knowledge, they will not exposed to criticism from higher officers and managers. This, in turn, will help them become perfect in work and reduce their stress. Therefore, employers should arrange or encourage general training for regular employees. The average score is 3.31, ranked 14th. There are other employees who feel that the employer can provide specific or appropriate training in the field concerned. This is according to employees are a surefire way to reduce stress. The average score for this is 3.13, and its rank is 15th. Final two measures taken by employers arrange and offer yoga classes for employees free health care policy. These two measures employees expect from their employers ranked 16<sup>th</sup>. In the 17th, the average score is 3.12 and 2.99.

## Conclusion

In this study, the researchers found that Mars highlighted the health of employees, performance in the workplace. The researchers emphasize his point in this study that stress slows down business. It reduces not only employee performance, but also productivity, sales conversion rate, due to the stress of sales efficiency, employees hesitate to demo the items they sell to customers. This is the next 1 why there is no customer-employee relationship.

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