

# Impact of Stress Management on Job Performance: An Empirical Study of Textile Sector Employees In Karachi

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## 1. Abstract

This paper is intended to determine the impact of stress on job performance of the employees. It is based on empirical research conducted on 100 employees of 10 Textiles of Karachi. The data was collected through questionnaires based on close-ended questions. The results obtained from the data revealed that workload, stress, and inadequate monetary reward are the prime reasons to influence on employee job performance. Thus it is recommended that employer should reduce the level of stress to get maximum output from employee, provide adequate monetary benefits according to their work and educate employees by providing trainings and counselling to achieve goals and objectives and to be satisfied with their job.

**Keywords:** Job Performance, Stress, Work Load, Inadequate Monetary Benefit, Job Satisfaction.

## 2. INTRODUCTION

Stress or pressure is just an impact to a spur that perturbs our mental or physical symmetry. The other definition of stress is that it is a universal element of life.

It is further demonstrated that stress is a kind of respond of your body towards any kind of threat or order. Whenever anybody feels endangered, the nervous system takes action by discharging a downpour of stress hormones. Your heart beats faster, tighten the muscles and increase the blood pressure. Because of which strength of thinking and stamina increases to react speedy.

Most of the firms are there whose functional heads or supervisors or managers give extensive pressure to their subordinates to accomplish the tasks. Stress helps us to complete the desired goals and objectives by putting pressure on the employees. Most of the firms are there whose departmental heads are task-oriented rather than relation-oriented so they use to apply pressure on employees / workers due to which desired targets and objectives can be achieved. But beside the comfort zone, stress can be a major cause of damage to the mind and physical body which reflect the physical fitness time to time. In most of the time, stress reasons an inequity or unevenness in the life because it leads to depression if the employees are not achieving the desired tasks. Due to which departmental heads or supervisors behave negative to the employees, which leads to dissatisfaction or discomfort of the job and work performance.

Most of the people have the overview that employee performs negative if there is an extensive pressure on employees. In other words, most of the researchers have views that there is a negative impact of stress over employee performance but most of the researches have proved that some pressure or stress should be applied in critical situation to keep the employees creative and productive. In this research, we will check the impact of stress on employee performance and behaviour with the Organization. The data have been taken from the 10 firms, which are related with textile sector of Karachi. Due to limited time and scope, 10 employees have been chosen to fill the questionnaire from each firm.

Stress is not an only factor, which influences on job performance but workload and inadequate money benefits are the factors also, which influences the performance of the employees. Most of the firms are there whose environment is free from stress but due to inadequate money benefits, employees do not perform well and because of which their performances are not up to the mark.

According to Selye H (1987), stress is described as the cognitive and worldly reaction to acute conditions. According to Addae H.M., Parbooteah K.P. and Velinor N., (2008), stress basis an imbalance in the life of people because it leads to sadness and depression.

According to Dollard Maureen F. and Jacques C. Metzger (1999) and Palmer, Stephen, Cary Cooper and Kate Thomas, (2004), extensive stress can have unhealthy and harmful impact on the employees' lives, which can reduced effectiveness and efficiency, less stimulation, decrease dedication and enlargement in absentees into the Work.



### 3. OVERVIEW OR THEORETICAL BACKGROUND

In this research, we will check whether and how stress impact on job performance of the employees towards achieving the desired goals and objectives of the Organization. Furthermore, another purpose of the study is to demonstrate the factors, which cause the impact on the performance of the employees whether in terms of negative or positive impact over performance.

### 4. SCOPE OF THE STUDY

Due to shortage of time, the data have been taken from only 10 textiles of Karachi. Therefore, the scope of the study is limited to the 10 Textile of Karachi. The data have been taken from 10 employees of each textile, which are chosen randomly.

### 5. RESEARCH OBJECTIVES

The main aims and objectives of the study are as under:

- a. To check the impact of stress on employee performance.
- b. To determine the factors which influences the performance of the employees.
- c. To check which factor has negative or positive impact over performance of the employees.

### 6. RESEARCH PROBLEM

Most of the firms are there whose departmental heads give pressure and stress to their employees to accomplish the desired tasks. This practice is following in textile sectors to achieve the targeted goals.

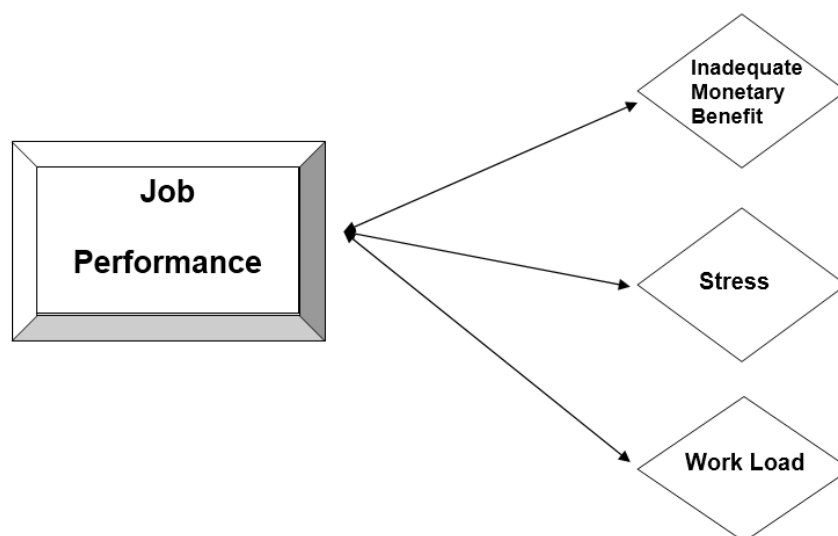
In this research, we will check whether and how stress impact on job performance of the employees towards achieving the desired goals and objectives of the Organization. Furthermore, another purpose of the study is to demonstrate the factors, which cause the impact on the performance of the employees whether in terms of negative or positive impact over performance. So the HR Professionals can review the results and implement it to their organization either to remove stressful environment from their organization or put pressure on employees to accomplish the tasks.

### 7. HYPOTHESES OF STUDY

- a. H0a:  $\mu_1 = \mu$  (Stress impacts on employee performance)  
H1a:  $\mu \neq \mu$  (Stress does not impact on employee performance)
- b. H0a:  $\mu_1 = \mu$  (Inadequate monetary benefits impact on performance of the employees)  
H1a:  $\mu \neq \mu$  (Inadequate monetary benefits do not impact on performance of the employees)
- c. H0b:  $\rho \leq 0$  (Workload has impact on job performance)  
H1b:  $\rho > 0$  (Workload has no impact on job performance)

### 8. RESEARCH METHODOLOGY

The research is conducted to check the impact of stress on employee performance towards achieving the desired goals and objectives. The research is quantitative in nature. Stratified sampling technique has been used for the study using close-ended questionnaires. The total respondents were 100 (10 employees from 10 different textiles).



This study takes out the relation of 02 variables (Dependent and Independent) to identify the situation of the

Organization. The essentials of variables are:

1. Dependent variable:
  - i. Job Performance.
2. Independent variable:
  - i. Stress.
  - ii. Work load.
  - iii. Inadequate monetary benefit.

The purpose of the study is to check the impact of stress, workload and inadequate monetary benefits on job performance of the employees.

## 9. QUANTITATIVE RESEARCH:

In this research, Quantitative Method will be used. Data will be collected through closed ended questionnaire from 10 employees each. Total target textiles are 10. Total respondents are 100.

Due to shortage of time, it is very difficult to take data from all textile of Karachi, therefore we have taken data only from 10 textiles.

## 10. DATA COLLECTION AND ANALYSIS:

The source of data collection will be closed ended questionnaire and it is collected from each textile. To analyse the data, 10 employees are asked to fill the questionnaire from each textile. To analysis the data, different statistical tools like correlation and regression are used during research process for what data is collected. However, Microsoft Excel, Microsoft Word and EViews are also used to analysis data collection.

## 11. EMPIRICAL RESULT AND DISCUSSION

### 11.1 STRESS IMPACTS ON EMPLOYEE PERFORMANCE

According to the below result, the study reveals that there is a significant impact of stress on employee performance of the firm as the p-value(*f-statistic is <0.05*). It is also observed that most of the firms are there who are task oriented and try to accomplish the task on time but extensive stress can lead to dissatisfaction of employees towards achieving goals. Therefore, functional heads should give pressure as much as employees can bear it. Sometimes, extensive pressure leads to de-motivation, which is a major of production, lose for any textile.

Dependent Variable: Performance

Method: Least Squares

Date: 1/3/16 Time: 15:59

Sample: 100

Included observations: 10

Variable	Coefficient	Std. Error	t-Statistic	Prob.
C	10.13749	2.146440	5.644760	0.0000
Stress	1.144337	0.160556	7.584304	0.0000
R-squared	0.073818	Mean dependent var		12.47715
Adjusted R-squared	0.072870	S.D. dependent var		69.83148
S.E. of regression	67.96041	Akaike info criterion		11.27773
Sum squared resid	4609380.	Schwarz criterion		11.28754
Log likelihood	-5636.863	Hannan-Quinn criter.		11.28146
F-statistic	56.76573	Durbin-Watson stat		0.315700
Prob(F-statistic)	0.000000			

### 11.2 INADEQUATE MONETARY BENEFITS IMPACT ON PERFORMANCE OF THE EMPLOYEES

Previous researches have proved that there is 45% turnover ratio in those organizations, who give unjustified remuneration to their employees. Most of the researches have proved that 71% employees are there who leave their jobs because of low salary packages. When employees think that they are not getting desired salary according to their workload then it establishes the symptoms of stress and their work performance decrease.

According to the below result, the study reveals that there is a significantly negative impact of inadequate monetary benefits on the performance of the employees as the p-value(*f-statistic is <0.05*). It is

further notified that as and when employees are performing well, it means that they are well-paid and appreciated in their organization. But it is mental phenomena that employees always desire for better pay but if employees are getting enough pay in which they are fulfilling their basic requirements then it does not impact on performance but if they think that they are getting less pay according to their workload, then it leads to demotivation or immoral of the employees.

Dependent Variable: Performance

Method: Least Squares

Date: 1/3/16 Time: 16:15

Sample: 100

Included observations: 10

Variable	Coefficient	Std. Error	t-Statistic	Prob.
C	119.7220	15.24684	7.852250	0.0000
IMB	0.065420	0.014274	5.013171	0.0000
R-squared	0.065056	Mean dependent var		143.5609
Adjusted R-squared	0.064077	S.D. dependent var		461.5643
S.E. of regression	456.4408	Akaike info criterion		15.08679
Sum squared resid	2.08E+08	Schwarz criterion		15.09661
Log likelihood	-7541.396	Hannan-Quinn criter.		15.09052
F-statistic	25.55327	Durbin-Watson stat		0.078809
Prob(F-statistic)	0.000001			

### 11.3 WORKLOAD IMPACTS ON JOB PERFORMANCE:

According to the below result, the study further reveals that there is a positive impact of workload on job performance as the p-value (*f-statistic is <0.05*). Functional heads or managers give workload to the employees in order to accomplish the tasks. It is revealed that workload enhances the performance of the employees and they continuously focus towards achieving their objectives. In order to remain constant with the performance, HR Professionals try to educate people in positive manner and involved them in different training programs so they can be able to give maximum output from their sides.

If employees are accepting the pressure and they are able to tolerate the workload then their performance will be up-to-the-mark. Most of the employees are there, who bear the pressure and work in critical situation and perform well. The same result is found in the below result also that it gives positive impact of workload on job performance of the employees.

Dependent Variable: Performance

Method: Least Squares

Date: 1/3/16 Time: 16:15

Sample: 100

Included observations: 10

Variable	Coefficient	Std. Error	t-Statistic	Prob.
C	9.989448	2.139321	4.571287	0.0000
WorkLoad	0.809157	0.065539	9.294520	0.0000
R-squared	0.084665	Mean dependent var		12.47715
Adjusted R-squared	0.083743	S.D. dependent var		69.83148
S.E. of regression	67.02574	Akaike info criterion		11.25003
Sum squared resid	4483465.	Schwarz criterion		11.25984
Log likelihood	-5623.014	Hannan-Quinn criter.		11.25376
F-statistic	83.38811	Durbin-Watson stat		0.301599
Prob(F-statistic)	0.000000			

## 12. RESULTS AND DISCUSSION:

This study is conducted to check the impact of stress on employee performance towards company's goals and objectives. The data for study is extracted from 10 textiles. This study takes out the relation of 02 variables (Dependent and Independent) to identify the situation of the Organization. The essentials of variables are:

1. Dependent variable:
  - i. Job Performance.
2. Independent variable:
  - i. Stress.
  - ii. Work load.
  - iii. Inadequate monetary benefit.

The purpose of the study is to check the impact of stress, workload and inadequate monetary benefits on job performance of the employees.

This research involves quantitative methods to analyse the data. Data has collected from 10 textiles of Karachi. Data has been taken through closed ended questionnaire from 10 employees each. Total target textiles are 10. Total respondents are 100. Due to shortage of time, it is very difficult to take data from all textile of Karachi, therefore we have only taken data only from 10 textiles.

The main purposes of the study are as under:

- a. To check the impact of stress on employee performance.
- b. To determine the factors which influences the performance of the employees.
- c. To check which factor has negative or positive impact over performance of the employees.

According to the analysis, following results are found from the research:

- o There is a significant impact of stress on employee performance.
- o There is a positive impact of workload on job performance.
- o There is a negative impact of inadequate monetary benefits on performance of the employees.

## 13. CONCLUSION AND RECOMMENDATION:

According to the above results discussion, it is observed that there is an impact of stress on employee performance towards achieving the desired goals and objectives. Furthermore, it is further illustrated that there is a negative impact of inadequate monetary benefits on employee performance and there is a positive impact of workload on job performance of the employees.

With the help of this study, a functional manager or HR professionals are able to measure the performance or willingness of the employees and workers towards the organization's desired objectives.

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