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## A Study On Effects Of Workplace Stress On Employees Productivity In Ups Integrated Services Pvt, Ltd.

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**Abstract:** This research explores the impact of workplace stress on employee productivity at UPS Integrated Services Pvt. Ltd. Using a descriptive design and a structured questionnaire, data was collected from 207 employees. The findings reveal that psychological stress mainly arising from workload, role clarity, and management practices negatively affects performance. Though environmental factors and personal coping strategies were rated positively, issues like pay disparity and managerial support remain concerns. The study recommends adopting stress-reduction programs, transparent communication, and workload management strategies to improve employee well-being and organizational productivity.

**Keywords:** Workplace stress, Employee productivity, Psychological stress, Organizational Factors, Stress management

### I. INTRODUCTION

Stress is a type of mental illness and it is socially acceptable. Work place stress is a major problem for individuals and organizations. The stress may create negative results in employees in the form of absenteeism, lowered morale, bad health conditions, burnout, high workforce turnover and poor performance and lack of efficiency in work. "Stress at the workplace is considered as one of the foremost factors affecting on employee's productivity." workplace stress describes the psychological, emotional, and physical strain that employees go through as a result of things like a heavy workload, deadline pressure, interpersonal tension, job uncertainty, and little control over their work. Stress can cause many symptoms, such as psychological symptoms like anxiety, anger, and sadness, as well as physical symptoms like headaches, exhaustion, and body pain. Stress at the workplace is recognized as a major contributor to reduced employee productivity and well-being. Common stressors include workload, poor managerial support, and role ambiguity. This study focuses on identifying how stress influences productivity in a facilities management company and explores factors leading

to employee stress.

## II. REVIEW OF LITERATURE

**Swmiya K., Lekha P., Yesvanthini S., Naveen Krishnaa M., Muni Sahithi, and Harithan H. (2024)** conducted a study in the construction industry and found a significant correlation between workplace stress and decreased employee motivation, highlighting emotional strain as a key factor affecting family and work life balance. **Rajesh E., Komal Phagna, and Dr. Parag Kalkar (2024)** emphasized that chronic stress adversely affects physical and mental health, contributing to absenteeism and low job performance due to reduced concentration and creativity. **Victoria Israel Munisi (2024)** evaluated the stress levels among employees in the Iringa Municipal Council and found that personal stressors, more than work-related ones, impacted employee performance, calling for structured stress management interventions. **Bharvi Shah B. (2023)** explored how work stress influences employee behavior and found that high stress levels result in reduced task performance and increased counterproductive work behavior. **Madhavi A.V.R. and B. Srinivas Rao (2023)** examined the link between job stress and job satisfaction and concluded that stress leads to burnout, absenteeism, and strained workplace relationships. Lastly, **Dr. M.**

**Martha Sucharitha and Md. Shaik Amzad Basha (2020)** found that leadership-induced pressure and poor support systems significantly lowered productivity, reinforcing the importance of identifying and managing stressors effectively. These selected studies consistently reveal that workplace stress negatively affects employee productivity and organizational commitment, thereby underlining the need for proactive stress management strategies in corporate settings.

## III. OBJECTIVES OF THE STUDY PRIMARY OBJECTIVES:

1. To effects of work place stress on employee productivity in UPS integrated service pvt. Ltd.

### SECONDARY OBJECTIVES:

2. To identify factors causing workplace stress among UPS integrated service pvt. ltd employees.
3. To identity the relationship between psychological stress and the employee productivity.
4. To know the impact of stress on employee.
5. To know about the various coping strategies followed to manage stress

## VI. RESEARCH METHODOLOGY

### Research Design

A descriptive research design is used in this study. The research design constitutes the blueprint for the collection, measurement & analysis of data. As this research involves, the study on effects of workplace stress on employee productivity, the research design is essentially a Descriptive in nature.

**Population:** Employees working in UPS integrated service pvt.ltd.

**Sample size:** 207

**Sampling technique:** convenience sampling is used in this research. Convenience sampling is a type of non-probability sampling that involves the sample being drawn from a group of people easy to contact or to reach

### Data collection method

**Primary Data:** The primary data is collected with the help of questionnaire. The questionnaire will be designed to obtain necessary information that can help to fulfill my research.

**Secondary Data:** The secondary data were collected from the Articles, Journals, websites etc.

## v. ANALYSIS AND INTERPRETATION

### Tools Used for Analysis:

**Factor Analysis:** Used to identify the underlying factors causing workplace stress by grouping related variables. This helped in simplifying and understanding the key dimensions of stress.

**Correlation:** Used to measure the relationship between psychological stress and employee productivity, indicating how changes in stress levels impact performance.

**Chi-square:** Used to determine the association between the experience and coping strategy satisfaction, identifying statistically significant relationships.

**One way ANOVA:** Used to assess whether there are significant differences in stress impact across various groups, such as educational qualifications.

### Summary of Statistical Tests

Test Type	Variables Tested	Test Statistic	Significance (p-value)	Inference
Chi-Square Test	Experience VS coping strategy	$\chi^2 = 13.637$	$p = 0.034$	Significant relation between Experience and coping strategy
Correlation Test	psychological stress VS ability to meet deadlines.	$r = +0.542$	$p < 0.01$	Positive correlation between the psychological stress and ability to meet deadlines.
Oneway ANOVA	educational qualification vs stress affect the quality of work.	$F = 2.987$	$p = 0.034$	No significant relation between the Educational qualification and stress affect the quality of work
Factor Analysis	the factors causing work place stress	KMO=0.805; Bartlett's $p = 0.000$	$p = 0.000$	Factor analysis is valid

## VI. FINDINGS

- It is found that 38% of the employees age is between 25-35.
- It is found that 84% of the employees are Male.
- It is found that 59% of the employees are Diploma.
- It is found that 39% of the employees are having 1to2years
- It is found that 48% of the employees are disagreed that the job is challenging in nature.
- It is found that 38% of the employees are having neutral opinion when the superior are not adopting a friendly approach to the subordinate.
- It is found that 52% of the employees are disagreed that the lack of clarity in employees job responsibilities leads to stress at the work place.
- It is found that 58% of the employees are having neutral opinion to the disparity in the payment of remuneration.
- It is found that 43% of the employees are strongly agreed that the psychological stress affects the productivity at their work.
- It is found that 59% of the employees are agreed that the stress affects the employees ability to meet their deadlines at the work.
- It is found that 50% of the employees are said work overload, psychological stress is the most impactful on the productivity.
- It is found that 74% of the employees are satisfied that the personal coping strategies to managing the stress.
- It is found that 47% of the employees are said the company as to adapted a flexible work arrangements to managing the stress.

## VII. SUGGESTIONS

- Most of the employees are experiencing psychological stress affecting their productivity. So the management can implement stress management programs, provide access to counselling services, and promote a healthy work-life balance through flexible scheduling.
- From the data analysis it is found that the most of employees are said neutral opinion for pay disparity, so the organization should conduct regular salary audits, ensure transparent compensation policies, and implement a structured, performance-based pay system
- With 38% of the employees are said neutral about the superiors are not adopting a friendly approach to the sub ordinates. So, the organisation can conduct the leadership training and focusing on effective communication, empathy, and team- building to make an better manager-subordinate relationships.
- 50% of the employees are identify the work overload as the main issue that can leads to impact the employee productivity , so the company can evaluate the task distribution and provide tools to manage workloads effectively.
- Most of the employees are agree the organisation as having the proper lighting and ventilation facilities. So the organisation as Maintain and improve environmental standards by conducting regular facility checks and gathering employee feedback on workspace comfort.

## VIII. CONCLUSION

➤ This study shows that many employees are affected by workplace stress, mainly due to work overload and lack of role clarity. While the company provides good physical infrastructure and some stress management support, employees still face challenges in terms of pay fairness, managerial communication, and job expectations. The results highlight that stress has a direct impact on productivity, including meeting deadlines and maintaining quality. There's also a link between employees' experience levels and how they cope with stress.

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