A Study On Impact Of Work Stress On Employee Performance In Service Sector

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Abstract:

This study investigates the impact of work stress on employee performance at Nuron Network India Pvt Ltd. The modern work environment has increasingly become complex, leading to elevated stress levels among employees, which can directly affect their efficiency and productivity. The research aims to identify key stressors in the workplace and analyse how they influence various aspects of employee performance, including job satisfaction, motivation, and overall productivity. Data were collected through a combination of surveys and interviews with employees at different hierarchical levels within the organization. The study reveals a significant correlation between work stress and decreased performance, particularly when employees experience role ambiguity, excessive workload, and lack of work-life balance. Additionally, the research highlights the importance of stress management programs, organizational support, and effective communication in mitigating the adverse effects of stress. The findings suggest that while some stress is inevitable, a supportive work culture can help minimize its negative impact and enhance employee performance. The study concludes with recommendations for Nuron Network India Pvt Ltd to implement stress-reducing strategies and improve the work environment to foster higher employee satisfaction and performance.

Keywords:

Work stress, Employee performance, Job satisfaction, Stress reduction strategies, Employee productivity.

1. INTRODUCTION:

A network is a collection of a network of communicating, interacting devices with one another, such servers, printers, and PCs. Multiple people may share resources, including files, printers, and internet access, thanks to networks. Local area networks (LANs), wide area networks (WANs), and metropolitan area networks (MANs) are among the several types of networks. Networks can be wired or wireless, and they can transfer data using a variety of protocols and technologies, including fibre optics, Ethernet, and Wi-Fi. To safeguard

sensitive data against theft, illegal access, and other harm, network security is essential. Firewalls, virtual private networks (VPNs), and network monitoring software are only a handful of the tools and methods used by network administrators to maintain and watch over networks.

Here are the three primary categories of networks:

1. Local Area Networks (LANs): A local area network (LAN) is a kind of network with a small geographic area, usually covering just one floor or building. LANs often use wired connections, such as Ethernet, for high-speed data transfer. A LAN is ideal for sharing resources like servers, printers, and storage devices since it allows for quick and easy communication across machines. Local area networks (LANs) are commonly seen in networks found in homes and offices.

2. Wide Area Networks (WANs): A wide area network, or WAN, is one that spans a larger geographic area, such as a city, state, or country. Wide Area Networks (WANs) use technologies including fiber optic connections, satellite connections, and microwave links to transport data over long distances. WAN connections allow organizations to interconnect several sites and exchange resources over a wide area, even though they are frequently slower than LAN connections owing to the distance involved. Wide Area Networks (WANs) are frequently linked to remote access networks that permit workers to work from home or other places, or business networks that span many offices.

3. Metropolitan Area Networks (MANs): MANs are networks that sit during LANs and WANs in terms of coverage and size. MANs often encompass a specific metropolitan area, such as a city or urban region. Using technologies like fiber optics and wireless connections, businesses, governmental organizations, and other organizations in the metropolitan area may enjoy high-speed connectivity via MANs. MANs may be employed to connect many LANs to a more extensive network or to provide high-speed internet access to multiple sites within a metropolitan area. Managed access networks (MANs) are commonly found in university and research campus networks.

Making sure networks offer sufficient throughput, latency, jitter, and packet loss for applications and services is known as network performance. Network design and optimization methods, such as choosing a network topology, connection speed, routing algorithm, and traffic engineering approaches, including choosing quality of service (QoS) mechanisms, are examples of network performance measurements.

2. NEED OF THE STUDY:

- Research on stress and employee performance Within the service industry is central for several reasons.
- Understanding these challenges is essential to improving working conditions.
- It is necessary to promoting employee well-being and contentment in one's career, which ultimately contributes to a positive work environment.
- By examining these aspects, research can provide insights and recommendations to support a resilient workforce and maintain competitiveness inside the organization sector.

3. OBJECTIVES OF THE STUDY:

1. To find out how work-related stress affects employees' performance employees.
2. To know the relationship between physiological/ extrinsic pressure and work performance.
3. To determine the connection between psychological/intrinsic stress and employee performance.
4. To research and look at the outcome of lack of motivation towards employee performance.

4. REVIEW OF THE LITERATURE:

- According to **Kloutsiniotis et al. (2022),** stressed employees cannot meet the organization's goals, decreasing employee performance. In a similar vein Stankeviči concurred that people with stressful professions are likely to see a decline in performance.

- **Dr. C K Gomathy (2022)** Stress is now a difficult aspect that affects how productive employees and the business are. Employee stress also contributes to a host of other health issues, including heart attacks and recurrent headaches. The main causes of stress include an excessive workload, family, an unbalanced work-life schedule, etc. This project's primary goal is to investigate stress-inducing issues and discover strategies for eliminating them to enhance employee performance generally and organizational profitability.

- **Shabbir (2021)** Workplace stress served as a mediator and social support as a moderator in this study, which looked at the effects of workload and job complexity on employee job performance. The study discovered that social support had a negative influence on workload, job complexity, and job stress, whereas job stress has a favorable effect on job performance. Stress, workload, and job complexity are all mediated by social support.

- **Sardar and Badar (2021)** noted that employees with high emotional stability will perceive work pressure as a challenge and have an impact on commitment to being Participant in the establishment. Dundon (2021) emphasizes how crucial the role of HR management practices in influencing employee performance outcomes and contributing. HR management practices will help shape the work climate.

- **vain Iskamto (2019); Yapentra, Budi Ansori, et al. (2020).** To achieve good work performance, the most dominant element is human resources. Even though the planning is well and neatly arranged, if the people or personnel who carry it out are not qualified, then it will be in **vain Iskamto (2019); Yapentra, Budi Ansori, et al. (2020).**

- **Wang et al. (2020)** emphasized that the accomplishments of the personnel measure performance. Work performance is the assigned task and how management aids the employee in performing their job. In the words of Dirani et al. (2020), among the most important variables in achieving the organization's predefined goal is the employee's job performance

- **Inabor (2020)** The purpose of the study is to evaluate the impact of devotion and occupational stress. The findings showed that employee commitment and productivity are impacted by job stress. Proactive measures were recommended for management to lessen long-term occupational stress. To provide workers with technical and managerial capabilities, management needs to do research.

5. RESEARCH METHODOLOGY:

Descriptive Method

5.1 SOURCES OF DATA

1. Primary Data
2. Secondary Data

5.2 SAMPLING TECHNIQUE:

5.2.1 Sample Design

100 Members

5.2.2 Sampling Technique

systematically selecting samples at random

5.2.3 Sample Area

Employees in the company

5.2.4 Location

Conducted in NURON NETWORKS INDIA PVT LTD

5.2.5 Sampling Tool

Questionnaires using Likert scale method through google forms.

6.HYPOTHESIS STATEMENT:

To understand the relationship between Physiological Stress and Employee Performance

H0: There is no relationship between Physiological Stress and Employee Performance.

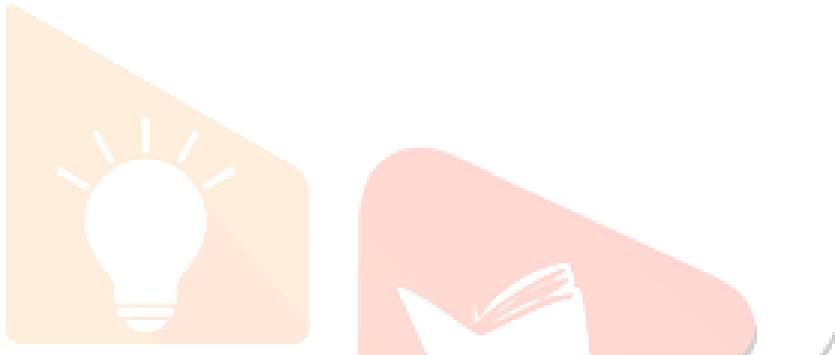**H1**: There is a relationship between Physiological Stress and Employee Performance.

Dependent Variable: Employee Performance

Independent Variable: Physiological Stress

Table 1: Result of Reliability Test

RELIABILITY STATISTICS

Reliability Statistics	
Cronbach's Alpha	**N of Items**
.902	24

Table 2: Table representing Pearson Correlation

Correlations		17. The work environment positively impacts my motivation. 2?	15. I feel secured at my workplace. Do you 2 with this statement?
17. The work environment positively impacts my motivation. 2?	Pearson Correlation	1	.420**
	Sig. (2-tailed)		.000
	N	100	100
15. I feel secured at my workplace. Do you 2 with this statement?	Pearson Correlation	.420**	1
	Sig. (2-tailed)	.000	
	N	100	100
**. Correlation is significant at the 0.01 level (2-tailed).			

7. ANALYSIS AND INTERPRETATION:

7.1 Reliability Analysis

Looking at the table above, we can say that Cronbach Alpha Value is 0.902, hence the scale of reliability is good.

7.2 Correlation among attributes selected for measuring Employee Performance

From the presented table, it might be interpreted that the obtained value (0.000) is less than the table value 0.05. Hence Null Hypothesis is rejected, and Alternative hypothesis is accepted.

The 'r' value (0.420) is lesser than the table value (0.5). Hence, the two variables are moderately correlated.

8. FINDINGS AND SUGGESTIONS:

The study reveals that many employees face stress from heavy workloads, long hours, and performance pressure, which affect their work quality and health. Despite this, most feel secure in their jobs and supported by colleagues, with a positive work environment contributing to motivation. However, challenges like inadequate recognition, lack of work-life balance, and pressure to keep up with technology remain. Addressing these issues, along with improving managerial support and stress management, could enhance employee satisfaction and performance.

Organizations can improve employee satisfaction and performance by offering engagement programs for new hires, ensuring clear communication of expectations with regular feedback, and providing job security benefits and career growth opportunities. Additionally, stress management and accuracy training can help employees manage pressure and improve productivity.

9. LIMITATIONS:

☐ The study may be limited by a small or non-representative sample size, which might not fully capture the diversity of employee experiences across the service sector.

☐ The use of self-reported data could introduce bias, as employees may underreport or overreport their stress levels or performance due to social desirability or fear of repercussions.

☐ The study may be constrained by time, assessing only short-term stress and performance, while the effects of work stress may evolve over a longer period.

10. CONCLUSION:

The report identifies important areas where the organization needs to develop additional areas of concern. Young Short-term employees are under excessive stress, which affects their output overall and job quality. This stress is frequently brought on by excessive workloads and long hours. Most workers feel safe in their positions and encouraged by their coworkers, yet there are a few significant worries about how well breaks are provided, how much acknowledgment is given, and how stress affects workers' health and productivity. The information indicates that although many workers view their workplace as beneficial, there is still space for development in areas like job security, motivation, and handling technology-related stress.

The firm should concentrate on putting engagement and development programs into place, managing workloads optimally, offering tools for stress management, and cultivating a positive work environment to effectively handle these problems. The company may improve worker performance, happiness, and general well-being by focusing on these important areas.

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