

# Impact of stress management methods and stress on the performance of the employees

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## Abstract

Stress can be defined as a physiological or psychological response to challenging or threatening situations, often triggering the “fight or flight” response. It involves a complex interplay of hormones and can negatively impact mental and physical health if not managed effectively. Dealing with stress is important for well-being of an individual. Consider exercise, relaxation techniques, and talking to someone trusted to help manage stress. Employee stress is a prevalent issue in the workplace and can have significant implications for both individuals and organizations. To cope up with this stress organizations have introduced various methods both at individual and organizational level. To identify the impact of individual and organizational methods of stress and stress management methods and stress on performance of employees a study of 240 employees has been done in BPO sector and regression analysis has been done which shows that stress methods have significant impact on the performance and stress level of the employees.

**Key words:** Stress, Management Methods, Employees, Performance.

## Introduction

Stress is a multifaceted response that encompasses both physiological and psychological elements. When an individual encounters a situation perceived as challenging, threatening, or demanding, the body and mind react to adapt to the perceived stressor. This response is evolutionarily ingrained and often referred to as the “fight or flight” response.

### 1. Physiological Aspects:

- **Hormonal Changes** – The body releases stress hormones, including cortisol and adrenaline, preparing it for immediate action.

- **Autonomic Nervous System** – The sympathetic nervous system activates, increasing heart rate, dilating pupils, and redirecting blood flow to vital organs.
- 2. Psychological Aspect:**
- **Perception** – Stress is subjective and depends on an individual’s perception of the situation. What one person finds stressful, another may not.
  - **Cognitive Impact** - Stress can affect cognitive functions, leading to difficulties in concentration, memory, and decision-making.
- 3. Types of Stress:**
- **Acute Stress** – Short-term and often triggered by specific events. The body’s response is immediate and intense but subsides once the stressors is removed.
  - **Chronic Stress**- Persistent and prolonged exposure to stressors, which can have lasting impacts on physical and mental health.
- 4. Sources of Stress:**
- **Environmental** – External factors like work pressure, financial issues, or major life changes.
  - **Internal** – Self-imposed stress due to perfectionism, unrealistic expectations, or negative self – talk.
- 5. Impact on Health:**
- **Physical Health** – Chronic stress is linked to conditions such as cardiovascular diseases, gastrointestinal issues, and compromised immune function.
  - **Mental Health** – Prolonged stress is associated with anxiety disorders, depression, and other mental health issues.
- 6. Coping Mechanism:**
- **Adaptive Coping** – Healthy strategies include exercise, meditation, deep breathing, and seeking social support.
  - **Maladaptive Coping** – Unhealthy methods such as excessive alcohol consumption or avoidance behaviors can exacerbate stress.
- 7. Management:**
- **Awareness** – Recognizing stressors and understanding personal responses is crucial.
  - **Intervention** – Taking proactive steps to manage stress, including lifestyle changes, time management, and seeking professional help when needed.

Understanding and effectively managing stress are vital for maintaining overall well-being. It's a nuanced interplay of physiological reactions, cognitive processes, and coping mechanisms that vary from person to person.

## Employees Stress

Employees stress is a prevalent issue in the workplace and can have significant implications for both individuals and organizations. Here are key aspects related to employees' stress:

### 1. Causes of Employee Stress:

- **Workload** – Excessive work demands, tight deadlines, or unrealistic expectations can contribute to stress.
- **Lack of control** – Feeling powerless or lacking control over one's work can be stressful.
- **Poor Work-Life Balance** – Imbalances between work and personal life can lead to increased stress.
- **Job Insecurity** – Concerns about job stability or fear of layoffs can create stress among employees.
- **Interpersonal Issues** – Conflicts with colleagues or supervisors can contribute to workplace stress.

### 2. Effects on Individuals:

- **Physical Health** – Chronic stress can lead to physical health problems such as headaches, fatigue, and increased susceptibility to illnesses.
- **Mental Health** – Anxiety, depression, and burnout are common mental health consequences of prolonged stress.
- **Performance Decline** – Stress can impair cognitive function, concentration, and overall job performance.

### 3. Impact on Organizations:

- **Reduced Productivity** – Stressed employees may struggle to maintain optimal productivity levels.
- **Increased Absenteeism** – High-stress levels can lead to more sick days and absenteeism.

- **Turnover** – Employees experiencing chronic stress may be more likely to leave their jobs.
- **Workplace Culture** – A stressed work environment can negatively impact the overall culture and morale.

#### 4. Prevention and Management:

- **Supportive Leadership** – Leadership that fosters a positive work environment and provides support can mitigate stress.
- **Clear Communication** – Transparent communication about expectations and changes can reduce uncertainty.
- **Employee Assistance Programs (EAPs)** – Offering resources for mental health support can be beneficial.
- **Flexible Work Arrangements** – Providing flexibility in work hours or remote work options can improve work-life balance.

#### 5. Organizational Strategies:

- **Training Programs** – Educating employees and managers about stress management techniques.
- **Wellness Programs** – Implementing initiatives focused on physical and mental well-being.
- **Feedback Mechanisms** – Creating channels for employees to express concerns and feedback.

Addressing employee stress requires a holistic approach that combines organizational initiatives, managerial support, and individual coping strategies. A healthy work environment that values employee well-being can contribute to a more productive and satisfied workforce.

#### Literature Review

**Jones, Tanigawa, and Weiss (2003)** stated that workplace disability of the employees can be dealt by introducing individual and group interventions such as providing training to workplace managers, developing supportive environment for recovery and also by providing training for reintegration of disabled employees in the workplace. **Pattie (2006)** Strategies should be developed to reduce both physical and psychological risk to minority and it must address the

disparities and health treatments towards minorities. Role ambiguity, perceived organizational support, leader member exchange and task variety are taken as independent factors. The study stated that there is positive relationship between work culture and occupational stress (**Suri and Arora, 2009**). This job redesigning will further help in increasing the commitment of employees towards the organization and also reduces employee turnover (**Baral and Bhargava, 2010**). **Halkos and Bousinakis (2010)** various incentives such as job rotation, motivation, job description, job redesign, better working environment, cross-functional training and development programs, job security, and safety measures can be implemented to reduce stress in employees. The most important resource which helps professors to deal with the work stressors is department head support, as it did not buffer the effects of ambiguity which exists in the organizational environment while decision making takes place (**Moeller and Chung-Yen, 2013**). Stress can be managed by using proper communication, providing regular feedback, proper information, flexible working hours, freedom to use initiatives (**Nyangahu and Bula, 2015**). **Khan and Khurshid (2017)** organization can reduce the workplace stress by providing flexi working hours, proper assistance from supervisors and co-workers, introducing good rewards provision and compensation packages to the employees which will help in improving the wellbeing of the employees. Gender sensitive practices in an organization and their family support leads to increase satisfaction, stress reduction, increased commitment, and their intent to quit or not to quit an organization (**Verma, et al., 2018**). **Foy, et al. (2019)** founded that if an organization introduces policies related to social support, to enhance performance and also reduces the work-place related stress then an organization can be able to reduce the stress level in its employees. individual oriented such as focus on physical activities, time management, alter the stress situation, adapt to stressor, accept the things which cannot be changed, connect with others, exercise regularly, follow a healthy diet, yoga and meditation, avoid alcohol. And organization oriented such as job sharing, work from home, Employee Assistance Programme, stress management programs, flexible timing, workplace diversity, job security, teaching work-life balance, proper communication strategies to be introduced so that stress can be reduced and the consequences that arises due to this stress can be avoided (**Bhowmick, 2020**). Providing good supervision, guidance, awareness programmes, counselling sessions, motivational support and good ambiances can help an organization to satisfy its employees and reduces their stress level which further helps in increasing performance level of the employees and helps in achieving organizational objectives (**Jamwal and Avkshit, 2023**).

### **Objectives of the study**

1. To identify the impact of stress management methods both Individual and Organizational on Stress level of the employees.
2. To identify the impact of stress management methods and stress on the performance of the employees.

### **Hypothesis of the study**

**H<sub>1a</sub>:** There is significant impact of stress management methods both individual and Organizational on Stress level of the employees.

**H<sub>2a</sub>:** There is significant impact of stress management methods and stress on the performance of the employees.

### **Variables**

**Dependent:** Performance of the employees, stress

**Independent:** stress, stress management methods

### **Research Methodology**

The study is exploratory in nature. A sample of 240 employees has been taken from the BPO sector of Delhi NCR by using random sampling technique.

### **Data Analysis and Interpretation**

There is a need to understand why employees in BPO sector go in stress and how does it effects the overall performance of the employee. As the previous relation has shown a significant impact on the performance of the employee. Hence, there is a need to build some solid strategies to free up the employees from unusual stress and enhance their productive performance. So, null hypothesis has been rejected. Another way is to build some stress management methods to deal with the stress among such employees.

The study has gone ahead with two types of stress management methods viz. individual methods and organizational methods.

### **Hypothesis No. 1a**

H<sub>1a</sub>: There is a significant impact of stress management methods on stress level among employees

These stress management methods attempts to bring the employees out of the stress. Hence, there is a need to test the overall effect of stress management methods on the employees' stress level in BPO sector in Delhi NCR. The resultant output has been shown in the following table 1 of model summary.

**Table 1 Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.572 <sup>a</sup>	0.327	0.324	1.64415

a. Predictors: (Constant), Stress management methods

b. DV: Stress level mean scores

The study has shown that there is overall 0.572 degree of relation between stress management methods and stress level among employees. Hence, there is a moderate degree of positive correlation signifying the stress management methods have a statistical significant effect on the stress level among employees in BPO sector in Delhi NCR. R square is 0.324 which is reasonably satisfactory, signifying only 32% variation in the stress level is explained and managed by the stress management methods. So, there is a need to understand how well the efforts of BPO companies in managing stress in Delhi NCR fits in this model, has been given in following ANOVA table 2.

**Table 2 ANOVA<sup>a</sup>**

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	708.249	2	354.125	131	.000 <sup>b</sup>
2	Residual	1459.75	540	2.703		

	Total	2168	542			
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- a. Predictors: (Constant), Stress management methods
- b. DV: Stress level mean scores

The study has shown that p value is 0.000 which is significant as compared to  $\alpha=0.05$ . Hence, overall regression model significantly predicts the stress level among employees. So, following coefficient table 3 explain necessary information related to model building among these variables.

**Table 3 Coefficients<sup>a</sup>**

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	-4.39	0.282		-15.561	0
	Individual Method Scores	0.29	0.035	0.409	8.303	0
2	Organisational Method Scores	0.106	0.025	0.205	4.17	0

- a. Dependent Variable: Stress level mean scores

**The resultant regression equation is**

**Stress level mean scores = -4.390+ 0.290\* Individual methods+ 0.106\*Organizational methods**

The p value in each case signifies the effective and significant contribution of each type of stress management methods on the stress level among employees.



**Variables under consideration and hypothesis testing:** Stress management methods and Stress level. A linear relationship between stress management methods and Stress level has been build up with the help of linear regression analysis. The study has shown that there exist a statistical significant association in mean scores of both variables.

**Practical Implications from analysis:**

There is a need to understand why an employee in BPO sector go in stress and how does stress management methods help to relieve the employees from such stress. As the previous relation has shown a significant impact on the stress level, hence there is a need to build some solid methods to free up the employees from unusual stress and enhance their productive performance.

Finally, the study has gone ahead with analysis of stress level among employees and strategies adopted by BPO industry to manage stress in the form of stress management methods and their overall impact on the performance of their employees.

**H<sub>2a</sub> :** There is significant impact of Stress level and stress management methods on the performance of employees

Then there is a need to test the overall effect of stress management methods and stress level on the performance of these employees in BPO sector in Delhi NCR. The resultant output has been shown in the following table 5 of model summary

**Table 5 Model Summary**

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.475 <sup>a</sup>	0.226	0.221	5.52152

a. Predictors: (Constant), Stress management methods and Stress Level

b. DV: Performance of the employees

The study has shown that there is overall 0.475 degree of relation between stress management methods and stress level with Performance of the employees. Hence, there is a moderate degree of positive correlation signifying the stress Management methods and stress level simultaneously have a statistical significant effect on the their Performance in BPO sector in Delhi NCR. R square is 0.226 which is reasonably satisfactory, signifying only 23% variation in the performance is explained and managed by the stress management methods. So, there is a need to understand how well the efforts of BPO companies in managing stress in Delhi NCR fits in this model, has been given in following table 6 ANOVA.

**Table 6 ANOVA<sup>a</sup>**

Model		Sum of Squares	Df	Mean Square	F	Sig.
1	Regression	4786.29	3	1595.43	52.331	.000 <sup>b</sup>
	Residual	16432.6	539	30.487		
2	Total	21218.9	542			

a. Predictors: (Constant), Stress management methods and Stress Level

b. DV: Performance of the employees

The study has shown that p value is 0.000 which is significant as compared to  $\alpha=0.05$ . Hence, overall regression model significantly predicts the performance of employees. So, following coefficient table 7 explain necessary information related to model building among these variables.

**Table 7 Coefficients<sup>a</sup>**

Model	Unstandardized Coefficients		Standardized Coefficients	T	Sig.
	B	Std. Error	Beta		
(Constant)	12.977	1.215		10.679	0

	Stress level	0.934	0.564	0.063	1.654	0.099
1	Individual Method Scores	0.612	0.117	0.276	5.219	0
2	Organisational Method Scores	0.385	0.085	0.239	4.528	0

a. Dependent Variable: Performance of the employees

**The resultant regression equation is**

**Performance of the employees** = 12.977+ 0.934\* Stress level+ 0.612\* Individual methods+ 0.385\*Organizational methods

The p value in each case signifies the effective and significant contribution of each type of stress management methods and stress level on the Performance of the employees.

**Discussion**

Every individual at workplace faces stress. This stress is either minimal, moderate or high. The reasons of stress can be family, workplace factors, organizational factors or can be social needs. This stress leads to effect the performance of the employees at the workplace. This stress has various effects on the employees, like depression, absent from workplace, health issues, etc. This further leads to affect the performance of the employee which affects the productivity of the organization overall. To retain productivity an organization need to introduce methods to reduce the stress level of the employees. These methods can be at individual level of at organizational level. At individual level, psychological interventions such as online and offline counselling, health promotion activities such as gym facilities, healthy eating, yoga, meditation and at organizational level, management practices such as frequent meetings, supportive supervision, developing good organizational team culture such as notice board, group dialogue; change in working structure such as flexibility, balance working hours, etc. These are the some of the individual and organizational methods by the help of which an organization can reduce stress level in its employees. First objective of the study is to identify the impact of stress

management methods on the stress level of the employees which shows that organizational and individual methods of stress reduction have direct impact upon the stress level of the employees. Second objective deal with the impact of stress and stress management methods on the performance of the employees, in this also alternate hypothesis has been accepted which states that both stress and stress management methods have direct impact upon the performance of the employees.

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