



A Study on impact of stress on employee's productivity and job performance: implications for stress measurement and management

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Abstract. In today's business environment, there exist a lot of competition among companies. The efficiency of employees and the productivity of employees are a significant and important component of the success of an any business. The extreme stress faced in the working environment greatly impedes this efficiency and this has drawn the attention of many employers. And Knowing the factors leading to work stress and its impact on employee performance is vital for any organization to ensure its success and smooth functioning. The objective of this study was to investigate the impact of work stress on the performance of employees, using the purposeful and simple random approach to select the sample size of 200 participants. Using questionnaires and focus group discussion, data collection was conducted. The findings indicate that the participants suffer from undue stress that adversely affects their performance, as many of them feel that leadership exerts pressure on them to improve their performance.

Keywords: Employees - Efficiency, Job Performance, Employees Productivity, Strategies, Workplace Stress.

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INTRODUCTION

Stress at the workplace is considered as one of the foremost factors affecting employees' performance employee's productivity. Stress is a psychological and state of being that impacts a person's adequacy, individual wellbeing and nature of work. Business related pressure makes an awkwardness between natural requests and individual capacities (Rees and Redfern, 2003). Stress is alluded to as a condition of pressure experienced by people confronting phenomenal strains, limitations, or openings. The continuous expansion in word related pressure related issues among workers which have prompted declining interest in their positions, less responsibility and developing eagerness among the top supervisors (Pflanz and Ogle, 2006). This is primarily because of the serious idea of the work climate, the move in work requests and monetary difficulty inferable from the financial downturn. This is maybe the overall pattern which shows diminishing execution and effectiveness. Stress influences people mentally, sincerely and typically, and is inseparably connected to a few medical conditions, particularly coronary heart illnesses. Any inclination, unnecessarily pushed, pulled, crushed or awakened by outside and inward factors should be perceived. The causes should be recognized regarding whether they are useful or dangerous. Different techniques and projects can help people adapt to pressure in close to home life and workplace (Vinassa, 2003). The board of pressure is a vital issue for people and associations. Overseeing pressure is decisively about agreement that the individual is presented to stressors. Stress becomes avoidable when associations are responsive to representatives' thoughts, and when roads are made to guide workers and draw in them in dynamic. Working environment stress is a significant issue for the two representatives and association. It is a typical term utilized in our existence with a great many people having diverse comprehension about its significance. In spite of various comprehension of its significance, it is a psyche body-climate relationship. Stress has two significant measurements: physiological pressure and mental pressure (AbuAlRub, 2004; Beehr and Glazer, 2005; Larson, 2004). Physiological pressure is typically identified with as a physiological response of the body, (for example, migraine, headache, stomach torment, lazy, spinal pain, chest torment, exhaustion, heart palpitation, rest aggravation and muscle long) to different unpleasant triggers at the working environment that straightforwardly and contrarily influences a person's efficiency, adequacy, nature of work and individual wellbeing (Ismail et al., 2009, 2010; Newell, 2002; World Health Organization, 2005). A few instances of physiological pressure are: changes in eating, drinking, dozing and smoking propensities (Beehr et al., 2001; Beehr and Glazer, 2005). Mental pressure is frequently seen as an enthusiastic response, (for example, uneasiness and sorrow

burnout, work estrangement, antagonism, melancholy, strain, outrage, anxiety, touchiness and disappointment) experienced by a person therefore from the invigorate at the working environment. Despite the fact that the idea of this relationship is fascinating, the part of physiological and mental anxieties as significant indicators is deficiently clarified in the working environment stress models (Slaski and Cartwright, 2002, 2003; Nikolau and Tsaosis, 2002). Numerous researchers contend that the part of physiological and mental anxieties as a significant indicator is given less exact consideration in the past examinations. Past investigations have been unmistakable, portraying the worldwide work environment stress idea, clarifying the overall physiological and mental highlights, utilizing a meta-examination technique to set up the connection among physiological and mental burdens and worker conduct, however overlooking to measure the size and nature of the connection between work environment stress and occupation execution.

REVIEW OF LITERATURE

Accounting to robbing (2004), stress is a dynamic condition wherein an individual is defied with circumstance, limitation or request identified with what he wants and for which the result is seen to be both dubious and significant. From this definition one can say that pressure isn't really downright terrible, additionally has a positive worth when it offers expected increase. Moorland and griffen (1998) additionally characterized pressure as an individual's versatile reaction to an upgrade that places physical and mental requests on an individual's Sherman, bah lander and snell (1996), likewise characterized pressure as any descriptive word interest on an individual brought about by physical, passionate or mental variables that requires adapting conduct. Additionally, Taylor Shelley (1995) psychological and social changed that are coordinated either towards modifying the occasion or obliging its belongings. The motivation behind the examination directed by Muhammad Rashid Badar (2011) "Factor causing pressure and effect on occupation execution, A contextual analysis of Banks of Bahawalpur, Pakistan" was to distinguish the potential factors that cause pressure, and how they influence the work execution of representatives in Banking area of Pakistan. The investigation expounds business related pressure as quite possibly the most expanding and tricky issue for the working associations. As indicated by the previous examination stress is seen as the underlying driver of low execution and diminished profitability. The discoveries of the examination show that the essential obligation regarding controlling the development of stress in workplace lies upon the shoulders of chiefs and representatives. Smash Kumar P.B. (2011) in his article "Preparing and Development Program and its advantages to representatives and association: A Conceptual Study" has learned about the structure and components of worker preparing and improvement program. He has referenced in his paper that workers are the regarded asset of an association and each hierarchical achievement relies upon the presentation of the representatives. In this investigation, there is a significant help for singular workers and association to get the few advantages from preparing program. These advantages may straightforwardly or in a roundabout way upgrade worker execution and thusly the efficiency of the association. This examination has likewise stressed on the positive results of preparing for the associations. Ritu Rani (2012) in her article "A Study of Occupational Stress according to Demographic Variables" says word related pressure, is the failure to adapt to the pressing factors in a work as a result of helpless fit between somebody's capacities to his/her necessities and conditions. The discoveries of the investigation were male and female instructors didn't contrast in their degrees of word related pressure. Educators working in Government schools were more focused when contrasted with tuition-based school instructors. Reasonable estimates like reflection, yoga, giving amusement offices, popularity-based organization and so on were likewise given to diminish pressure.

Ritu & Ajmer Singh (2012) in their article "An investigation of foreseeing educator adequacy among optional teachers based on their word related pressure" considers connection between instructor's viability and word related pressure among auxiliary teachers. The discoveries were, educators were encountering low anxiety. Educators were very little influenced by the issues which they ran over comparable to their work. They had a significant level of pressure resistance. The examination recommends a "Stress Awareness" drive should be consolidated with the social direction subject and standard appraisal of feeling of anxiety ought to be done to forestall pressure. C. Muthuvelayutham (2012) et al. explored on the subject "An investigation on the effect of Occupational pressure among instructors on Job Satisfaction and Job Involvement-An Empirical Study." In this examination, they have exactly clarified the distinction among pressing factor and stress. Pressing factor propels us and empowers us to perform at our best. In any case, in the event that we experience a lot of pressing factor without the occasion to recuperate, we neglect to adapt and stretch is the outcome. The examination proposes that pressure can be decreased when a few factors are tended to like accepting deficient

compensation to address monetary issues, absence of time to attempt research; absence of data about what is happening, unnecessary administrative work, trouble in accomplishing individual vocation objectives, inadequate organization acknowledgment and backing for research and some more. The investigation infers that there is an impressive degree of effect of weight on Job Satisfaction and Job Involvement among instructors. Anwar (2012) et al. investigated on "Instructors stress, execution and assets: The directing impacts of assets on pressure and execution." They said foundations achievement relies on the educator's exhibition as they are the person who teach the most esteemed resources of nation for example understudies. As indicated by them the exhibition of educators was adversely impacted by various kinds of stress contributing elements which may exist inside or outside the instructive organization. The investigation found an immediate relationship set up between educator's stress and their exhibition. Stress influences the presentation by bringing down their profitability just as efficiency of instructive organizations. The work fulfillment and inspiration level reductions in any event, when educators experience the ill effects of wellbeing and mental related issues. Indeed, even they have referenced about the character qualities models like five major character models, Success Resources Model and the preservation of assets and the JDR Model. They proposed that to check the rising anxiety of instructors, arbitrators ought to be utilized. Syed Saad Hussain Shah (2012) et al. explored on "Effect of weight on worker's presentation: An investigation of instructors of private schools of Rawalpindi." The motivation behind this exploration was to research the pressure issues related with the school educators and the impact of weight on their exhibition. Discoveries of the examination were there was a positive connection between financial prize and representative productivity though a negative connection between authoritative structure and worker effectiveness. No relationship was seen between authoritative help and representative productivity. For additional investigations scientists have likewise prescribed to utilize the other 3 factors for example hierarchical climate, individual/family issues and individual character as an interceding or directing variable. They called attention to that the way of life of the general public and association can likewise be utilized as a variable for additional examinations. They connected the MNCs and even the little and homegrown firms with the way of life and set up a connection that culture is the principle explanation behind progress and disappointment, disappointment in either inside culture of the association or representative culture will bring the outcome. Harajyoti Mazumdar, Dipankar Gogoi (2012) et al. in the examination paper "A Comparative report on pressure and its contributing elements among the alumni and postgraduate understudies" specifies that pressure is an unavoidable marvel which is frequently found in the life of understudies. The examination says post alumni understudies were handily focused to pressure in contrast with graduate ones. The investigation had covered three components identified with pressure for example conduct factor, mental factor and psychosomatic factor. Impacts of weight on male and female understudies were surmised independently and discovered level of pressure indications contrasted in both the classifications.

Ambika 2013) in their examination paper "A Study on the impact of weight on execution of workers in business Bank of Ceylon in the Eastern Province" means to set up connection between pressure and execution of representatives. The examination uncovers that there is a negative connection between stress and execution and additionally the effect of hierarchical related pressure is higher than work and individual related pressure. "Reasons for pressure in government funded schools and its effect on work execution on teachers" was investigated by Kiveshnie Naidoo (2013) et al. This article covered instructor stress in government funded schools. The article sets the goals of recognizing the reasons for pressure in government funded schools of instructors in KwaZulu-Natal. The hypothesis on the reasons for pressure were exactly hypothesized and examined by methods for information utilized exploratory factor investigation. The reasons for pressure were coordinated into two classifications proficient stressors and individual stressors. Hierarchical, natural and individual variables were additionally grouped. The examination recognized complete seven key causes (factors) of instructor's pressure, for example, Organizational help, Overload, Remuneration, Control, Job instability, Relationship openings and Growth openings. Roli Pradhan and Praveen Tomar (2013) in their article "Assessing Stress in the Indian Banking situation" endeavors to explore about the current information on pressure the board methodologies among the workers in Indian business banks. This examination has investigated the variables causing pressure and an endeavor was made to direct an inside and out investigation of 3 distinctive bank representatives. The discoveries of the investigation were, if the representatives are acclimated with the significance of stress, its outcomes and how to control it, workers will have the option to oversee pressure proficiently. The board of private area banks were more viable in dealing with their distressing circumstance and representatives of public area banks need powerful help from the executives and in like manner zeroed in on overhauling the current pressure the board framework. Appropriate measures were likewise recommended to individual and the board to defeat pressure. Showkat Khalil Wani (2013) in his paper "Occupation Stress and its effect on worker inspiration: A Study

of a select Commercial Bank" makes reference to that the profitability of representatives and in general efficiency of the association is influenced by levels of pressure and inspiration. The scientist expresses that because of the rising rivalry & sizeable expansion in the volume of banking business there is an expansion in occupation stress thus a need was felt to contemplate this subject. The paper presumes that expanded degree of stress prompts decline in persuasive degree of representatives. The examination additionally proposed outlining legitimate human asset improvement programs which would focus on generally speaking advancement of representatives working in the association. G. Lokanadha Reddy (2013) et al. have investigated on the theme "Word related Stress of Higher Secondary Teachers Working in Vellore District". One of the significant targets of this investigation was to discover the degree of word related pressure of instructors working at higher optional level. Different goals of the investigation is to know how far and how much they chose free factors (sexual orientation, age, are affecting the reliant variable word related pressure of higher optional educators. To conquer word related pressure, the analysts have proposed a few estimates which could demonstrate advantageous to instructors in adapting to pressure. The examination has likewise recommended a few measures for Stresses of occupation life. It tends to be helpfully overseen, to an enormous degree, at various stages through different institutional mediations. "Word related pressure and wellbeing among instructor teachers" were investigated by Vipinder Nagra (2013) et al. The investigation targets discovering the degree of word related pressure and its relationship to wellbeing among the instructor teachers comparable to their sex and conjugal status. Subsequently, this deficiency urges the analysts to additionally investigate the connection among physiological and mental anxieties and representative conduct, explicitly work execution.

Objectives of the Study

- 1) To know the relationship between physiological stress and job performance
- 2) To identify the relationship between psychological stress and the employee productivity.
- 3) To Examine the impact of psychological stress on job performance and the employee productivity.

RESEARCH METHODOLOGY

The study is analytical and descriptive in nature based on both primary and secondary data. The essential information was gathered from the example representatives by appropriating an organized survey. The investigation centers around the embrace of pressure the executive's methodologies by private ventures and their impact on representatives' proficiency. A cross-sectional exploration configuration was utilized in this investigation since it permitted the analysts to join the work environment stress research writing and the genuine overview as a fundamental system to gather information for this examination. Thus, a back-interpretation strategy was utilized to decipher the substance of survey English to build the legitimacy and dependability of the instrument. Utilizing this technique may assist with expanding the capacity to assemble precise, less inclination and high-quality data.

DATA ANALYSIS

The study attempts to know the effect of adopting workplace stress management strategies on employees' efficiency. The demographic characteristics of the respondents are shown in table-1.

Table 1. Demographic Profile of the Respondents

Characteristics	Frequency	Percentage
Gender		
Female	144	60%
Male	96	40%
Age		
21 - 25 Years	48	20%
26 - 30 Years	75	31%
31 - 35 Years	58	24%
36 - 40 Years	37	15%
Above 40 Years	25	10%
Marital status		
Married	182	75%
Unmarried	58	25%
Education		
Graduate	136	57%

Postgraduate	104	43%
Experience		
Less than 1 Year	29	12%
1 - 2 Years	60	26%
3 - 4 Years	82	33%
5 - 6 Years	57	24%
7 Years and above	11	5%
Monthly salary		
Below Rs.25,000	51	22%
Rs.25,001 - Rs.35,000	82	34%
Rs.35,001 - Rs.45,000	63	26%
Above Rs.45,000	44	19%

The female uncovers that 60% are male and 40% of respondents are females. The age shows that 31 percent is in the age gathering of 26-30 years. There is 24 percent in the age gathering of 31-35 years, 20% in the gathering of 21-25 years, 15 percent between 36-40 years and 10% are over 40 years. The conjugal status uncovers that 75 percent of the respondents are hitched and 25 percent is unmarried. The schooling foundation of the respondents uncovers that 57 percent are graduates and 43 percent are postgraduates. The outcomes show that 33 percent of respondents have 3-4 years of involvement. Out of the aggregate, 26 percent have 1-2 years of involvement, 24 percent have 5-6 years of involvement, 12 percent have short of what one year and just 5 percent have 7 years or more experience. The month to month pays of 34 percent of respondents is between Rs.25,001-Rs.35,000. 26 percent of respondent's month to month pay is between Rs.35,001-Rs.45,000, 22 percent of respondent's compensation is beneath Rs.25,000, and 19 percent of respondent's month to month pay is above Rs.45,000.

Table 2. Reasons for attending Stress Management programs

Variables	Garrett Score	Rank
Reducing psychological and mental problems	63.27	2
Unable to manage work stress	54.26	4
Fear of experiencing health problems	61.11	3
Reducing the consequences of stress on work productivity	64.80	1
Improving job satisfaction	49.33	5

The purposes behind going to pressure the board programs by the respondents are appeared in table-2. To rank Garrett scores are utilized. The outcomes uncover that decreasing mental and mental issues (63.27) made sure about the most noteworthy position. The factors diminishing results of weight on work efficiency (64.80) and unfit to oversee work pressure (54.26) got second and third most noteworthy positions individually. Dread of encountering medical conditions (61.11) made sure about the fourth position and improving position fulfillment (49.33) got the fifth position.

Table 3. Benefits derived from the Stress Management Programs

Variables	Garrett Score	Rank
Improved awareness of stress management techniques	57.68	1
Improved self-confidence	56.51	3
Improved skills in managing psychological problems	54.44	4
Enhancing career development opportunities	56.95	2
Enhancing work productivity	51.68	5

The respondents' assessment towards the advantages got from pressure the executives' programs is evaluated in table-3. The Garrett scores uncover that improved mindfulness on pressure the executive's procedures (57.68) made sure about the most elevated position followed by the factors upgrading profession advancement openings (56.95), developed fearlessness (56.51), improved abilities in overseeing mental issues (54.44), and improving work efficiency (51.68).

The respondents' assessment towards the pressure the executive's methodologies are dissected with the assistance of measurements, for example, stress program intercessions, preparing and advancement, and representative proficiency.

Table 4. Stress program interventions

	Variables	Mean
1	Counselling programs are giving good inputs for managing stress	5.41
2	Counselling method is used in managing stress among various levels of employees	5.43
3	Stress management program needs are identified by a systematic procedure	5.13
4	The programs are designed after through interaction with employees	5.19
5	Employee opinions and ideas are considered in designing programs	4.36
6	Managers are executing stress relieving programs more effectively	4.96
7	Objectives of stress management programs are clearly explained to the employees	3.19
8	All the levels of employees are engaged in a mentoring program	4.16
9	Employees actively participate in leadership engagement programs	4.13
10	Multiple communication channels are encouraged by company policy	4.31
11	Continuous employee health check-up programs are initiated by management	3.61
	Total	5.13

The stress program mediations are surveyed dependent on the rating of the respondents on the alluded eleven factors as appeared in table-4. The enlightening insights uncover that the all-out mean worth is 5.13 which show that the respondents have a positive assessment towards stress program intercessions. Among the alluded factors directing projects are giving acceptable contributions for overseeing pressure protected the most elevated rating with a mean estimation of 4.51. The factors guiding strategy is utilized in overseeing pressure among different degrees of representatives (4.42), and stress the executives program needs are distinguished by the deliberate technique (4.31) scored second the third most noteworthy appraisals.

The factors, the projects are planned after through association with representatives (4.23), worker feelings and thoughts are considered in planning programs (3.99), supervisors are executing pressure assuaging programs all the more viably (3.92), destinations of stress the board programs are plainly disclosed to the representatives (3.91), all the degrees of workers are occupied with tutoring program (3.82), representatives effectively take an interest in authority commitment programs (3.81), various correspondence channels are energized by organization strategy (3.70), and ceaseless worker wellbeing registration programs are started by the executives (3.67) likewise show good appraisals from the respondents.

Table 5. Training and Development

S. N	Variables	Mean
1	Training provides employees with the skills they need to perform effectively under high-stress conditions	5.13
2	Training help individuals to set job-related goals and implement behavioral strategies to accomplish goals	5.14
3	Training and development provide feedback and evaluation of the progress towards the goals	4.19
4	Training increases employees stress management abilities, improves work-life balance, and reduces psychological stress	4.98
5	Appropriate training increases staff involvement and improves communication between peers	4.18
6	Training and personal development helps to curtail levels of stress among the employees	4.62
	Total	4.19

The training and improvement programs are evaluated dependent on the respondents' assessment on the alluded six factors as appeared in table-5. The variable, preparing gives representatives the aptitudes they need to perform viably under high-stress conditions protected the most elevated rating with a mean estimation of 4.22. The second and third most elevated appraised factors are preparing assist people with defining position related objectives and execute conduct techniques to achieve objectives (4.03) and preparing and improvement give criticism and assessment of the advancement towards the

objectives (4.19) separately. Different factors, preparing builds representatives stress the board capacities, improves work-life balance, and diminishes mental pressure (3.89), fitting preparing expands staff contribution and improve correspondence between peers (3.81), and preparing and self-awareness assists with shortening levels of pressure among the workers (3.72) additionally show positive appraisals from the respondents. The general mean estimation of 3.93 uncovers that the respondents believe that preparation and advancement programs help in assuaging working environment stress.

Table 6. Employees' Efficiency

S. N	Variables	Mean
1	Employees returning from the program are given adequate free time to reflect and plan improvements in the organisation	4.43
2	Stress management programs conducted by the organisation enable the employees to implement various changes in work performance	4.27
3	The organisation conducts an evaluation of faculty and resource person to access long term impact on work productivity	4.17
4	After stress management program employees are able to assess the values and benefits of the programme	4.15
5	Stress management interventions have been quite successful in improving the overall employee performance	3.95
6	The organisation measures value from stress management programs	3.87
7	The results of stress management programs are monitored from time to time	3.67
8	Stress management programs are intended to improve the psychological and mental health of employees	3.62
9	Managers provide the right kind of opportunities to implement new ideas and methods acquired by participating in programs	3.55
	Total	3.96

The assessment on representatives' effectiveness after the appropriation of stress the board procedures are appeared in table-6. The distinct measurements uncover that the all-out mean worth is 3.96 which demonstrate that the respondents have a positive assessment on workers' effectiveness. Among the alluded nine factors, workers getting back from the program are given sufficient leisure time to reflect and design upgrades in the Organization protected the most noteworthy rating with a mean estimation of 4.43. The second and third most noteworthy appraised factors are pressure the executive's programs directed by the Organization empower the representatives to actualize different changes in work execution (4.27) and Organization leads an assessment of staff and asset individual to get to long haul sway on work profitability (4.17) separately. The factors, after pressure the board program representatives can survey the qualities and advantages of the program (4.15), stress the executives intercessions have been very fruitful in improving the general worker execution (3.95), the Organization estimates an incentive from stress the board programs (3.87), the aftereffects of stress the board programs are checked now and again (3.67), stress the executives programs are proposed to improve mental and emotional well-being of workers (3.62), and chiefs give the correct sort of occasions to actualize groundbreaking thoughts and strategies gained by partaking in projects (3.55) likewise show positive evaluations from the respondents.

Table 7. Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.442	.474	.228	.457
a. Predictors: (Constant), stress program interventions, training and development				

The model summary table-7 uncovers that the straight relapse coefficient (R=0.442) shows that there is a base connection between the reliant and autonomous factors. As far as fluctuation R-Square (0.224) shows that the autonomous factors (stress program intercessions, preparing and improvement) can anticipate 25 percent of the difference in the factor workers' productivity.

Table 8. ANOVAa

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	13.887	5	2.777	10.52	0.01

Residual	80.165	354	.226	6	
Total	94.053	359			

The results of the ANOVA test shown in table-8 indicates that the dependent variable employees' efficiency ($F=10.526$, $p=0.016 < 0.05$) show a significant relationship with the independent variables stress program interventions, training and development.

DISCUSSION AND CONCLUSIONS

The main objective of conducting this study is to examine the influence of job stress on employee performance. Consequently, it has positively uncovered each working individual from lower to higher pay gainers to go through occupation stress that has incredible effect on the nature of occupation exhibitions as well as the personal satisfaction we drove too. Job and working condition change at such quick speed, consequently goes along the contemporary difficulties looked by the greater part of us. The examination has gotten the accompanying ends from the discoveries. That time pressing factor and job uncertainty impacts representative execution. It is consequently, appeared to be that representatives go through occupation stress when they are pushed-right-to the divider and constrained to finish their errand inside an absurd time gave by their managers' or bosses. Yahaya et.al, (2009), portrayed that when the workers get such a large number of undertakings or occupation tasks and is relied upon to have it finished inside the restricted given timetable, the pace of turnover appeared to wind up very high. Adding on, less help from chiefs in finishing the task has prompted significant level of occupation stress and disappointment in occupation execution. In actuality, representatives' find for inconvenience when they continue to postpone their remaining burden and have it done on the last possible moment, subsequently the pressure is self-delivered (Razak et al., 2014). From the overview directed by specialist, to sum up the different variables of time pressure impacting position pressure and representative execution are; it is demonstrated that because of time pressure it influences workers' efficiency adversely, and about (46.3%) concurred. Henceforth the overview was shaped dependent on the reactions obviously showed that workers had positive critical impact on time pressing factor and job vagueness. In spite of representatives' work for extended periods of time and with nonappearance of inspirational components didn't appeared to impact representatives' much the manner in which it has been for the other two factors. It is likewise suggested that future analysts could additionally investigate this exploration on a more extensive information and find different factors that impacts representative execution that would empower to give a superior logical outcome. Future investigations could investigate other free factors that influence worker execution and profitability representatives.

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