

EMPLOYEES STRESS AND ITS IMPACT ON THEIR
**EMPLOYEES STRESS AND ITS IMPACT ON THEIR
PERFORMANCE IN DIVISIONAL SECRETARIAT MUTHUR**

THEIVANAYAGAM MAHESWARAN

REG. NO. 20 / 15 / 2002 / MS / 21

INDEX NO. MS 02

THEIVANAYAGAM MAHESWARAN

1556



FCN1556
Project Report
Library - EUSL

**DEPARTMENT OF MANAGEMENT
FACULTY OF COMMERCE AND MANAGEMENT
EASTERN UNIVERSITY, SRI LANKA
2015**

ABSTRACT

Stress is the most important problem in every man or woman in any organization. In this research intend the title "Employees' stress and its impact on their performance in Divisional Secretariat- Muthur".

The objective of this research is to find out the level of stress and its impact on the employees' behaviour. Undesirable level of stress affects overall performance of the organization. In order to getting the work done effectively, organization or manager should properly manage the level of stress.

For my research, one of the most important factor the 'stress' is taken and to know how they affect on the employees performance. In order to conduct this study effectively, Divisional Secretariat Muthur was selected.

In this research, four factors were viewed that determine the stress level of employees such as, Environmental factors, organizational factors and individual factors and performance.

In this research, the main problem is that employee's stress is affects their work performance. In order to analyze this problem, data was collected from the employees of Divisional Secretariat Muthur by questionnaire, and observation. The gathered data was analyzed based on the statistical tools such as mean, standard deviation, for this using the Computer packages of SPSS and Excel.

Employees in Divisional Secretariat- Muthur complain about high and moderate levels of stress at work. As stress levels have increased, employers have faced complaint from public, affected by sickness, increased absenteeism, and reduced productivity of an employee.

Early warning system is the recommendation to reduce the stress problem such as reducing work load, give proper training, introducing new technology, and arrange the organizational environment in a comfortable to the employees, according to the country economic changes give the proper allowances and attractive salary packages.

TABLE OF CONTENTS

Contents	Page No.
Acknowledgement	I
Abstract	II
Table of Contents	III
List of Tables	IX
List of Figures	XI
CHAPTER I: Introduction	01-04
1.1 Background of the Research	01
1.2 Problem statement	02
1.3 Research Questions	02
1.4 Objective of the Research	02
1.5 Significant of the Study	03
1.6 Scope of Research	03
1.6.1 An overview of the firm	03
1.7 Limitation of the Research	04
1.8 Assumption of the Research	04

CHAPTER I: Literature Review	05-26
2.1 Introduction	5
2.2 Definition of Stress	5
2.3 Sources of Stress	9
2.3.1 Extra organizational stressors	10
2.3.2 Organizational stressors	12
2.3.3 Group Stressors	14
2.3.4 Individual Stressors	15
2.4 Type of Characteristics	16
2.5 The effects of occupational stress	17
2.5.1 Physical problems	19
2.5.2 Psychological problems	20
2.5.3 Behavioural problems	20
2.6 stress at work	21
2.7 Performance	22
2.8 The relationship between stress and performance	25
2.9 Summary	26

CHAPTER III: Conceptualization and Operationalization	27-35
3.1 Introduction	27
3.2 Conceptualization	27
3.2.1 Environmental factors	29
3.2.2 Job related factors	30
3.2.3 Individual factors	32
3.3 Summary	35

CHAPTER IV: Methodology	36-43
4.1 Introduction	36
4.2 Research Sample	36
4.2.1 Sampling frame	37
4.2.2 Sampling method	37
4.2.3 Sampling size	37
4.3 Data collection techniques	39
4.3.1 Questionnaires	39
4.3.2 Interviewing	41
4.3.3 Questionnaire administration	41
4.4 Data analysis and data presentation	42
4.5 Method of Evaluation	43
4.6 Summary	43
CHAPTER V: Data presentation and analysis	44-70
5.1 Introduction	44
5.2 Personal information	44
5.2.1 Post held	44
5.2.2 Number of year of service	45
5.2.3 Sex	46
5.2.4 Civil status	46
5.2.5 Age	46
5.2.6 Educational qualification	47
5.2.7 Nature of employment	47
5.2.8 Monthly salary	48
5.3 Research information	49
5.3.1 Environmental factors	50
5.3.2 Economic uncertainty	51

5.3.3 Political uncertainty	51
5.3.4 Technological uncertainty	53
5.4 Organizational factors	54
5.4.1 The role of conflict	55
5.4.2 The role of work overloads	56
5.4.3 The role of Group cohesiveness	57
5.4.4 The lack of supervisory support	58
5.5 Individual factor	60
5.5.1 The family problem	61
5.5.2 The Economic problem	62
5.5.3 The personality problem	63
5.6 Overall stress	65
5.7 Performance	66
5.7.1 Complaint	66
5.7.2 Absenteeism	66
5.7.3 Sickness	67
5.8 Analysis on level of stress with the type of performance outcome	67
5.8.1 Complaints	67
5.8.2 Absenteeism	68
5.8.3 Sickness	69
5.9 Summary	70
CHAPTER VI: Discussion	71-80
6.1 Introduction	71
6.2 Discussion on findings	71
6.2.1 Post held	71
6.2.2 Year of service	72
6.2.3 Sex	72
6.2.4 Civil status	72

6.2.5 Age	73
6.2.6 Educational qualification	73
6.2.7 Nature of employment	73
6.2.8 Salary	74
6.3 Discussion on findings	74
6.3.1 Economic uncertainty	75
6.3.2 Political uncertainty	75
6.3.3 Technological uncertainty	75
6.3.4 Role of conflict	76
6.3.5 Role of work overload	76
6.3.6 Role of group cohesiveness	77
6.3.7 Lack of supervisory support	77
6.3.8 Family problem	77
6.3.9 Economic problem	78
6.3.10 Personality problem	78
6.3.11 Overall stress	79
6.4 Discussion on level of stress with the type of performance	79
6.4.1 Complaint	79
6.4.2 Absenteeism	79
6.4.3 Sickness	80
6.4.4 Summary	80
CHAPTER VII: Conclusion and Recommendations	81-88
7.1 Introduction	81
7.2 Conclusion	81
7.3 Recommendations to manage stress	82
7.4 Recommendations	83
7.4.1 Economic uncertainty	83

7.4.2 Political uncertainty	83
7.4.3 Technological uncertainty	84
7.4.4 Role of conflict	84
7.4.5 Role of work overloads	84
7.4.6 Role group cohesiveness	85
7.4.7 Lack of supervisory support	85
7.4.8 Family problem	86
7.4.9 Economic problem	86
7.4.10 Personality problem	86
7.4.11 Complaint	87
7.4.12 Absenteeism	87
7.4.13 Sickness	87
7.5 Suggestion for further research	88

Appendix I: - Reference

Appendix II: - Research questionnaire