

IMPACT OF EMPLOYEE STRESS ON EMPLOYEE PERFORMANCE IN SRI LANKA TRANSPORT BOARD IN KANDY DISTRICT

EKANAYAKE MUDIYANSELAGE DINESH MADURANGA EKANAYAKE

1742



Project Report
Library - EUSL

ABSTRACT

SRW UNIVERSITY

Today business world is more competitive. Every organization tries to achieve their objectives and gain sustainable competitive advantages. And also people around the world engage in various activities in their day to day lives in order to make a living. Most of these people, engage in activities which can earn them money to fulfill their own needs as well as to look after their families. Hence the organizations try to achieve their goals and also employees try to achieve their goals. Under that situation employee stress may be occurred.

And also many executives feel they could make better decisions and perform more effectively if they worked under less stress. Stress has also been linked to Quality of work, Quantity of work, Initiative, Creativity, Attendance, Individual goals, Job knowledge, Communication and Judgment. As such, this study was carried out with the primary objective of understanding the level of stress and performance in sri lanka transport board in Kandy district. It also tried to identify the impact of Job related stress, Environmental related stress, and Individual related stress on performance. These objectives are reached through the application of descriptive analysis and regression technique. Descriptive analysis is applied to find out the level of stress and performance level. Regression analysis is applied to test the impact of stress on performance. The results revealed when mean value is compared, mean value of the individual related stress is higher than the other two. It is also found that there is a negative impact stress and performance. It is concluded that stress is having an impact on sri Lankan transport board employees performance, at the same time the influence of individual related stress is higher than job,related and environment related stress.

TABLE OF CONTENTS

06 JUL 2017



Acknowledgement	I
Abstract	II
Table of Contents	III
List of Tables	VII
List of Figures	VIII
Abbreviations	IX
1. Chapter One	
1.1. Background of the Study	01
1.2. Problem Statement	03
1.3. Research Questions	04
1.4. Objectives of the Study	04
1.5. Significance of the study	04
1.6. Scope of The Study	05
1.7. Chapter Summary	05
2. Chapter Two	
2.1. Introduction	06
2.2. Job Stress	06
2.2.1 Role Conflict	07
2.2.2 Workload Pressure	07
2.2.3 Role Ambiguity	08
2.2.4 Time Pressure	09
2.3. Individual Stress	10
2.4. Environmental Stress	10
2.5. Gender Differences	11
2.6. Employee Performance	12
2.7. Employee Stress and Employee Performance	13
2.8. Summary	17
3. Chapter Three	
3.1. Introduction	18
3.2. Conceptualization	18

06 JUL 2017



3.2.1 Employee Performance.....	19
3.2.2 Job Stress	21
3.2.3 Individual Stress	22
3.2.4 Environmental Stress.....	23
3.3. Summery.....	26
4. Chapter Four	
4.1. Introduction.....	27
4.2. Study setting, Study design and Method of Survey.....	27
4.3. Population and Sampling.....	27
4.3.1 Sample selection	28
4.3.2 Sampling Method.....	28
4.3.3 Sample Distribution	28
4.4. Data Collection	29
4.5. Methods of Data Presentation.....	29
4.5.1 Data Presentation for Personal details	29
4.5.2 Data Presentation for Employee Stress.....	30
4.6. Methods of Measurements.....	30
4.6.1 Method of Measuring Variable.....	30
4.6.2 Method of Measuring the Personal Information.....	31
4.7. Method of Data Analysis	32
4.7.1 Univariate Analysis	32
4.7.2 Method of Regression Analysis.....	33
4.8. Evaluation Method.....	33
4.9. Summery.....	34
5. Chapter Five	
5.1. Introduction.....	35
5.2. Reliability Test.....	35
5.3. Personal Information	36
5.3.1. Gender.....	36
5.3.2. Age Level.....	37
5.3.3. Marital Status.....	38
5.3.4. Education Level	38
5.3.5. Income Level	39
5.4. Data Presentation for Employee Stress.....	40

5.4.1 Job Stress	40
5.4.2 Individual Stress	41
5.4.3 Environmental Stress	41
5.4.4 Employee Performance.....	42
5.5. Data Analysis.....	43
5.5.1 Mean and Standard Deviation for Employee Stress	43
5.5.1.1 Job Stress	43
5.5.1.2 Individual Stress.....	44
5.5.1.3 Environmental Stress	44
5.5.1.4 Employee Performance.....	45
5.6. Multiple regression Analysis	46
5.7. Cross Tabulation Analysis.....	47
5.7.1. Mean comparison between gender and employee stress	47
5.7.2. Mean comparison between marital status and employee stress.....	47
5.7.3. Mean comparison between age level and employee stress.....	48
5.7.4. Mean comparison between income level and employee stress.....	49
5.7.5. Mean comparison between education level and employee stress	49
5.8. Summery.....	50
6. Chapter Six	
6.1. Introduction.....	51
6.2. Discussion on Findings.....	51
6.2.1 Gender.....	51
6.2.2 Age Level.....	51
6.2.3 Marital Status.....	52
6.2.4 Education Level	52
6.2.5 Income Level	52
6.3. Discussion on research variables.....	52
6.3.1 Job Stress	52
6.3.2 Individual stress	53
6.3.3 Environmental Stress	54
6.3.4 Employee Performance.....	54
6.3.5 Impact of Employee Stress on Employee Performance	55
6.4. Summery.....	55

7. Chapter Seven	
7.1. Introduction.....	56
7.2. Conclusions.....	56
7.2.1 To Identify the Level of Job Stress.....	57
7.2.2 To Identify the Level of Individual Stress.....	57
7.2.3 To Identify the Level of Environmental Stress.....	57
7.2.4 To Identify the Level of Performance of the Employees	58
7.2.5 To ascertain the impact of employee stress on employee performance.....	58
7.3. Recommendations of the Study	58
7.4. Limitations for the Study	59
7.5. Summery.....	60
8. References.....	61
9. Appendix	
Appendix - 1: The Questionnaires used for the study.....	63
Appendix - 2: The Output of the Analyses	69