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Research Paper

Stress Effect on Employees Productivity: With Reference to Navata Road Transport

Management

KEYWORDS : Stress, Performance, Productivity, Dissatisfaction, Employee.

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ABSTRACT

In today's competitive global environment, employee's productivity is an essential element of a company's success. Employee productivity can be significantly hindered by high levels of stress experienced in the work environment. Stress is a universal element and persons from nearly every walk of life have to face stress. Employers today are critically analyzing the stress management issues that contribute to lower job performance of employees. The main aim of the study was to evaluate stress and its effects on employee's productivity. The study was conducted at Navata Road Transport; Vijayawada descriptive survey was adopted as the research design. From the results obtained, it was evident that there were meant stress factors that the respondents endured, and the enquiry proved that stress had effects on productivity. Majority of the respondents reported to work under pressure and that they feel uncared for by the organization did not care about them was a reflection of huge dissatisfaction that undoubtedly lowered productivity.

It was recommended that management must conduct an analysis of the organization mood and climate by assessing the reasons why the employees think Navata road transport, does not care about its employees and what they can do to change it. It was also suggested that productivity levels do not decrease.

INTRODUCTION:

There are key factors in the employee's workplace environment that impact greatly on their level of motivation and performance. The workplace environment impact employee morale, productivity and engagement- both positively and negatively. It is not just coincidence that new programs addressing lifestyle changes, work/life balance, health and fitness- previously not considered key benefits- are now primary considerations of potential employees and common practices among the most admired companies.

In an effort to motivation workers, firms have implemented a number of practise such as performance based pay, employment security agreements, practices to help balance work and family, as well as various forms of information sharing in addition to motivation, workers need the skills and ability to do their job effectively. And for many firms, training the worker has become a necessary input into the production process.

OBJECTIVES OF THE STUDY:

1. Ascertain the causes of stress in Navata road transport.
2. Find out the status Employee and management relations at stress Management Process.
3. Find out how stress at work place affects productivity.

LITERATURE REVIEW:

Accounting to robbing (2004), stress is a dynamic condition in which an individual is confronted with opportunity, constraint or demand related to what he desires and for which the outcome is perceived to be both uncertain and important. From this definition one can say that stress is not necessarily bad, it also have a positive value when it offers potential gain. Moorland and griffen (1998) also defined stress as a person's adaptive response to a stimulus that places physical and psychological demands on a person's Sherman, bahlander and snell (1996), also defined stress as any adjective demand on an individual caused by physical, emotional or mental factors that requires coping behaviour. Also Taylor Shelley (1995) cognitive and behavioural changed that are directed either towards altering the event or accommodating its effects.

From the above definitions and descriptions stress can best be seen as excessive demands that affect a person physically and psychologically. Thus the metal or physical condition that results from perceived threat or danger and the pressure to remove it.

Nature of stress:

One believes that stress is a complex phenomenon because it is not tangible so it cannot be overtly touched. According to bowing and Harvey (2001), stress occurs with the interaction between an individual and the environment, which produces emotional strain affecting a person's physical and mental conditions. Stress is caused by stressors, which are events that creating a state of disequilibrium within individual. These anthers also stated that the cost of too much stress on individual, organizations, and society is high. Many employees may suffer from anxiety disorder or stress-related illness. In terms of days lost on the job, it is estimated that each affected employee loses about 16 working days a year because of stress, anxiety or depression.

Stress process or response stages:

According to Arnold, Robertson and copper (1993), stress response in three stages:



Alarm is the first state. When the threat or stressor is identified or realised, the body stress response is a state of alarm. During this stage adrenaline will be produced in order to bring about the "flight or fight response" there is also some activation of the HPA axis, producing cortical.

The resistance stage is where the body has to decide to 'flight or fight'. The body will try toad resources to help it cope thought maximum adaption and hopefully, successful returns to equilibrium for the individual. If however, the defence mechanism does not work, or fails to cope, it will lead to the third stage which is exhaustion.

Exhaustion stage is the third and final stage .At this point, all of the body's resources are eventually depleted and the body is unable to maintain normal function. The initial autonomic nervous system symptoms may reappear (sweating, raised heart rate etc).if stage three is extended, long term damage may result as the body, and the immune system is exhausted and the function is impaired resulting in decomposition .The result can manifest itself in obvious illness such as ulcers, depression, diabetes or even cardiovascular problems, along with other mental illnesses.

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CAUSES OR SOURCES OF STRESS AT WORK

Repetti (1990), Mcgronogle and Kessler (1990), Pervin (1992), agree with Arnold , Robertson and Cooper (1993) in talking about the causes or sources of stress .Arnold, Robertson and Cooper (1993), identified five major causes of work stress as: factors intrinsic to job ,role in the organisation, relationships at the work , career development and organizational structure and climate.

FACTORS INTRINSIC TO THE JOB: They explained the factors intrinsic to the job to include:

POOR WORKING CONDITIONS: This talks about the physical surrounding of the job which include high level of noise , high or low lighting ,fumes ,heat , poor ventilation systems, smells and all the stimuli which bombard a worker's senses and can affect his moods and overall mental state .Also, the physical design of the workplace comes under poor working condition. If an office is poorly designed, with personnel who require frequent contact spread throughout, it creates poor communication networks and develops in poor working relationships which can cause stress to employees.

SHIFT WORK: This is where workers have jobs which require them to work in shifts, some of which involves working staggered hours, which affects a worker's blood temperature, metabolic rate, blood sugar levels, mental efficiency, sleep patterns resulting in hypertension, mild diabetes and peptic ulcers.

LONG HOURS: The long working hours required by many jobs appear to take a toll on employees' health and also making them suffer a high rate of stress .this means many individual workers and some medics who may have no sleep for thirty –six (36) hours or more may find that both their quality of work and they themselves suffer.

*RISK AND DANGER:*A job which involves more risk and danger put employees in higher stress level .This is because when an employee is constantly aware of potential danger and he is prepared to react immediately, this results in rush , respiration changes and muscles tension which are all seen as potentially threatening o long-term health.

NEW TECHNOLOGY: The introduction of new technology into the work environment has required workers to adapt continually to new equipment, systems and ways of working. Thus leading to a great source of pressure at work on the worker. For instance, a boss trained in the latest methods may be extra burden for an employee trained in the old ways and this may increase his stress level.

WORK UNDER-LOAD: This describes the problem of employees not being sufficiently challenged by their jobs .job under load is associated with repetitive routine ,boring and under stimulating work which causes a lot of work to the employees who found themselves in such situations. This means when employees are not given work which challenges their abilities and capabilities they suffer high level of stress

WORK OVERLOAD: This is where the employee has too much work to do because of impositions of datelines which often causes stress in employees.

SYMPTOMS AND EFFECTS OF STRESS ON EMPLOYEES PRODUCTIVITY

Effects of stress are both qualitative and quantitative overload may produce at least nine different symptoms of psychological and physical strain such as:

Job dissatisfaction;

- Job tension;
- Lower self esteem;
- Feelings of being under threat;
- Embarrassment;
- High cholesterol levels;
- Increased heart rate;
- Skin complaints; and smoking.

METHODOLOGY

The study is a descriptive research set out to assess stress and its effects on employees' productivity at Navata Road Transport, Vijayawada. Descriptive survey aims predominantly at observing, describing and documenting aspects of a situation as it naturally occurs rather than explaining them. The design has an advantage of producing good amount of responses from a wide range of people. At the same time, it provides a more accurate picture of events at a point in time. One big advantage of the descriptive survey design is that it has the potential to provide us with a lot of information obtained from quite a large sample of individuals.

CONCLUSION

The aim of the study was to evaluate the effect of stress on productivity of the employees. The results from this study showed that the negative factors that distressed employees had a negative effect on productivity. This also served to prove that stress had a negative effect on productivity at Navata Road Transport. There had been many stress factors that the employees endured, and the enquiry proved that the effect of stress affected productivity negatively.

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