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## A STUDY ON STRESS LEVEL OF SERVICE SECTOR EMPLOYEES

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### ABSTRACT

This study aims to investigate the stress levels of employees in various industries and sectors. The research will focus on identifying common stressors in the workplace, exploring coping mechanisms used by employees, and assessing the impact of stress on job performance and overall well-being. Data will be collected through surveys and interviews with employees from different organizations to gain a comprehensive understanding of the factors contributing to stress in the workplace. The findings of this study will provide valuable insights for employers and policymakers to develop strategies and interventions to support employees in managing their stress levels effectively. The study will also examine the role of organizational culture, leadership styles, workload, work-life balance, and job satisfaction in contributing to employee stress. By analyzing these factors, the research aims to provide recommendations for creating a healthier and more supportive work environment that promotes employee well-being and productivity. The ultimate goal of this study is to contribute to the development of evidence-based interventions and policies that can help reduce stress levels in the workplace and improve overall employee satisfaction and performance.

**Keywords:** Employee Skills, Employee Development, Values in Workplace, Organizational Support

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### 1. INTRODUCTION

The stress management program of system is defined has any activities which is conducted by an organization to develop their skill acquisition. It is for the employee satisfactory and to gain the information of employee's attitudes and their opinions. It is to find out the perception about the top management relationship with others. Stress management is the process of identifying, understanding, and effectively coping with stress in order to maintain overall well-being and productivity. It involves developing strategies and techniques to reduce the impact of stress on physical, mental, and emotional health.

### 2. OBJECTIVES OF THE STUDY

- To identify the impacts of stress on employees productivity and meet organization goals.
- To know various causes of stress and to know the impact of work stress on personal life
- To identify emotional, physical and mental effects of stress.
- To identify various factors that influences the stress level of the employees.

### 3. SCOPE OF THE STUDY

- To learn the way of organization deals to handle the kind of stress the employees face.
- To know how the organization get affected due to the stress faced by the employee.
- To get an idea to keep the employee satisfaction & motivated by lowering the stress level.

### 4. NEED FOR THE STUDY

- To produce change on these types of measures, stress interventions will need to alter or modify the sources of stress in the work environment.
- The purpose of the study is to understand that the stress management in work setting can be effective in enhancing worker physical and psychological health.
- The choice of which stress management techniques to use should be based on the specific health outcomes that are targeted for change.

### 5. LIMITATION OF THE STUDY

- The research was carried out in a short span of time, where the researcher could not widen the study.
- The study could not generated due to the fact that researcher adapted personal interview method.
- There is no measure to check out whether the information provided by the employees is correct or not.

### 6. REVIEW OF LITERATURE

- Leka, Griffiths, and Cox, (2020) A person may be stressed when their knowledge and understanding of the situation are insufficient to deal with the disturbance and difficulties in their environment.
- Cavanaugh, Boswell, Roehling and Boudreau (2020) "Work stress is meant by a type of stress associated with the workplace that can be occasional or chronic, although most cases fall under the second type mentioned".
- Lazarus (2019) Stress can lead to a reduction of demands (both internal and external) when it is dealt with as a complex and multi dimensional emotion.

- Robbins, Judge and Sanghai (2021) Stress is the result of a dynamic situation where a person is faced with an opportunity, constraint, or demand that is contrary to what he/she desires and the outcome is uncertain and important.
- krohne (2020) Describes two types of stressors: systematic stress related to physiological or psycho-biological factors& psychological stress related.

## 7. RESEARCH METHODOLOGY

Descriptive Research design has been used in this study. Descriptive research is a research method used to try and determine the characteristics of a population or particular phenomenon. Descriptive research is used to identify patterns in the characteristics of a group to essentially establish everything you need to understand apart from why something has happened.

## 8. DATA ANALYSIS AND INTERPRETATION

### 8.1 PERCENTAGE ANALYSIS

#### 8.1.1. Gender of the Respondents

GENDER OF THE RESPONDENT					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	MALE	85	79.4	79.4	79.4
	FEMALE	22	20.6	20.6	100.0
	Total	107	100.0	100.0	

#### INTERPRETATION:

As the table shows the majority of the respondent are male with percentage of 80% as shown in the pie chart.

#### 8.1.2. Age of the Respondents

AGE OF THE RESPONDENT					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	LESS THAN 20 YEARS	32	29.9	29.9	29.9
	21-24 YEARS	42	39.3	39.3	69.2
	25-28 YEARS	22	20.6	20.6	89.7
	ABOVE 28 YEARS	11	10.3	10.3	100.0
	Total	107	100.0	100.0	

#### INTERPRETATION:

As the table shows the majority of the respondent are the age between 21-24 years.

#### 8.1.3. Education Qualification of the Respondents

EDUCATION QUALIFICATION OF THE RESPONDENT					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	POST GRADUATE	43	40.2	40.2	40.2
	UNDER GRADUATE	64	59.8	59.8	100.0
	Total	107	100.0	100.0	

#### INTERPRETATION:

As the table shows the majority of the respondent are under graduate with percentage of 60% as shown in the pie chart.

## 8.2. CORRELATION

Correlation is a statistical technique used to measure the strength and direction of the relationship between two variables. It helps you understand how one variable changes in relation to another.

### Hypothesis

H0: There is no relationship between stress levels impact your job performance and specific efforts taken to reduce or prevent stress.

H1: There is a relationship between stress levels impact your job performance and specific efforts taken to reduce or prevent stress.

Correlations			
		DO YOU FEEL THAT YOUR STRESS LEVELS IMPACT YOUR JOB PERFORMANCE	THE SPECIFIC EFFORTS TAKES TO REDUCE OR PREVENT STRESS
DO YOU FEEL THAT YOUR STRESS LEVELS IMPACT YOUR JOB PERFORMANCE	Pearson Correlation	1	-.181
	Sig. (2-tailed)		.076
	N	107	97
THE SPECIFIC EFFORTS TAKES TO REDUCE OR PREVENT STRESS	Pearson Correlation	-.181	1
	Sig. (2-tailed)	.076	
	N	97	97

### INTERPRETATION

The significance value is 0.05 is lesser than the table value of 0.76 ( $0.05 < 0.76$ ). hence H1 is rejected and H0 is accepted. Therefore, there is a no significant difference between stress levels impact your job performance and specific efforts taken to reduce or prevent stress.

### 8.3. CHI SQUARE ANALYSIS

Chi-square analysis a statistical hypothesis test that examines whether two categorical variables are independent.

#### Hypothesis

H0: There is no significance difference between gender compared to stress management techniques

H1: There is a significance difference between gender compared to stress management techniques.

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	42.860 <sup>a</sup>	2	.000
Likelihood Ratio	50.600	2	.000
Linear-by-Linear Association	9.935	1	.002
N of Valid Cases	107		
a. 1 cells (16.7%) have expected count less than 5. The minimum expected count is 2.26.			

### INTERPRETATION

The significance value is 0.05 is lesser than the table value of 0.002 ( $0.05 > 0.002$ ). hence H0 is rejected and H1 is accepted.

Therefore, there is a significant difference between gender and stress management techniques is more effective.

### 8.4. ANOVA

ANOVA is a statistical method used to compare the means of two or more groups.

#### Hypothesis

H0: There is no significant difference between the monthly salary of the respondents and stress is affects more effectively.

H1: There is a significant difference between the monthly salary of the respondents and stress is affects more effectively.

ANOVA					
IF STRESS IS AFFECTS MORE EFFIECTIVELY					
	Sum of Squares	df	Mean Square	F	Sig.
Between Groups	14.508	2	7.254	10.432	.000
Within Groups	72.314	104	.695		
Total	86.822	106			

## INTERPRETATION

The significance value is 0.05 is lesser than the table value of 0.000 ( $0.05 > 0.000$ ). Hence  $H_0$  is rejected and  $H_1$  is accepted.

Therefore, there is a significant difference between the Monthly salary of the respondents and stress is affects more effectively.

## 9. FINDINGS

According to the survey, there are 107 respondents, from that 30% are less than 20 years old, 40% are 21-24 years old, 20 are 25-28 years old and 10% are above 28 years old. According to the survey, there are 107 respondents, from that 80% are male and 20% are female. According to the survey, there are 107 respondents, from the 40% are less than 2 years, 40% are 2-5 years, 20% are 6-10 years and 0% are above 10 years. According to the survey, there are 107 respondents, from that 40% are post graduate and 60% are under graduate. According to the survey, there are 107 respondents, from that 60% are unmarried and 40% are married. According to the survey, there are 107 respondents, from that 20% are software developer, 60% are business developer and 20% are human resources. According to the survey, there are 107 respondents, from that 30% are below 12000, 20% are 12001-15000, 50% are 15001-20000 and 0% are above 20001. According to the survey, there are 107 respondents, from that 30% are high workload, 20% are tight deadline, 40% are poor work life balance and 10% are lack of support from colleagues or supervisor. According to the survey, there are 107 respondents, from that 20% are yes, definitely, 50% are yes, somewhat and 30% are no, not really. According to the survey, there are 107 respondents, from that 40% are satisfied, 50% are neutral, 10% are dissatisfied. According to the survey, there are 107 respondents, from that 60% are 4-6: moderate stress level, 20% are 1-3: low stress level and 20% are 7-10: high stress level. According to the survey, there are 107 respondents, from that 70% are yes and 30% are no said.

## 10. SUGGESTION

- Organization balance support between stress level and personal life can be made more effective by following suggestions.
- Organizations should provide facilities like yoga, library etc. to relieve the stress.  
Employee should be given awareness about healthy food habits and also seen they are accessible to healthy food in the organizational round the clock.
- Many tasks can be delegated to subordinates without losing effectiveness so that we can reduce the overload of work.
- Employees should have positive attitude about work, about life and forget the stress.
- Employees should be provided training in time management techniques so as to avoid last minute rush in accomplishing the given targets which induces stress
- Giving well professional counselling to the employees when they face problem, because counselling is the discussion of a problem that usually has emotional content with an employee in order to help the employee cope with bitterness.

## 11. CONCLUSION

This study underscores the significant impact of stress on employees within the service sector, revealing how various factors such as workload, work-life balance, and organizational culture contribute to heightened stress levels. The findings indicate a clear relationship between stress and job performance, emphasizing the need for effective stress management strategies in the workplace. By identifying common stressors and understanding their effects on employee well-being, organizations can implement targeted interventions that foster a healthier work environment.

Furthermore, the research highlights the importance of tailored support systems, such as stress management training and resources that promote physical and mental well-being. By prioritizing employee satisfaction and mental health, organizations can not only enhance productivity but also cultivate a more engaged and resilient workforce. These insights are crucial for policymakers and employers aiming to create sustainable strategies that address workplace stress and improve overall organizational performance.

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