



## **WORKPLACE STRESS AND ITS IMPACT ON EMPLOYEE PERFORMANCE**

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### **ABSTRACT**

Workplace stress has become a significant concern in modern organizations due to increasing job demands, competitive environments, and rapid technological changes. This study examines the impact of workplace stress on employee performance, focusing on how various stressors influence productivity, efficiency, and overall work outcomes. The research is based on primary data collected through structured questionnaires and supported by secondary sources such as journals and academic publications. The findings indicate that excessive workplace stress negatively affects employee performance by reducing concentration, motivation, and job satisfaction. However, moderate levels of stress can act as a motivating factor that enhances performance. The study highlights the importance of effective stress management strategies and supportive organizational practices in maintaining a healthy and productive workforce.

### **KEYWORDS:**

Workplace Stress, Employee Performance, Job Satisfaction, Productivity, Organizational Behavior, Stress Management

### **1. INTRODUCTION**

In today's dynamic and competitive business environment, workplace stress has emerged as a critical issue affecting both employees and organizations. Employees are constantly exposed to various pressures such as tight deadlines, heavy workloads, role ambiguity, and job insecurity. These factors contribute to stress, which can significantly influence their physical health, mental well-being, and work performance.

Workplace stress can be defined as the emotional and physical response that arises when job demands exceed an individual's capacity to cope effectively. While a certain level of stress may encourage employees to perform better by increasing alertness and motivation, excessive stress



can lead to negative outcomes such as fatigue, burnout, and decreased productivity. Employee performance is a key indicator of organizational success. It reflects how effectively employees complete their tasks and contribute to organizational goals. When stress levels are high, employees may experience difficulty in concentration, decision-making, and task execution, which ultimately affects their performance. Therefore, understanding the relationship between workplace stress and employee performance is essential for organizations aiming to improve productivity and employee well-being.

## **2. LITERATURE REVIEW**

Workplace stress has been widely studied in the field of organizational behavior, with researchers emphasizing its growing impact on employee performance. Previous studies suggest that stress arises due to a mismatch between job demands and an individual's ability to cope with those demands. Common sources of stress include excessive workload, lack of control over work, poor working conditions, and inadequate support from management.

Research conducted over the years indicates that workplace stress generally has a negative impact on employee performance. High levels of stress reduce employees' ability to focus, leading to errors, decreased efficiency, and poor work quality. It has also been observed that stress contributes to absenteeism, employee turnover, and low job satisfaction.

However, some studies highlight that not all stress is harmful. Moderate stress, often referred to as positive stress, can improve performance by motivating employees to achieve their goals. This suggests that the relationship between stress and performance is complex and depends on the level and nature of stress experienced.

Recent research also emphasizes the role of organizational support in reducing stress. Employees who receive support from management and have access to stress management resources are more likely to maintain higher performance levels. Additionally, factors such as emotional intelligence, work-life balance, and positive workplace culture play a crucial role in managing stress effectively.

## **3. RESEARCH METHODOLOGY**

This study adopts a descriptive and analytical research design to examine the impact of workplace stress on employee performance. The research is based on both primary and secondary data.

Primary data is collected through a structured questionnaire distributed among employees working in different organizations. The questionnaire includes questions related to stress levels, work



environment, and performance indicators. A sample of 50 respondents is selected using convenience sampling due to ease of access and time limitations. Secondary data is collected from academic journals, books, and online research articles to support the theoretical framework of the study. The data collected is analyzed using simple statistical tools such as percentage analysis and averages. Tables and charts are used to present the findings in a clear and understandable manner.

**Research Design:** The study adopts a descriptive and analytical research design to examine the relationship between workplace stress and employee performance.

**Data Type:** Both primary and secondary data are used:

- Primary data collected through questionnaires
- Secondary data collected from journals, books, and online sources

**Sample Size:** The study is based on 50 respondents.

**Sampling Technique:** Convenience sampling method is used to select respondents.

**Data Collection Method:** A structured questionnaire with Likert scale questions is used to collect data.

**Statistical Tools:**

- Percentage analysis
- Mean
- Correlation analysis

#### **4. DATA ANALYSIS AND INTERPRETATION**

The analysis of the collected data reveals that a majority of employees experience moderate to high levels of workplace stress. The main sources of stress identified include workload pressure, time constraints, and lack of managerial support. It is observed that employees experiencing high stress levels report lower productivity and reduced job satisfaction. Many respondents indicate



difficulty in maintaining concentration and completing tasks efficiently under stress. Additionally, stress is found to increase absenteeism and reduce employee engagement. However, the data also shows that employees experiencing moderate levels of stress tend to perform better compared to those with very low or very high stress levels. This suggests that a certain amount of pressure can enhance performance by increasing motivation and focus. Overall, the findings confirm that while stress is an inevitable part of the workplace, its impact on performance depends on how it is managed.

The analysis of data reveals the following key findings:

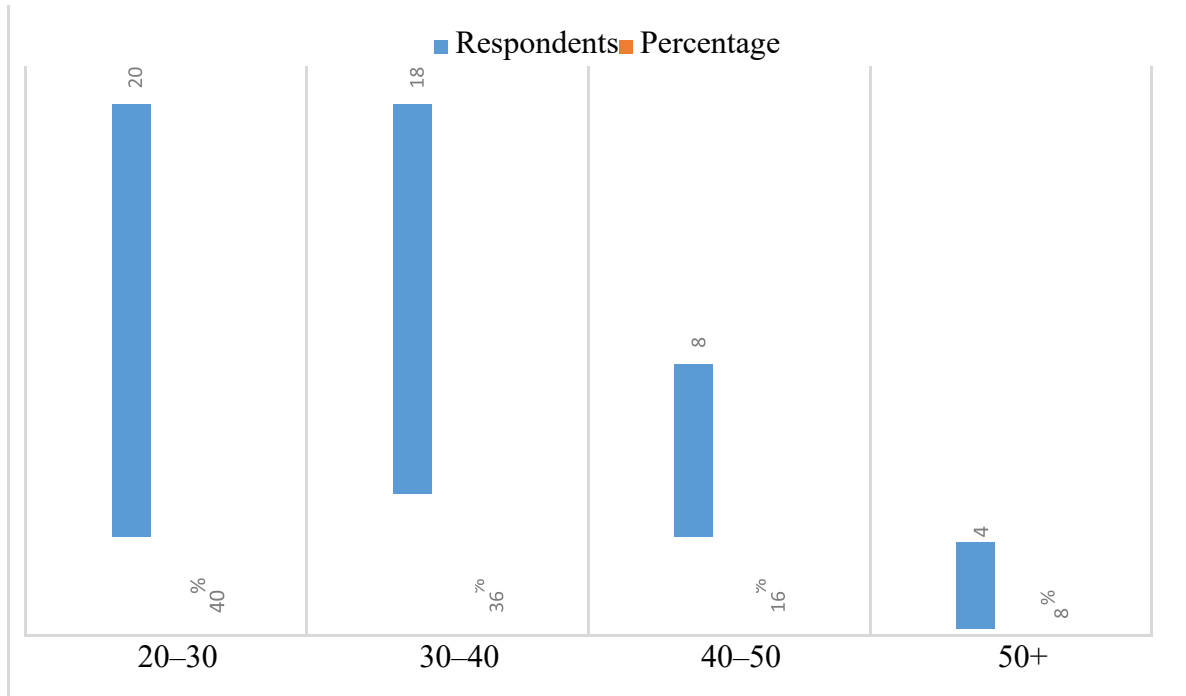
- A majority of respondents experience workplace stress due to workload and time pressure.
- Around 65–70% of employees agree that stress negatively affects their productivity.
- Role ambiguity and lack of organizational support are significant contributors to stress.
- Stress leads to reduced work quality and increased absenteeism.

The results clearly indicate a strong negative relationship between workplace stress and employee performance.

#### 4.1 Demographic Analysis

Table 4.1: Age Distribution

Age Group	Respondents	Percentage
20–30	20	40%
30–40	18	36%
40–50	8	16%
50+	4	8%
<b>Total</b>	<b>50</b>	<b>100%</b>

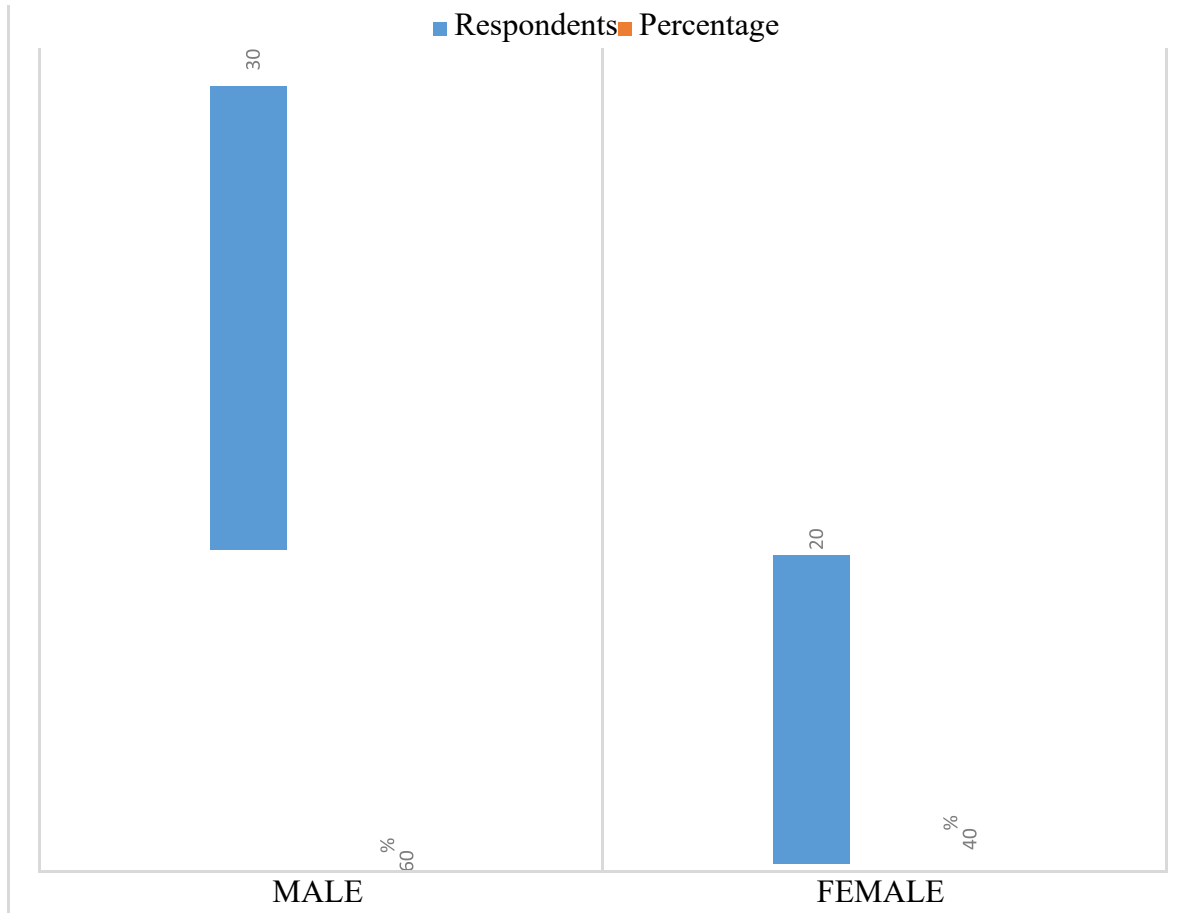


**Interpretation:**

The majority of respondents (40%) belong to the 20–30 age group, indicating that younger employees form a significant portion of the workforce and may be more exposed to stress due to career pressure.

Table 4.2: Gender Distribution

Gender	Respondents	Percentage
Male	30	60%
Female	20	40%
<b>Total</b>	<b>50</b>	<b>100%</b>



**Interpretation:**

The sample consists of 60% male and 40% female respondents, showing a balanced representation for analysis.

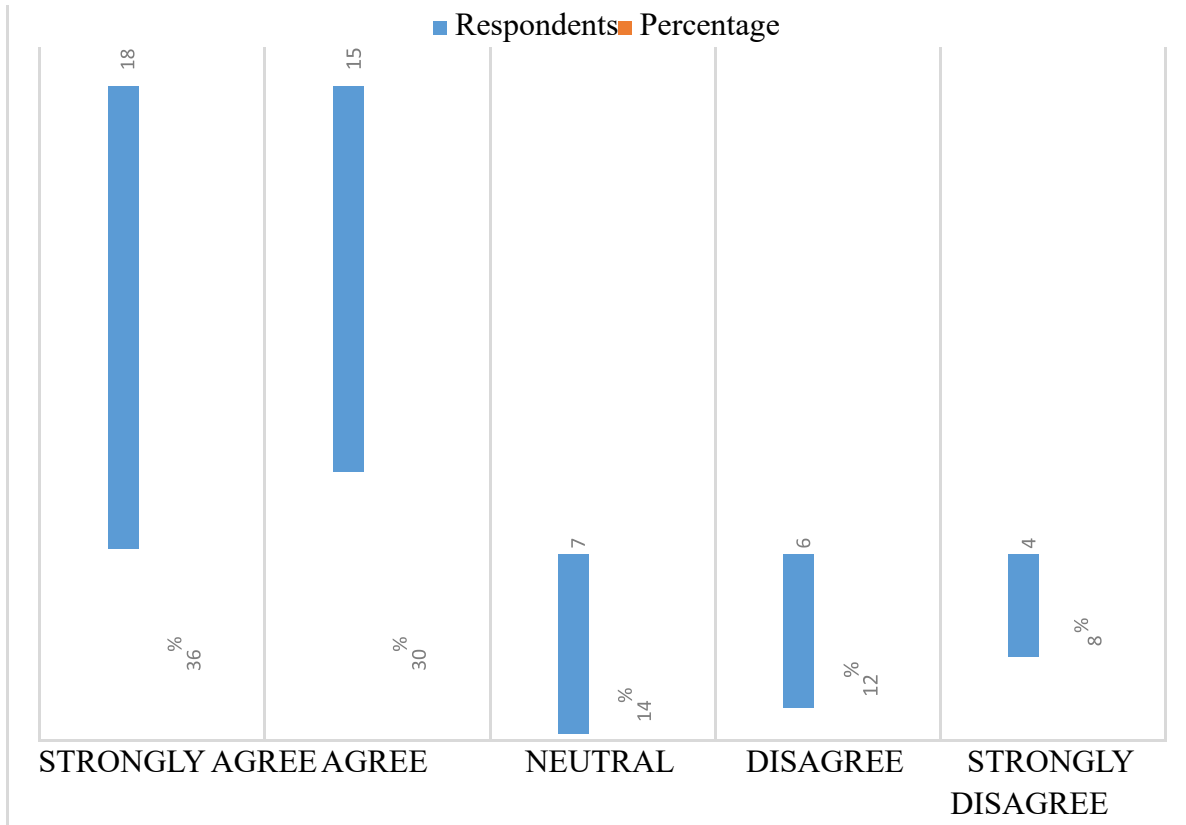
**4.2 Analysis of Workplace Stress Factors**

Table 4.3: Workload as a Cause of Stress

Response	Respondents	Percentage
Strongly Agree	18	36%
Agree	15	30%
Neutral	7	14%
Disagree	6	12%



Strongly Disagree	4	8%
<b>Total</b>	<b>50</b>	<b>100%</b>

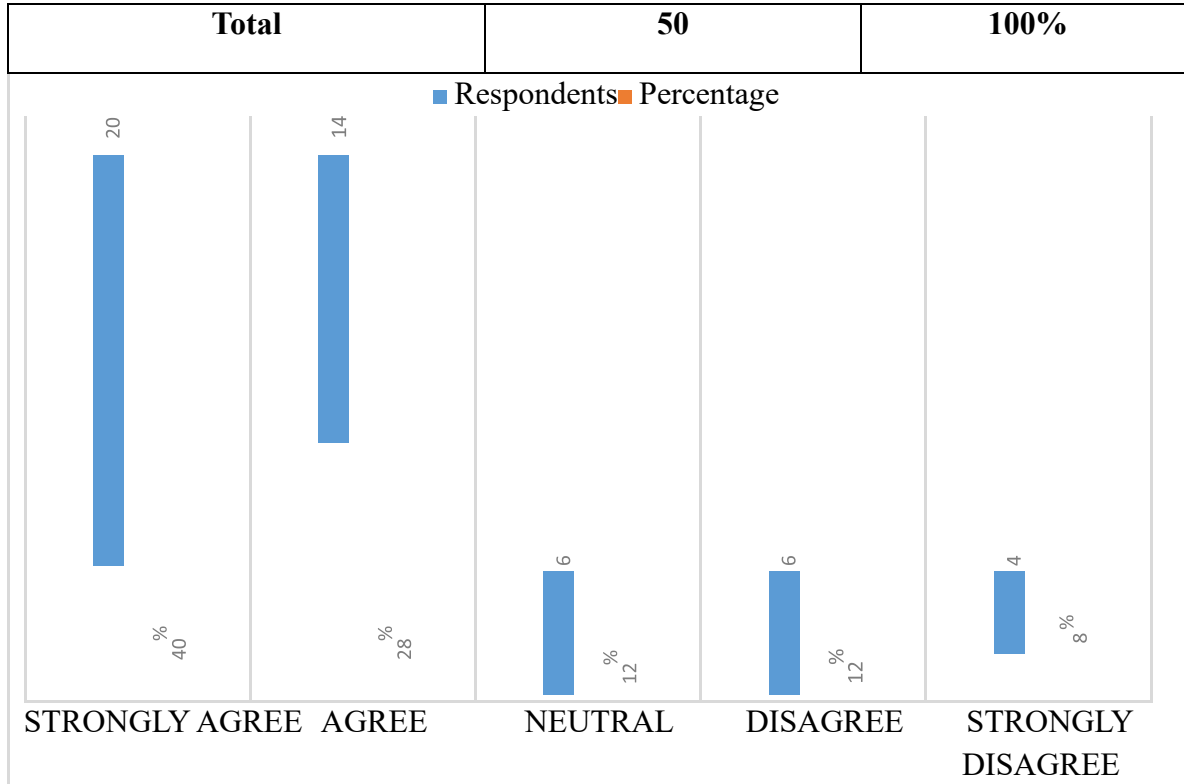


**Interpretation:**

A majority (66%) agree that workload is a major source of stress, indicating that task overload is a key issue in organizations.

Table 4.4: Time Pressure

Response	Respondents	Percentage
Strongly Agree	20	40%
Agree	14	28%
Neutral	6	12%
Disagree	6	12%
Strongly Disagree	4	8%



**Interpretation:**

68% of respondents agree that time pressure significantly contributes to workplace stress and affects their performance.

**5. CONCLUSION**

The study concludes that workplace stress has a significant impact on employee performance. Excessive stress negatively affects productivity, efficiency, and job satisfaction, leading to poor organizational outcomes. However, moderate stress can have a positive effect by motivating employees to perform better. The relationship between stress and performance is complex and influenced by various individual and organizational factors. Therefore, it is essential for organizations to recognize the importance of managing workplace stress effectively.

**6. SUGGESTIONS**

Organizations should take proactive measures to reduce workplace stress and improve employee performance. Creating a supportive work environment, ensuring fair workload distribution, and promoting work-life balance can help in minimizing stress levels. Employers should encourage open communication and provide opportunities for employees to share their concerns. Training



programs on stress management and emotional well-being can also be beneficial. Additionally, flexible working arrangements and employee assistance programs can help employees cope with stress more effectively. By focusing on employee well-being, organizations can enhance productivity and achieve long-term success.

- Reduce excessive workload and distribute tasks effectively
- Provide clear job roles and responsibilities
- Promote work-life balance through flexible schedules
- Implement stress management programs and training
- Encourage open communication and employee support
- Create a positive and healthy work environment

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