

Impact of Stress on Employees Performance in Public Sector Universities of Sindh

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Abstract

The main objective of this study was to measure the “Impact of Stress on Employee Performance in Public Sector Universities of Sindh.” In every organization's performance of the employee is a debatable subject, to determine stress level in public sector universities and to predict employees' performance and exploratory research was conducted, by considering reward structure, and working environment as an independent variable and employee performance as a dependent variable. Stress felt by the employee during work was a major focus of study, The study findings reveal that stress is directly related to employee performance if stress level changes it also bring change in employee performance. Stress impact positively and negatively as result, increase in performance were seen when employee considered it positive, employees became enable to give their performance in a better way if stress is positive, and if negative stress is there it can inadequately affect the routine and job of the staff. It's observed that mostly stress impacts negatively on the performance of employees and it causes physical, psychological, behavioral and social problems. Research results revealed that reward structure has a positive and significant effect on employee performance; similarly, there is an important contribution of the working environment on employee performance too. Stress is an indispensable factor to study, the working environment and reward structure have a massive effect on employees as a factor of stress. A quantitative research technique was applied to conduct this study. A survey questionnaire was designed to collect responses. 5-point Likert scale used to measure the data. Responses were collected from 310 respondents to test the model relative to the impact of stress on employee performance, data of employees relating to all categories of management in public sector universities of Sindh.

Keywords: *Stress, employee performance, working environment, rewards structure.*

JEL Classification: I2, I23, O15, C83

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1. Introduction

The astonishing stress level into universities of the Public Sector has been extensively stated. The stress can be easily recognized into Public Sector universities through many ways like issues related to finance, managing anxiety, workforces as well as operating activities style problems, scheduling, programming, and Planning as well as time pressure, insufficient expertise in organization, and staffs unfavorable perceptions into universities of the public sector. Evrybody has know-how of stress but how one encounters stress that is depending on every individual. Stress has been an distinct factor through which one faces difficulties of life ultimately it is result of indifferent sitation encounters in life (Altmaier, 1983). It has been observed that pressure brings about agitation, tormention and despair a lot with the shadows of stress in life where in everysituation ordinary man face difficulties. Stress is a result of various elements and it is a mental and mental response because of fix oneself in a circumstance such response happens because of various factors(Franken, 1994).

It is noteworthy that stress can impact positively on workers behaviors and it can ensure thre quick progress related to day to day life and enable workers to employe innovative strategies. Stress is related with employees performance and mostly give positive results (Robbins & Sanghi, 2006). A man with stress faces many challenges like chance, orders, or request related with the result of the work that a worker can performs. Response toward stress relies upon individual judgment, climate occasion is considered as a test or hazard (lazarus & Folkman, 1986).

Stress and its outcomes are considered that it needs more attention for stress is a critical subject in a university life. Numerous researchers related to stress and pressure has been carried out for social learning of public to cope with challenging situations of stress in their individual life (Agolla, 2009).

1.1. Stress

Basically, stress is the response of person toward any specific problems, nowadays people get tension because of minor issues which can be easily faced by them think more and give more priority to that specific problem when a person cannot easily deal with problem then he put into stress situation and stress comes suddenly it can come from friends, family, relatives and etc. (Lee, 2002)

Stress can be defined as the difference in fulfillment of the demand for example if a person demands more and demand is fulfilled half then it would be half stress and stress can be positive and negative. If a person does work in stress to success in related work then it would be positive stress and if a person did not succeed in work into stress that would be negative stress (Meyer, 2000).

Stress can be short term and long term while long term stress is too harmful to the employee it can take his life. Stress has several symptoms like pain into shoulders and signs in behavior like nervousness and frustration or too much sleeping, drinking and talking and many more symptoms. The short term stress is less harmful then long term stress (Langrock, 2002).

1.1.1. Rewards Structure

There are two factors of a representative's inspiration to perform viably, the main idea is an impact on the probability of reward if employee contributes in more activities to performance worker will develop great results and efficient results. Reward structure is divided into two categories: first if an employee works efficiently and performs well consequently, he should be rewarded for his performance where second if he is not performing well, he should not be rewarded for his performance (Lawler, 1969).

Stress is a actually unavoidable truth. Wherever you are living, whatever you are doing, you can not escape from stress because in every activity you have to face the stress if you do not perform any work then you are suppose to face stress.

Stress is explained as as worker sudden reaction in any particular situation and ultimate result is affect on body as well as brain. however, these aren't fundamental components, if an employee misbehave suddenly or does not perform well and he always unaware of handling situation then he bound to face stress on the part employee. He handles the situation and overcomes his stress without any great loss then is sure to get high reward in shape of financial incentives. Furthermore, employee insecurity is depend on organizational performance to distributing work among employees to overcome stress on particular employees whose are facing the different stress, when he overcome it, again he get reward.

1.1.2. Working Environment

Explained by physiologist Walter Cannon, that actual stress is a response to a situation where we will decide either we have to fight the situation or flight from the situation. In 1925 based on stress examinations were originated into three phases. These phases termed GAS (General Adaptation Syndrome). Furthermore, these stages begin from stages of alert, opposition organizes as well as finished toward depletion arrange. Employee naturally faces stress in job at organization. Various assumptions have been formed related to the issue of workers stress and motivation behind these hypotheses was to clarify when people are facing stress situation (. Ahsan, 2009).

1.1.3. Employees Performances

Employees are key asset of any organization and their performance plays pivotal role for at workplace in the organization. In organization employees must be treated equally irrespective of position status and power. The fairness in dealing with employees can bring about positive results in job performance of employee in organization (Tahir et al, 2006).

Organizational achievement always depend on each and every individual's performance, if employee performs well then it will contribute in better performance of employee in organization and organization will make progress on the contrarily if an employee does not perform well then it will not be productive for in organization (Armstrong M. &., 2000).

Further, researchers are of the opinion that there is mutual relationship between job performance and employee conduct and these factors are responsible for wellbeing, progress and performance of organization (Summers J, 2005).

1.1.4. Stress Reasons:

There are numerous reasons behind stress; an individual can respond to stress mentally or physically, for example, evolving work, wedding, breakups in couples, friendship issues as well as other situations. Below are well-known reasons as well as causes for pressure.

The NIMH (NATIONAL INSTITUTE THE MENTAL HEALTH) takes notes of absolute most normal reasons for pressure, as:

1. Changing occurs in social activities or related to the life of social
2. After masters as well as graduation organizing for life achievements
3. Demands increasing for educations
4. Any changing occurs in relations of family
5. Insufficient Budgetary assets
6. Awareness related to sexual introduction and character of you
7. Being all alone in new condition

1.2. Problem Statement

In organization many employees work sometimes they face multiple pressures and stresses because of there ineffective performance. Due to inefficiency in job performance mostly employees are seen as facing stresses and dissatisfaction. Psychological aggravation and frustration on the part of organizational management. Research recognizes, decides, indicates and connects reasons for stress and its impact on the job performance of workers.

1.3. Objectives of the Study

- To decide the stress impact on representatives.
- To distinguish various job elements of stress as well as to explore dimension which creates anxiety in all company representatives.
- To examine the stress effect on the performance of related company representatives.

1.4. Research Questions

- Does stress impact on development of worker performance?
- Does stress fundamentally linked among workers?
- How stress plays role on performance of worker development development?

1.5. Scope of the Study

Stress as well as psychological disturbances is conscious and unconscious psychological feelings. It is also a Physical situation which comes after positive and negative pressure to overwhelm adaptive capabilities.

No doubt stress and psychological disturbance are connected and interdependent. The importance of research depends upon to identify the impact of stress and

psychological disturbance on the performance of employees. It is clear that stress is commonly noticed in all types of organizations.

Traditionally stress and psychological disturbance were considered unwanted behaviors of employees in the organization but increasing knowledge of people discovered the hidden mysteries of earth, so stress and psychological disturbance are recognized as diseases which must be cured. However Management looks busy in identifying them and creating problem solving provisions.

1.6. Hypotheses

H1. Reward structure has positive relationship with employee performance.

H2. Working environment has negative relationship with employee performance.

2. Literature Review:

Chock (2013) argued that Most of the university students and workers will have a high pressure in any place or territory when they are under this condition. The pressure on the employees either in organization or social cannot seem to bear especially for those who are nervous or lack confidence. Unfortunately, this had caused a high rate of employee and student committing suicide. And, it is still on an increasing number until today.

Explained by Dr. Bhavin in the 2012 year Stress, for the most part, happens when an individual surprise or takes any strain around beyond their ability toward anything. Each individual can be arranged in various kinds of identities like X personality as well as Y personality, X people are dependably in rush plus their restless these kinds of identities have rage to win and benefit chances, they are under pressure even into typical and minor conditions or circumstances while Y sort of identities are not progressively cognizant they would prefer not to work for accomplishment that is reason they would prefer not to take more weight into their psyche or any sort of stress.

According to Brown ZA, (2012) called attention to specific causes I-e: Stress can be made completely natural, hierarchical, people consider that outcome physiological, mental plus conduct changes into individual. Stress is an essential and unavoidable accompanying of everyday living-vital in light of the fact that without some pressure we would be languid plus emotionless animals, as well as unavoidable on grounds that it identifies with any outer occasion, be it pleasurable or nervousness delivering. An individual's reaction towards stress relies upon whether an occasion is evaluated as a test or a risk.

Explained by Douglas in year of 2011, Stresses are looked into associations that workers are operational into association plus worker has outer personals similar household issues because of related issues, because of unsettling influence they can't do this work into legitimate way, they can't accomplish the objective, they won't almost certainly deal with work, they will be in strain in association on grounds that representative won't give careful consideration.

Explained by Goff in the 2009 year about stressor which is general, it can be short-term as well as long-term. A short period is called acute stress and a long period is called chronic stress. Acute Stress involves quarreling with companions just as with

others, plus praising occasion. Unending pressure incorporates increment children ratio, you don't have openings for work plus you are stressed over cash implies absence related to monetary assets. Some of the time-intense, as well as unending pressure, occurs at the same time plus it is hard to deal with two circumstances in the meantime.

As indicated by Malcolm (2009) Everyday worker confronts distinctive stress types at their association or organizations. At point when any worker is on leave then different representatives need to do double work, they need to perform two folded obligations, plus for doing double work there is need of gifted workers as well as experienced workers, workers ought to be master, in event that representatives are not doing work in an appropriate way, this is unpleasant condition for administrators just as for workers.

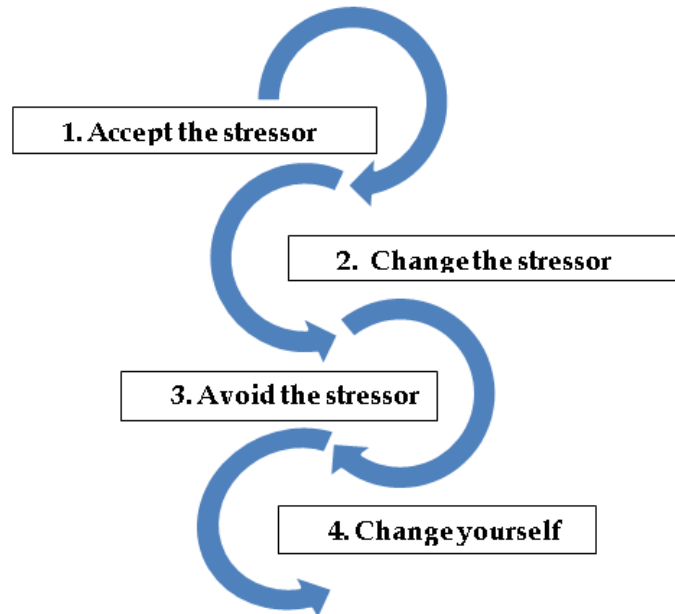
According to Bernstein, Penner, and Stewart, (2008) People in various callings as well as distinctive occupations they are dependably observed basic issues like nervousness, misery plus burnout, they are confronting diverse sorts of strains. As per their work, similar to few people are confronting natural pressure, as well as few people, are confronting conduct plus few people are confronting relational pressure, workers feel worried in the company as well as its effect on future of our life in additionally manager torture us physically or mentally.

Explained by Ongori H in 2008 year that side effects, as well as reasons related to stress into workplace, is awful on performance of employee work, worker achievement is not perform into legitimate way, plus workers connection is bad whoever individual is intrapersonal or relational, additional reasons are absence of assets, monetary assets, or circumstances plus as soon as unreasonable administrative work as well as excessive number of others.

According to Hancock (2008) said that there can be different stress reasons related to individual as close to home, mental, Physical, passionate reactions towards the upgrade.

As indicated by Cohen (2007) Often times pressure occurs into various spaces throughout our life, as an on-off chance that you are occupied in your work plus because of work your occasions are unpleasant, at that point you can prepare yourself with the goal that pressure isn't so huge. Be that as it may, if sudden changes come throughout your life, as all of sudden your youngsters become ill then it is an unpleasant circumstance for you. On another hand in event that you are focused or pressurized because of your colleagues or supervisor, as well as when you returned home yet the same time you feel strain plus upset then it impacts your family life too. Stress begins when we begin to consider circumstance as well as prerequisites all they shift association to association when there is high weight from performance side. Stress raises toward remain for continuing time as well as it dependent on five sizes (McLean, 1974).

Four Stress Strategies:



Accept or acknowledge the stressor:

Now and again we can't maintain a strategic distance from all the stressors; a few stressors are unavoidable, similar to the passing of an individual is an unavoidable pressure, this sort of stress we can't keep away in the light of fact that it is common.

Avoid or stay away stressor:

Now and again we maintain a strategic distance from the worry because of some questionable circumstances explain by Knight in the year 2000. Occasionally employee with stress takes too much worry because something has happened in his life which we has never expect means unexpected things happen in our life, explained by ANG in 2006.

Change yourself:

Now and again there is need to make changes throughout your life, change is a major method to deal with or deal with the upsetting conditions.

Stress was examined alongside its two factors in particular; Reward Structure, as well as Working Environment. The performance of Employees was assessed on just a single measurement.

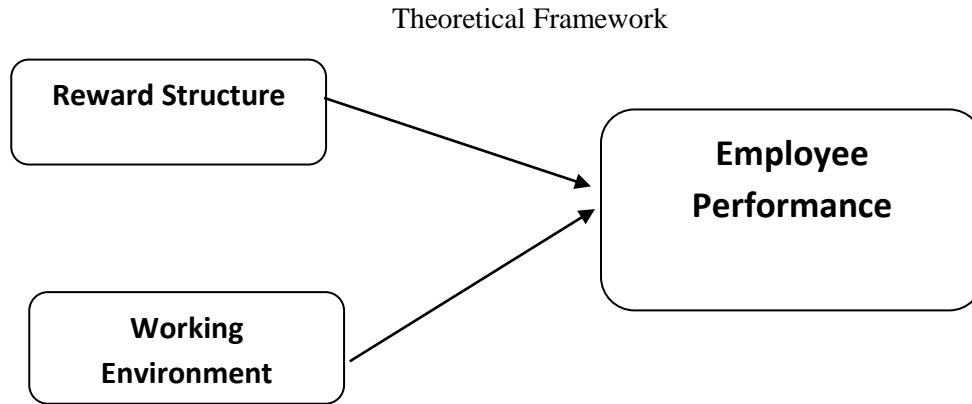


Figure 1: Framework for the study

3. Research Methodology

The purpose of this study is to analyze stress levels and their impact on employee performance in public sector universities of Sindh. The researcher designed a survey questionnaire and quantitative research method to discover the effect. Quantitative reviews/surveys are intended to fit the survey plan. The whole representatives (both administration as well as staff) of universities of public sectors, working at various dimensions were set as aim populace related to this investigation. The contract staff was likewise included. An aggregate of three hundred and ten workers over related universities were come toward thru examination survey. The research aims to look effect of stress level within workers of all dimensions of SALU Main Campus “Shah Abdul Latif University, SU Sindh University, LUK Lyari University Karachi, UFUK Urdu Federal University, Karachi, SMBBU Shaheed Muhtarma Benazir Bhutto University, Benazirabad as well as KU University of Karachi”. The investigation utilized both quantitative as well as a subjective approach. To distinguish outcomes related to the investigation, secondary plus primary foundations related to information gathering were utilized. Workers' performances, as well as stress, were estimated keeping in view the previously mentioned model of hypothetical. For information accumulation primary sources were utilized, a questionnaire survey was set up toward gathering information from respondents, forty-five items are in Survey together with 3 factors; working environmental, Reward Structure, and dependent variable employee performance.

4. Results & Discussions

The gathered information was interpreted into SPSS for finishing the investigation procedure. In investigation important is to examine information factually methodology utilized is quantitative. The information investigation process comprises

certain factual procedures connected like: Descriptive reliability analysis, factor analysis, plus correlation analysis as well as regression method.

Table 1: Education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Bachelor	81	26.1	26.1	26.1
	Master	193	62.3	62.3	88.4
	Post Graduate	35	11.3	11.3	99.7
	Doctorate	1	.3	.3	100.0
	Total	310	100.0	100.0	

Table 2: Experience

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less Than 5	172	55.5	55.5	55.5
	5 to 10	102	32.9	32.9	88.4
	10 to 15	25	8.1	8.1	96.5
	15 to 20	5	1.6	1.6	98.1
	More Than 20	6	1.9	1.9	100.0
	Total	310	100.0	100.0	

Table 3: Gender

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Male	273	88.1	88.1	88.1
	Female	37	11.9	11.9	100.0
	Total	310	100.0	100.0	

Table 4: Age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less than 30	125	40.3	40.3	40.3
	More Than 30	185	59.7	59.7	100.0
	Total	310	100.0	100.0	

Table 5: Income Level

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Less Than Rs. 10,000	10	3.2	3.2	3.2

	Rs. 10,01-40,000	149	48.1	48.1	51.3
	Rs. 40,001-60,000	113	36.5	36.5	87.7
	More Than 60,000	38	12.3	12.3	100.0
	Total	310	100.0	100.0	

Reward Structure:

Table 6: Reliability Statistics

Cronbach's Alpha	N of Items
.815	10

The above table shows the reliability of the reward structure, which is .815 means 81.5% reliability.

Working Environment:

Table 7: Reliability Statistics

Cronbach's Alpha	N of Items
.848	15

The above table shows the reliability of the working environment, which is .848 means 84.8% reliability.

Employee Performance

Table 8: Reliability Statistics

Cronbach's Alpha	N of Items
.791	7

This table shows the reliability of the table of employee performance, which is 79.1%

Table 9: Variables Entered/ Removed

Model	Variables Entered	Variables Removed	Method
1	WORKING ENVIRONMENT, REWARD STRUCTURE ^b	.	Enter
a. Dependent Variable: EMPLOYEES PERFORMANCE			
b. All requested variables entered.			

Table 10: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	.898 ^a	.806	.804	.44226244
a. Predictors: (Constant), WORKING ENVIRONMENT, REWARD STRUCTURE				

Above the table of the model, summary highlights the model fitness. This shows that at which level model is supporting the entitled topic, from R Square column it clarifies that model contributes 80.6 percent whereas remaining output will be defined by some other variables which are not given here.

Table 11: ANOVA

Model		Sum of Squares	df	Mean Square	F	Sig.
1	Regression	248.952	2	124.476	636.393	.000 ^b
	Residual	60.048	307	.196		
	Total	309.000	309			
a. Dependent Variable: EMPLOYEES PERFORMANCE						
b. Predictors: (Constant), WORKING ENVIRONMENT, REWARD STRUCTURE						

Researchers use ANOVA table to determine outcomes that independent variables give toward dependent variables in regression analysis. In this connection, it is very clear that job satisfaction is significantly predicted by predictors namely organizational culture related to the leader, Organizational culture related to employees. Its result is .000 as shown in sig. column.

Table 12: Coefficients

Model		Unstandardized Coefficients		Standardized Coefficients	T	Sig.
		B	Std. Error	Beta		
1	(Constant)	5.130E-17	.025		.000	1.000
	REWARD STRUCTURE	.903	.025	.903	35.648	.000
	WORKING ENVIRONMENT	-.144	.025	-.144	-5.684	.000
a. Dependent Variable: EMPLOYEES PERFORMANCE						

This is the coefficient table it is treated another step of regression analysis, it helps researchers either hypotheses are accepted or rejected but all hypotheses are not tested through this technique .if the result lies in .000 to .05 then it will be treated significant

relation if it is more than .05 then it will be insignificant relation. In this way both variables have significant relation.

Table 13: Correlations

		REWARD STRUCTURE	WORKING ENVIRONMENT	EMPLOYEES PERFORMANCE
REWARD STRUCTURE	Pearson Correlation	1	.120*	.886**
	Sig. (2- tailed)		.035	.000
	N	310	310	310
WORKING ENVIRONMENT	Pearson Correlation	.120*	1	-.036
	Sig. (2- tailed)	.035		.530
	N	310	310	310
EMPLOYEES PERFORMANCE	Pearson Correlation	.886**	-.036	1
	Sig. (2- tailed)	.000	.530	
	N	310	310	310
*. Correlation is significant at the 0.05 level (2-tailed).				
**. Correlation is significant at the 0.01 level (2-tailed).				

4.1. Hypothesis

S.No.	Hypotheses	Accepted	Rejected
1	Reward Structure has a positive relationship with employee performance		
2	Working environment has a negative relationship with Employee Performance		

H1. The first hypothesis structure of reward has been proved that has positive connection toward the performance of workers within the organization that employee

performance can be highly improved by compensating the employees in a way as they can fulfill their needs and wants sufficiently

H2. The second hypothesis is rejected because the working environment has a positive impact on employee performance, the employee can perform better if the working environment is balanced and create easiness in employee job performance.

5. Conclusion:

In conclusion of this research topic Impact of Stress on Employee Performance was directed with exploratory research for anticipating the worker Performance into General universities of Sindh which is related to the Public sector, the research found that whole 2 independent variables which are 1. Reward structure, 2. Working the environment are properly forecasting the performance of employees into universities. According to the outcome of the research that Reward Structure wants to be reviewed together with Administrative Support as well as Working Environment for improving the performance of employees into public sector universities. Besides a lot of research hole/mistake term was found in the outcomes which unmistakably expresses that Employee Performance should be exercise with the allowance of the over three factors. The investigation has additionally finished up the accompanying primary concerns for this examination and concludes that; it is seen that pressure has a critical positive connection with the performance of employees. Stress, as well as the performance of the employee, has circumstances and logical results relationship, if any adjustment in the anxiety will be, it will coordinate affect the performance of the worker. Some representatives take a feeling of anxiety as a positive change in their frame of mind and conduct implies pressure acquires positive change worker's performance. Some workers can't tolerate the stress feeling, it encourages disappointment. In such circumstances worker's vocation seriously influenced, their work performance plus some of the time they go under various kinds of dependence like a drink, smoking, watching motion pictures, pondering outside, plus so on. We can likewise say that worker's bad luck their physical, budgetary, mental capacities very effectively. Stress comes throughout everybody's life except one couldn't feel that pressure, as a result of pressure; it catches the sensing ability for a brief timeframe. This is likewise seen that push stays for a short period; over the long haul it diminishes its quality. Students don't know that long stress is destructive for them. There are a few manifestations of stress like pain into the shoulder as well as signs which are emotional like dissatisfaction, occasionally changing in behavior as well as attitude.

5.1. Recommendations:

Stress ought to be handled carefully as it may not influence the performance of workers. One ought to minimize stress however much as could be expected via positive ways it might root change occurs positive into the performance of workers. Stress ought not to make disappointment; attempt to provoke the situation rather than ignorance. Representatives are recommended to concentrate on their performance plus they disregard stress as it may not influence their efficiency as

well as Employees ought to dependably be prepared to confront pressure circumstances, be proactive while confronting pressure. Continuously be in your faculties to treat the issues made by the feeling of anxiety. Representatives are recommended that dependably be quiet and affable during stress as you don't realize how much stress will be or how much longer it is. In between stress, try to cope with the stress by easily don't take it on high grounds, change mood or change activity or leave that work which gives you stress.

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