

## **Impact of Job Stress on Employees' Productivity and Commitment with Special References to Healthcare sector in Bihar**

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### ***Abstract***

*Employee productivity is hampered by work stress, which is causing intense debate in virtually every organization, and the healthcare industry is particularly sensitive in this regard. The purpose of this study is to identify the causes and consequences of work stress on the productivity of employees in the public health departments of Bihar in order to enhance the body of knowledge in this important area. It is to evaluate that 400 public health workers were provided with a self-administered structured questionnaire, of which 210 responded. Lack of monetary compensation, lack of flexibility in working hours, personal problems, poor management of the working environment, and bureaucratic management systems are negatively correlated with employee productivity. But monetary, such Lack of remuneration creates workplace stress in public health. Workers' data was analyzed using SPSS version 27 and Pearson correlation and regression. Worker-centric policies need to be developed by the BIHAR government and the Ministry of Health to increase productivity and reduce work stress for public health workers.*

*Keywords: Job stress, employee productivity, management*

## **1. Introduction**

In many industries, the nature of employment has changed dramatically in recent decades. Employee job satisfaction and job stress are two major workplace challenges for modern enterprises. According to current studies, 50-60% of all lost working days are due to work-related stress. Work-related stress is considered negative if there is a discrepancy between work demand and worker skills, resources, or needs. The majority of researchers agree that work-related stress can be caused by a variety of factors. These dangers fall into two categories: physical and psychosocial.

Physical exposure to physical hazards at work is associated with anxiety that leads to work-related stress.

Psychological-Psychological and social hazards include factors such as work design, organization, management, and social structure of the workplace, which can have a negative impact on the individual .

All personal and organizational aspects such as behavior, mental and physical effects, performance, job satisfaction, and organizational involvement are affected by work-related stress. Studies show that there is an important relationship between workplace aspects, stress, and work satisfaction. The less satisfied you are with your work, the more stressful your work will be. Job stressors are associated with job dissatisfaction and the likelihood of leaving the company. Work satisfaction refers to an employee's emotional attitude towards work. It can be seen as an overall impression of the workplace or as a collection of linked attitudes about different parts of the workplace. There is increasing evidence that current employment patterns negatively impact job satisfaction and affects the physical and mental health of employees. Positive and negative emotions are two aspects of emotional tendencies that affect work satisfaction. Positive emotions are characterized by high energy, enthusiasm, and comfortable engagement, while negative emotions are characterized by anxiety, unpleasant engagement, and anxiety. Work stress greatly

contributes to work satisfaction. Work-related stress, used as a motivator, enhances creativity and fulfillment, eliminating boredom and monotony. When stress is detrimental, it causes hostility and low work satisfaction. If workers are happy with their work, they can protect them from stressors. Happiness is a determinant of stress. According to theory, employee satisfaction had a direct impact on production throughout the neoclassical era (1920-1950). They believed that satisfaction and production had a cause-effect relationship. This shows why companies are trying to increase employee productivity in different ways. These two characteristics (work-related stress and job satisfaction) can negatively impact workgroup productivity and increase corporate costs. A survey of the status quo at the international level has revealed the need to improve work quality and productivity, as well as ensure work safety and health. In terms of economy and employment, Iran's petrochemical sector is a major player. In the petrochemical industry, there are important tasks such as control room operation, maintenance, field operation, firefighting and other important tasks. Work stress and dissatisfaction can negatively impact employee productivity and safety.

## **2. Literature Review**

### **2.1. Job Stress**

The term stress was coined by renowned stress researcher Hans Selye (Institut univér sitaireen Santé Mentale de Montréal, 2019). Work stress is defined as the emotional and physical disability that occurs when a work does not meet or relate to a worker's skills, resources, and requirements. Therefore, it is also identified as an individual's mental and physical struggle, not an organization. Despite extensive research and research in Serie, many scientists opposed and criticized his beliefs. An article in the British Medical Journal in 1951 concludes that “stress is not only a cause of itself, but ultimately a result of itself”. Holmes studies and the 1960s have shown that some of the major 22stressful situations and events in human life can pose serious health risks (ILO2011). Cassel (1976) introduced and theorized the notion that host resistance is a serious consequence of stress on an individual's health in the 1970s. Two factors have been identified to assess the level of host resistance in an individual. One is the ability to cope and the other is to get social support.

According to Arnold, stress is an individual's reaction to new or difficult situations in the workplace. Psychological and physical responses to internal and external aspects in situations where an individual's adaptability may be overdeveloped. We define work stress as a “complex psychological mystery” that does not “connect” work to your skills and resources. Both physical and emotional reactions and reactions are detrimental and suggest work stress. Although the link between employee well-being and health and the physiological aspects of work is well documented, there are few studies on the impact of a particular stressor on employee performance.

## **2.2. Related theories**

Both Cox and Griffiths (2016) have developed frameworks to help evaluate stress management strategies. It is determined by the effects of stressors from outside the body. However, the transaction view is cognitive and focuses on the dynamic relationships that occur between the individual and their environment in terms of mental and emotional processes. This model focuses on the structural characteristics of the stress process. Which stressor is likely to lead to which result in which group? Unlike G.A.S.Selye, this model focuses on a cognitive approach. It is also considered one of the most dynamic models because it allows for individual differences and the ability to recognize different ways of coping with stress (Mark & Smith, 2008). This approach emphasizes the need for stress management and proposes many techniques for coping with stress-related psychological reactions. However, the fundamental flaw in this model is its simplicity, ignoring ecological, biological and social aspects. Another difficulty is conducting experimental research that involves subjective factors. Some psychologists even suspect that it still needs to be evaluated and improved.

## **2.3. Review Current Research**

Time is precious, and every effort people have, from work to domestic efforts, forces everyone to use every second as much as possible. Time pressure seems to be a major issue in most developing countries. A unique study investigating how time pressure and work performance affect the existence of “cognitive blocks” found that most participants had an increased risk of cognitive lockup when they completed the task. It was on the other hand, the probability of success

diminishes when people repeat their work. Time pressure, on the other hand, did not affect employee performance. Several studies such as B. have identified the following issues that lead to temporal pressure at the individual level.

- ❖ Performance is improved due to lack of checks for various possibilities.
- ❖ The quality of work is poor because the tasks are not organized or completed efficiently.
- ❖ Better empirical information processing, and poor resolution or conclusion results.

Increased time pressure at the team level emphasizes that members can focus on key tasks and complete tasks as soon as possible. This affects both interaction and job performance, but it also affects the quality of work, Will (Kelly & Rubbing, 2004).

#### **2.4. Causes of Job Stress**

In India, employees have experienced stress due to workload, technical problems at work, long hours, inadequate salaries, lack of time for families, and worries about working from home. Unfavorable working conditions are a major cause of stress. Women can be nervous in the healthcare sector, where women are exposed to stressful situations due to irregular and long working hours, role pressure, and work overload. Inflexible working hours, overwork, dangerous work, and poor relationships with colleagues are the main causes of workplace stress that lead to employee dissatisfaction. There are several factors that cause stress for employees in the workplace, these factors are working hours, wages, workload, and peer attitudes. Workloads, technology issues, higher goals, rewards and salaries, decision-making results, management and peer support behavior, longer timeframes, stress that employees feel underestimated, workplace and home Interface, fear of unemployment, traumatic workplace incidents and instability are the main causes of the economy.

#### **3. Research Methodology**

Based on primary and secondary data, this study has analytical and descriptive features. Relevant information was collected from sample representatives by organized research. The focus of the

study is on the assumption of pressure by private companies, the methods of executives, and their impact on the ability of representatives. In this study, a cross-sectional exploratory design was used because the analyst could combine the description and actual overview of the work environment stress study as the primary system for collecting data from this study. As a result, we used a reverse interpretation approach to decode the content of the survey English, increasing the effectiveness and reliability of the device. This method could aid in increasing the capacity to collect precise, low inclination, and high-quality data.

#### 4. Data analysis

The purpose of this study is to determine the impact of implementing workplace stress management techniques on employee productivity. Table 1 shows the demographic characteristics of the respondents.

Characteristics	Frequency	Percentage
<b>Gender</b>		
Female	144	60%
Male	96	40%
<b>Age</b>		
21 - 25 Years	48	20%
26 - 30 Years	75	31%
31 - 35 Years	58	24%
36 - 40 Years	37	15%
Above 40 Years	25	10%
<b>Marital status</b>		
Married	182	75%
Unmarried	58	25%

**Table: 1** Demographic Profile of the Respondents

For women, 60% of the respondents were male and 40% were female. Age indicates that 31 percent are in the 2630 age range. 24 percent in the 31-year-old age group

35 years, 20% in total 2125 years, 15% in 3640 years, 10% in 40 years. Marriage history shows that 75% of respondents are married and 25% are unmarried.

Variables	Garrett Score	Rank
Reducing psychological and mental problems	63.27	2
Unable to manage work stress	54.26	4
Fear of experiencing health problems	61.11	3
Reducing the consequences of stress on work productivity	64.80	1
Improving job satisfaction	49.33	5

**Table: 2** Reasons for attending Stress Management programs

Table 2 shows the respondents' motivations for putting pressure on the board program. Garrett scores are used to rank them. The results show that reduction of mental and mental health disorders (63.27) is the most important factor. Items that adversely affect work efficiency (64.80) and items that cannot cope with work pressure (54.26) were ranked 2nd and 3rd, respectively. Fear of illness (61.11) was fourth, and improved job satisfaction (49.33) was fifth.

Variables	Garrett Score	Rank
Improved awareness of stress management techniques	57.68	1
Improved self-confidence	56.51	3
Improved skills in managing psychological problems	54.44	4
Enhancing career development opportunities	56.95	2
Enhancing work productivity	51.68	5

**Table: 3** Table 3 shows the advantages of stress management programmers.

Table 3 summarizes respondents' perceptions of the benefits of the Executive Print Initiative. According to Garrett's score, improved mindfulness (57.68) in execution procedures under pressure secured the highest position, followed by improved career prospects (56.95), fearless development (56.51), Factors such as improvement (54.44) and improvement of mental problems in coping skills continued. Work efficiency (51.68).

Means such as intercession, preparation and development of stress programs, and representative abilities are used to analyze respondents' perceptions of leaders' behavior under pressure.

## 5. Result

Employees reported moderately high work stress and moderate work satisfaction. In addition, her performance was rated moderate. There was no statistically significant association between work stress and productivity indicators, but there was a statistically significant association between job satisfaction and productivity indicators. Regression modeling shows that shift schedules, the second and third aspects of work stress (role insufficiency and role ambiguity), and the second factor of work satisfaction are all significantly productivity (supervision). It became clear that it was related.

## 6. Discussion

The main purpose of this study is to investigate the impact of work stress on employee performance. As a result, all workers, from low-income to high-income, are exposed to workplace stress, which has a major impact on the nature of classified ads and our personal fulfillment. Occupations and working conditions are evolving rapidly, so most of us are facing real problems. As a result of the investigation, the results were obtained. Time pressure and work uncertainty affect typical execution. As a result, employees appear to be experiencing work stress when they are pushed to the limit within the ridiculous time frame set by their boss or employer and forced to complete a task. Turnover seems to be very high, depending on when employees are given a significant number of projects and work items and are expected to complete them in a short period of time. In addition, the lack of supervisor support in performing their duties has led to high levels of work stress and disappointment in work performance. It is impractical for personnel to procrastinate the rest of the burden and keep doing it in the last moments possible, leading to self-supplying pressure. According to expert-led reviews, the various time pressure variables that affect position pressure and representative performance are: Time pressure has been shown to adversely affect staff efficiency, with about (46.3%) agreeing.



## 7. Conclusion

This study investigated the effects of stress on the productivity of employees health sector. Studies show that the most significant impact of work-related stress on businesses is reduced productivity. When employees experience unpleasant work-related stress, productivity can be reduced. Employees who are stressed are far less likely to focus on continuous improvement and creative problem solving. People who deal with stress and are in self-preservation mode prefer to spend their time and energy doing the bare minimum to catch up. Studies have also shown that overworked teams are initially low in energy because stress depletes a person's energy storage and physical and mental performance. In today's competitive markets and economic conditions, workers often face increased demand (especially in the banking sector). Companies are expected to try more with less effort. Profit is a priority, but it must not come at the expense of work. Excessive pressure and stress on employees to do so has the opposite effect and reduces employee productivity.

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