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A Study on Job Stress, Job Burnout and Job Performance in IT Sector – With Special Reference to Coimbatore City



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ABSTRACT

The stress and the burnout in the job has an important effect on the employee lives and for the employers at the workplace. Through the connectivity the job performance has been formed. Now a days the stress and the burnout plays major roll of illness in present scenario. The purpose of the study is to determine interconnectivity between stress and burnout in job performance in recently the IT sector employees faced lots of issues regarding Job stress, burnout, as a result of facing complication of their job performance. The research based on IT employees of their Job stress, Jog burnout, and Job Performance.



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INTRODUCTION

The study is done to analyze job burnout, the Job stress, the Job performance and the Organization Commitment among the employees taken from selected IT companies that function in Coimbatore City. This study factors the demographic variables and the various job related points and studies the effect factor like the job burnout, the job stress that has an effect towards the organizational commitment which shall lead to the job performance. The city of Coimbatore is famous for the cotton mills during the previous years, but presently due to the increase in Information Technology business in India, this city is becoming one of the main IT hubs across South of India. As per the report from The Economic Times in 2015, Coimbatore is the second biggest city that is growing in urbanization at Tamil Nadu. The city of Coimbatore has lots than 25,000 industries that contribute to the development of economy in this city. This city has The Coimbatore Hi-Tech Infrastructure Ltd.(CHIL) and the Tidel Park which are the two main economic arenas that contribute highly towards the revenue for this city and in the state. Several IT and the BPO companies have mushroomed that attract several of the graduates from various parts of the country.

JOB STRESS

The stress in the job has an important effect on the employee lives and for the employers at the workplace. The studies done by several of the organizations confirms about this observation. The report from the Bureau of Labour Statistics says that the average number of working days an employee having the stress take leave of absence in the workplace for 23 days in one year and 44% of them will be on leave for around 31 days. The Northwestern National Life (1991) observed that the quarter of the employee population in the organisation confirms that their jobs as the main source of stress, which is placed over and above the family issues and the financial stress. As per **Weaver (2005)** the study observes that the stress negatively affects the employee life by reducing their productivity, experiencing low engagement levels and become less participative in nature.

JOB BURNOUT

According to **Maslach (1976)** and **Freudenberger (1974)** this concept of burnout was initially introduced for the psychology literature. Their aim is on the industrial oriented employees and lesser on the service based employees. The focus also shifted to bring the service sector employees into the fold. Then the focus got changed and due to the growing nature of burnout among the professionals across the service sector, mainly by those from the client handling profiles. This burnout of the client handling roles is because of the several problems divulged by these clients which includes the social, psychological and few of the times physical in nature. The factors are hugely seen at the healthcare domain (**Jackson and Maslach, 1981**).

As per **Maslach, Schaufeli, & Leiter (2001)** studied the terms implemented in the burnout definitions that has come up with like the “a condition of emotional exhaustion, depersonalization, and reduced personal accomplishment that can occur among individuals who work with people in few capacity”. The study opined that the word emotional exhaustion is related to as the energy that drains in the people who experiences emotional causes. The word de-personalization, is that the people ceases to interact with the other individual people. i.e. they develop “cold heart” on others and at their works. The researcher explained the personal accomplishment as the inclination to reduce the value of a person’s work, which devalues himself. A negative self-image is lead into burnout is high with the professionals engaged in the human services sector, in which the aim is to increase the life quality among the individuals and among the communities.

JOB PERFORMANCE

The *Job performance* is stated as the complete expected value on the organization about the behavioral discrete parts that the individual can carry for over a particular time period. The second important point is that this behavior on which the performance is referred to is the *expected value* of the firm. The performance model in this explanation is the point that differentiates between the behaviors sets that is carried out by various individuals and among the set of behavior that is done by the particular individual at various points of time.

At the general level of job performance it shall be stated as “all the behaviours the employees engage in during the work” (Jex & Britt 2008). This is just a round about the description. The correct amount of the employee behaviour is shown at work cannot be connected with the particular job points. The job performance is referred as to how well a person performs during his or her job.

OBJECTIVES OF THE STUDY

1. To study the influence of demographic variables on Job Stress.
2. To analyze the role of job related variables influencing Job Stress, Job Burnout, and Job Performance of employees working in select IT companies.
3. To examine the impact of factors on employees Job Performance in the select IT companies.
4. To test the effects of the proposed model measuring job performance among IT sector employees in Coimbatore.

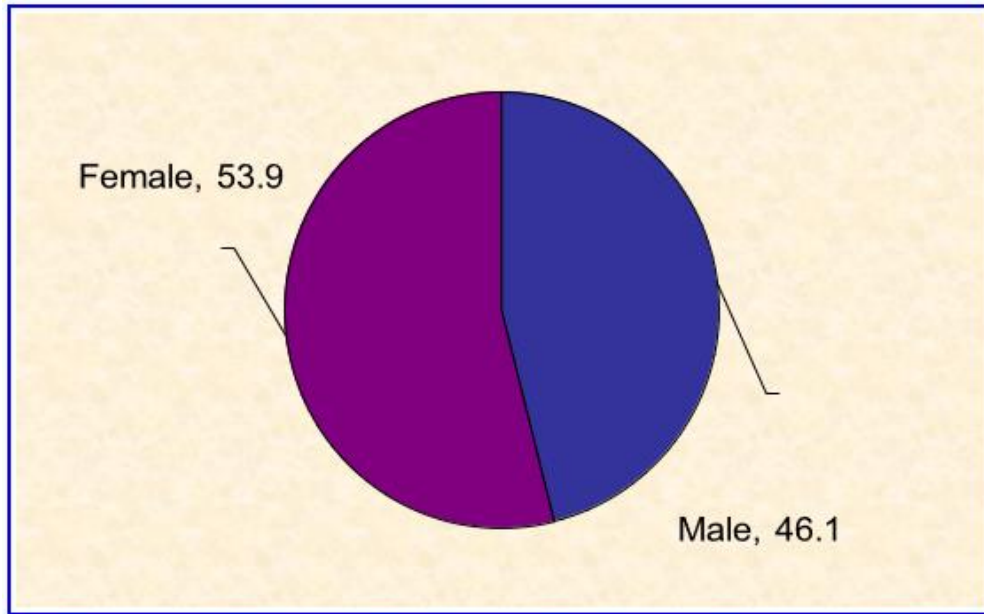
DEMOGRAPHIC STATUS



Table 1: Gender of the respondents

Gender	Frequency	Percent (%)
Male	332	46.1
Female	388	53.9
Total	720	100.0

Chart 1: Gender of the respondents



Gender of the employees working in select IT companies marginally dominated by female with three hundred and eighty eight (53.9%) employees and reasonably equal proportion of male respondents comprising of three hundred and thirty two (46,1%) employees participated in the survey.

CORRELATION AND REGRESSION ANALYSIS

Table: 2 Correlation between Job Stress and Job Performance

Constructs	Method & Sig.	Stresssco	Job_Performance
Stresssco	Pearson Correlation	1	
	Sig. (2-tailed)		
	N	720	
Job_Performance	Pearson Correlation	-.609**	1
	Sig. (2-tailed)	.000	
	N	720	720

** . Correlation is significant at the 0.01 level (2-tailed).

Initially, stress having impact on job performance of employees of select IT companies in Coimbatore is computed for correlation which shows significant negative effect ($r=-0.609$, Sig.0.000) rejecting H_0 . Further, to determine the power of the stress on job performance is evaluated using Regression analysis.

JOB STRESS AND JOB PERFORMANCE

Model shows correlation of Job Stress and Job Performance ($r=0.609$) is strong and significant observed in the initial stage that shows Job Stress (independent) have considerable impact on Job Performance of Employees in the select IT companies. In this regard, enter method based on multiple regression analysis is conducted to ensure model fitness level which exhibits $F(1,718)=422.703$, Sig.0.000 achieved statistical significant indicating fit model. Therefore, the equation is $= 1.935 - 0.074$ (Job Stress).

One explanatory variables i.e. Job Stress perceived by Employees of select IT companies having significant negative impact on Job Performance which could be understood from the variance explained at $R^2=37.1\%$ and the Adj. $R^2=0.370$ which is 37% exactly estimated by Job stress (IV) having impact on Job performance. Hence, the hypothesis framed is relationship expected between job stress and job performance.

Table 3: Relationship between Job Stress and Job Performance

Dependent Variable	Independent Variables	B (Unstd. Coeff.)	S.E.	t-value (Sig.)	R, R ² , Adj.R ² & SE	F-Value (df) Sig.
	Constant	1.935	0.180	10.750 (0.000)	R=0.609 R ² =0.371 Adj.R ² =0.370 SE=1.097	422.703 (1,718) 0.000
Job Performance	Job Stress	0.074	0.004	20.560 (0.000)		

Relationship established between Job stress and Job performance where the coefficient recorded $\beta=-0.074$; SE=0.004; t=20.560, (0.000) is significant proving the hypothesis is true. In this

regard, it is concluded that a unit increase in job stress can significant decline job performance among employees of select IT companies by 0.074 units.

Table 4: Correlation between Job Burnout and Job Performance

Constructs	Method &Sig.	Job_ Performance	Personal	Work_ related	Client_ related
Job_Performance	Pearson Correlation	1			
	Sig. (2-tailed)				
	N	720			
Personal	Pearson Correlation	.326**	1		
	Sig. (2-tailed)	.000			
	N	720	720		
Work_related	Pearson Correlation	.259**	.636**	1	
	Sig. (2-tailed)	.000	.000		
	N	720	720	720	
Client_related	Pearson Correlation	.415**	.552**	.493**	1
	Sig. (2-tailed)	.000	.000	.000	
	N	720	720	720	720

** . Correlation is significant at the 0.01 level (2-tailed).

Job Burnout having impact on job performance of employees in the select IT companies in Coimbatore is computed for correlation which shows significant positive effect between

Personal Burnout and Job Performance (r=0.326, Sig.0.000). Work related Burnout and Job Performance (r=0.259, Sig.0.000). Client related Burnout and Job Performance (r=0.415, Sig.0.000).

JOB BURNOUT AND JOB PERFORMANCE

Model shows correlation between Job Burnout and Job Performance ($r=0.431$) is moderately strong and significant observed in the initial stage that shows Job Burnout variables (independent) have considerable impact on Job Performance of Employees in the select IT companies. In this regard, enter method based on multiple regression analysis is conducted to ensure model fitness level which exhibits $F(3,716)=54.49$, $\text{Sig}.0.000$ achieved statistical significance indicating fit model. Therefore, the equation is $= 3.487 + 0.103$ (Personal Burnout) $+ 0.006$ (Work Related Burnout) $+ 0.285$ (Client Related Burnout).

Three explanatory variables of Job burnout namely personal, work related and client related burnout perceived by Employees of select IT companies having significant impact on Job Performance which could be understood from the variance explained at $R^2=18.6\%$ and the Adj. $R^2=0.182$ which is 19% (approx.) estimated by job burnout (IV) having impact on Job performance. Hence, the hypothesis framed is relationship expected between

- Personal Burnout and Job Performance
- Work related Burnout and Job Performance
- Client related Burnout and Job Performance

Table: 5 Relationship between Job Burnout and Job Performance

Dependent Variable	Independent Variables	B (Unstd. Coeff.)	S.E.	t-value (Sig.)	R, R ² , Adj.R ² & SE	F-Value (df)Sig.
Job Performance	Constant	3.487	.173	20.116 (0.000)	R=0.431 R²=0.186 Adj.R²=0.182 SE=1.250	54.45 (3,716) 0.000
	Personal	.103	.036	2.902 (0.004)		
	Work related	.006	.037	0.151		
	Work related	.006	.037	0.151 (0.880)		
	Client related	.285	.035	8.121 (0.000)		

Relationship expected between Job burnout and Job performance

- Significant relationship expected between Personal Burnout and Job Performance
- Significant relationship expected between Work Related Burnout and JobPerformance
- Significant relationship expected between Client Related Burnout and JobPerformance

Relationship partially established between Job Burnout and Job Performance. Personal burnout is found significant and related with Job Performance proving the declared hypothesis is true which shows the coefficient $\beta=0.103$; $SE=0.173$; $t=2.902$, (0.004) therefore, rejecting H_0 . Likewise, Client related burnout is found significant and related with Job Performance proving the declared hypothesis is true which shows the coefficient $\beta=0.285$; $SE=0.035$; $t=8.121$, (0.000) statistically proved, thus, rejecting H_0 . Whereas, work related burnout is not found significant and related with Job Performance dis approving the declared hypothesis is false which shows the coefficient $\beta=0.006$; $SE=0.037$; $t=0.151$, (0.880) is statistically not proved, therefore, accepting H_0 .

To conclude, a unit change in personal burnout significantly increase job performance by 0.103 units, also, change in client related burnout have significant change in job performance by 0.285 units.

CONCLUSION

As stated earlier stress is a short term phenomenon whereas the burnout is a long term syndrome that can significantly affect an employee emotional condition. Ellen, stated that happy employees makes a company more valuable. Though, the more overworked, under pressure, and on-call your employees are, the more likely they are to become disengaged, leave for a new employer, have poor performance. On the other side it is much different. Compared to employees who are burned out and engaged, feel happy are found 20% more productive and can increase business sales by 37%. In this regard, the result is in line with the Ellen that shows relationships are partially established between Job Burnout and Job Performance. A marginal increase in personal burnout and client related burnout significantly influence job performance however, it did not affect the employees to lose their interest in work, reduced productivity, procrastination, difficulty working with coworkers, lack of sleep, and more. It is recommended employees shall be engaged in hobbies such as playing games, climbing, entertaining and also get some therapy to recharge or release their stress thus, avoiding burnout in job performance.

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