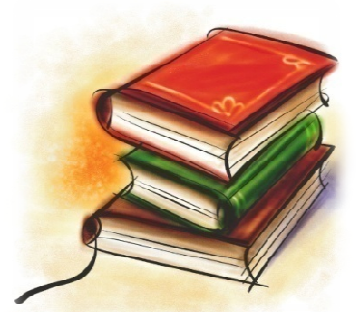


The stress process and effect of stress on the employee performance.

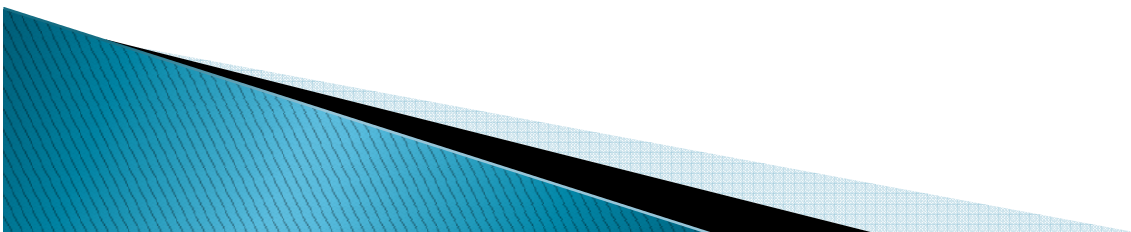


By:
Shabbar Hussain

Introduction

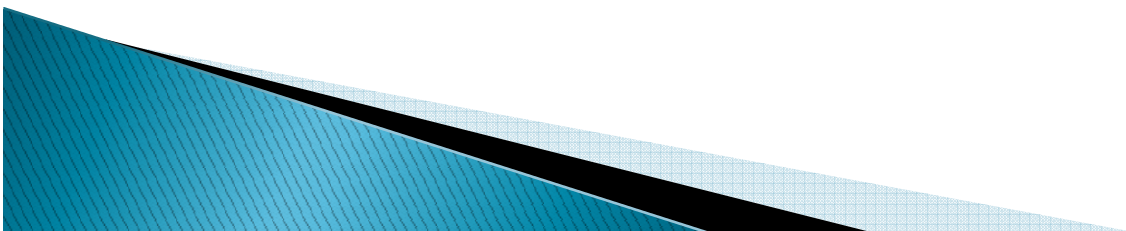


- ▶ *The study is planned to investigate the process of stress and the nature of impacts on to the employee at a workplace.*
- ▶ *The model is developed to see identify the potential stressors and the nature of relationship with the level of stress.*





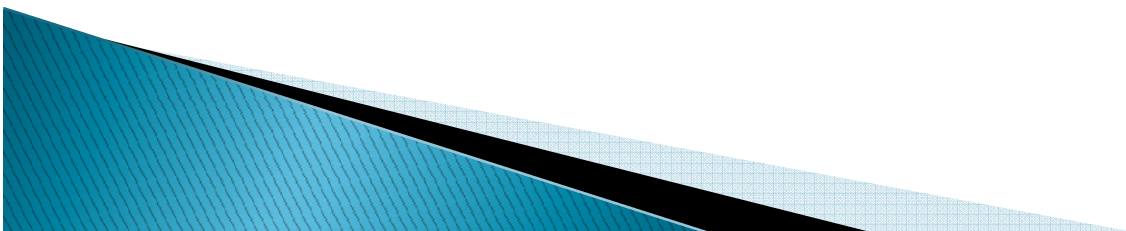
- ▶ *Following the transactional theme of organizational stress the study will underline all aspects of the job i.e. Psychological, behavioral and Physical.*





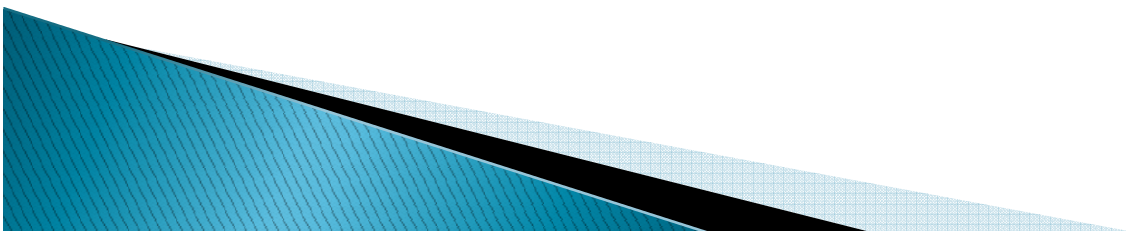
▶ Why Stress?

- The changing work patterns
- Dynamic working environment
- Recession effects after 1990
- Effects of changing workplace



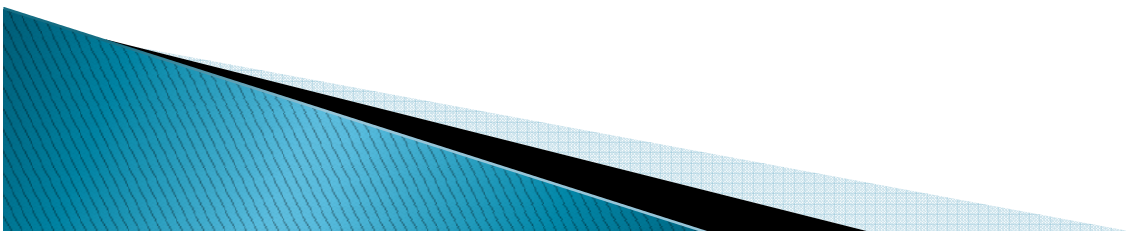


- ▶ This weakened the psychological contract between employer and employee and negative effects were observant to the organizational revenues, employee morale, job security and most importantly work stress and strain.
- ▶ (Cooper and Worrall, 1997 1999)

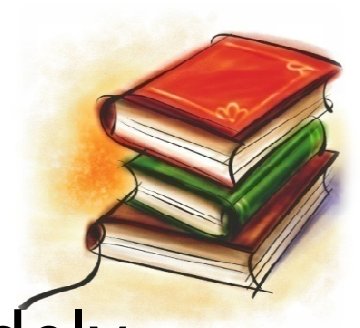




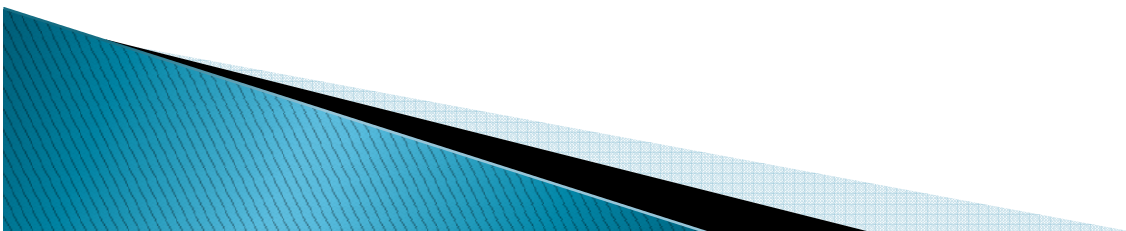
- ▶ This research will try to explore the most recent and less criticized approach i.e. transactional approach emerged in the field of organizational stress and will find the empirical evidence for the nature of relationship between the potential factors of stress (stressors).



Literature Review

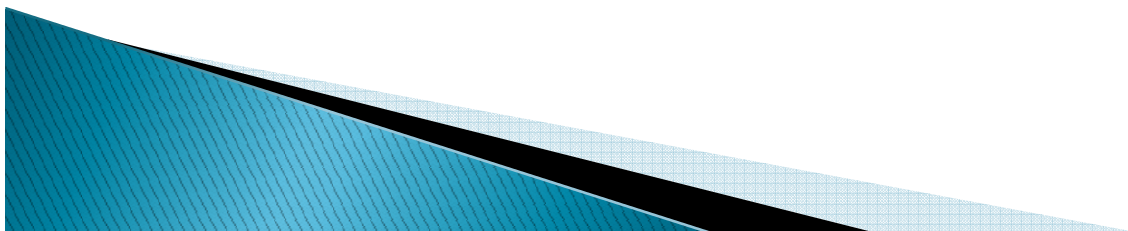


- ▶ The cost of stress at work had been widely debated and literature finds agreement on the negative effects from minor illness to the life taking diseases (heart attacks, drug abuse, emotional instability, blood pressure, backbone ache and many more caused by it
- ▶ (Cooper and Warts)



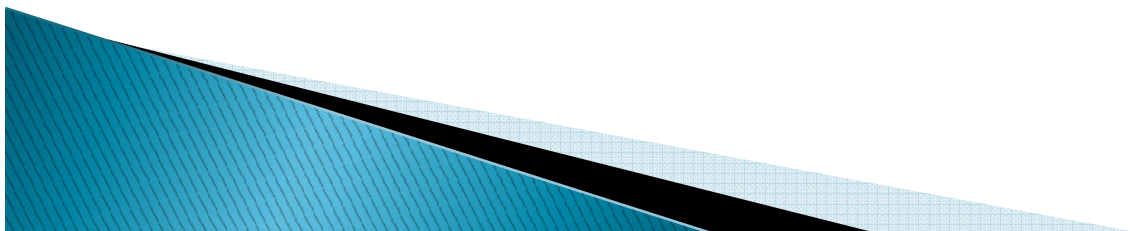


- ▶ Literature supports this notion that such effects had not been restricted to employees but organizations are facing real challenges for the loss in revenue, human capital, motivation, morale and loyalty. (Cooper, liukonnen and Cartwright 1996, Sutherland and Cooper 1990).



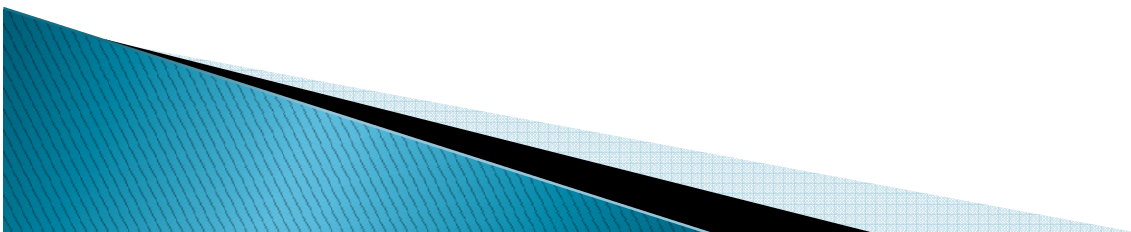


- ▶ Updated literature had now suggested studying the cause of the phenomena so to highlight the potential reactions or outcomes and organizational may design different policies to eliminate or not let the stimuli to affect the employee.



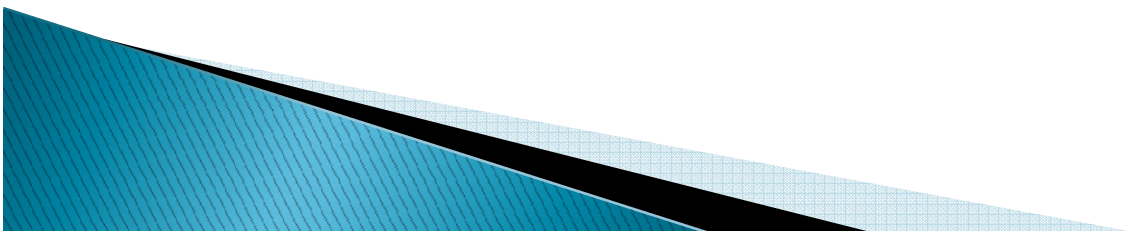


- ▶ The term stress can be defined from different perspectives. The prime work in occupational stress was undertaken by Henes Selye in 1930s and 1940s. He presented the General Adaptation Syndrome (GAS) model in 1936 which primarily focused the medical field.



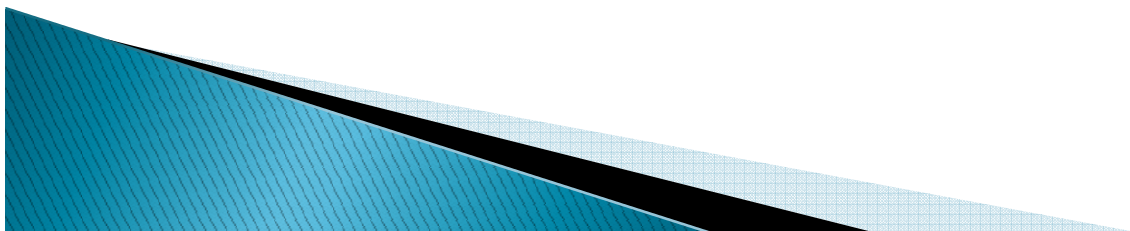


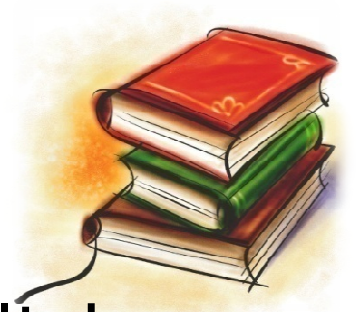
- ▶ His findings were physical outcomes found due to the reaction to the stimuli.
- ▶ GAS model ignored the psychological perspective of the individual stress hence many researchers criticized the model





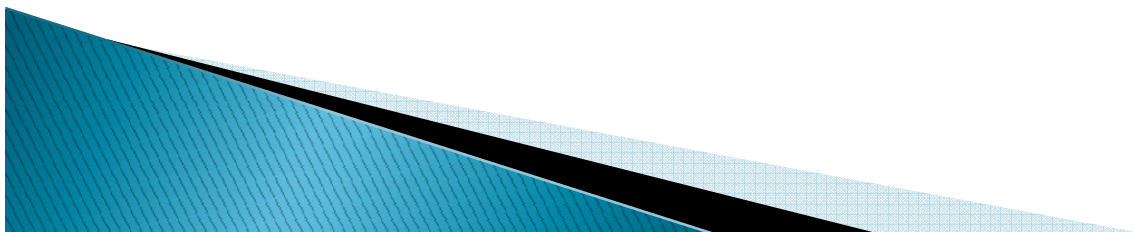
- ▶ Stimulus based stress approach:
- ▶ Grinker in 1953 developed the alternative model keeping in view the limitations noted by the literature against the GAS model. He also studied the psychological aspect of the stress (independent variable)

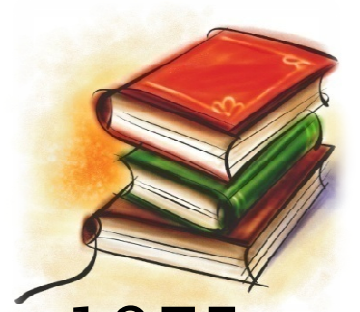




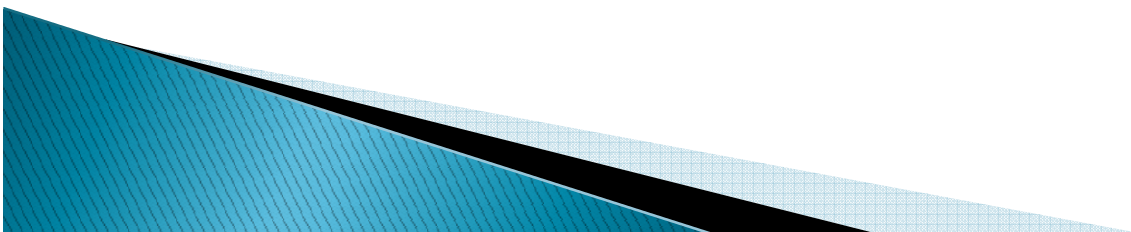
- ▶ The theme of this research was to highlight the factors which contribute to the workplace stress by taking objective measures from the sample population

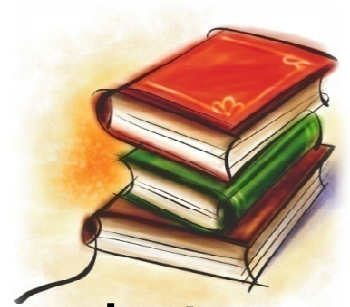
- ▶ (Goodell, Wolf and Rogers 1986).



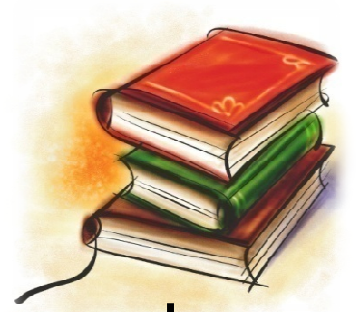


- ▶ Stahl, Grim, Donald and Neikink in 1975 developed a structural approach to organizational stress which was quoted in literature as interactional approach or quantitative approach as well.

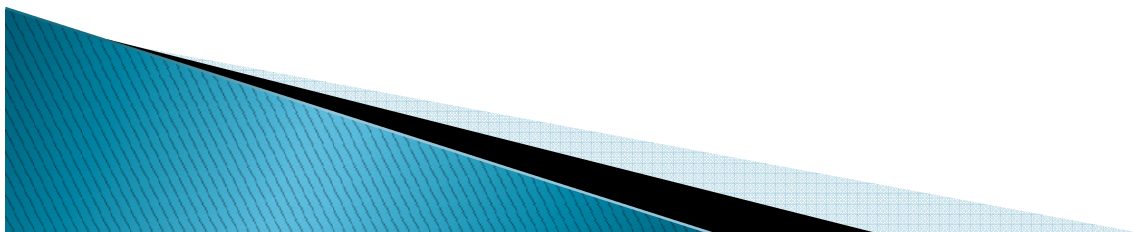




- ▶ Cary.L. Cooper et al, 2001, in their book in Organizational Stress had suggested that organizational stress now should be studied from the transactional view which will explore the stress–response–outcome relationship
- ▶ The process approach model was adopted by Lazarus in 1990 in which he developed the comprehensive approach within the framework and tried to identify the logical linkages with the stimuli.

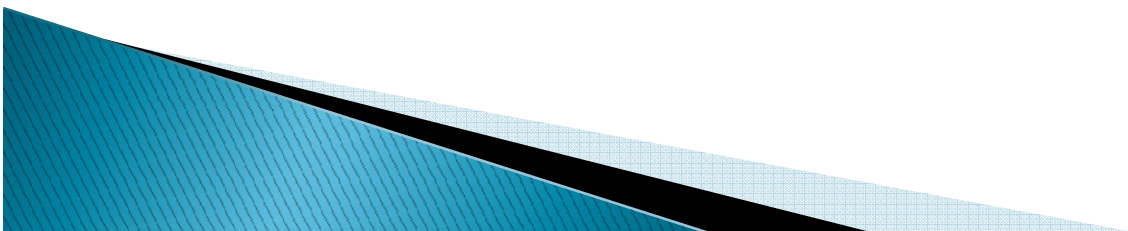


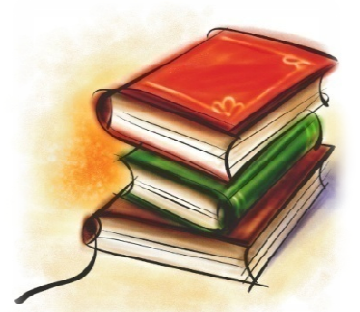
- ▶ Researchers had expressed agreement on the fact that transactional perspective adopted in the organizational stress research and a proper analysis can give benefits to the organizations and the employees well being.
 - Harris (1991).



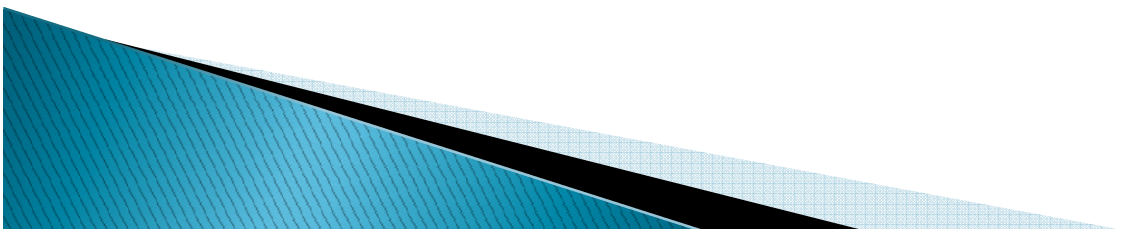


- ▶ This approach assumes that stress is continuous and present every time. It is the combination of person reaction and environment in which the individual is present.
- ▶ It is to note that this is a multi variable activity in which large numbers of mediating factors play its role.

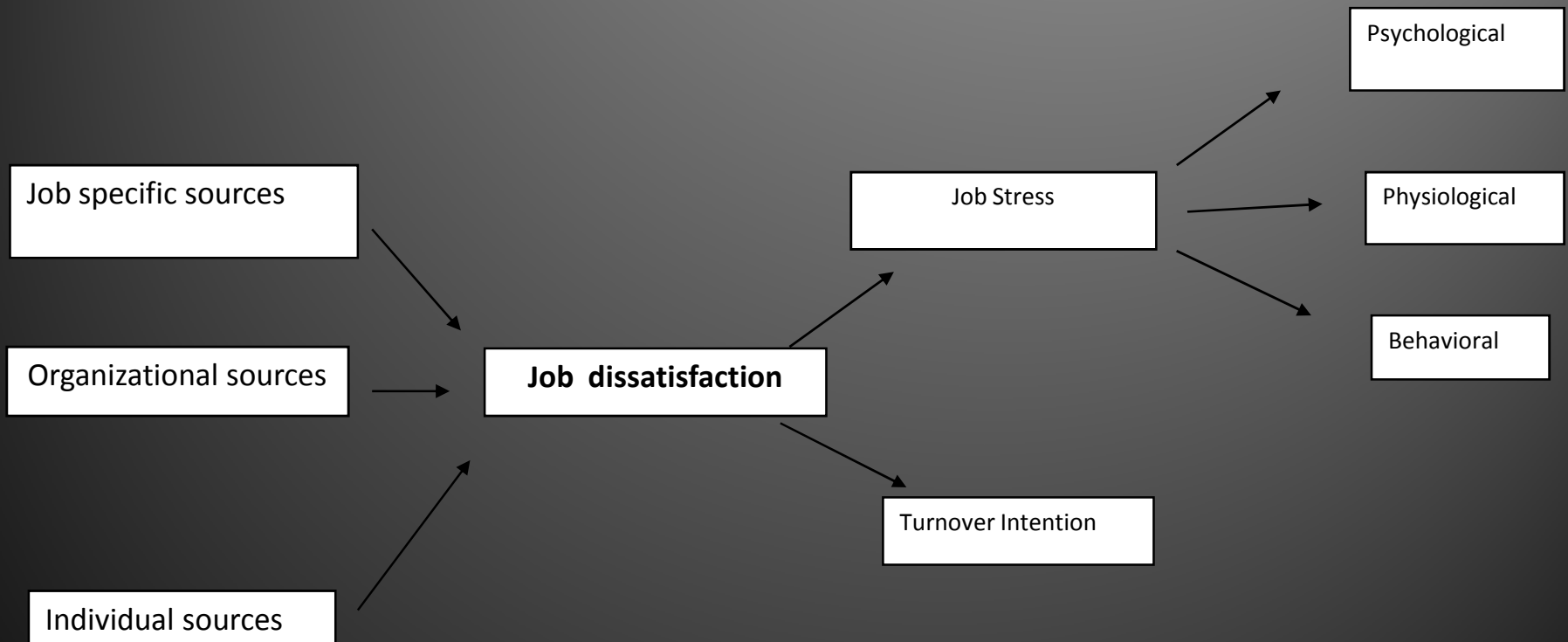




- ▶ Stress should be measured repeatedly in a given setting so to get the actual happening rather than one time measurement.
- ▶ Lazarus 1990



Conceptual framework



- ▶ Job Specific Sources
 - ▶ Working condition
 - ▶ Working hours
 - ▶ Work load
 - ▶ Technology

- ▶ Environmental / Organizational Sources

- ▶ Role ambiguity
- ▶ Role conflict
- ▶ Role overload
- ▶ Responsibility
- ▶ Work Relationship
- ▶ Leadership style

- ▶ Individual Sources
 - ▶ Home work interface
 - ▶ Commitment
 - ▶ Self esteem
 - ▶ Self confidence
 - ▶ Job control

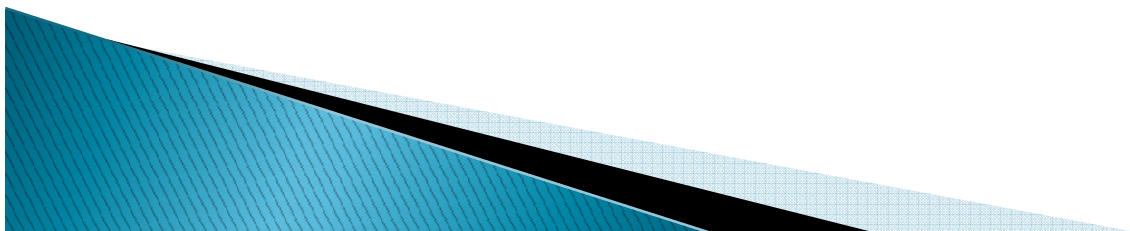
Methodology

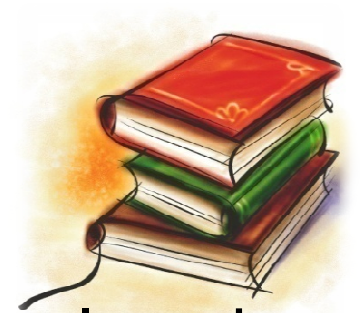


▶ Data Collection

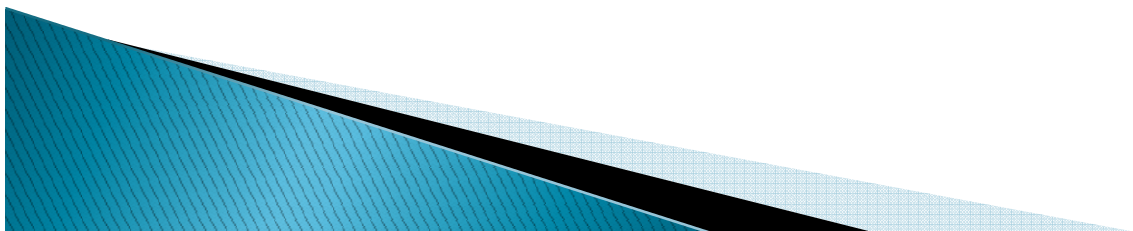
◦ Questionnaire

- To gather the data from the target sample I will use the questionnaire developed by Sherer, Maddux, Mercandante, Prentice–Dunn, Jacobs, and Rogers (1982) general self–efficacy scale to measure job self–efficacy
- to measure the perception of the employee regarding the job control and demand side , a questionnaire developed by Kahn, Wolge, Quinn and Snoek in 1964 will be used



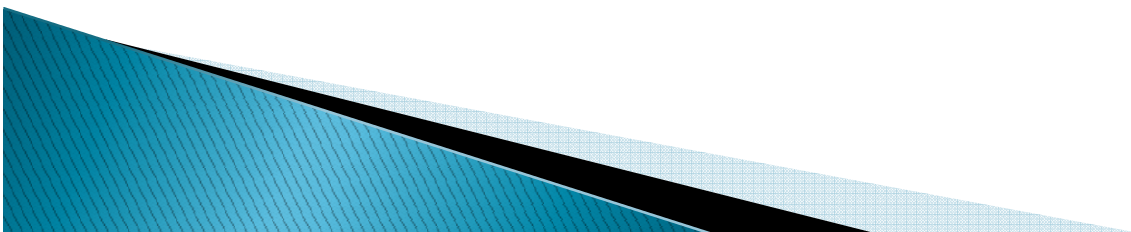


- ▶ Hessel scale by Lazarus in 1970 and Hessel and Uplifter scale developed by Lazarus, DeLongis, and Folkman in 1988 with 115 and 53 items respectively will be used.
- ▶ The respondents will be asked to fill the questionnaires on a six-point response format. (0 to 5)





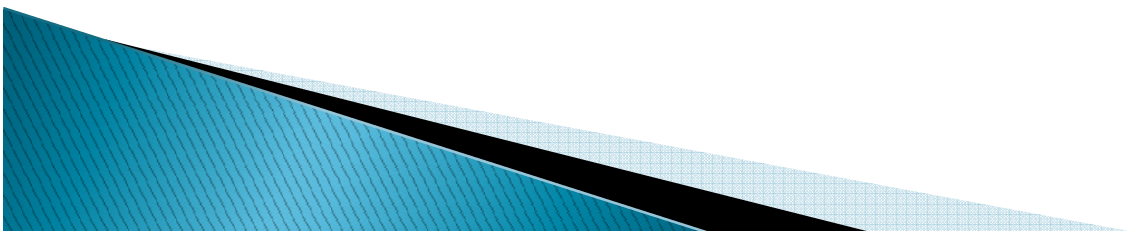
- ▶ To gather unbiased response random employees will be asked to participate which may be selected by the immediate supervisor which will be a volunteer participation.
- ▶ Respondents may be ranged in the age from 23 to 35 years and minimum education of bachelor's degree.
- ▶ The average service term of the employee will be minimum 6 months in the organization





▶ Procedure:

- The study will be conducted at a workplace where all the employees will be invited to participate voluntarily without any charge and obligation. The employees will be medically checked with blood pressure and saliva samples will be taken for cholesterol readings. The employees will be given the questionnaires one by one for all independent factors so that to collect the most relevant and unbiased response.

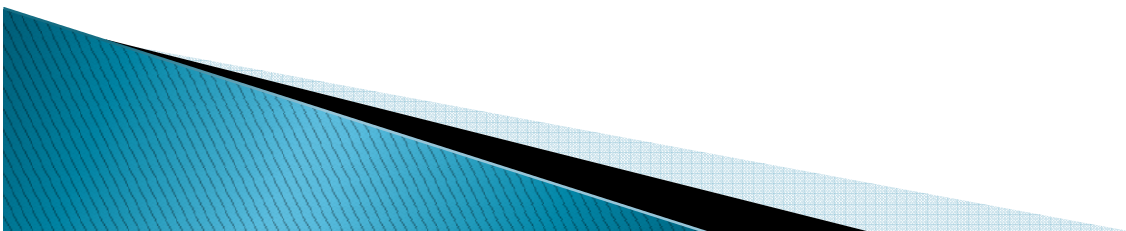




- ▶ Nature of data
 - confidential

- ▶ Tabulation of Data
 - Spss

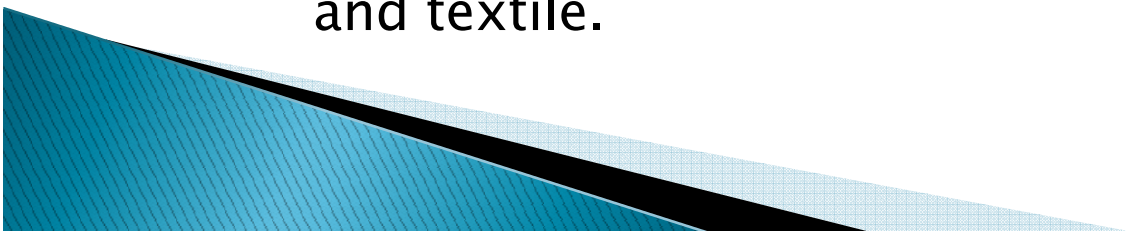
- ▶ Analysis and Tools
 - Regression, SD, Correlation, Mean, Scatter diagram



Sample and response rate



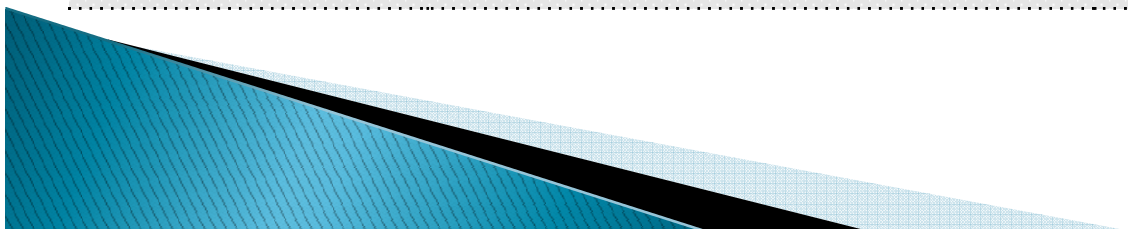
- ▶ Sample:
 - 700 Employees
 - Preferably from one organization
- ▶ Sampling Technique:
 - Convenient sampling
- ▶ Study participants:
 - Single layer and middle level managers
- ▶ Area:
 - Different sectors which included telecommunication, banking, information technology, food, cosmetics, hotel and textile.



Time line

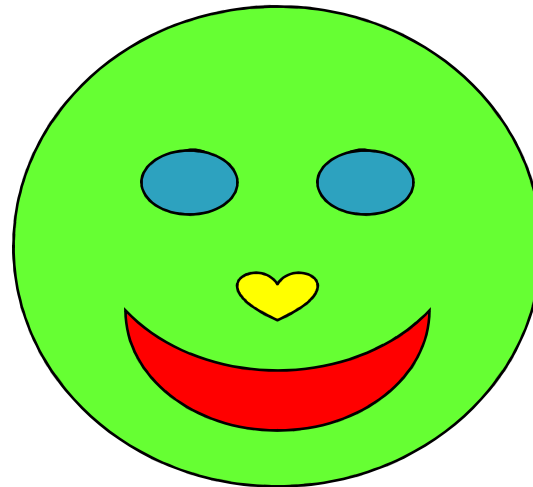


| Action item | Time required | Resources Required |
|-----------------------------|---------------|--|
| Literature Review | 6 months. | Access to journals. Printing facility |
| Questionnaire Development | 4 months | Printing facility journals access |
| Data Collection | 6 months | Transport, printing |
| Analysis and Interpretation | 1 month | Lab, soft wares |



The last slide; the best slide!

30



THE END

