

A STUDY ON JOB PERFORMANCE OF EMPLOYEES WORKING IN IT AND COMMUNICATION INDUSTRY

Dr. T. Malathi¹ & Mrs. Venkata Srilatha B²

¹*Research Supervisor, Assistant Professor, PG. Department of Commerce, Poombuhar College (Autonomous), Melaiyur – 609 107 (Affiliated to Bharathidasan University, Trichy), Tamil Nadu, India*

²*Research Scholar, PG. Department of Commerce, Poombuhar College (Autonomous), Melaiyur – 609 107 (Affiliated to Bharathidasan University, Trichy), Tamil Nadu, India*

Received: 05 May 2025

Accepted: 28 May 2025

Published: 31 May 2025

ABSTRACT

Job performance means the ability of an individual to complete their assigned works using available resources effectively. Although extensive research have been conducted on occupational stress and job performance worldwide, India has not focused on this area. In recent years, there has been a notable increase in the prevalence of stress inside the sectors. Hence, this study was thought of to examine the job stress and its impact on employee performance in selected IT and Communications in Chennai. A sample of 121 IT and Communication employees' was taken for this study by using non-probability sampling methods. Job stress factors such as workload and pressure, roles and responsibilities, relationships and communication, and personal factors were analysed to assess the level of job stress and their impact on job performance. The results of this study revealed that workload and work pressure and relationships and communication factors did impact employee performance in IT and Communications in Chennai.

KEYWORDS: *Job Stress Factors, Job Performance, Personal factors, Workload, Work Pressure*

INTRODUCTION

Employees' in the IT and Communication industry may face a variety of difficulties as a result of stress linked to their place of employment. The repercussions of this can include a loss in productivity, a decline in the quality of work, an increase in staff turnover, and an increase in the number of absentees due to health issues such as anxiety, melancholy, migraine patients, and musculoskeletal discomfort. According to Singh and Agarwal (2024), job stress is a big problem in organizations, and it has multiple negative effects on both the operational parts of the business and the economy as a whole. Performance is significantly impacted when employees' are under stress in the workplace. Numerous research have been conducted to investigate the effect that occupational stress has on the performance of the job.

Joyce and Samunnatha (2021) stated that stress at work has a major impact on a large number of people, and that it manifests itself in ways that are covert and unobtrusive. Stress at work is also expensive for businesses since it lowers employee productivity, lowers motivation to work, and increases the number of errors that Employees' make in the task that they are given to do. It is possible for an individual to experience substantial ramifications in both their personal and professional lives if they do not manage the stress that is caused by their employment. Within the context of their professional environment, they are subjected to a variety of stress responses. It is now well acknowledged that employees' are the most valuable resource; nevertheless, the growing stress, worry, and demands that are present in the workplace are

causing this resource to deteriorate rapidly. Inadequate and poor decision making, decreased creative thinking and innovation, strained interactions with colleagues and superiors, mental and physical illnesses (such as anxiety and depression), fatigue and depletion, and decreased motivation and involvement are all factors that contribute to decreased efficiency, decreased job fulfillment, increased rates of employee absence and employee turnover, errors and mistakes, inadequate and poor decision-making making, and decreased inventiveness and innovation.

LITERATURE REVIEW

A study by Award et al. (2022) examined the relationship between occupational stress, WFC, and job satisfaction. Additionally, it evaluated employment burn-out as a mediator across job demands and job satisfaction. This study included data from 279 frontline staff in 14 Palestinian IT and Communications. The method of partial least squares path modelling was used in a cross-sectional investigation. Workplace stress and conflicts between work and family life increase job burnout, according to this study. Job burn-out completely mediates job demands and satisfaction. Additionally, job stress and burnout were more strongly correlated with poorer emotional intelligence (EI). This study also compared SBI and ICICI IT and Communication employees' work-related stress. ANOVA and an independent sample t-test were used to analyze 298 IT and Communication samples. Results showed that employee work stress significantly affected work-life balance. Stress from job duties did not affect SBI employees' work-life balance.

CahayaSanthi and Piartrini (2020) job satisfaction refers to Employees' positive and negative emotions toward their work and a sense of accomplishment. Job satisfaction is said to be high when Employees' working with an sector are content and at ease with the organizational environment and having a feeling of being valued for their contributions.

Aldoseri et al. (2020) conducted a study to investigate the elements that affect employee performance in IT and Communication organizations. These factors include leadership style, job satisfaction, motivation, employee engagement, and work environment. Results of this study showed that leadership style, job satisfaction, motivation, employee engagement, and work environment had significantly impacted by employee performance.

Bhardwaj et al. (2021) investigated employee satisfaction in several commercial IT and Communications, both private and public, in Rajasthan. The researchers aimed at analyzing the impact of numerous factors on employee satisfaction. The factors are management, compensation, restructuring, promotion, workplace safety, and interpersonal connections in the work environment. Results of this study indicated a positive correlation and association between job satisfaction and factors such as recognition, compensation, job stability, advancement prospects, and positive interpersonal relationships with colleagues. The study results further indicated that most IT and Communication employees' were content with the work culture. However, their primary concerns revolved around salaries and working hours.

Elsafy and Shafik (2022) investigated how Egyptian private IT and Communication Employees' view workplace stress and how it influences their performance during the coronavirus pandemic. The descriptive study method included a survey questionnaire for all IT and Communication department personnel. From 1,100 Employees', 51 participated in the survey. This study found that occupational pressures such "role ambiguity and under-utilization of skills" do not impair Egyptian IT and Communication performance. This study suggested that an appraisal and promotion system should have effective feedback, goal setting, communication, achievement, and task-assignment procedures. Financial firms must manage employee stress and reduce work overload to improve performance.

Giao et al. (2020) conducted a study to examine the impact of social support on job-related behaviors, considering the mediating influence of job stress. The present study employed self-report questionnaires to examine the hypothesis by utilizing a sample of employees' in the Vietnamese IT and Communication business. The results obtained from partial least squares structural equation modeling (PLS-SEM) software indicated that social support had a beneficial effect on job-related behaviors such as job satisfaction and performance. These relationships were influenced by job stress. Additionally, this study found that people with a greater internal locus of control exhibited a higher likelihood of experiencing reduced levels of job stress. It was concluded in this study that social support and locus of control significantly influence the overall efficacy of Employees'.

RESEARCH METHODOLOGY

The primary focus of this investigation is the impact of employment stress on the performance of employees' at particular financial institutions in Chennai. The primary data for this study was obtained from a questionnaire that IT and Communication employees' completed to assess their stress levels. 135 of the 150 groups that were required to complete the questionnaires returned them, and 121 of the responses were genuine. Fourteen responses were rejected due to their incompleteness. This study employed convenient sampling, a non-probability sampling method, due to the researcher's ease of access to the data. This is a comprehensive research investigation. The questionnaire is divided into two sections. The initial section inquires about the respondents' personal information. The second section inquires about personal factors, interpersonal interaction, workload and pressure, and roles and duties, which are all sources of job stress. In order to ascertain the level of tension experienced by IT and Communication Employees', descriptive statistics, such as the mean and standard deviation, are implemented.

OBJECTIVES OF THE STUDY

- To assess the perception of job stress and job performance of employees' in selected IT and Communication in Chennai.
- To examine significant impact of job stress on employee performance in those select IT and Communication.

HYPOTHESIS

Ho1: There is no significant impact of work Stress on Job Performance of select IT and Communication.

RESULTS AND DISCUSSIONS

Table 1: Work Stress regarding the of the IT and Communication Employees'

Factors	Statements	Mean	S.D.
Workload and Work Pressure	Excessive workload	3.85	1.274
	Tight deadlines	3.01	1.048
	Inflexible schedule	3.24	1.062
	High expectations	4.21	1.295
	Long working hours	3.44	1.016
Role and Responsibilities	Ambiguous or contradictory responsibilities	3.91	1.810
	Insufficient regulation and independence	3.07	1.223
	Excessive number of workloads	3.08	1.481
	Unfavorable or harmful work environment	3.19	1.124
Relationships and Communication	Inadequate communication with coworkers and supervisors	4.16	1.249
	Interpersonal disputes with colleagues or supervisors	3.91	1.311
	Lack of support and feedback	3.76	1.248
	Job-related emotional requirements	3.66	1.289
Personal Factors	Individual problems or concerns	4.12	0.814
	Lack of self-care and stress management	4.01	0.899
	Inadequate time management and prioritization abilities	3.59	1.098
	Interpersonal disputes with colleagues or supervisors	3.99	0.981

Workload and Work Pressure

Workload and Work Pressure is one of the five work stress factors that are measured, including an excessive workload (3.85), a tight deadline (3.01), an inflexible plan (3.24), high expectations (4.21), and extended working hours (3.44). The findings suggest that Employees' have elevated expectations. The working environment in IT and Communications is characterized by an excessive burden and extended working hours. However, employees' are somewhat content with the rigid deadlines and rigid schedules of IT and Communications.

Role and Responsibilities

Role and responsibilities are another factor of work stress in IT and Communication measured with four variables and the mean values of those variables are: Ambiguous or contradictory responsibilities (3.91); Insufficient regulation and independence (3.07); Excessive workloads (3.08); and an Unfavorable or Harmful work environment (3.19). With these results, it can be inferred that employees' consider ambiguous or contradictory responsibilities and an Unfavorable or harmful work environment are the important stress factors affecting them while doing their job in IT and Communications. However, the variables such as insufficient regulation and independence and excessive workloads are also contributing to some extent to the Employees' work stress in IT and Communications.

Relationships and Communication

Relationships and communication factors are a combination of four variables. The mean score of each variable in this factor is: Inadequate communication with co-workers and supervisors is 4.16, Interpersonal disputes with colleagues or supervisors is 3.91, Lack of support and feedback is 3.76 and the mean score for Job-related emotional requirements is 3.66. It can be inferred from the responses obtained from the IT and Communication Employees' and on the basis of the mean scores that the most important factors contributing to job stress were inadequate communication with coworkers and supervisors (4.16) and interpersonal disputes with colleagues or supervisors (3.91).

Personal Factors

The average answer for personal issues like "Individual Problems or Concerns" is 4.12; "Lack of Self-Care and Stress Management" is 4.01; "Inadequate Time Management and Prioritization Abilities" is 3.59; and "Interpersonal Disputes with Colleagues or Supervisors" is 3.99. The results show that workers are more worried about the stress at work that comes from personal difficulties or issues and arguments with coworkers or bosses.

Table 2: Regression Analysis for Employee Satisfaction

Independent Variables	R ²	Beta	F-Statistics	t- Value
(Constant)	Adjusted R ² 0.714	0.353		4.121**
Workload and Work Pressure		0.313		9.687**
Role and Responsibilities		0.178	59.750**	4.512**
Relationships and Communication		0.217		11.912**
Personal Factors		0.205		6.637**

** Significant at 1% level

F-value 59.750 of the regression model given in the above table indicates 1% significance. R2 value of 0.714 demonstrates that work stress components Workload and Work The amount of pressure, Role and Responsibilities, Relationships and Communication, while Personal components explain 71.4% of IT and Communication employee job performance variability. Stress from Workload and Work Pressure, Role plus Responsibilities, Connections and Communication, and Personal Factors improves job performance for Chennai IT and Communication personnel. The above table shows that one unit raised in Workload and Work Pressure, Role and Responsibilities, Relationships and Communication, along with Personal Factors decreased job performance of Chennai IT and Communication employees' by 0.313, 0.170, 0.227, and 0.201 units. The formula for calculating job stress in Chennai IT and Communications and its impact on performance is: Employee job stress = 0.353 + 0.317 (Workload and Work Pressure) + 0.178 (Role and Responsibilities) + 0.217 (Relationships and Communication) + 0.205 (Personal Factors). Stress factors include workload and work pressure equal to role and responsibilities, interpersonal communication, and personal aspects significantly impact and diminish job performance in Chennai IT and Communications. Other stressors including workload, work pressure, relationships, and communication affect Chennai IT and Communication employees' job performance.

CONCLUSION

In the end, the amount of stress you experience on work might have a significant influence on how successfully you perform your duties. Your productivity may decrease, your level of job satisfaction may decrease, you may be more prone to miss work, you may be more likely to quit your job, you may become less creative and imaginative, and it may even cause problems with your physical and mental health. Based on the findings, the factors that have the greatest impact on IT and Communication Employees' are as follows: high work expectations, a high workload, responsibilities that are unclear or contradictory, a work environment that is harmful or negative, poor communication with fellow Employees' and managers, disagreements with coworkers or management, personal issues, neglect of taking care of themselves and stress management, and dissatisfaction with coworkers or supervisors. Therefore, if we want the employees' of the IT and Communication in Chennai to perform to the best of their abilities, we have to make sure all of these sources of stress on the job are removed.

REFERENCES

1. Aldoseri, F. I., & Almaamari, Q. A. (2020). Factors influencing employee performance at the IT and Communication sector in Kingdom of Bahrain: literature review. *International Journal on Emerging Technologies*, 11(5), 304-309.
2. Awwad, R. I., Aljuhmani, H. Y., & Hamdan, S. (2022). Examining the relationships between frontline IT and Communication employees' job demands and job satisfaction: A mediated moderation model. *Sage Open*, 12(1), 21582440221079880.
3. Bhardwaj, A., Mishra, S., & Jain, T. K. (2021). An analysis to understanding the job satisfaction of employees' in IT and Communication industry. *Materials Today: Proceedings*, 37, 170-174.
4. Borikar, M. H., & Bhatt, V. (2020). Measuring impact of factors influencing workplace stress with respect to financial services. *Alochana Chakra Journal*, 9(6), 1122-1139.
5. CahayaSanthi, N. P. M., & Piartrini, P. S. (2020). The effect of role ambiguity on work related stress and employees' work satisfaction. *American Journal of Humanities and Social Sciences Research*, 4(6), 99-107.
6. Dartey-Baah, K., Quartey, S. H., & Osafo, G. A. (2020). Examining occupational stress, job satisfaction and gender difference among IT and Communication tellers: evidence from Ghana. *International Journal of Productivity and Performance Management*, 69(7), 1437-1454.
7. Elsafty, A., & Shafik, L. (2022). The impact of job stress on employee's performance at one of private IT and Communications in Egypt during COVID-19 pandemic. *International Business Research*, 15(2), 24-39.
8. Giao, H. N. K., Vuong, B. N., & Tushar, H. (2020). The impact of social support on job-related behaviors through the mediating role of job stress and the moderating role of locus of control: Empirical evidence from the Vietnamese IT and Communication industry. *Cogent Business & Management*, 7(1), 1841359.
9. Hakro, T. H., Jhatial, A. A., & Chandio, J. A. (2022). Exploring the influence of work overload and job stress on Employees' turnover intentions. *Gomal University Journal of Research*, 38(2), 193-204.