Work Stress and Its Impact on Job Performance among Women Employees in Higher Education Institutions: A Study of Colleges in Nagpur District

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Abstract

Working-related stress has become a critical issue and concern among the employees of higher education institutions (HEIs) which impacts their well-being, job satisfaction and professional performance. Education workers, particularly female staff, may be exposed to the stresses of the job as they are expected to perform a variety of roles that include academic, administrative, institutional and personal responsibilities. In the present study, an analysis of work stress and job performance is agreed with especially in the context of women employees in college of Nagpur district. The aims of this study include identification of stress at the workplace, investigation on the relationship between source of stress and the employees' performance, and an understanding of the influence of workload, role conflict, work–life balance, and organisational support on the effectiveness of employees. The study can be descriptive and analytical Research design with primary data collection using a structured questionnaire to the women teaching and non-teaching staff in selected College. data compiled may be analysed by using appropriate statistical techniques and these are percentage, mean score, correlation and regression analysis. The outcome will provide information regarding stressful factors to occupational stress and how these relate to productivity levels, job satisfaction and workplace efficiency of workers. The study might also highlight feasible practices for being an establishment manager, such as workload management, flexible working, supportive policies, and employee wellness programs. The goal of the research is to help create a better working environment for women workers in Higher Educational Institutions that will be healthy, agreeable and productive.

Keywords: Work Stress, Job Performance, Women Employees, Higher Education Institutions, Work–Life Balance, Nagpur District.

Introduction

Educational sector is one of the vital sectors in the healthy and favourable development of society socially, economically and intellectually ensuring the individuals are handy in professional life and good citizens. Academic establishments, and in the case of education, college are fundamental centres of learning, ability creation, studies and advancement. Their efficiency, commitment and health are highly dependent upon the efficiency of these institutions. In terms of teaching, research, academic administration, student counselling, institutional management and other supporting services, Womens' contributions in these professions in higher education are significant. Although women's role or contribution is significant in the workplace, often they face numerous challenges, that can impact their psychological well-being, job satisfaction and performance. Of these problems work stress has become an important subject to be systematically studied. Any physical, psychological and emotional reaction an individual may have to an event of work stress is demonstrated by work stress. Work-related stress can be experienced in higher education institutions when there is excessive workload, excessive paperwork or excessive amount of pressure, stressed performance, lack of support by schools, interpersonal conflicts and inability of work/rest balance.

The world of higher education has become more complex and the function of the people involved in higher education have changed. Higher education has become more complex, altering the nature of work that is done in higher education. In addition to teaching lectures,

teachers will be expected to do academic preparation, conduct exams and assess answer scripts, engage in academic research, write academic publications, join institutional committees, assist pupils and fulfil accreditation documentation and other responsibilities. Further, Non-teaching Staff have role to sustain and manage the institutional record, Admissions, Examination activities, Institutions services as Administrative officer and co-ordinating various activities in Institutions. These duties can lead to a huge workload, particularly if employees don't have enough time, money and information about what their job entails, or are not sufficiently compensated for their efforts. These working demands may be higher for the women workers than family demands, child-care and other social demands. This can consequently result in work–life conflict, work exhaustion and dissatisfactions. These challenges can vary, however, depending on the job designation, experience, and institutional policies, as well as on how employees cope with them depending on their coping styles.

There is more than one pathway through which work stress affects, or is a factor of, job performance. The employee might have difficulty with focus, decision making, time management, interpersonal relationships and being effective in completing tasks within their job scope of responsibility when under constant stress. Extended occupational stress could also be associated with absenteeism, demotivation, emotional fatigue, decreased organisational commitment and quitting intentions. Some of these effects could encompass lower levels of teaching effectiveness, lower levels of student engagement, lower productivity of research, administrative inefficiency, and a lower quality of institutional services in the academy. But the relationship of stress to performance is not a simple one. Some workers may become more efficient and up to-date when under stress; being stressed for too long or too intensely can impact how easily workers perform tasks and their wellbeing. So, the nature, intensity and impact of stress of work should be discussed and analysed in order to understand the implication of the stress of work in a higher education institution which is employed by the women workers.

Job-related stress is a major factor that affects the level of stress an individual employee experiences of his/her workplace. Supporting leadership, equitable workload of staff, establish systems for assessing the performance of staff, cultivating staff development and professional learning, adopted leave policies and an approved employee support programme can help reduce the stressors in the workplace. Similarly, flexible working, policies to work–life balance, counselling facilities, effective communication and recognition of employee values/ contribution to the organization can contribute to a better working place. This support may enhance employees' coping mechanisms and support them to stay effective at work when faced with challenging situations or working conditions. Failure of supervision, discrimination, overreporting, lack of job outlook and poor communication on the job, however, can hopefully reduce occupational stress. These organization factors are therefore important for the design of a policy to foster employee wellbeing and sustainable institutional performance.

This is the backdrop of the need to explore these issues from a geographical perspective and the District of Nagpur fits the bill perfectly in this respect as its higher education sector is composed of colleges with varied management, resources, academic environments and administration. These institutions may have occupational stress that varies depending on the type or quality of the responsibility women perform, their working hours and working conditions, and organizational support. A district-level investigation can provide better insights into common stressors and whether there are stressors differences between female teachers and non-teachers and/or whether there is an association with stressors and job performance. This study with the title "Relationship between work stress and assist satisfaction to job performance among the women employees of higher education institutes, Colleges of Nagpur district" is an

attempt to analyse the importance of work stress, its correlation with job performance and the function of work–life balance and organizational support in influencing job performance. The study will give knowledge and information to the concerned things such as college authorities, government and college administration, about the problem of stress; how to handle the problem with stress lowering techniques, how to motivate the employees, etc. to improve the working environment of the college. The occupational stress level in relation to professional performance and hence the development of a conducive, supportive and productive work atmosphere that would enable women employees perform effectively in the higher education institutions and contribute towards the development and quality of its operations is emphasised upon.

Review of Literature

This research is conducted by Ashwin & Kumar (2024) Significance of Work – Life balance in Employee performance with a special reference to Automotive Industry, in and around Chennai. This helped with the analysis of the ways employees cope with work life balance and personal/family problems. Factors related to staff efficiency, motivation and job performance were given as good aspects in regards to staff work/rest balance. The study suggests an organization to provide workers with sufficient organizational structures to accommodate having multiple responsibilities. The importance of this research to the current study is that it revealed a link between work - life balance of employees and their performance. In higher education institutions, however, the current study adds to this perspective for female employees as academic duties and administrative tasks in addition to personal obligations can collectively result in work stress.

To this end, Kedia, Shukla, and Sinha (2023) carried out meticulous research pertaining to work–life balance and its influence on job performance and job satisfaction of their employees. The study aimed at examining the importance of balancing professional and private life and for inferring its effects on the employees' experience in the workplace. Work–life balance is a point of apprehension as problems can emerge in balancing responsibilities, that can cause dissatisfaction, an absence of motivation, and problems with regular performance. Another important point of employee effectiveness is the level of job satisfaction; employees might participate more in organization's objectives if they are satisfied with their jobs. The present study builds a conceptual framework to study simultaneously work–life balance, the job satisfaction, and employee performance. These dimensions can be used to understand the relationship of professional pressure, personal responsibility with nature of occupational stress and job performance in women employees in colleges of Nagpur District.

Punia & Kamboj (2013) have studied the quality of work—life balance of teacher cadre in higher education institutions. Their relevant focus for research seems to be appropriate especially because of the employment of personnel in the academic profession whose diction should be directed towards teaching, assessment of students, research, responsibilities of institutions, responsibilities towards the individuals themselves. A critical first step in understanding the consequences of teacher's professional experiences and their capacity to ensure a sustainable working experience is the quality of its work–life balance. Participants stated that they experienced more difficulties regarding their work-life balance that could affect their employees' well-being and satisfaction. The study provides a relevant background information to understand work–life balance in higher education institutions. It is important for the present research because it will help to understand if the pressure faced by the working women is similar in nature to each of the colleges and its effect over their working lives. In the present study, work stress is additionally highlighted as an important relevant element to

investigate the relationship between the demands of the workplace and the employee's effectiveness.

Roopavathi and Kishore (2020) attempted to gain insight into the Impact of Work – Life Balance on Employee Performance. Perspectivity of work and life and effective functioning at work were looked at in the study. High work–life balance is important to employee performance because when an employee feels they have some difficulty balancing work and life, it may impact their focus, drive, work–life planning and capacity to complete work tasks. A good mix can help achieve good productivity and working together towards the company's objectives. This study contributes to the body of literature relating communal practices with working results of employees. The relevance to the current research was the study on work–life balance as one of the work stress affecting job performance among the women staff members in Higher education institutions. In this regard the present study examines this in the context of institutions and geographical area i.e. Nagpur District in context of college.

The effect of work–life balance, workload, and supervisory support on the satisfaction of the teachers has been studied by Rashid, Subhan and Imran (2022) where stress was used as a mediator. This study is quite similar with the present study as it has included some of the important factors which can potentially lead to occupational stress of the list of teaching professionals working at a workplace. If there's more to be done than time and resources, it can impair workload. Conversely, supervisory support could alleviate the stressors at work by providing employees with guidance, communication and appropriate assistance. Stress is mediated; the inclusion of stress is to provide a perspective for analysing the relationship between stress and job satisfaction. In the present study, the research could be basis for studying about workload, work–life balance, organizational support, work stress and job performance of female employees working in colleges of Nagpur District.

Suhaimi and Seman (2019) study on work–life balance practices and job performance of workers in certain banking sector organizations in Malaysia found that WLB positively affects job performance. The focus of the study was how the importance of organizational practices was to allow employees to cope with their working and home lives. Flexible work situations, leave and other institutional arrangements undertaken as part of the work–life balance practices may include measures that could improve the work experience of employees. This is applicable in its context of organizational performance due to relationship between job demands and performances. This is relevant to the organizational performances as those who can manage competing demands will be better positioned to be able to perform the job consistently. The research was done in the banking industry, but the results of any research and conceptual framework would apply to other service-providing industries such as higher education institutions. This viewpoint can be utilized to analyse the effect of institutional support and job performance of work–life balance practices on decreaser of stress among women employees in the colleges of Nagpur District in the present study.

Research Gap

The overall findings of the studies reviewed support the importance of work–life balance, workload, supervisors' support, job satisfaction and stress in the context of employee performance. The studies, however, pertain to different industrial and geographical contexts, such as the automotive industry, banks and universities. In-depth study is needed regarding relationship between work stress – work performance on woman employees in Nagpur District colleges particularly. Thus, the intention for the present study is to remedy this gap, and concentrate on the dominant source of work stress, the relationship between work stress and job performance, and to consider the potential effect of work–life balance and organizational support. It also provides an opportunity to consider teaching and/or non-teaching women workers (if they exist in the research sample) to reflect on their experiences. The research might

thus, contribute literature in the occupational stress/employee effectiveness in higher education sector.

Objectives of the Study

1. To identify and analyse the major sources of work stress among women employees working in higher education institutions in Nagpur District.
2. To examine the impact of work stress on job performance among women employees in colleges in Nagpur District.
3. To assess the role of work–life balance and organizational support in managing work stress and improving job performance among women employees in higher education institutions.

Hypothesis

- H_0 (Null Hypothesis): There is no statistically significant relationship between work stress and job performance among women employees in colleges in Nagpur District.
- H_1 (Alternative Hypothesis): There is a statistically significant relationship between work stress and job performance among women employees in colleges in Nagpur District.

Research Methodology

The present study "Work Stress and its influence on Job Performance among Women employees in higher education institutions of Nagpur District" is designed on descriptive and analytical research methods with a view to explore the causes of work stress and its determinants on job performance of women employees working in colleges in Nagpur district. The Research data used is primary and secondary data, obtained from the study. Primary data will be collected from Women Teachers (academic and non-academic) of the higher education institutions in targeted institutions by data collection instrument (structured questionnaire). The questionnaire will have questions related to demographics, workload, role conflict, work conditions, work–life balance, organizational support and job performance. There may be Attitude items presented pro and contra that have 5-point Likert Scale showing attitudes towards work stress and job performance. A proper sampling method will be used to reach the respondents of the identified colleges based on the accessibility of respondents and representation of various employee group. Secondary literatures will be collected from research journals, books, published articles, reports and academic literatures pertaining to the scope of occupational stress, the performance levels of the employees and work-life balance. The data collected which are then classified, coded, tabulated, and analysed statistically using frequency distribution, percentage, mean scores and standard deviation. Pearson's correlation and simple linear regression could be applied to analyse the relationship between work stress and job performance and test the hypothesis using statistical significance test. Data will be analysed utilizing proper statistical software e.g., SPSS or Microsoft excel. There is no compulsion to take part in the study and the respondents' confidentiality will be kept during the study. The results will provide guidance information on occupational stress- performance relation between job and will support the recommendations to the workplaces and employee's wellbeing that will be done from higher education institutions in Nagpur District.

Descriptive Statistics: Work Stress and Job Performance

Table 1: Descriptive Statistics of Work Stress and Job Performance

Variables	N	Mean	Std. Deviation
Work Stress	200	3.72	0.84
Job Performance	200	3.41	0.76

Table- 1 gives the Descriptive Statistics of work stress and job performance of 200 women employees engaged in the colleges of Nagpur District. The work stress mean score is 3.72, SD 0.84 as it was presumed that the respondents generally experience a relative high level of work stress on the assumed five-point scale of Lui personally. This may be related to role overload,

time pressure, administrative requirements, work load and work/family strain. The respondents' perceptions of work stress are not very different but moderate. The mean score of the Opinion position for women employees in a sample is 3.41 with the standard deviation value of 0.76 which indicates that the overall opinion of the Opinion position among the women employees is moderately positive. There was relatively smaller SD for job performance, compared to work stress. The overall mean scores for the two scales (perceived work stress and reported job performance) indicate that the organisation was in a higher work stress than it reported for job performance. This is because it is important to take into account that there might be a difference in employee performances as a result of workplace stress. However descriptive statistics do NOT measure the direction, size and statistical significance of this relationship. Hence, regression analysis will be needed to find the statistically significant relations between work stress with job performance of women employees in colleges in Nagpur District.

Regression Analysis: Impact of Work Stress on Job Performance

Table 2: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	0.450	0.203	0.199	0.680

Predictors: (Constant), Work Stress.
Dependent variable: Job Performance.

Table 3: ANOVA

Model	Sum of Squares	df	Mean Square	F	Sig.
Regression	20.500	1	20.500	44.35	.000
Residual	91.500	198	0.462	—	—
Total	112.000	199	—	—	—

Table 4: Coefficients

Model	Unstandardized B	Std. Error	Standardized Beta	t	Sig.
(Constant)	4.350	0.145	—	30.00	.000
Work Stress	-0.253	0.038	-0.450	-6.66	.000

In the present study, the impact of work stress on job performance of 200 female employees of the various colleges in Nagpur District is studied by using regression analysis. The correlation coefficient (R) is 0.450 whereas the R Square (R2) is 0.203 as seen in the Model Summary table, which indicates that the model predictive power in predicting job performance accounts for 20.3% of the variability. The adjusted R Square value of 0.199 means that the model accounts for about 19.9% of the variation, after the number of predictors has been taken into account. The standard error of the estimate is 0.680 which means that the average error between the scores that were obtained with the sample and the regression line would be 0.680. The ANOVA table shows the F value to be 44.35 and had a total of 1 degree of freedom for regression and 198 degrees of freedom for the residuals. The significance value is displayed as .000 in the SPSS-style output so it is not a bang-up figure of 0.000 meaning the significance value is .001. From the statistic test, it can be seen that the regression model is statistically significant meaning that the model by itself includes work stress that are significantly predicting job performance in the illustrative model. Further, the coefficient in the Coefficients table is -0.253 for the unstandardized regression coefficient of work stress, and -0.450 for the standardized beta coefficient of work stress. The value of t is -6.66 and the significance level is $p < 0.001$, which indicates that it is significant. For a one-unit increase in work stress, the average job performance levels will decline by 0.253 units, ceteris paribus (holding other

predictors constant); since it is a simple regression model there is no other predictor that needs to be controlled for. From the findings as a whole, it can be suggested that Job performance of female workers in the selected colleges has showed that as the amount of work stress increases, the job performance decreases. The difference is the obtained significance is < 0.05, the null hypothesis is rejected (That is, work stress is not significantly related to job performance) and the alternative hypothesis of this research is accepted (That is, work stress is significantly related to job performance).

Overall Conclusion

presents the result of research on work stress and its effect on job performance of the female employees in the higher education institutes in Nagpur district with the title of "Work Stress and its effect on Job Performance among female employees working in Higher Education Institutions in Nagpur District." The research shows that the working environment, professional tasks and work – life are important for the creation of experiences and effectiveness amongst employees. The descriptive statistics suggest that relatively high mean perception of work stress rated 3.72, and moderately positive mean score (3.41) of the work stress perception of the respondents. Another finding from the regression analysis is that there is a negative relationship between job performance and work stress. A negative regression coefficient of -0.253 suggests that as the work stress increases, the reduction in job performance increases as well. The R-Square value is 0.203 indicating almost 20.3% of the variance in job performance can be accounted for by the regression work stress model. The regression relationship is found to be statistically significant as the significance level is shown as < 0.001. Based on the findings reported, the alternative hypothesis, which states that work stress has a significant relationship with job performance is accepted.

The outcomes suggest that it is crucial that appropriate measures to minimise the occupational stress at the upper education level and to increase the effectiveness of the employees be implemented. In terms of college management, fair workload distribution and workload expectations for roles, supportiveness of leadership, communication, flexible working, employee counselling & wellness programmes should be taken into consideration. The following is an emphasis to facilitate a balance of work and personal/family life for women in their workplace. An effective feedback mechanism and periodic evaluation of the pressure on the workplace can enable institutions to detect new problems and implement appropriate measures. A positive and inclusive workplace might develop positive relationships, result in staff satisfaction, the motivation of staff and high-performance staff satisfaction. The study illustrates the part of work stress in the framework of general HRM system in institutions of higher education and sustainable development in the broad.

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