

Influence of Job Stress on Interpersonal Skills among Government Employees

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Abstract: *We examined the influence of job stress on interpersonal skills among Government employees. Data was collected from sixty participants comprised of thirty were males and thirty were females. The collected information was evaluated using IBMSPSS 20. Pearson's correlation, independent t-test, and one way ANOVA were employed. Results exposed that there was no significant influence of job stress on interpersonal skills. Stress and interpersonal skills by their designation was also compared. Results indicated that First-Division clerks experienced more stress than Section Officers, Under Secretaries and Deputy Secretaries. Section Officers has good interpersonal skills, other designations have less interpersonal skills. To conclude job stress does not have any effect on interpersonal skills among state Government employees. It has also found that section officer has more interpersonal skills compare to undersecretary and deputy secretary. Further, first division clerk has high job stress related to other designations.*

Keywords: Job stress, Government Employees, Interpersonal Skills, Designation

1. Introduction

Generally, in the work atmosphere job stress is a common issue irrespective of the fields. But here is a little knowledge on how much of work stress can an individual bear and how will it influence that individual's physical well-being and the mental health, and how will it affect the interpersonal relation of that individual.

This article examined the influence of job stress and interpersonal skills among the Karnataka Administration employees. Job stress has become a world-wide issue with repercussions on employees and on organization. Job stress can also affect on interpersonal relation among the coworkers within the organization.

Apart from Job Stress affects psychosocial behavior of an employee & influence their performance and cause emotional exhaustion, which often leads to negative wellbeing. Job stress can further lead to burnout causing ailment such as cardio vascular diseases, diabetes, musculoskeletal problems, depression or bipolar disorders, sleep disorder, etc.

According to Cox and Griffiths psychosocial risks can harm a worker's psychological or physical happiness over relationships between the enterprise and organization of work. A study conducted on Nurses in 2014 states that stressors in the job includes work overload, shift patterns, lack of self-confidence in their efficacy as nurse, uncertainly about working schedule, conflict with physicians/supervisors/peers and feeling powerlessness. Job stress can destructively influence interpersonal relationship, such as poor coordination, low management support, poor relationship, no open communication, poor team support, group cohesiveness according to (N.V. Ramachandran, Dr. R. Rajendran- 2018).

According to Lazarus¹⁰, the way we evaluate an incident regulates how we react emotionally. Therefore work-related stress is prejudiced by the observation of the subject facing strains in the work setting based on his/her capacity to face them. Interpersonal relation can have negative impact as well has positive impact on employees, some studies show a

positive influence and some others show a harmful influence.

A stand of literature states that the paraphernalia of interactive interaction on the job can occasionally be harmful, rendering associations with colleagues and managers a source of stress. Particularly, interpersonal work relations may cause stress when fights arise among coworkers. However other study says that interpersonal also a helping behavior within the coworkers had a statistically substantial positive effect on psychological stress response through increasing the quantitative workload.

Literature on qualitative study exposed that occupational stress widely varies in different work conditions liable on the workplace characteristics interpersonal relationships, culture and public interactions Qualitative variations in the work creates tuning problem amongst staffs. The social relations inside the sector and between the sectors generate qualitative complications within the place of work to a great extent (Brook 1973) and also the accountability load generates unembellished stress among workers and managers.

If the individual manager/employee cannot handle with the enlarged level of tasks it may lead to numerous psychological and physical conditions among them. (Cobb 1975). In some studies, communications with coworkers have been cited as the most vital causes of job stress and burnout (Gaines and jermier, 1983; Leither and Maslach, 1986).

Such negative interpersonal experiences contrast with the many positive and rewarding aspects of contact with co-workers, which have been discussed most extensively in the research literature on societal backing in the slog scenery (Beehr, 1985; house, 1981) when employer takes care of employee in physical and psychological health outcomes, it will also reflect in their job performance.

Interpersonal connection at work creates the day-to-day contact between co-workers, supervisors and staffs. These relations are a natural part of work atmosphere and are frequently enjoyable and imaginative, but sometime, the

foundation of pressure and hindrance can occur too (De dreu, et al, 2003).

Tension can also ascend from interpersonal relation on the job, which happens when workers experience team burden and hold thoughts not to share to their colleagues. Interactive communication and relationship in recent ages has been constantly placed high as a weighty obligation for leading effective job performance in the organizations (Amit kumar, 2014) interpersonal relation and job stress can depend on the nature of the work, work environment, organization, co-workers & managers.

Interpersonal skills have both optimistic and bad effect on job performance and on work stress. Organization also plays a vital role in having a decent interpersonal skill among the workers where it can have optimistic effect on work stress, where an employee can have balanced work and private life. Work Stress & interpersonal relation differ for different sectors & work environments, for instance public sector and private sector.

2. Methodology

The present-day paper was aimed to study the outcome of job stress on interpersonal skills among the secretariat employees of different designations. There are many studies done on job stress and interpersonal skills taken place on different professional work population. The study followed two hypotheses.

Hypothesis one stated that there is no influence of job stress on interpersonal skills. Hypothesis two stated that there is no significant outcome of different designations on job stress and interpersonal skills among state government employees. Data collected from sixty respondents which consist of thirty males and thirty females working in different designations.

Data was collected by using questionnaire developed by NIC (skills and development) for interpersonal styles, it's a 3-point rating scale and to measure the stress level, questionnaire developed by HSE (management standards) was used. It's a 5-point rating scale. Subjects were given both the questionnaires together and were educated to answer the questions, there is no correct or incorrect response, it is a paper pencil test.

Questionnaire includes demographic details; after the completion of the questionnaire, it was collected from the participants. Later the questionnaires were authenticated and used for analysis, contributors were thanked for their participation.

Statistical Analysis

Statistical analysis was carried out using IBM SPSS-20 (statistical package for social science) Pearson's product moment co-relation test, independent t-test and one way ANOVA were used to analyses data to test hypothesis.

3. Results and Discussion

Table 1: Correlation matrix

	Job stress	openness	Self-Controlled	Direct	Indirect
Job Stress	-				
Openness	.086	-			
Self-Controlled	-.126	-.793**	-		
Direct	.316*	.419**	-.515**	-	
Indirect	-.284*	-.444**	.529**	-.826**	-
Total-Inter-Personal Style	-.012	.186	.272*	.080	.323*

*significant at 0.05 level, **significant at 0.01 level

Through a simple descriptive analysis, we gathered the correlation matrix of job stress and interpersonal relations among secretariat employee. The above table indicates the affiliation between job stress and interpersonal skills. Results designate that the connection between job stress and interpersonal skills were found insignificant ($r=-0.12$, $p>0.05$). however, subscales of interpersonal skills such as Direct ($r=0.316$, $p<0.05$), and indirect found significant ($r=-0.284$, $p<0.05$). Rest of the subscales such as openness ($r=0.086$, $p>0.05$), and self-controlled ($r=-0.126$, $p>0.05$) have not shown any significant relationship.

Table 2: Summary of t test results

	Stress Levels	Mean	SD	SE	df	t	P
Openness	High Stress	14.21	3.93	.69	58	0.210	0.834
	Low Stress	14.00	4.12	.78			
Self-Controlled	High Stress	11.71	3.89	.68	58	0.173	0.863
	Low Stress	11.53	4.28	.80			
Direct	High Stress	13.46	4.22	.74	58	1.429	0.158
	Low Stress	11.92	4.09	.77			
Indirect	High Stress	12.53	4.44	.78	58	0.979	0.322
	Low Stress	13.60	4.01	.75			
Interpersonal	High Stress	51.93	3.38	.59	58	0.942	0.350
	Low Stress	51.07	3.73	.70			

t-test identified the effects of job stress on interpersonal skills among the employees, t value in the sub scale Interpersonal styles in openness is 0.210, $p=0.834$, in self-controlled t value is 0.173, $p=0.863$, in direct t value is 1.429, $p=0.158$, indirect t value is 0.979, in interpersonal t value is 0.942, $p=0.350$

Table 3: Shows Mean, SD and t value of three groups of different designations in their Interpersonal relationship

Designation	Interpersonal Relationships		F	Sig
	Mean	SD		
FDC	51.42	3.4	.169	.845
SO	52.00	3.6		
US&DS	51.35	3.6		

*significant @ 0.05 level, **significant @0.01 level Note: FDC-First division Clerk, SO-Section Officer, US & DS-Under Secretary and Deputy Secretary

As shown in table 3, it indicates mean and SD of three groups of different levels of designations of state government employee in their interpersonal relationship. The employees who have designation of FDC the mean value of 51.42 with standard deviation of 3.4, second group that is SO has mean value of 150.70 with the standard

deviation of 3.6 and finally the mean and standard deviation the third group who have designation of US&DS and above are 51.35 and 3.6 respectively. One way ANOVA results shows that there is no weighty difference found between three different designations in their interpersonal skills ($f = .169, p = .845 > 0.05$).

Table 4: Showing the Designation of state government employee in Job Stress

Designation	Job Stress		F	Sig
	Mean	SD		
FDC	141.41	15.15	.253	.777
SO	143.66	10.41		
US&DS	144.25	13.19		

*significant @ 0.05 level, **significant @0.01 level Note: FDC-First division Clerk, SO-Section Officer, US & DS-Under Secretary and Deputy Secretary

As shown in table 4, it indicates mean and standard deviation of three groups of different levels of designations of secretariat employee in their job stress. The employees who have designation of FDC the mean value of 141.41 with standard deviation of 15.15, second group that is SO has mean value of 143.66 with the standard deviation of 10.41 and finally the mean and standard deviation of the third group who have designation of US&DS and above have the value of 144.25 and 13.19 respectively. One way ANOVA results specifies that there is no substantial difference found between three different designations groups in job stress government employees ($f = .253, p = .777 > 0.05$).

4. Discussion

In this current study, job stress on interpersonal skills among government employees were measured, outcome of them on work. Demographic details were taken. The relative between variables was found irrelevant but it was negative. which also specify that, the job stress doesn't play any key role in affecting interpersonal skills of government employees. There are several studies towards these variables in the literature. Kingir (2006) has conducted studies on the positive effects of occupation stress and interpersonal conflict. In other study done by Haq (2011) it says there is negative effect on work stress and interpersonal relation.

Further, results revealed there is no noteworthy relationships between the sub scales of inter personal relationship that is openness and job stress, self-contained and job stress, Direct and job stress. There is also a significant relationship between the sub scale of inter personal relationship that is indirect and job stress. Overall, there is no significant relationship between interpersonal relationship and job stress.

It shows that they might prefer to work independently or to dedicate the condition and terms of how others are involved in the working conditions and also, they might have their own way to do their work. And don't need to get help. As there is significant different between sub scale of interpersonal relationship that is indirect and job stress.

Which shows that the person who is indirect in their interpersonal skills tend to have high job stress. Another

impartial of the study is to understand the difference designation in relation to interpersonal relationship and job stress among government employees. The result of the present study revealed that there is no weighty difference between interpersonal relationship and job stress in relative to different designations of government employees. Hence the null hypothesis accepted.

Comparing the mean score of different designation FDC have more job stress and less interpersonal relationship, but when we see the mean value of SO have low job stress besides high interpersonal skills. But the prior studies have found there is a difference between interpersonal relationship and job stress in relation to different designation of state government employees (Brook, 1973; cob, 1975) Lower the designation high level of stress can be found and pressure from the higher officer and work load especially difficult to complete leads to high job stress. (Jex & Beehr, 1991).

The study analysis states that employees who work in different department experience different kind of stress level and interpersonal relation among the co-works in government sector. The superior's contribution to buffer the outcome of work stress is found less according to Anoop Singh et al. (1991)

5. Conclusion

Job stress is emerging day by day, change in working condition, different shift can also lead job stress, handling work stress should be main focuses in work place that will directly effect on health and the performance of the employee. job stress can also lead to emotional breakdown, alcohol consumption as well as burnout. Interpersonal behavior can have both helpful and harmful effects, interpersonal behavior can lead to psychosocial stress leading to work load, extending work hours, same behavior can also lead to team performance, less work stress, good communication among the workers.

Stressor is common in all profession; stress level will be diverse from one another depend on nature of work. pressure can be both physical and mental. They have impact on individuals.

To conclude there is no impact of job stress on interpersonal skills among government employees. It has also been found that Section Officer has more interpersonal skills compared to Undersecretary and Deputy Secretary. Also, first division clerk has higher job stress related to other two designations. However, it can be noticed that there is no modification between designation in relative to interpersonal skills and job stress. Interpersonal skills and job stress doesn't have influence on designation among the employees. The primary focus of the present study was to revel the effect of job stress on interpersonal skills and the effect of designation on these variables. As the significant effect was not observed, replication on this regard is needed with larger population. Gender difference could also be revealed

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