

The Psychological State that Workers are Exposed to During Work Pressure and its Relationship to the Efficiency and Quality of Outputs

Majid Khalaf Alshammari¹, Mohamad Hashim Othman¹, Yasmin Othman Mydin¹ and Badiea Abdulkarem Mohammed²

¹*School of Educational Studies, Universiti Sains Malaysia.*

²*College of Computer Science and Engineering, University of Ha'il, Saudi Arabia.*

Abstract: The workplace can either affect the employees positively or negatively. Work can cause pressure and lead to stress which is not good for the employees. Occupational stress can be defined as a physiological and psychological that occurs due to pressure inflicted at the work place to achieve set goals and objectives when the individual's work ability and the work requirement is not equal. Stress can define a negative condition or a positive condition that responds to a stressor and that can have an impact on a person's mental or physical health and wellbeing. The causes of work place stress include tight deadlines, pressure from the management, too much workload and conflict of interest. The impact of work place include poor quality output and reduced efficiency of getting the work done.

Keywords: Goals, occupational stress, work output and efficiency.

INTRODUCTION

Work can be defined as any activity that involve physical or mental effort to be put in order to achieve a certain purpose or goal. Organizations and businesses have specific aims that they need to achieve and therefore they incorporate manpower to help them achieve the set goals. At times the deadlines are usually near and so many other pressures that lead to work pressure. Work pressure can be defined as the urge to achieve the set goals and objectives within a limited amount of time that in turn requires the worker to put extra effort to achieve them. Work pressure can lead to stress and stress at the work place is called occupational stress. Occupational stress can be defined as a physiological and psychological that occurs due to pressure inflicted at the work place to achieve set goals and objectives when the individual's work ability and the work requirement is not equal (Lazarus, 2020). Stress can define a negative condition or a positive condition that responds to a stressor and that can have an impact on a person's mental or physical health and wellbeing. Occupational stress affects the health of a person emotionally, mentally and even socially (Spielberger, & Reheiser, 2020). The effects of stress at the workplace begin to manifest very early and they can present with anxiety and a negative attitude towards the work. A prolonged exposure to work pressure may manifest with characteristics such as excessive negative reactions which lead to an increased health risk. Work pressure can manifest in various ways including heavy workloads, strict deadlines, conflict of interest and even long working hours. The different occupations have different levels of work stress and while some groups have

more work pressure than others all of them get stress due to the work pressure. Research shows that health workers and teachers are among the occupational groups that are faced with the highest levels of work pressure. Scholars have found that stress for a short while manifests with anxiety, irritability and nervousness but if it goes on for a long time it can cause chronic effects such as heart diseases, hypertension, diabetes, musculoskeletal diseases, anxiety disorders and even depression. Apart from the health psychological effects of work pressure stress also causes mental effects that affect the overall functioning of the person. The world health organization defines health as a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity. The effects of work place pressure range from the mild ones to significant mental disorders including psychosis which present with symptoms such as anxiety nervousness, irritability, job dissatisfaction and even depression. The impact of workplace pressure on the performance of employees has been an area of concern in the recent years and particularly in terms of how it affects the efficiency and the quality of output in the workplace. Every organization or business aims to achieve the very best and increase its profits. To achieve all the set goals various aspects, have to be considered including the performance of workers. To achieve maximum profits and quality outputs workers have to be satisfied. This paper will explore the psychological state that workers are exposed to during work pressure and its relationship to the efficiency and quality of outputs.

CAUSES OF WORK PLACE PRESSURE

The psychological state that workers are exposed to during work pressure is a very complex phenomenon that occurs as a result of various reasons. Work pressure does not often have advantages as compared to the overall effects that it

*Address correspondence to this author at the School of Educational Studies, Universiti Sains Malaysia; E-mail: m.alnehait@hotmail.com

causes. Some of the common work place pressure occurs due to the following reasons. First, work place pressure can occur due to demand from supervisors. The supervisor is mandated with role of monitoring the work progress of workers and ensuring that they are working towards achieving the goals of the organization. Some supervisors tend to use certain leadership skills to govern the employees which usually put pressure on employees. Supervisors who are often on the employees backs not giving them breaks and giving huge workloads affect the performance of the employees (Coetzee & Devillier, 2010). Employees become anxious, nervous and can no longer perform effectively. The second cause of workplace pressure is increased competition. Competition from other companies forces the business to have to strategize in order to be able to compete favorably with the others and can often cause the manager to put more pressure on employees so that they perform better and improve the output so that the company remains in the market despite the high competition. The third cause of work pressure is the urge to exceed expectations. Some employees want to be promoted or be acknowledged in the workplace and they end up putting so much pressure on themselves so that they exceed the expectations of their employees. The other cause of work pressure is strict deadlines that are not communicated on time. Some companies lack a proper system of communication and therefore they do not communicate clearly and therefore put strict deadlines when they notice the time is almost which in turn leads to work pressure for the employees. The other cause of workplace pressure is shortage of employees. When employees in an organization are not enough employers divide the huge workload among the few employees and they end up doing a lot of work which pressures them. Work place pressure leads to so many effects to the employees and they tend to experience many negative emotions. The other cause of work pressure is role Conflict. According to (Glaser et al, 2019) conflict is referred to as stated that conflict is unsustainable and incompatible requirements and expectations that the employees receive from their supervisor that they are expected to achieve. According to Luthan (2002) he described the major type of role conflicts. One type of conflict is between the individual and the role is one example. For instance, a new production team may be led by a production worker who is also a union member. Although it may go against this new team leader's personality to be tough, the head of production would expect him or her to maintain strict control over the employees. Conflicting expectations about how a certain position should be played result from the second type of interpersonal role conflict. Inter-role conflict also arises when two or more roles that must be played simultaneously have different criteria. For instance, positions at work and those outside of it frequently clash. According to Zhao et al. (2010), the role develops when the individual is subjected to increased pressures from peers, supervisors, and subordinates. Such stress is particularly prevalent in positions that demand conceptual thinking and decision-making and that lack or have vague job descriptions.

EFFECTS OF WORK PLACE PRESSURE

The effects of work place pressure include emotional, psychological, physiological and even mental effects. The first

psychological state that occurs due to workplace pressure is stress. Stress can define a negative condition or a positive condition that responds to a stressor and that can have an impact on a person's mental or physical health and wellbeing. However, stress has negative effects especially when it goes on for a long time. Stress is a biological response by the body due to pressure. Stress at the work place is known as occupational stress which is defined as a physiological and psychological that occurs due to pressure inflicted at the work place to achieve set goals and objectives when the individual's work ability and the work requirement is not equal. Research shows that the number of incident cases of depression worldwide increased from 172 million in 1990 to 25.8 million in 2017, representing an increase of 49.86%. Mental disorders accounted for 2295.8 of age-standardized DALYs per 100,000 people and substance-use disorders accounted for 399.9 age-standardized DALYs per 100,000 in 2019, with 1.8% and 20.1% increases, respectively, compared with 1990. Researchers have predicted that more than one-fourth of the world's occupational population will be engaged in professional activities, and their productivity will be plagued by mental health problems. In some professional groups with a high degree of tension, psychological problems will occur when psychological pressure accumulates to a certain extent and there is no suitable way to decompress. Stress in the workplace if it progresses for long, it can cause the patient to have certain chronic conditions such as heart diseases, hypertension, diabetes, musculoskeletal diseases, anxiety disorders and even depression. Good mental health is associated with great performance at the workplace which increases the quality of output. Bad mental health brings about irritability, anxiety and other chronic conditions that affect the functioning at the work place negatively.

IMPACT OF WORKPLACE PRESSURE

The impact stress due to work pressure affects employee's performance. Stress has a significant impact on workers. Stressed out workers struggle to satisfy organizational objectives because they experience burnout on a physical, psychological, and organizational level. Employees at service organizations experience significant levels of work-related stress, which is the main cause of employees' subpar performance at work. Workplace stress has a severe impact on women's wellbeing, which leads to feelings of discontent and hostility toward their jobs, which eventually lowers performance (Iskamto, 2021). Majority of employees in firms experience job stress, which lowers performance. The condition of "high demand and low control" is strongly linked to heart and circulatory issues, anxiety, depression, and alcohol use, as well as susceptibility to a variety of infectious diseases. In addition to a high rate of cardiovascular, anxiety, depression, and conflict-related issues, the state of "high effort and low control" is also linked to these conditions. High incidences of back pain and receptive strain injuries happen in situations where both of these variables are present. Together, these two circumstances restrict workers' ability to execute. Employees who lack control over their work, receive inadequate compensation, and work under an unsupportive management system are more likely to have major physical issues like heart disease, an increase in blood pressure, and

headaches. Workplace stress has an impact on employees' physical, psychological, and financial well-being. Employees lose working hours and are absent from the company as a result of stress. Stress causes people to leave their jobs more frequently, which affects both employee and organizational performance. Stress's effects on workers' productivity.

Work place pressure also impacts the organizations quality of output and efficiency in the following ways. When employees are under pressure, they face anxiety which in turn affects their ability to communicate effectively. The employees are unable to pass their ideas or talk to their bosses which may affect their productivity or the ability to offer better solutions which improve the quality and efficiency of the output (Pandey, 2020). Poor communication leads to many misunderstandings, conflict among the employees and the management which leads to lack of cooperation. Employees also work in flight mode when under pressure and they end up making so many mistakes which could have been avoided if only they were given the opportunity to work slowly. Employees when under pressure do not receive good criticism positively which in turn makes it difficult to learn a new skill and in overall the quality of the output is reduced. Work place pressure also affects the ability of the employees to concentrate on the task at hand and they end up making so many mistakes and errors that are easily avoidable. When employees are under pressure they experience burn out and they lack the motivation to perform effectively leading to poor efficiency and reduced quality of output. Researchers have found out that work pressure only increases the rate at which errors and mistakes are performed rather than improving the efficiency for example in the case of nurses when they are under pressure to care for all the patient, they end up offering substandard care or even giving wrong dosages and medications which is really harmful to the patient. When workers are under pressure, they even lack time to research and come up with innovative ideas that would improve the efficiency at which the work is done. Substandard and poor-quality goods are more likely to be produced when employees are working under pressure since they lack time to countercheck or even correct the errors (Hassard, et al , 2018).

HOW TO DEAL WITH WORK PLACE PRESSURE

However, despite all the negative impact that work pressure has on employees the managers can come up with various means to help deal with the work pressure and stress which will help improve the quality and efficiency of output. The first strategy is to create a conducive environment where the employees can communicate effectively with the managers and be able to offer their ideas. When employees feel acknowledged they are motivated to perform better which improves the quality and efficiency in which work is done. The second strategy is to create a social welfare department where employees can get someone to talk to when they do not feel happy or are facing other issues. Stress builds up over time and if not well managed it can result to chronic health conditions such as hypertension and diabetes. So many factors precipitate to chronic stress and creating a system through which employees are able to talk to someone enables them to address their issues and be able to perform efficiently (Wickramasinghe, 2010).The other strategy is to come up with a plan in the organization that clearly dictates

the roles of every employee in the organization and the division of labor. That way everyone is able to know their role in the organization and have clear and well-set deadlines and they can work without pressure to meet the deadlines. The manager should also offer training opportunities for the employees to improve their skills so they are able to perform efficiently and increase the work output. Employers themselves also have a role in helping reduce work place pressure and promote well-being among themselves (Adnan Bataineh, 2019). Employees should be able to notice when one employee is not okay and help them deal with the issues that cause them stress. If employers and the employees work together, they can deal with the work place pressure reducing the adverse risks of work pressure.

To conclude work pressure has so many negative effects on the psychological state of the employees and it also affects the efficiency and quality of output. Work pressure causes Occupational stress can be defined as a physiological and psychological that occurs due to pressure inflicted at the work place to achieve set goals and objectives when the individual's work ability and the work requirement is not equal. Stress can define a negative condition or a positive condition that responds to a stressor and that can have an impact on a person's mental or physical health and wellbeing. Occupational stress affects the health of a person emotionally, mentally and even socially. The effects of stress at the workplace begin to manifest very early and they can present with anxiety and a negative attitude towards the work. A prolonged exposure to work pressure may manifest with characteristics such as excessive negative reactions which lead to an increased health risk. Stress in the workplace if it progresses for long, it can cause the patient to have certain chronic conditions such as heart diseases, hypertension, diabetes, musculoskeletal diseases, anxiety disorders and even depression. Good mental health is associated with great performance at the workplace which increases the quality of output. Bad mental health brings about irritability, anxiety and other chronic conditions that affect the functioning at the work place negatively. The causes of work pressure include first, work place pressure can occur due to demand from supervisors. The supervisor is mandated with role of monitoring the work progress of workers and ensuring that they are working towards achieving the goals of the organization. Some supervisors tend to use certain leadership skills to govern the employees which usually put pressure on employees. Supervisors who are often on the employees backs not giving them breaks and giving huge workloads affect the performance of the employees. Employees become anxious, nervous and can no longer perform effectively. The second cause of workplace pressure is increased competition. Competition from other companies forces the business to have to strategize in order to be able to compete favorably with the others and can often cause the manager to put more pressure on employees so that they perform better and improve the output so that the company remains in the market despite the high competition. The third cause of work pressure is the urge to exceed expectations. Some employees want to be promoted or be acknowledged in the workplace and they end up putting so much pressure on themselves so that they exceed the expectations of their employees. The other cause of work pressure is strict deadlines that are not communicated

on time. Some companies lack a proper system of communication and therefore they do not communicate clearly and therefore put strict deadlines when they notice the time is almost which in turn leads to work pressure for the employees. The other cause of workplace pressure is shortage of employees. The impact of workplace pressure is that when employees are under pressure, they face anxiety which in turn affects their ability to communicate effectively. The employees are unable to pass their ideas or talk to their bosses which may affect their productivity or the ability to offer better solutions which improve the quality and efficiency of the output. Poor communication leads to many misunderstandings, conflict among the employees and the management which leads to lack of cooperation. Employees also work in flight mode when under pressure and they end up making so many mistakes which could have been avoided if only they were given the opportunity to work slowly. To help deal with workplace pressure employers can create a conducive environment where the employees can communicate effectively with the managers and be able to offer their ideas. When employees feel acknowledged, they are motivated to perform better which improves the quality and efficiency in which work is done. The second strategy is to create a social welfare department where employees can get someone to talk to when they do not feel happy or are facing other issues.

REFERENCES

- Adnan Bataineh, K. (2019). Impact of work-life balance, happiness at work, on employee performance. *International Business Research*, 12(2), 99-112.
- Coetzee, M. & Devillier, M. 2010. Sources of job stress, work engagement and career
- Glaser, J., Hornung, S., & Höge, T. (2019). Organizational tensions, paradoxes, and contradictory demands in flexible work systems. *Journal Psychologie des Alltagshandelns/ Psychology of Everyday Activity*, 12(2), 21-32.
- Hassard, J., Teoh, K. R., Visockaite, G., Dewe, P., & Cox, T. (2018). The cost of work-related stress to society: A systematic review. *Journal of occupational health psychology*, 23(1), 1.
- Iskamto, D. (2021). Stress and its impact on employee performance. *International Journal of Social and Management Studies*, 2(3), 142-148.
- Lazarus, R. S. (2020). Psychological stress in the workplace. In *Occupational stress* (pp. 3-14). CRC Press.
- Luthans, F. (2002). *Organisational Behaviour*. New York: McGraw-Hill Companies, Inc.
- orientations of employees in a South African financial institution. *South African Business*
- Pandey, D. L. (2020). Work stress and employee performance: an assessment of impact of work stress. *International Research Journal of Human Resource and Social Sciences*, 7(05), 124-135. *Review* . 14(1): 27-57.
- Spielberger, C. D., & Reheiser, E. C. (2020). Measuring occupational stress: The job stress survey. In *Occupational stress* (pp. 51-69). CRC Press.
- Wickramasinghe, V. (2010). Work-related dimensions and job stress: the moderating effect of coping strategies. *Stress and Health*, 26(5), 417-429.

Received: Jan 15, 2023

Revised: Feb 20, 2023

Accepted: Apr 05, 2023

Copyright © 2023– All Rights Reserved
This is an open-access article.