



## THE EFFECT OF WORK STRESS ON JOB PERFORMANCE: A SAMPLE OF AYDIN UNIVERSITY STUDENTS

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### Abstract:

The aim of the research is to determine the extent of the relationship and frequency of Work Stress on job Performance Context of Simple Linear Regression Analysis, Analysis of Variance (ANOVA), Statistics Trial analysis (T) analysis of the analytical samples and Pearson correlation were applied to analyze the results. The study relied on the quantitative approach. A descriptive research design was used, consisting of 80 samples of Aydın University students working in different sectors. Participants were selected using a questionnaire, various types Statistical tools such as percentage analysis were used T-test, Descriptive Statistics, correlation, Model Summary, Anova, and Coefficients, It was the analysis Implementation was carried out using SPSS, factor analysis, independent samples t-test and Pearson correlation analysis were applied to analyze the data obtained using the questionnaire, The research resulted that there is an effect of the dependent variables (workload pressures, job security pressures, and shift work pressures) on the independent variable (job performance) and we can predict the dependent variable through the independent variables hypothesis, The study also found that the independent variables explained (.14%) of the variation occurring in job performance. The ANOVA analysis revealed that the regression was significant, and the dependent variables (Constant, Workload Stress, Job Security Stress, Shift Work Stress) had an influence on the independent variable (Job Performance).

**Keywords:** job stress, job performance, job security, shift work

### 1. Introduction

I chose this topic because it is considered an important and thorny issue in the work environment, as many people suffer from experiences of stress at work and its impact on their job performance. In addition, I have a personal and professional interest in understanding how stress resulting from work affects the performance of individuals in

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various environments, because my field of work is freedom and human rights. It is also the reason for highlighting strategies to alleviate work stress that students with different jobs can follow to overcome work stress and improve their performance during their university studies at Istanbul Aydin University. The goal here is to provide an important context about the importance of the study and the necessity of understanding the negative impact of pressure at work on job performance on the part of Aydin University students. The opportunity may be available to shed light on the important topic, and highlight the lack of field research in this field, and set goals.

The purpose of this research is to study the effect of work stress on the job performance of a sample of students at the Turkish University of Aydin. Based on the argument that stress affects how work is performed, as well as the quality of the final product, it would be expected that there would be a negative relationship between stress and job performance. This argument derives from the cognitive activation theory of stress and the conservation of resources theory. These theories state that the occurrence of a stressful event has a negative impact on the mental and physical health of students with employment by depleting resources. There is a growing awareness of the costs of worker stress, involving economic, health, and quality of work issues. Organizations can no longer afford to ignore problems in this area. For the individual, stress may have an adverse effect on satisfaction, psychological well-being, physical well-being, and performance.

O'Driscoll and Cooper (2006) noted that ill health and job turnover as a result of stress can incur costs to the organization because of recruitment and retraining. Work stress is a major factor in job performance, and the topic of work stress and job performance is of major interest to employees and organizations due to its long-lasting effects. It is well known that stress at work has become a major issue in today's fast-paced organizations. It is important to study the link between stress and job performance to identify what problems exist and how they can be dealt with. It is also important for organizations to be proactive in dealing with stress. Waiting for a problem to occur and then dealing with it can be costly, both from a human and financial perspective. A functionalist approach to job performance defines performance as a behavior or action that contributes to the fulfillment of an objective, goal, or standard. This may seem straightforward, but is complicated by the fact that teachers often have difficulties in defining effectiveness criteria, and their tasks are multi-faceted and often not observable. These problems in defining performance led to Robotham's (1998) model of performance in teaching that sought to relate the complex nature of teaching with the possibility of stress effects on teacher performance. This model was never tested and remains an accurate descriptor of the stress-performance relationship in teaching.

Reputable stress researcher Hans Selye is credited with coining the phrase "stress" (Institut Universitaire Santé Mental de Montréal, 2012). According to Arnold and Feldman (1986), stress is a person's reaction to an unfamiliar or unfavorable circumstance at work. According to William and Huber (1986), stress is a response to circumstances in which an individual's capacity for adaptation may have

been overreached on both a psychological and physical level. Collagen and Higgins (2005) characterized occupational stress as a complicated psychological state of mystery (Akanji, 2015). Both your body and your emotions will react and respond dangerously when the job does not "marry" with your abilities or the resources available to you.

## **2. Definition of Work Stress**

An alternate definition of work-related stress is an imbalance between one's perceived ability to satisfy workplace obligations and those demands themselves. People differ in how they see the world and how they are able to deal with it, thus, it is extremely improbable that this notion will apply to everyone in every scenario. However, it is versatile enough to be applied in a range of difficult situations. These concepts are again connected by the notion that stress is a consequential condition. Put another way, stress is said to develop when a person feels that their circumstances are more than their capacity to manage and might have negative or harmful consequences. A reduction or downsizing. Workplace stress has been defined in a variety of ways, and it is hard to identify which definition is most often accepted. It's commonly described as a negative reaction individuals have unreasonable requests or pressure. The result is an uncomfortable physiological condition (ranging from slight discomfort to long-term health difficulties) and/or an unpleasant mental state (such as worry, melancholy, guilt, or shame). Because individual differences play a significant role in the experience of work stress, as well as the fact that many people share similar stressors and strain patterns, some researchers and practitioners are interested in exploring work stress as a transaction between the individual and his or her environment.

### **2.1 Types of Stress**

Taylor *et al.* (1995) state that there are five major types of stress, and they explain them as follows:

#### **2.1.1 Work Stress**

Stress has become more and more popular as a research topic since World War II. Organizations are finally realizing that stress at work is a major factor in the loss of human potential. Almost all employees say they experience a lot of stress at work. Thus, stress at work is one of the major problems the world is currently experiencing. Stress is a people's unexpected reaction to the problems they are facing. Stress may only be beneficial to an individual to the extent that they can handle it; most of the time, stress exceeds permissible limits and has a bad effect on workers. Another source of stress at work is family conflicts, according to Anderson (2002). Stress is defined as a person's reaction to outside influences. Stress has been viewed as a form of environmental stimulation. Stress at work may be quite dangerous since it can affect how families interact and how well people function. Depending on the stress level at work, families'

capacity to offer material security and the demands put on them may change. All workers, even managers and executives, encounter stress at work

Inadvertently, a decrease in organizational performance was caused by work stress. Moreover, stress at work can have a negative impact on healthcare in addition to the company's and its workers' productivity. Employers increasingly highlight the significance of managing and reducing work-related stress through practical recommendations in the public sector, but not in the private one.

### **2.1.2 Chronic Stress**

She claims that the characteristics of this type of stress are persistent demands and pressures that seem never-ending. Persistent stress is the sort that depletes a person's energy continuously, year after year, with no clear way out. It erodes a person's physical and mental health to the point of collapse and perhaps death.

### **2.1.3 Acute Stress**

This type of stress is the most common and readily recognized. It's the sort of tension when the person feeling it knows why they are feeling it—a bear walked into his campground, he was in a car accident lately, the school nurse just phoned. It may also be something like a parachute jump, which is both thrilling and scary. Because stress has temporary effects, the body usually heals when stressful situations end and daily activities begin. Acute stress usually doesn't cause the body to suffer grave or permanent injury.

### **2.1.4 Traumatic Stress**

It is an intense stress response triggered by a traumatic incident or catastrophic experience, such as fighting in a war, being sexually assaulted, going through a natural disaster, or being in a potentially fatal accident. Here, a lot of trauma survivors begin to heal gradually after going through the first shock and emotional fallout. Some people, however, never experience the body returning to equilibrium, normalcy in life, or resolution of the psychological and physical issues resulting from the trauma. This condition is known as post-traumatic stress disorder (PTSD). Hypervigilance for warning indications of danger, agitation and tension, flashbacks or dreams about the trauma, and avoidance of locations and items associated with the trauma are common indicators of this type of stress.

### **2.1.5 Episodic Stress**

She went on to define episodic acute stress as happening when a person's life is chaotic and out of control, and they are subjected to several stressful circumstances on a regular basis. They take on too many responsibilities, rush things all the time, arrive late, and are unable to meet expectations. Those with "type A" personalities are among the more susceptible to this form of stress. It's possible for someone to be unaware of or refuse to admit that they are prone to stressful episodes. He could be married into a demanding

environment. Unfortunately, some people with episodic acute stress disorder may get so acclimated to it that they don't want to change their lifestyle until they begin to show serious health problems.

## **2.2 Job Performance**

Every company is concerned about an employee's performance at work, regardless of the many factors and situations. Employees are, therefore, seen as extremely important assets by their employers. A company's overall performance and effectiveness are increased when its people perform effectively. Upon closer inspection of these moderators, connections between work behavior and organizational commitment were shown to be significant when compared to both supervisory and self-reported performance reports. When an organization starts to feel as though it is already functioning at its highest level of efficacy and efficiency and doesn't need any further development, problems might arise (Summers & Hyman, 2005). Therefore, it is imperative to confront and overcome these hurdles since they contribute to underdeveloped competencies and ultimately, organizational ineffectiveness. Employee performance is a crucial factor in determining an organization's ultimate success or failure.

## **2.3 Importance of Studying Work Stress and Job Performance**

Determining whether stress is a significant predictor of performance and identifying the link between work stress and job performance are crucial given the topic's call for research. This is due to the fact that stress may affect performance in both positive and negative ways, and some people perform better under duress. This will facilitate the development of therapies aimed at lowering stress and enhancing performance, and it will also provide us with a trustworthy means of evaluating their efficacy. Thus, a study on this subject is essential. In any event, the detrimental impacts should be known to student employees. Stressful work situations can lead to worse performance, issues with physical and mental health, and lower job satisfaction for student employees, as well as a decline in output, all of which might be costly to the business. The majority of individuals understand and agree that workplace stress is bad for employees as well as the business. This has resulted in a proliferation of research papers, reviews, and publications on the topic; a large number of them focus on stressor identification and strategy development to enhance worker productivity and well-being. However, because there haven't been many studies on the subject, there is a rising urge for research to concentrate more on how to enhance performance at work as a means of preventing the incidence of stressors and the stress that results from them. This path is particularly beneficial as employment success can mitigate the detrimental effects of pressures. If performance improvement is achieved, the worker will benefit from increased resources, psychological well-being, and motivating job demands in addition to less stress. One of the prevalent issues in the modern workplace is stress related to one's job. It has become a growing problem for both companies and workers worldwide. When job demands are not met, an employee may feel threatened by them. Similarly, when there are high job

demands that are motivating but few opportunities to meet them, an employee may experience a chronic condition of strain. Other scholars who define "work-related stress" similarly include Cooper and Marshall (1976), who assert that stress is a psychological experience as opposed to a physiological one and that stress is a reaction to a tension or They claim that stressful situations can elicit negative emotional responses like worry, agitation, or depression, and that ongoing stress might hasten the onset of a physical or mental ailment.

## **2.4 Overview of the Relationship between Work Stress and Job Performance**

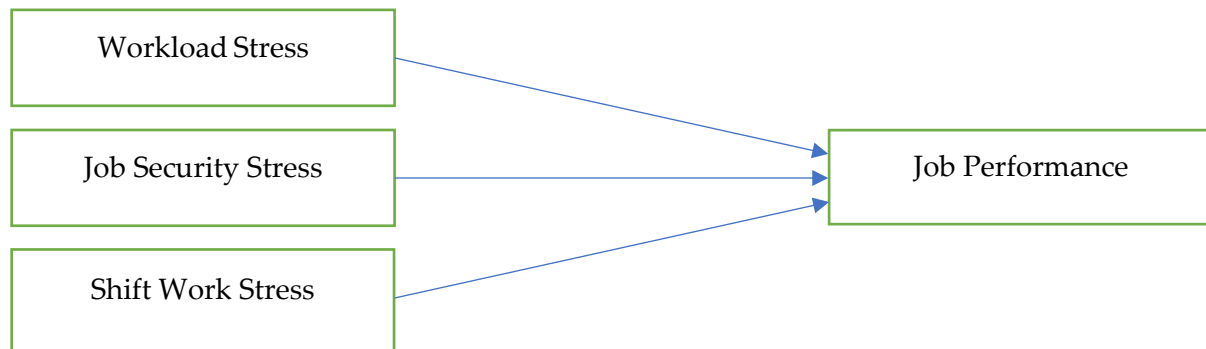
For organizational psychologists, the relationship between job performance and work stress is of great interest. It is commonly known that work-related stress is strongly associated with a range of detrimental outcomes for both the individual and the company, so it is crucial to consider whether higher levels of stress are associated with worse performance. The stressor-response model states that long-term physiological, psychological, and behavioral reactions to persistent work stresses have a detrimental impact on an individual's well-being and may incur expenses for the organization. The model makes it evident that work-related stress has negative consequences. It is necessary to examine the nature of the relationship more closely, even though it is frequently believed that job performance will be impacted first. The literature in this field, however, offers contradictory findings, and the majority of studies on job performance have ignored the bigger picture in favor of concentrating on particular stresses and outcomes. With job performance being seen as a global construct, the purpose of this essay is to present a basic review of the relationship between work stress and job performance. Comprehending the relationship in its entirety is crucial because it offers businesses valuable information about mitigating the negative impacts of work-related stress and easing its symptoms. We made use of samples from Aydin University students' various efforts.

## **3. Objectives of the Study**

This study aims to investigate the impact of work-related stress on employees' performance. However, the specific objective of the study is to determine how work stress affects the performance of Aydin University students employed in different economic sectors.

## **4. Conceptual Framework**

Testing a conceptual model that captures this relationship will help researchers determine how everyday workplace stressors, such as workload, job security, and shift work, affect Aydin University students' ability to perform their jobs effectively.



**Figure 1:** Conceptual Framework

## 5. Methodology

Students of Turkey's Aydin University participated in this study. A standardized questionnaire was used to gather data, and copies were given to each participant by hand. In addition to Google Forms, the intended sample came from Aydin Adnan Madarisi University. Convenience sampling was employed in Turkey to investigate the relationship.

My sample size is 80, and the majority of participants were males, 46; 34 were females. There was a negative correlation between stress and employee work performance.

### 5.1 Measures

Three factors were used to measure the dependent variable in this study, which is job performance: workload, job security, and shift work. Workload was determined by factors such as multiple tasks, insufficient assistance at work, incompetent coworkers, and time constraints. Similarly, factors like insufficient pay, lack of drive for professional advancement, fear of being laid off, and inadequate pension were used to gauge work security. Measures of shift work included social disturbances, work-life balance, discomfort in comparison to other shift workers, and long-term consequences on mental health. Every one of these factors was assessed using a 5-point Likert scale that went from "never" to "constantly."

## 6. Results and Discussion

**Table 5: Demographic Data**

| Category                  |                     | Frequency | Percentage |
|---------------------------|---------------------|-----------|------------|
| Gender                    | Male                | 46        | 57.5       |
|                           | Female              | 34        | 42.5       |
| Age group (in years)      | Below 25yrs         | 24        | 30.0       |
|                           | 26-35yrs            | 40        | 50         |
|                           | 36-45yrs            | 14        | 17.5       |
|                           | Above 45yrs         | 2         | 2.5        |
| Marital status            | Single              | 33        | 41.3       |
|                           | Married             | 47        | 58.8       |
| Educational qualification | No formal education | 0         | 0          |
|                           | SSLC                | 0         | 0          |
|                           | B.A.                | 73        | 91.3       |
|                           | PhD                 | 7         | 8.8        |
|                           | Professor           | 0         | 0          |
| Designation               | Workers staff       | 56        | 70         |
|                           | Executive           | 24        | 30         |
| Monthly income            | Below 10000         | 40        | 50         |
|                           | 10001-15000         | 22        | 27.5       |
|                           | 15001-25000         | 18        | 22.5       |
|                           | Above 25000         | 0         | 0          |

### 4.1 Analysis of the Results of the Study and Hypotheses

These results will be analyzed using the Statistical Package for the Social Sciences program (SPSS). The two hypotheses.

- The null hypothesis H0: The regression between the dependent variable (Job Performance) and the independent variables (Workload Stress, Job Security Stress, Shift Work Stress) is equal (0, meaning that the regression is not significant and the independent variable is not related to the dependent variable.
- Alternative hypothesis H1: The regression between the dependent variable (Job Performance) and the independent variables (Workload Stress, Job Security Stress, Shift Work Stress) is not equal (0), meaning that the regression is significant and the independent variable is related to the dependent variable

### 4.2 Results of Multiple Regression Analyses

**Table 4: Descriptive Statistics**

|                     | Mean   | Std. Deviation | N  |
|---------------------|--------|----------------|----|
| Job Performance     | 3.2375 | .65712         | 80 |
| Workload Stress     | 3.2594 | .59060         | 80 |
| Job Security Stress | 3.1594 | .61911         | 80 |
| Shift Work Stress   | 3.2719 | .78272         | 80 |



Table 4 presents the descriptive statistics for the variables included in the regression equation, which comprise the dependent variable (Job Performance) and the independent variables (Workload Stress, Job Security Stress, and Shift Work Stress).

The table data indicates that the average size of Job Performance is about (3.2) with a standard deviation (.65), the average Workload Stress (3.25) with a standard deviation (.59), the average Job Security Stress (3.15) with a standard deviation (.61), and the average Shift Work Stress (3.27) with a standard deviation (.78) within the sample numbering (80).

**Table 5: Correlations**

|                     |                   | Job Performance | Workload Stress | Security Stress | Shift Work Stress |
|---------------------|-------------------|-----------------|-----------------|-----------------|-------------------|
| Pearson Correlation | Job Performance   | 1.000           | -.167           | .244            | -.019             |
|                     | Workload Stress   | -.167           | 1.000           | .385            | .681              |
|                     | Security Stress   | .244            | .385            | 1.000           | .463              |
|                     | Shift Work Stress | -.019           | .681            | .463            | 1.000             |
| Sig. (1-tailed)     | Job Performance   | .               | .070            | .015            | .432              |
|                     | Workload Stress   | .070            | .               | .000            | .000              |
|                     | Security Stress   | .015            | .000            | .               | .000              |
|                     | Shift Work Stress | .432            | .000            | .000            | .                 |
| N                   | Job Performance   | 80              | 80              | 80              | 80                |
|                     | Workload Stress   | 80              | 80              | 80              | 80                |
|                     | Security Stress   | 80              | 80              | 80              | 80                |
|                     | Shift Work Stress | 80              | 80              | 80              | 80                |

Table 5 shows the matrix of correlations between the variables of the regression model, where the highest correlation coefficient was between Job Performance and Job Security Stress with a value of (.244) and a significance of a value of (.15), while the lowest correlation coefficient was between Job Performance and Workload Stress with a value of (-.167) and a significance of a value of (.070), and the correlation coefficient was Job Performance and Shift Work Stress with (-.019) value and significance (.432)

**Table 6: Variables Entered/Removed**

| Model   | Variables Entered   | Variables Removed | Method |
|---|---|-------------------|--------|
| 1   | Workload Stress,<br>Job Security Stress,<br>Shift Work Stress | .                 | Enter  |
| a. Dependent variable: <b>Job Performance</b> . |   |                   |        |
| b. All requested variables entered.             |   |                   |        |

Table 6 shows the names of the variables that were entered in the regression coefficient (Job Performance) as a dependent variable and the independent variables (Workload Stress, Job Security Stress, Shift Work Stress). The analysis did not exclude any variable, and the method used in the model is simple multiple regression.

**Table 7: Model Summary**

| Model   | R                 | R Square | Adjusted R Square | Std. Error of the Estimate |
|---|-------------------|----------|-------------------|----------------------------|
| 1   | .375 <sup>a</sup> | .141     | .107              | .62111                     |
| a. Predictors: (Constant), <b>Workload Stress, Job Security Stress, Shift Work Stress</b> |                   |          |                   |                            |
| b. Dependent Variable: <b>Job Performance</b>   |                   |          |                   |                            |

The previous table shows the Pearson correlation coefficient between the dependent variable and the independent variables, where it reached an average value (.375) with a value of the coefficient of determination (.141) and a value of the coefficient of determination of the rate (.107) i.e. the independent variables explain (.14%) of the variation occurring in job performance.

**Table 8: ANOVAa**

| Model  |            | Sum of Squares | df | Mean Square | F     | Sig.              |
|--|------------|----------------|----|-------------|-------|-------------------|
| 1  | Regression | 4.793          | 3  | 1.598       | 4.141 | .009 <sup>b</sup> |
|  | Residual   | 29.319         | 76 | .386        |       |                   |
|  | Total      | 34.113         | 79 |             |       |                   |
| a. Dependent Variable: <b>Job Performance</b>  |            |                |    |             |       |                   |
| b. Predictors: (Constant), <b>Workload Stress, Job Security Stress, Shift Work Stress.</b> |            |                |    |             |       |                   |

The previous table shows the results of the ANOVA analysis to test the significance of the regression, and we note that the value of sig is (.009) which is less than (.01) and therefore we reject the null hypothesis H0 and accept the alternative hypothesis H1, which is that the regression is significant and therefore there is an influence of the dependent variables (Workload Stress, Job Security Stress, Shift Work Stress) on the independent variable (Job Performance) and we can predict the dependent variable through independent variables.

**Table 9: Coefficients**

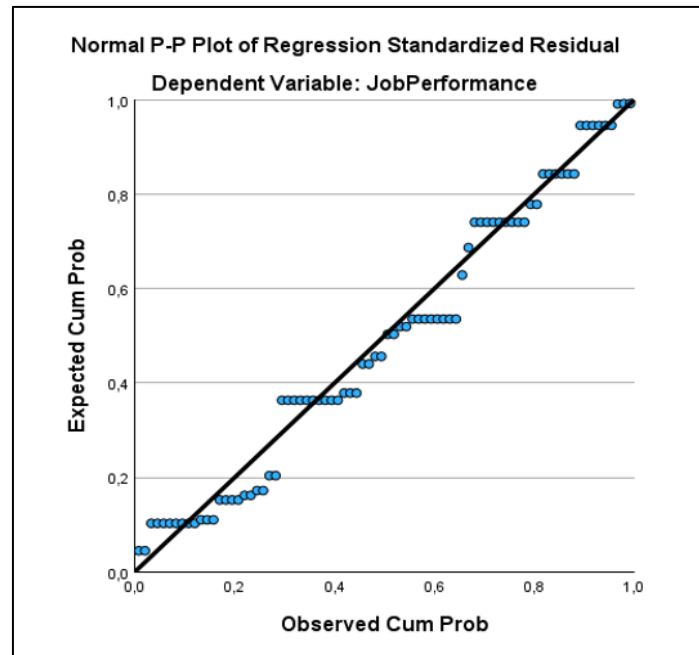
| Model   |                     | Unstandardized Coefficients |            | Standardized Coefficients | t      | Sig. |
|---|---------------------|-----------------------------|------------|---------------------------|--------|------|
|   |                     | B                           | Std. Error | Beta                      |        |      |
| 1   | (Constant)          | 3.142                       | .453       |                           | 6.937  | .000 |
|   | Workload Stress     | -.370                       | .162       | -.332                     | -2.276 | .026 |
|   | Job Security Stress | .374                        | .128       | .352                      | 2.916  | .005 |
|   | Shift Work Stress   | .037                        | .128       | .044                      | .288   | .774 |
| a. Dependent Variable: <b>Job Performance</b> |                     |                             |            |                           |        |      |

The previous table shows the standard and non-standard regression coefficients, the standard error, the value of the tests (T), along with the probability value of the tests (statistical function).

The multiple regression analysis equation is:

$$Y = Ax_1 + Bx_2 + Cx_3$$

### 4.3 Charts



### 5. Conclusion

In conclusion, this research highlights the importance of understanding the negative impact of work stress on job performance and the strategies that students can follow to overcome stress and improve their performance during their university studies at Istanbul Aydin University, Turkey.

#### Conflict of Interest Statement

The authors declare no conflicts of interest.

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## Appendix

### A. Scale used for the study

a. Name .....

b. Gender:

- ☐ Male
- ☐ Female

c. Age:

- ☐ Below 25yrs
- ☐ 26yrs-35yrs
- ☐ 36yrs-45yrs
- ☐ Above 45yrs

d. Marital Status:

- ☐ Single
- ☐ Married

e. Designation:

- ☐ Workers Staff
- ☐ Executive

f. Income:

- ☐ Below 10000
- ☐ 10001-15000
- ☐ 15001-25000
- ☐ Above 25000

g. Educational Qualification:

- ☐ No formal education
- ☐ SSLC
- ☐ MSc
- ☐ PhD
- ☐ Prof

## B. Sample item scales

| No                         | Statement  | 5 | 4 | 3 | 2 | 1 |
|----------------------------|--|---|---|---|---|---|
| <b>Workload Stress</b>     |  |   |   |   |   |   |
|                            | Shortage of help at work                               |   |   |   |   |   |
|                            | Co-workers are inefficient                             |   |   |   |   |   |
|                            | High levels of time pressure                           |   |   |   |   |   |
|                            | Responsible for too many people / projects             |   |   |   |   |   |
| <b>Job Security Stress</b> |  |   |   |   |   |   |
|                            | Fear of being laid off / fired                         |   |   |   |   |   |
|                            | Concerned about low wages                              |   |   |   |   |   |
|                            | Worry about poor pension                               |   |   |   |   |   |
|                            | Need 'PULL' to get ahead                               |   |   |   |   |   |
| <b>Shift Work Stress</b>   |  |   |   |   |   |   |
|                            | Feel chronic effects on mental health                  |   |   |   |   |   |
|                            | Shift work affects the family life                     |   |   |   |   |   |
|                            | Shift works leads to social & domestic disruptions     |   |   |   |   |   |
|                            | Feel uncomfortable while comparing other shift workers |   |   |   |   |   |
| <b>Job Performance</b>     |  |   |   |   |   |   |
|                            | Does work overload affect your job performance?        |   |   |   |   |   |
|                            | Lack of training affects the job performance           |   |   |   |   |   |
|                            | Is your job performance decreases due to shift works?  |   |   |   |   |   |
|                            | Does job insecurity affect your job performance?       |   |   |   |   |   |

**Scale:** 1- Never, 2 - Rarely, 3 - Occasionally, 4 - Usually, 5 - Constantly

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