

# STRESS AND ITS RELATIONSHIP WITH THE WORK PERFORMANCE OF THE STAFF OF THE COMPANY CIRCOLO SPORTIVO ITALIANO, PERU, 2019

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**ABSTRACT:** Research that aimed to determine the significant relationship between stress and the work performance (and their respective dimensions: work motivation, work results, work competence and organizational behavior) of the staff of the company Circolo Sportivo Italiano, located in Peru. Study of quantitative approach, applied type, relational-descriptive level, non-experimental design - cross section. Population and sample (census sample) of 54 collaborators. The technique used was the survey in presence and virtual modality, the instrument (questionnaire) consisted of 24 items in total, validated qualitatively and quantitatively, with the validation of 7 expert judges and the V. Aiken coefficient of 0.998; the reliability results showed values of 0.867 of general Cronbach's alpha and 0.516 and 0.930 of two Guttman halves. Normality results, general and individual descriptive statistics, and inferences were calculated. It was concluded that stress is positively related - considerable in the work performance of the staff of the company Circolo Sportivo Italiano, Perú, 2019.

**KEYWORDS:** stress, work performance, motivation, results, competence, organizational behavior.

## I. INTRODUCTION

As a problematic reality, it is convenient to indicate that at present due to globalization, the tendencies, development and growth of the business industries, have generated that the processes of the companies are more demanding and oriented to results, demanding from the worker quality in their services, excess of work load and mechanization of the tasks, which are considered as stressing factors.

According to the current situation in companies at a global level, the employee is vulnerable to work stress that can affect and influence our daily and personal lives. Recent local news [1] indicate that the labor stress influences in the health as much physical as mental of the collaborator and harms to the company in labor yield. Also, it is worth noting that there are techniques and strategies that help reduce and control the level of stress in the employee, is like performing therapy, creating spaces and times to recreate the staff, which can last a few minutes at scheduled times that do not interfere with the work, with the aim of improving the performance of the employee, and not have low trends in productivity.

Most companies located in Lima, Peru face problems of labor stress, since the collaborators fight with the traffic, the responsibility to arrive in the schedule, to fulfill its work among others, that affect emotionally to the collaborator generating stress[1], which when incorporating itself to its work its yield will not be the same one, if they face or happen through these situations, the attitude and predisposition to carry out with its functions will make reduce, lowering the level of capacity, and this harms to the organizations in the different processes or service that offers. According to recent information[2] organization, must have the capacity to identify labor stress, which can be in the psychic or physical environment, being important the time of duration, as well as the resistance and capacity of the personnel to reduce or to control stress, depends on that it is important to use strategies, practices and other techniques that help the collaborator. Also, in the company Circolo Sportivo Italiano has been identified the labor stress, which is reflected in the decrease of the performance of the personnel, since the behavior of some collaborators changes diminishing the quality of service and of the work, therefore, the company has a tense atmosphere and labor climate.

It is necessary to carry out research, study the problematic reality and identify the population and sample in order to structure and delimit the identified problems, with the aim of providing solutions[3].

The general problem being: Is there a significant relationship between stress and the work performance of the staff of the company Circolo Sportivo Italiano, Peru, 2019?

And the specific problems: (1) Is there a significant relationship between stress and work motivation of the staff of Circolo Sportivo Italiano, Peru, 2019; (2) Is there a significant relationship between stress and work results of the staff of Circolo Sportivo Italiano, Peru, 2019? (3) Is there a significant relationship between stress and the work competence of the staff of the company Circolo Sportivo Italiano, Peru, 2019? and (4) Is there a significant relationship between stress and the organizational behavior of the staff of the company Circolo Sportivo Italiano, Peru, 2019?

The justification for the research is based on the why and wherefore of the study, and to demonstrate its relevance[3].

As for the theoretical justification, this research project at Circolo Sportivo Italiano aims to show that stress is an important determinant of work performance, since, by not achieving the expected results is not favorable to any organization, which can be reduced and fought if we take assertive and timely decisions, we must take into account the work environment, skills, work pressure, among other factors involved in staff performance.

Likewise, the methodological justification has been elaborated based on research using books, scientific articles, theses, among others that support and sustain the research on the variables, since they are of great transcendental importance and necessary for any organization to promote good practices and healthy policies, as well as a good infrastructure that projects what the organization is, we will not be able to achieve our business goals, in any area that we develop. In addition, we sought to study the existence of a relationship between the variables: stress and staff work performance, and to reduce future negative organizational impacts. Likewise, the results of the research are accessible and contribute to the information for employers and stakeholders.

The theoretical contribution of the study was based on reflection and discussion of theories. To achieve this study objective, measurement instruments were formulated for variable 1, stress and variable 2, work performance, for which a questionnaire was applied consisting of 24 questions to carry out the survey and determine the relationship.

The objectives formulated must be related and in accordance with the approach of the study questions, since the purpose is to provide solutions and reach conclusions through the research carried out throughout the process of studying the problematic reality [3].

The following general objective was set: To determine the significant relationship between stress and work performance of the staff of the company Circolo Sportivo Italiano, Peru, 2019.

Consequently, the specific objectives are: (1) To determine the significant relationship between stress and work motivation of the staff of the company Circolo Sportivo Italiano, Peru, 2019, (2) To determine the significant relationship between stress and work performance of the staff of the company Circolo Sportivo Italiano, Peru, 2019, (3) To determine the significant relationship between stress and the work competence of the staff of the company Circolo Sportivo Italiano, Peru, 2019 and (4) To determine the significant relationship between stress and the organizational behavior of the staff of the company Circolo Sportivo Italiano, Peru, 2019.

The hypotheses are attempts at research responses, with the aim of accepting or rejecting such attempts. The aim is also to test whether or not there is a relationship between the variables and dimensions of the study, depending on the problem [3].

Therefore, the general hypothesis is: There is a significant relationship between stress and the work performance of the staff of the company Circolo Sportivo Italiano, Peru, 2019.

Likewise, the specific hypotheses are: (1) There is a significant relationship between stress and work motivation of the staff of Circolo Sportivo Italiano, Peru, 2019, (2) There is a significant relationship between stress and work results of the staff of Circolo Sportivo Italiano, Peru, 2019, (3) There is a significant relationship between stress and work competence of the staff of Circolo Sportivo Italiano, Peru, 2019 and (4) There is a significant relationship between stress and organizational behavior of the staff of Circolo Sportivo Italiano, Peru, 2019.

## **II. THEORETICAL FRAMEWORK**

Below, we detail the theoretical concepts that support the research, which are represented by the variables, dimensions and indicators that were developed in the research.

Stress is produced to the extent or under pressure that is found in the company's work environment [4], where people have the power to adapt emotionally and biologically to cope with situations, thus reaching a balance by becoming aware of the environment that surrounds them, as their objectives and taking into account the value of their capabilities. For these reasons it is very interesting that all workers learn to take precautions and master stress. You have to be aware, because your health and your emotional state can be at risk, as long as you are informed and put it into the right practice you will be able to prevent it and have a better satisfactory life.

Likewise, stress is the syndrome or set of physiological reactions generated by reactions to the external environment, related to work pressure, personal aspects, individual capacities, or the work environment.

Stress occurs in the internal and external environment of the organization, influencing the attitude, behavior, performance and productivity of the employee. Likewise, good treatment, good relations with internal and external clients, and the behaviour and attitude of staff are indicators that should be paid attention to in order to reduce stress and thus improve performance, performance and productivity[5]. Therefore, we must not forget that stress sometimes occurs in the face of needs and the inability to cope with responsibilities and that it sometimes alters the behaviour and conduct of individuals. Stress has increased and harms the health of society, since it affects not only the environment of the individual but all areas of their development, for which it should be prevented when symptoms occur through therapies among others [6].

The workload, the low reward from the company and the high commitment of the worker are causes of stress, and to reduce this, the workload and results should be evaluated[7].

Recent scientific articles mention that work stress influences the mental health of the worker, thus affecting the worker's performance and the organisation's results[8], while stressors are caused by sleep disorders and affect the welfare of the worker making it difficult to perform, due to the lack of ability to cope with and reduce such stress[9].

Dimension One: Work pressure is a consequence of the increase and demands of the tasks, damaging their psychic integrity. This situation, if it is frequent or repeated, increases the tension influencing the performance, therefore, there must be limits in functions, tasks and scope to organize time and plan the tasks[10]. Is produced by the demand of the work influencing the health of the worker, to reduce the pressure organizations must monitor and restructure the processes, which must be evaluated[11]. Job insecurity affects the worker, since it produces stress by identifying areas of unsafe jobs influencing capacity and work performance[12].

Dimension Two: Personnel, for an organization to achieve growth and success in the market needs to have the right people with the skills required by the company to meet and achieve the goals[12]. Likewise, if the personnel is not identified or satisfied, their effort decreases, being indifferent to the achievement of goals. Personnel in the organization plays an important role because of their functions and their performance to achieve results, therefore, it is important to maintain the work climate and train them[13].

Dimension Three: Capacities and skills, that people have capacities and skills, referring to capacity as the development of memory, thought and language, while skill is the way in which knowledge is carried out or developed, which can be assessed and the production of tasks or functions assigned can be measured[14]. Individuals, by developing their skills and achieving employability, improve and better develop their performance, which is a competitive advantage for companies[15].

Dimension Four: Work environment, it influences the behavior of organizations and personnel, therefore, working conditions have an impact on internal communication, responsibility and commitment of personnel in carrying out their work, if the environment is favorable influences the welfare of staff[12]. Workers develop and strengthen emotional relationships in their work environment, which are basic to maintain satisfaction[13].

As for work performance, it is an advantage that every organization aspires to have, since this is reflected in productivity and results[17]. Thus, the results of an organization are also a reflection of the performance capacity of its employees, that is, if the employees achieve their goals and objectives, the organization manages to meet the business objective. Therefore, every organization should seek ways to engage their employees to achieve the objectives to achieve results favorable to the organization. Likewise, work performance is the process related to the evaluation of the people who make up an organization; for this purpose, companies identify work motivation, work performance, work competence and work behavior.

In the labour market learning and professional training are valued, due to the importance that exists in the job offers, since the performance of the personnel to be chosen will depend on it[18], some examples of training at early age can be seen in [19, 20, 21, 22]. The satisfaction that the employee has in carrying out his work improves his performance which depends on the culture and practice of rules that in turn favour the working climate, thus obtaining favourable results[23].

In order to obtain favorable results for the organization, reengineering and continuous improvement must be applied to tasks and jobs, so that we can anticipate the facts and make assertive decisions and achieve results[24]. The awareness and emotional stability of the worker has an influence on performance, therefore, it is important to take into account in the delegation, selection and appointment of staff, to have better results[25]; while the workers' perception of the work they perform influences the performance of the collaborator, therefore, the emotions they perceive must be favorable to also obtain positive results[26].

Dimension One: Motivation at work, it is based on the effort and drive one has to achieve one's objective and personal goals, as well as to satisfy one's needs. Therefore, to achieve optimal performance of workers the basis is motivation[27]. Work motivation, where he mentions that innovative behavior in the work of employees contributes to the organization so they should apply techniques to motivate them through autonomy[28].

Dimension Two: Results of the work, which can be seen as a strategy that organizations take to reward, compensate and/or compensate the achievement of the goals and the performance of the collaborator in the assigned tasks, which is based on the results that have been achieved in a group or individually[29]. Results of the work are influenced by subjective factors such as satisfaction and behavior, influencing the performance of the worker[30].

Dimension Three: Work Competence, which are characteristics, skills and qualities of people, which can be oriented to improve or change the capabilities of the staff through behaviour and thus achieve good performance[31]. Work competence is characteristic of workers, who through their work performance and performance demonstrate the level of their competence and achieve results[32].

Dimension Four: Organizational behavior, it is made up of the people who work in the organization, to which the study of behavior is made either in a group or individually[12]. Likewise, the purpose of organizational behavior is to be able to modify behavior to induce the achievement of results in productivity, improving interpersonal relationships, collaboration and adaptation of personnel. The behavior of the employee is influenced by his environment, therefore, the organizations apply techniques that help to improve, shape and adapt, behaviors and attitudes of workers oriented to business results[33].

### **III. METHOD**

The approach was quantitative, because data were collected and then processed by statistical tools to measure the variables [34]. The type was applied because it studies existing theories to provide solutions in the context of the study [35], it also aims to contribute to society through research by providing knowledge and information on the variables under study. The level was descriptive, because it describes the problematic reality of the study [36] and correlational because it analyzes the existence of the relationship between variables [37]. The design was non-experimental, the investigators did not manipulate the research variables to generate results, The cut was transversal, the data was taken or collected in a specific time and only once[36].

Since the study is of correlational level, two variables are presented, being:

Variable 1: Stress which has the following dimensions: Work pressure, Personal, Capacities and skills, and Work environment. In addition, it is worth mentioning that variable 1 is qualitative, which has been quantified using the Likert scale considering 5 levels and the measure has been ordinal.

Variable 2: Labour performance which has the following dimensions: Labour motivation, Labour results, Labour competence and Organisational behaviour. It is mentioned that variable 2 is qualitative, which has been quantified using the Likert scale considering 5 levels and the measure has been ordinal.

The population was made up of 50 workers from the Circolo Sportivo Italiano organization, the population is represented by the totality of the collaborators of the problematic reality[38].

The sample represents a part of the population, from which the information is extracted to carry out the study of the investigation, likewise the measurement and observation will be applied in the variables of the study 37. The sample was census, and was made up of 50 collaborators from the company Circolo Sportivo Italiano.

The sample is made up of 50 employees, so all the personnel in the management, administrative and operational areas of the company were taken as population, according to the payroll as of December 31, 2019.

The data collection was carried out through the Survey technique. A survey is a technique that is developed through questionnaires, which are formulated with the aim of collecting information from individuals in the study[37]. The questionnaire is an instrument that is made up of questions related to the study variables to be measured and that have the purpose of collecting information to achieve the study objectives, since a poor development of the formulation of the questionnaire reduces the reliability of the information obtained (Bernal, 2010). The research used as an instrument a 24-item questionnaire developed by the authors based on the theories of each variable studied.

The validity of the questionnaire was carried out through the Expert Judgment method, therefore, for the validity of the measurement instrument it was carried out by 7 expert judges who evaluated the items of the questionnaire. Likewise, the qualitative result was done through Aiken's validity V where the result of 0.998 was obtained, which is the Aiken's coefficient, which indicates us that the questionnaire is valid.

The general Cronbach's alpha coefficient was 0.867. Cronbach's alpha was determined for the two variables, obtaining the value of 0.516 (considerable) for variable 1 "stress" and 0.930 (very strong) for variable 2 "work performance".

It was considered necessary to carry out the test of two halves of Guttman, with the purpose of obtaining a second opinion of reliability, obtaining the value of 0.878 (considerable).

**IV. RESULTS**

Test of normality (Kolmogorov-Smirnov) was applied, the results can be seen in Figure 2.

Kolmogorov-Smirnov test

		(V1) Variable 1: Stress	(V2) Variable 2: Work performance
N		50	50
Exponential parameter	Mean	4.06	4.16
	Std. Deviation	0.424	0.548
Most extreme differences	Absolute	0.436	0.375
	Positive	0.436	0.375
	Negative	-0.384	-3.05
Kolmogorov-Smirnov Z		0.436	0.375
Asymp. Sig. (2-tailed)		0,000 <sup>c</sup>	0,000 <sup>c</sup>

Results of Kolmogorov-Smirnov test

As for the general hypothesis, this study required to apply rho Spearman's test, as it is shown in Fig. 2.

Spearman's rho test

			V1:	V2:	D5:	D6:	D7:	D8:
			Stress	Work Performance	Work Motivation	Work Results	Labour Performance	Organisational Behaviour
Spearman's rho	Variable 1: Stress	Correlation Coefficient	1,000	,641**	,702**	,693**	,643**	,605**
		Sig. (2-tailed)	.	,000	,000	,000	,000	,000
		N	50	50	50	50	50	50
	V2: Work Performance	Correlation Coefficient	,641*	1,000	,788**	,870**	,855**	,788**
		Sig. (2-tailed)	,000	.	,000	,000	,000	,000
		N	50	50	50	50	50	50
	D5: Work Motivation	Correlation Coefficient	,702*	,788**	1,000	,870**	,590**	,543**

		Sig. (2-tailed)	,000	,000	.	,000	,000	,000
		N	50	50	50	50	50	50
D6: Work Results		Correlation Coefficient	,693*	,870**	,870**	1,000	,724**	,670**
		Sig. (2-tailed)	,000	,000	,000	.	,000	,000
		N	50	50	50	50	50	50
D7: Labour Performance		Correlation Coefficient	,643*	,855**	,590**	,724**	1,000	,763**
		Sig. (2-tailed)	,000	,000	,000	,000	.	,000
		N	50	50	50	50	50	50
D8: Organisational Behaviour		Correlation Coefficient	,605*	,788**	,543**	,670**	,763**	1,000
		Sig. (2-tailed)	,000	,000	,000	,000	,000	.
		N	50	50	50	50	50	50

Spearman's rho test

Variable 1 "stress" has as results with respect to variable 2 "work performance", in the bilateral asymptotic significance of 0.000 and in the Spearman's Rho correlation coefficient of 0.641, with average positive correlation valuation,

Variable 1 "stress" has as results with respect to dimension 5 "work motivation" of variable 2 "work performance", in the bilateral asymptotic significance of 0.000 and in the Spearman's Rho correlation coefficient of 0.702, with average positive correlation valuation,

Variable 1 "stress" has as results with respect to dimension 6 "work results" of variable 2 "work performance", in the bilateral asymptotic significance of 0.000 and in the Spearman's Rho correlation coefficient of 0.693, with average positive correlation valuation,

Variable 1 "stress" has as results with respect to dimension 7 "labour competence" of variable 2 "labour performance", in the bilateral asymptotic significance of 0.000 and in the Spearman's Rho correlation coefficient of 0.643, with average positive correlation valuation,

Variable 1 "stress" has as results with respect to dimension 8 "organisational behaviour" of variable 2 "labour performance", in the bilateral asymptotic significance of 0.000 and in the Spearman's Rho correlation coefficient of 0.605, with average positive correlation assessment.

Likewise, the results of Spearman's Rho correlation coefficient, according to the general and specific hypotheses, can be seen in figure 5.

## V. CONCLUSIONS

There is a significant relationship between stress and work performance of the personnel of the company Circolo Sportivo Italiano, Peru, 2019, being validated by means of the correlation coefficient of Spearman's Rho of 0.641, with a valuation of average positive correlation and the bilateral asymptotic significance of 0.000.

There is a significant relationship between stress and work motivation of the staff of the company Circolo Sportivo Italiano, Peru, 2019, being validated by means of the correlation coefficient of Spearman's Rho of 0.702, with valuation of average positive correlation and the bilateral asymptotic significance of 0.000.

There is a significant relationship between stress and the results of the work of the personnel of the company Circolo Sportivo Italiano, Peru, 2019, being validated by means of the coefficient of correlation of Rho of Spearman of 0.693, with valuation of average positive correlation and the bilateral asymptotic significance of 0.000.

There is a significant relationship between stress and labor competition of the personnel of the company Circolo Sportivo Italiano, Peru, 2019, being validated by means of the coefficient of correlation of Rho of Spearman of 0.643, with valuation of average positive correlation and the bilateral asymptotic significance of 0.000.

There is a significant relationship between stress and the organizational behavior of the staff of the company Circolo Sportivo Italiano, Peru, 2019, being validated by means of the correlation coefficient of Spearman's Rho of 0.605, with valuation of average positive correlation and the bilateral asymptotic significance of 0.000.

## **VI. RECOMMENDATIONS**

Research recommendations must be applicable, provide solutions to the problem and in decision making [3], therefore, the following are the recommendations of the research.

To the company where the research was conducted, it is recommended to prevent, reduce and control stress in order to have favorable results in labor performance, since in said research it was determined the existence of a significant moderate relationship, the solution is corrective measures, talks, participation and exploitation of the infrastructure and the environment in reference to the personnel. Furthermore, it is worth mentioning that at Circolo Sportivo Italiano, work stress has been identified, which is reflected in the decrease in personnel performance, since the behavior of some collaborators changes, diminishing the quality of service and work, and therefore the company has a tense work environment and climate.

Similar companies are recommended to pay attention to the level of stress that may be incurred or occur in their organizations to prevent and/or reduce, so it is also important to apply strategies and monitoring, as research is based on the results of the Spearman rho test (0.641), which indicates that stress is related to the work performance of staff, and this harms the productivity and other results of organizations.

To researchers of the line of research of management of organizations and finances, as well as to students who carry out investigations that through this study on stress and the relation with labor performance, given that the information and compilation of the theoretical framework, methodological model and statistical methods, as well as uses of applied tools were to provide contribution and to contribute with future investigation. In addition, the study of the variables is recommended to make conclusions and discussions.

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