

Research Paper on Employees Motivation and Workplace Stress Management

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Abstract :

Motivation in general terms is the process leaders use to get their employees to deliver high producing results. Many leaders think they understand how to create motivation in the workplace. The problem here is that many of us think we have an idea of how it works. But actually we just don't have a strong enough understanding. Stress management is a useful skill. To many job responsibilities might keep you busy. The result is that stress management is often overlooked or ignored as a solution to business problems. Whatever reason you have for not using stress management techniques is a big mistake. Stress in life today is widespread and has no boundaries. We all deal with stress daily, at work and at home. Stress comes in all forms and can affect emotions and physical abilities. The purpose of this research is to assess the relationship between work stress and employee motivation. This study also aims to determine the impact of motivation and stress on employee performance as well as to provide managers the information they need to develop the organization management system. By correlating the workplace stress factors with employee performance, this research reveals that the determinants of stress involve motivation, relationships, and management strategies.

Introduction :

Employee motivation ideas can range from simple to extravagant. Many of these employee motivation tips show you how to increase employee motivation in the workplace. But where do you actually start the process of motivating. There are basically two ways to look at motivating in the workplace. One way is developing short term motivation. This type is essential a quick boost to morale. The second way is to build long lasting motivation. Building sustainable employee motivation takes quite a while and is a constant work in progress. The modern world is filled with causes for anxiety and stress. Stress is often apparent in the threat of harm. Furthermore, when taking such phenomenon into thorough consideration, it varies in every social environment, especially working place. Nowadays every organization demands employees to be quintessential in order to perform well and accomplish the business's goals, which gives rise to various stressful factors in the working environment. Heavier demands in job in combination with lower level of control over the conflicting situation is the source of work life stress. Acute stress level is a main threatening factor to both physical and psychological health of employees (Schulz, 2012). Since work performance plays an essential role in any business (Khan, 2012), it is important for every organization to take the employee's working conditions into account and make major efforts so that employees could perform their best at work. The main purpose of this study is to address factors causing stress, gaining motivation for employees and approaches for stress management in working life. Stress management refers to a wide spectrum of techniques and psychotherapies aimed at controlling a person's levels of stress, especially chronic stress, usually for the purpose of improving everyday functioning. In this context,

the term 'stress' refers only to a stress with significant negative consequences, or distress in the terminology advocated by Hans Selye, rather than what he calls stress, a stress whose consequences are helpful or otherwise positive.

Literature Review:

Employees are the most important asset of an organization and the competitive advantage of the company depends on its employees' performance (Opkara, 2002). It is not easy for every organization to sustain and grow in this competitive world (Frye, 2004). To deal with today's changing market every organization or every firm must provide a good quality product or services to their lead users and delivered the product to the market according to the demand to retain their customers and final product quality depends on individual employee performance working in production systems (Chandrasekar, 2011).

Therefore, the motivation is to analyze the factors like job stress and job motivation in shaping the employee's performance. If an organization wants its employees to be more productive and to work more efficiently, firms must satisfy their customers. Employee satisfaction depends on several factors like incentives, intrinsic or extrinsic motivations, employee empowerment, etc. In this competitive world, organizations are trying to have a competitive advantage over a rival by bringing better products and services for their customers (Porter, 1985). With an aim to have a better position in the global market sometimes, firms forget that their competitive position depends on the performance of their employees (Antoniou, Cooper & Davidson, 2016).

According to the research Satisfied employees perform better than unsatisfied and satisfaction depends on the environment, incentives provided by the companies to its employees (Valdez, 2019). Modern employers are not paying intentions to the needs of their employees, as they believed that providing training, incentives and other facilities is just the financial loss, these results in employee dissatisfaction and led a poor performance of the employee that affect the business position in the competitive market (Halkos and Dimitrios; 2006).

This research was made to provide leaders and managers with the understanding of the relationships between employees' motivation and workplace stress, as well as its effects on individuals' performance. It also introduces significant variety of academical literature and practical implications regarding job stress, motivation, and stress management techniques. The findings from this research may bring about multiple benefits for organizations and the health of workforce. A healthy and motivated workforce is a source of competitive advantage of every organization (Lerner, Rodday, Cohen and Rogers, 2013; van Scheppingen, 2013). Top executives who are not able to provide employees with professional development in the workplace cannot access to the optimum value from their talent and performance (European Commission, 2012).

EMPLOYEE MOTIVATION TECHNIQUES:

Employee motivation techniques are a great way to create excitement. Techniques can be cutting edge creative and new. Or you may just want to use techniques with a proven track record. Many leaders would like their employees to be willing to run through a wall for them. They would like to have employees who would be willing to do anything. So here lays your problem of creating employee motivation in the workplace.

BUSINESS PROMOTION: Many companies today do not use this employee motivation technique due to budget restrictions. This technique can create positive feedback both inside and outside the workplace. Give your employees small things like pencils, pens, or even coffee mugs. All with your company's logo on the them. You may even choose to do polo shirts, hats and jackets. With many great graphic software options your employees and company will standout.

DETERMINATION OF BARRIERS: Employee motivation techniques like surveys can be used in the determination of whether any barriers exist. Barriers can take the form of ethical issues and problems with co-workers just to name a few. It's critical to identify these existing roadblocks and eliminate them for an easier motivating process. The areas of questioned covered topics like favoritism, respect, work ethic, following of policy, etc.

UNDERSTANDING EMPLOYEES: Here is another employee motivation technique that is quite effective. Spending a little time with each of your employees will go a long way. Don't just talk about work; try to find out what they like to do outside of work. These will be things you can talk about from time to time. Your employees will come to the conclusion that you actually care about them. Leaders will also learn what makes each employee tick. These facts will help them run their business more effectively. The most important point here is that they will not feel just like a number.

ENJOYABLE WORK ENVIRONMENT: This may be one of the most important techniques. Having a pleasant workplace environment will help in motivating employees and increase performance. Having fun is also a great way to manage Stress. Run this event during lunch breaks If you really want turn some heads. Get your management team together.

POSITIVE REINFORCEMENT: When it comes to human nature we all like to be appreciated. And in business this is no different. This employee motivation technique can be used daily and will be effective. In the past leaders have used fear tactics or other bad management practices. These ways just create a negative atmosphere. In today's world there are so many negative things going on. So it is no surprise that it affects the workplace. As leaders we need to make a commitment to appreciating our employees. Don't just say "good job", go out of your way by buying coffee and donuts or lunch.

BUILD TRUST AND RESPECT: Building trust and respect is hard enough in life. In business it is just as tough if not harder. Workplace motivation will be nonexistent if there is not some level of trust and respect. There is no quick way to build trust and respect. It has to be built over time. We need to know if we can count on our employees. One way to start building trust is to give employees special projects with deadlines that are important. In order for leaders to earn respect they need to treat others with respect. Coworkers will be judged.

Motivating employees brings significant advantages that does not have to be difficult or expensive. However, it necessarily requires a balancing act of several factors. Therefore, in 2019, Gamma Chadwick also discovered that there are five key factors that create motivated workforce, which are: (1) Recognition and reward

(2) Work life balance

(3) Leadership

(4) Development

(5) Work environment



The correlation between job satisfaction and employee's motivation

Since most theories on work motivation are founded on the relationship with work satisfaction, there is a lot of evidence that motivational elements are linked to work satisfaction. According to Herzberg's two-factor theory, motivators are the main driving force of job satisfaction. Having opportunities and responsibilities for development, striving for achievement, and receiving acknowledgement for accomplishments are key motivating factors that have a substantial impact on job satisfaction. Considering hygiene factors, salary, for example, has no motivational value. However, if it is absent or insufficiently offered, it might cause dissatisfaction.

There are definite connections between the degree of employee satisfaction and how motivated they are at work, which are commitment, varied approaches, feelings of worth and optimism.

The commitment an individual has to his or her company exemplifies the link between motivation and satisfaction. As a result, commitment is created by motivation along with satisfaction. When a person is motivated and satisfied at work, their commitment is developed. Furthermore, varied approaches provided by managers are a source of employee satisfaction and motivation. This means that managers keep the workplace interesting by varying their approach to the tasks and encouraging their employees to do the same.

REASONS WHY TO USE STRESS MANAGEMENT IN THE WORKPLACE:

IMPROVES YOUR ABILITY TO MOTIVATE EMPLOYEES:

The effects of stress on morale and workplace culture can be devastating. Employees can become unfocused, distant, distraught and even short fused. Teamwork may also breakdown. Stressed employees are unmotivated and will make it difficult to set employee motivation strategies in motion. Keep in mind that motivation in the workplace is a powerful technique to build teamwork and sustain employee morale. Read more on motivating employees in this article that will help you to build and maintain an efficient productive staff. There is simply nothing else out there that can kill morale more than stress.

LESSEN OPPORTUNITY FOR DECREASES IN PRODUCTIVITY:

Managing stress at work will keep productivity levels at acceptable levels. With stress levels under control, there will be less of chance of a decrease in productivity. Keep in mind that there are other factors beyond stress that can damage

productivity. Some examples of these factors are ethics, lack of communication, performance and poor time management skills. Managing stress will improve your chances of achieving sustainable productivity levels.

IMPROVES YOUR ABILITY TO LEAD:

As a leader, stress management in the workplace could be your best friend. When times are stressed, many employees will look to you for guidance and direction. Some may seek help from you by talking one on one. It will all though depend on the source of the stressor. If you happen to be the stress, then there is bad weather in the forecast. Remember good leaders have the trust and respect of their employees. By properly handling stress and identifying stressful issues correctly you will be able to lead in the tough times.

ALLOWS THE MEETING OF DEADLINES:

Many times employees become distracted and call out more often when stress arises. Depending on the source of the stressor. Some employees might start not caring and just go through the motions. The result here is the lack of productivity and the missing of deadline. Keeping a lookout for stressors before they become an issue, should help your business run smoothly. But remember stress alone is not the only factor that affects productivity.

DECREASES CHANCES OF UNETHICAL ISSUES:

Unethical issues often rear its ugly head in times of high stress. There have been times when unethical practices are used for shortcut purposes. Usually the outcome here is more stress than before. The blame game starts with he said she said or figure pointing. The next thing that will happen will involve human resources and investigation. Stress management in the workplace can be solution to ethical issues. Many ethics courses have discussed that stress plays a vital role in ethical issues. You may never be able to stop the employee whom chooses to be unethical for reasons that are not stress related. But you can provide ethics and stress seminars to limit the chances of unethical practices.

STRENGTHENS COMMUNICATION PROCESS:

When stress levels are high, there is a corresponding strong negative effect on communication. The negative actions are less communicating about the job between individuals. Instead employees will talk to others about company issues or problems with particular managers. Attitudes also tend to shift towards angry, bitter and judgmental. The process of communication in the workplace is a key element to business success. When the process fails, it can create a chain reaction. Managers that are strong in handling work-related stress usually can identify a problem and resolve it. This in short strengthens the communication process.

Concept:

Job Stress - Word stress is derived from the famous researcher Hans (Institut universitaire en santé mentale de Montréal 2012). When the job requirements are not equal to the employee's skills, resources provided by the company then it is called job stress (Park, 2017). An absence of organizational encouragement led to mental stress for the workers. Job stress is and has been the most profound issue in organizations (Wani, 2013). It has been affecting the performance of employees. Stress and pressure are considered to be worrying factors to managers and stakeholders in an organization where it is a perplexing marvel and has a large number of definitions in an assortment of hypothetical models (Kesmodel 2018).

Following are the factor that can reduce the job stress

- 1) **Organization Encourage** Workplace stress can be decreased if the organization encourages its employees (Jain et al., 2019). Organizational encouragement is described as an organization's ability to motivate its personnel to achieve better (Eisenberger et al., 1986). Motivation or encouragement is defined as a person's desire to accomplish anything that will help that person achieve something in his or her personal or professional life (Nilsson, 2020)
- 2) **Leadership Support** Leadership or higher management could have a strong impact on the performance of the employees (Miner, 2015). Leadership support is defined as the nature of the project leads, managers, or higher management to support their employees whenever they perform better and considered them as an important part of the organization, empowering employees so that they can decide their jobs (Pathak, 2012). This behavior creates a sense of loyalty among the employees and also results in self-directed teams (George, 2015). Leadership support can also be defined as the ability of the organization leaders or the managers to keep their employees satisfied (Armstrong, 2006).
- 3) **Team Corporation** Team corporation is defined as the teamwork of various employees working on a common project (Lee, 2021). The flow of ideas, skills, and other expertise between employees is sometimes referred to as a team corporation. In today's competitive environment, an organization can't survive on its own while forming alliances with other organizations to compete in the market (Golden, Veiga, and Dino, 2008).
- 4) **Sufficient Resources** Resources are defined as the equipment or the facilities that are necessary to fulfill the desires or needs (Vijayan, 2017). An organization is required to provide sufficient resources to the employees so that workers can perform their job more effectively and efficiently (Spaargaren, 2003). Resources include proper PPE's required for a specific task, SOP's and also the training that trains the employees to get the work done (Achmad, 2017).
- 5) **Job Pressure** Job pressure is defined as the amount of work assigned to an individual to complete within a limited time frame. When the tasks are more than the capacity of the employee that is referred to as high-pressure work and when the tasks are according to the capacity of the workers that is called low pressures (Mimura & Griffiths, 2003). Job satisfaction and job pressure are inversely related to each other.

The outcome of Job Stress The work environment could have a positive impact on the performance of the employees and most of the time it could result in employee satisfaction (Salanova, Agut, Peiró, 2005). Providing a positive environment to the employees keeps them satisfied (Vijayan, 2017). Organization encouragement or organization motivation is an important factor that improves the employee's productivity and this motivation is the result of different benefits that are provided to the employees by the higher management (Baird, Tung, & Yu, 2019). Employees are encouraged and motivated when their basic needs are fulfilled by the organization in which they are working and this positive behavior of the organization towards their employees creates a sense of ownership and loyalty that reduces the turnover intention of the employees (Nilsson, 2017).

Job motivation

Motivation is the human energy that clarifies steadiness and positive feelings to assure completing or reaching a goal (Davies et. al, 2008). However, motivation is essentially the individual and work environment qualities that clarify why individuals carry on how they do at work (Schultz & Zucher, 1989). Everyone has diverse occupation motivations. As all individuals work consequently of advantages that working environment is giving them (Heathfield, 2018). In addition, motivation can likewise be characterized as playing out activity because of intrigue (Herzberg, 1959). Some

famous motivational theories are Maslow's hierarchy of needs, the two-factor theory, and Vroom's expectancy theory (1964). Job satisfaction and motivation is the combination of psychological and environmental surroundings that led an employee to say I am satisfied with my role/job.

The outcome of Job Motivation From the existing literature, we have concluded that to improve the performance of an employee it is very important to keep them motivated (Williams et al., 2018). Every organization, every firm always try to recruit those employees who are more productive, and to increase their productivity it is compulsory to keep them satisfied (Kaliski 2007). When the productivity of an employee is lower that means he or she is not motivated to perform the required tasks(Kaliski 2007). A satisfied and motivated employee is an individual who will be having a positive attitude towards the job and has a lower level of turnover intentions (Feldman & Arnold 1983). From the previous studies, we have seen that employee motivation is harming absenteeism but has a positive impact on the high staff morale as well as positive influences on employee commitment (Obiekwe et al., 2019). And their level of motivation creates a sense of loyalty among them so they do not leave their jobs and firms can have a sustainable workforce (Obiekwe et al., 2019). According to Omah, employee satisfaction increases the level of productivity of the employees and reduces turnover intentions, and increases job satisfaction (Omah, 2019). If an organization can satisfy its employees, it will improve the business outcome because of an increase in the level of productivity (Koys, 2001).

STRESS MANAGEMENT

Approaches to stress reduction in the workplace Stress has a variety of harmful effects on people; therefore, each person should take personal responsibility for lowering his or her level of stress. An individual can either avoid stressful situations, modify them, or learn to deal with them in different ways. Individuals can learn to regulate stress, which allows them to take control of their lives (MBA Knowledge Base, 2021). When it comes to the most significant topic from a managerial perspective, we consider how work-related stress can be reduced. There are various key actions have been made for employees and managers take in order to promote employee adjustment to work and provide a comfortable work environment. The approaches that managers and employees can use to reduce stress are listed below. From an employee's perspective.

some of the stress-relieving tactics include: Develop self-awareness and knowledge about stress At first, individuals should have an understanding about stress. They should be aware of the causes and impacts of stress as well as figure out what is the most trigger to their stress. It is crucial for employees to become more mindful of how they act at work. They can learn to recognize their limitations and notice warning signals of potential threats. That means they should realize when to leave a situation and when to ask for support from coworkers to ease the issue (MBA Knowledge Base and BCcampus, 2021). According to American Psychological Association (2018), individuals should write a journal to document their stressors by tracking their thoughts, feelings and information of the situations, the physical surroundings, and the way the reacted.

Findings:

After reviewing the literature on human resource management it is found that job pressure and job satisfaction are the two key elements that affect the employee's performance. Further after analyzing the literature we have concluded that job satisfaction is positively impacting the performance of the employees and secondly the job pressure or the unrealistic goals create stress in employees' minds and it led to poor performance of employees. Further existing literature states that the impact of job stress and job satisfaction has not been analyzed in Pakistan before so, this study will be enriching the existing literature by providing Pakistan's perspective. Secondly, psychological capital is used as a moderating variable of this study and it will enrich the existing literature by providing how psychological capital strengthen or weakens the relationship between job stress and job satisfaction. Having opportunities and responsibilities for development, striving for achievement, and receiving acknowledgement for accomplishments are key motivating factors that have a substantial impact on job satisfaction. Considering hygiene factors, salary, for example, has no motivational value. Employees' motivation and workplace stress management plays an important role in any organization and are ultimately co-related to each other or interlinked to each other. The impact of job stress, job motivation, and job performance relating it to the mediating variable, which is the psychological factor. Job stress has a negative impact on job motivation which aligns with earlier studies. In the workplace, stress can cause all kinds of business issues and concerns. These issues and concerns left unaddressed will ultimately hurt morale and profits. One simple solution to managing stress is to understand what stress management is and how to handle workplace stress. The process of stress management is named as one of the keys to a happy and successful life in modern society.

CONCLUSION:

To sum up, organizations should start investing in the development of employee management by respecting their rights and appreciating their contributions. Employees should be provided regular breaks with minimal supervision during these times. The organization must provide a stress management workshop and assistance programs that give counselling service to employees who seek support with workplace conflicts, health issues, family or marital issues, and personal finances, etc. When an organization improves their employees' psychological and physical well-being, they can generate more profits as well as retain more personnel in the future. Employees should be trained in professional knowledge and time management practices to avoid rushing through tasks causing stress. Moreover, organizations should give ideal working conditions such as space, seats, etc., as well as modify the employment structure in some ways to help employees become more engaged and productive. The findings of this study can be used by professional practitioners, researchers, leaders, and HR managers to formulate and develop solutions for eliminating workplace stress along with encouraging employee's work motivation. This research has constructively provided readers with sufficient information by introducing diverse theories concerning workplace stress, work motivation and stress management strategies.

Employees are the heart and soul of every organization. They provide you with the tools to build and drive your business. Without them you have nothing. This is the answer to the question why is employee motivation important? And yet, it still surprises me to see how many companies still choose against trying to build long lasting employee motivation. Deciding which employee motivation ideas to take on vary from company to company. This is part of the reason why motivating employees is challenging and a constant work in progress. The overall goal should be to develop a positive workplace environment with the constant focus on motivating and retaining employees.

It is beneficial for every organization to understand about the study and establishment of the relationships between work stress, employee motivation and work performance. These findings will offer managers with information about this correlation, which they might apply to design and implement workplace stress management techniques. As a result, these approaches help enhance productivity, lower expenses, maximize profits, and promote life quality. Human resources are crucially significant to a company's success. Hence, the success of the company is entirely dependent on the performance of its employee. The most critical factor to consider is ensuring that the employee's performance is outstanding. In the current economy, when there is an increase in competition, it is vital for companies to generate the best results to maintain competitive position. In this regard, it is important that employees are performing their maximum potential.

Therefore, keeping employees motivated and stress-free maximize social capital as well as improve their performance. The management can effectively reduce stress among employees when they comprehend the root causes of workplace stress. For instance, as revealed in collected data from the survey, staff cuts or lack of staffs causes major tension on most employees. Workplace stress has been identified as a primary cause of work dissatisfaction and high turnover among workforces.

Recommendation for further study:

The further step of the study could be improved in the following ways: First, expand sampling regions and the number of enterprises to improve the sample's representativeness. Increasing the sample size can increase the reliability and validity of the study results and reduce data bias that may result from an inadequate sample size. Second, explore other influences on employee creativity to further improve the model. This study effectively conducted a linear model of the employee motivation for knowledge sharing on employee creativity. In further studies, a team or organizational perspective can be added to this model to refine an integrated theoretical framework of the employee's motivation for knowledge sharing on employee creativity.

The research recommends that employers of labour should make all efforts to ensuring that the workplace is stress-free. It also recommends that occupational psychologist and stress management experts be employed to provide advice and therapy to stressed employees to prevent adverse effects on productivity.

This research has provided the foundation for understanding the issue of work related stress, as well as how work motivation and satisfaction can be used to support individuals in lowering stress. However, beyond the correlations between workplace stress and work performance, I did not examine the causes for the workplace stress among the participants in this research. I recommend other researchers would conduct more studies into the various causes of work stress to gain a better knowledge of such pressure. By evaluating everyone's own experiences, qualitative researchers could gain more understandings from their experiences and the meanings of the links between employee stress, motivation, and performance. Since there is still a considerable need to learn how to keep employees motivated while preventing them from experiencing stress at work.

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