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## **The Impact of Job Stress on Job Performance among Operational Level Employees of Two Selected Electrical Manufacturing Companies in Colombo District, Sri Lanka**

**Jayasooriya, K.P.L.M.**

Department of Human Resource Management, University of Sri Jayewardenepura  
[madushaniprabasara@gmail.com](mailto:madushaniprabasara@gmail.com)

**Gamage, A.S.**

Senior Lecturer, Department of Human Resource Management, University of Sri Jayewardenepura  
[arunasgamage@sjp.ac.lk](mailto:arunasgamage@sjp.ac.lk)

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### **Abstract**

This study attempts to identify the impact of job stress on job performance among operational level employees of two selected electrical manufacturing companies in Colombo district. There is an empirical knowledge gap in Sri Lankan context on the impact of job stress on job performance of operational level employees in electrical manufacturing companies. This study aimed to investigate the impact of job stress on job performance among operational level employees of two selected electrical manufacturing companies in Colombo district. The data were collected from a randomly selected sample of 108 operational level employees of two selected electrical manufacturing companies located in Colombo district by administering a structured questionnaire, which consisted of 38 questions/ statements with 5 point scale. The data analysis included the univariate and bivariate analyses. This study found that there is a strong positive relationship between workload and job performance and there is a weak negative relationship between role conflict and role ambiguity with the job performance among operational level employees of the two selected electrical manufacturing companies. It is concluded that the workload is positively associated with job performance while role conflict and role ambiguity are negatively associated with the job performance among operational level employees of two selected electrical manufacturing companies in Colombo district, Sri Lanka. Thus, job performance of employee is significantly based on the job stress. Hence, it can be concluded that job stress is a major factor which can affect the job performance of the all operational level employees in the electrical manufacturing industry and the management of the electrical manufacturing companies has to consider to minimize the job stress of the operational level workers introducing appropriate strategies.

**Keywords:** Job Stress, workload, Role Conflicts, Role Ambiguity, Job Performance, Production Assistants