

Impact of Work Stress on Employee Performance of Operational Level Employees in A Leading Supermarket Chain in Colombo, Sri Lanka: Moderating Effect of Gender

Jayasinghe, Y. C. S. K.¹ and Wanigasekara, W. M. S. K.²

The purpose of this research is to identify the impact of Work Stress on Employee Performance. In addition to that, this study intends to contribute to fill the knowledge gap by looking into the relation between Work Stress and Employee Performance. Although the between Work Stress and Employee Performance established in literature, very few studies have examined these with Work Stress in the Sri Lankan context, especially in the supermarket industry. This study explored the relationship and examined the influence of those variables among operational level employees who work in a leading supermarket chain in Colombo, Sri Lanka. This research is a deductive (theory –testing) research. This research was conducted using survey research strategy and quantitative research method. Operational level employees of a leading supermarket chain in Colombo, Sri Lanka were chosen as the population of the study. Simple random sampling technique was used to calculate the sample size. Accordingly, sample size was 226 observations and used primary data as data source, data collection was done through a well-established questionnaire. A Google form was created and distributed to collect data using both Languages, Sinhala and English. The number of employees who responded was 222 among 226 employees. Statistical Package for Social Science (SPSS), version 23.0 was used as tool for data analysis and both descriptive and inferential statistics, namely correlation and regression were used to analyzed data. The results indicate that Work Stress has significant negative effect on Employee Performance. As same as gender significantly moderates the relationship between work stress and employee performance.

Keywords: *Work Stress, Employee Performance*

¹ Undergraduate, Department of Human Resource Management, Faculty of Commerce and Management Studies, University of Kelaniya, Sri Lanka [chathurijayasinghe95@gmail.com]

² Senior Lecturer, Department of Human Resource Management, Faculty of Commerce and Management Studies, University of Kelaniya, Sri Lanka [saroja@kln.ac.lk]