

Job performance, its definition, elements, and its relationship to work stress

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Job performance concept.

Many researchers have been interested in job performance because of the importance of this topic to the environment, individuals, and organizations in general, and job performance has been defined by more than one definition.

We will review together the concepts of job performance:

- 1- Performance is the outputs or goals that the system seeks to achieve, that is, it is a concept that links the aspects of the activity and the goals that these activities seek to achieve within the organization. (Abdul Mohsen, 2002 AD, pg. 7)
- 2- Performance is an activity that enables the individual to successfully accomplish the task or goal assigned to him and this depends on the normal constraints of the reasonable use of the available resources. (Jamal, 1995, p. 18)
- 3- Performance is the individual's carrying out the various activities and tasks that make up his work. Three dimensions or criteria can be distinguished by which performance can be measured. These criteria are the amount of effort expended; effort quality; performance style; The amount of effort means the amount of physical or mental energy that an individual exerts in his work during a specified period of time. (Ashour, 1989, p. 50)
- 4- The interaction between behavior and achievement, or it is the sum of behavior and results that are achieved together with the tendency to highlight achievement or results, due to the difficulty of separating behavior on the one hand and achievement and results on the other hand. (Al-Durra, 2002 AD, p. 13)

Therefore, it can be said from the previous definitions that the performance is:

The behavior that the individual performs in the organization in which he works in the correct and proper manner, taking into account the effectiveness and efficiency at work

Elements of job performance:

If performance is described as “the results achieved by the individual, then many factors affecting performance appear, and these factors are subject to the employee’s control, and others may be out of this control.

Here, several performance elements stand out:

- 1- The employee: all his skills, interests, values, attitudes, and motives.
- 2- The job: It is the requirements or challenges that this job is characterized by, and the challenging job opportunities that this job offers and contains elements of feedback as part of it.
- 3- Position: It is what characterizes the organizational environment and includes the work environment, supervision, abundance of resources, administrative systems, and organizational structure. (1976, Seley39) ,

The relationship between work stress and job performance:

Studies have indicated a difference in the researchers’ viewpoints on the relationship between work stress and performance, as follows:

- 1- Some researchers confirmed that the relationship between work stress and performance is a negative relationship. Researchers in these studies confirmed that work stress is an obstacle to human behavior and negatively affects the results and the physical and psychological state of the individual and forces the individual to make great efforts and devote many times to overcome these pressures.
- 2- Some researchers believe that the relationship between work stress and performance is a positive relationship and represents a kind of challenge to human behavior. Work problems, difficulties, and tensions are considered individual challenges and lead to the adoption of positive patterns of behavior and give better performance. (Maher, 2003, 396) These researchers believe that the presence of a low level of work pressure does not motivate

individuals and makes them face a specific level of challenge, but in the case of an increase in the level of pressure, it leads to adverse effects.

- 3- The third trend sees the absence of a significant relationship between work pressure and performance efficiency, and the owners of this opinion are few, and this opinion assumes that the individual has self-committed to a contract with the organization in which he works, preparing himself physically and psychologically to work in this organization and accomplish his duties, regardless of what surrounds him. The owners of this trend assume that the individual enjoys a certain level of maturity, which helps him to complete this contract concluded between him and the organization. The other explanation for this trend lies in the individual's ability to adapt and adapt to all emerging conditions, and therefore no effects will occur. Psychological or mental impact on the individual, and therefore the lack of any impact on performance.
- 4- The fourth trend sees that there is a linear, curved relationship in the shape of an inverted letter (U) between pressures and performance. This trend assumes that a low level of pressure will not motivate individuals to work, and a high level of pressure will absorb individuals' capabilities in an attempt to combat it, Consequently, these capabilities are exhausted and not available to complete the work. (Maher, 2003, 397) Therefore, the proponents of this opinion assume that the presence of a medium level of work pressure helps the individual to find a balance in his forces to distribute them between completing his work and combating these pressures, which is the optimal situation to complete the work.

Methods of measuring employee performance:

Measuring the performance of employees is a necessary process for any organization, especially when this organization provides a service, as this process entails many decisions in the field of personnel management, and through the evaluation process, we can judge the eligibility of workers to stay at work, or their entitlements to promotion, or download or raise their grades and salaries, or even dispense with them. This is because the factor is an element of the production, and a means to achieve the organization's goals and strategies, so the organization must measure these human elements in carrying out the tasks entrusted to it. (Al-Qaryouti, 82, 1990)

As for performance measurement methods, objective measurement methods of performance are usually used, and these methods are divided into three groups:

1- Amount of performance output:

It is possible to obtain an objective measure of the quantity of the performance output if it is possible to determine the output of the performance and determine the unit of its measure, and examples of this type, the number of units that have been completed during a specified time, or the number of rooms sold for the sales factor in the hotel, or the number of invoices that can be calculated and audited for the accountant in the hotel.

2- The quality of the performance product:

One of the most important features of the service sector is the quality of service provided by the organization. In some cases, it requires knowledge of the quality of service provided by the worker, regardless of his speed of performance. It should be noted here that the use of the output quality criterion must include a specific definition of quality.

3- Quantity and quality of the output together:

It is when it is possible to deduce a scale that combines quantity and quality together, and this scale is considered better in terms of its inclusion of those scales that reflect quantity and quality separately. (Zewelf, 295, 1993)

It is clear from these methods that it is necessary, after hiring employees, to ascertain the extent to which they perform the work required of them through the process of evaluating their performance. Alleviate these pressures so that we can get to better performance.

4- Measuring the performance of employees at the level of the organization

In the previous steps, it was talked about measuring the performance of employees at the level of individuals (whether through the quantity or quality of performance or both together), but here it is possible to measure the performance of all employees on the basis that they are one cooperative unit to achieve the goals of the organization. This is done by knowing the degree of efficiency of management in achieving results that reward the resources available to the organization. Where

the degree of efficiency is an indicator of the extent of cooperation of the various departments in the organization and the good performance of these departments for the tasks entrusted to them in achieving the degree of efficiency. Where the levels of performance efficiency in managing the organization's activity are divided into (excellent – very good – good – acceptable – poor – losses). (Because the human and material elements in the organization are the two means through which the organization achieves its goals) and vice versa, If the degree of efficiency of performance in managing the organization's activity was (acceptable - weak - losses), this indicates that there is a shortcoming in the overall performance of the employees of this organization. This form can be used to find out the degree of management efficiency through this link <http://www.geneec.com/evaluatesE1.php> or through the same website

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