

## **Impact of Job Stress on Employee Performance of Executive and Above Employees in ABC Telecommunication Company**

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The purpose of this research is to identify the impact of Job Stress (in the form of Role ambiguity, Underutilization of skills and Work overload) on Employee Performance of executive and above employees in ABC Telecommunication Company. In addition to that, this study intends to contribute to filling the knowledge gap by looking into the relationship between Job Stress and Employee Performance. Although there is enough literature on Role ambiguity, Underutilization of skills, Work overload, and Job Stress in the western region. There is less research context in Sri Lanka to test the Job Stress on Employee Performance, especially in the Telecommunication industry. This study explored the relationship and examined the influence of Role ambiguity, Underutilization of skills and Work overload those variables on Employee Performance of executive and above employees in ABC Telecommunication Company. This research is deductive (theory-testing) research. This research was conducted using a survey research strategy is quantitative research method. Executive and above employees in ABC Telecommunication company were chosen as the population of the study. The sample size was 300, data collection was done through a self-administered questionnaire and Convenience sampling technique. A Google form was created and distributed to collect data. The number of employees who responded was 176 among 300 employees. Statistical Package for Social Science (SPSS), version 23.0 was used as a tool for data analysis and both descriptive and inferential statistics, namely correlation and regression were used to analyze data. The results indicate that Job stress negatively impact to the Employee Performance.

**Keywords:** *Employee Performance, Job Stress, Role Ambiguity, Underutilization of Skills, Work Overload*

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