

AFFECT OF JOB STRESS ON EMPLOYEE PERFORMANCE IN BANKING SECTOR

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ABSTRACT

Bankers are under stress and due to many factors of stress like , Role ambiguity, Role conflict, Responsibility for people, overload of work, less support from the organization, work overload & time pressures, Absence of motivation & creativity. The goal of this research is to uncover the roots and result of job stress on the employee's performance in banking sector. Job stress has an essential importance and has become a key challenge for the organizations because of its strong impact on the performance of an individual as well as of the organization. The purpose of this study is to find out relationship of job stress which is the depended variable with independent variables like role conflict, role ambiguity, work overload, work family conflict. The research is descriptive in nature and we have used questionnaire method for collection of data. The data was collected from 150 employees working in several banks.

Keywords: Job stress, role ambiguity, time pressures, work overload, lack of creativity and motivation, role conflict.

INTRODUCTION

Stress is constant in our lives and can be both motivating and demoralizing. Psychologically sound individuals have a wide range of options at their allocation and feel free to make decisions. However, a person who encounter stress problems feels as though their

capacity for development and growth is unnatural; this limitation is frequently brought on by personal and environmental stresses. Stress is several times misunderstood and misinterpreted resulting into unnecessary problems. It is therefore important to understand the stress well before thinking of managing it. The definition of stress has changed over the years. Originally it was observe as environmental pressure, then strain within the person. Stress is a psychological and physical state that results when the assets of the individual are not sufficient to cope with the demands and pressures of the situation. Thus, stress is more likely in some condition than others and in some individuals than others. Stress is described as a response to a demand that is placed upon a person. It can be clearly understood as “a condition where one experiences a gap between the present and desired state.”

The working environment in the financial sector is more complex now than it was a few decades ago. The workplace is spreading, and the use of modern technologies has a significant impact on the workforce. In terms of effectiveness and health, it presents a serious challenge and threat. Although it seems that technology had replaced human labour in the financial sector, using technology to ensure productivity and encourage a pleasant working environment as well as population increase have all had the unexpected consequence of increasing stress levels. The difficult working situation in financial institutions have a significant effect on both the productivity and well-being of employees and clients. That is, both employees and clients suffer as a result of the changing workplace. Stress impact people physically and emotionally every day, even if it be from problems at work, in school, with their families, or just from life in common.

Definition of Stress given by different Authors:-

Usman and is mail (2010) “One of the affected result of stress is on job performance. “So it needs to be studied. Stress is a state of strain that has a direct Bearing on emotions, thought process and physical conditions of a person. So this article inspect implication drawn for derive stress in the workplace.

Rubin et at., (2008) given the same “Stress is not always negative or harmful and indeed, the absence of stress is death.” But it still has harmful impact on employee performance.

Robbins and sanghi (2006) also donate “stress is typically discussed in a negative context; it also has a positive value. It is an opportunity when provide a potential gain.”

Merriam Webster (1998) defined stress as a physical, chemical or emotional element that causes bodily or mental tension and may be a factor in disease reason. It is a normal reaction when the brain accept a threat.

Kahn and Byosiére (1992) inspect job stress frequent effect of role conflict, role ambiguity and work overload.

OBJECTIVES

1. To know which factor play crucial role for creating stress among the employees of banks.
2. To survey the stress related problems of bankers.
3. To inspect the relationship of stress and performance.

STATEMENT OF THE PROBLEM

Many organizations with the aim of achieve higher productivity end up saddling employees with lots of work in order to meet deadline and this might have psychological and physical effects on the employees which may result in something opposite to what these organizations want to achieve. While organizations are paying more attention than in the past to

the outcome of the trauma their employees go through when they place extraordinary demands on them, there is still more room for improvement. Again to generate sufficient revenue to be self-sustaining and to be able to fund the acquisition of latest equipment meant efficient service provision and highest employment of resources.

LITERATURE REVIEW

Xhevdet and Wallace (2021) examined the impact of stress on employees performance as an important factor. In the correlation study, 80 employees were randomly selected from Tirana. The study begin stress as a very dangerous potential risk of people. As it is known, stress is one of the most emphasis factors of a lot of different problems and disease, but also a factor which controls the success or failure of an organization. As a very negative factor, it is responsible for workers humility at work, and as a consequence diminishes their performance and productivity. Factors such as demands, check, relationship, role and support are potential factors for stress at work.

Bula (2021) showed a relationship between work stress and employee presentation and that work stress seriously affects the performance of an individual and stress management techniques are not highly regarded or used by management.

Mujtaba, Cavico, & Senathip, (2020) stated that with the increasing and emerging economic condition workplace stress has become a top priority concern for many organizations with greatest working conditions, job insecurity, low levels of job satisfaction and lack of . Freedom is the reason it works in organizations around the world.

Rajendran and Jayashree (2020) suggested that employees are having high level of stress in their job due to work overload and which has a weak impact on employees work life balance too. They cannot able to stabilize their work and personal life because of the high level of work

overload. Also, the findings release that the workload has negative relationship with employee performance.

Kitole (2019) set up the effect of work stress on employee performance in the public sector in Kenya. The study was established on the Michigan Model- Work Stress. The study findings release notably a strong positive relationship between the independent variables and dependent variable as reveal by R value (0.866).

Shahid (2018) showed that there is accurately significant positive effect of workload and role conflict on performance of employees while unimportant relationship shown by role uncertainty. The findings revealed that the hospital employees are facing the positive aspect of stress called as good stress or Eustress.

SCOPE OF THE STUDY

United States National Institute of Occupational Safety and Health has determine workplace stress as “The harmful physical and emotional responses that happen when the requirements of the job do not match the capabilities, resources, or wants of the worker. Job stress can take to poor health and even injury.” Workers who are stressed are also more likely to be unhealthy, poorly motivated, less productive and lesser safe at work. Their organizations are less likely to be successful in a competitive market. Stress can be introduce about by pressures at home and at work. Employers cannot usually save workers from stress arising outside of work, but they can protect them from stress that appear through work. Stress at work can be a real problem to the organization as well as for its workers. Good administration and good work organization are the best forms of stress prevention. This study is helpful in evaluating the extent of stress experienced by the employees.

METHODOLOGY

Research Design:

The study was of exploratory in nature. The sample size is 150. It was collected from the employees of various private and public sector banks situated in Uttarakhand.

Sources of Data:

- a. **Primary Data** - Data was collected through self-organize questionnaire.
- b. **Secondary Data** -Books, internet web sites, journals, etc were used. And MS-Excel was used to list and store the data.

Research Instrument:

Percentage Analysis method was used to examine and interpret results and achieves research objectives.

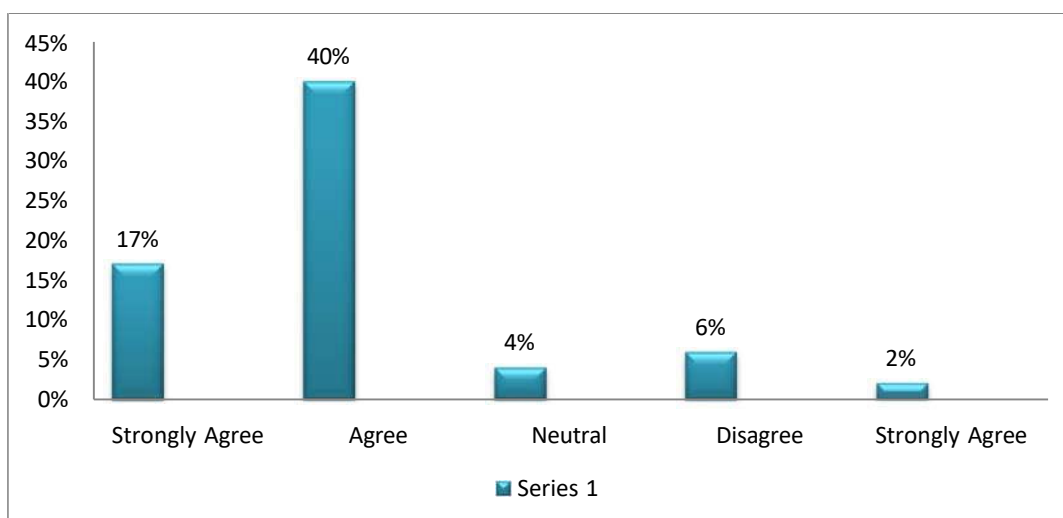
Variables

Independent Variable: Employee Performance

Dependent Variable: Job Stress

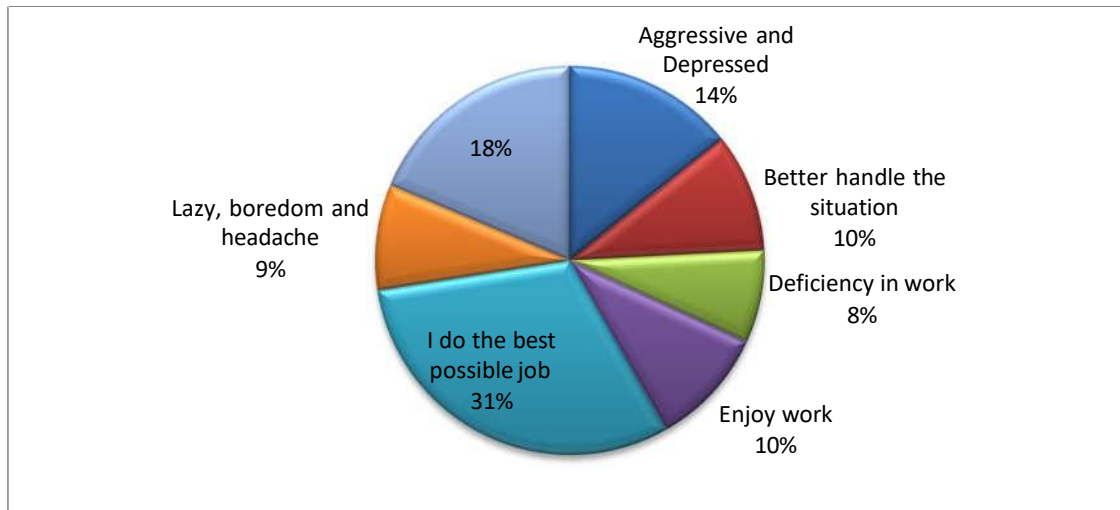
Analysis of the Data and Inferences:

Q.1 My academic qualification suits my job.



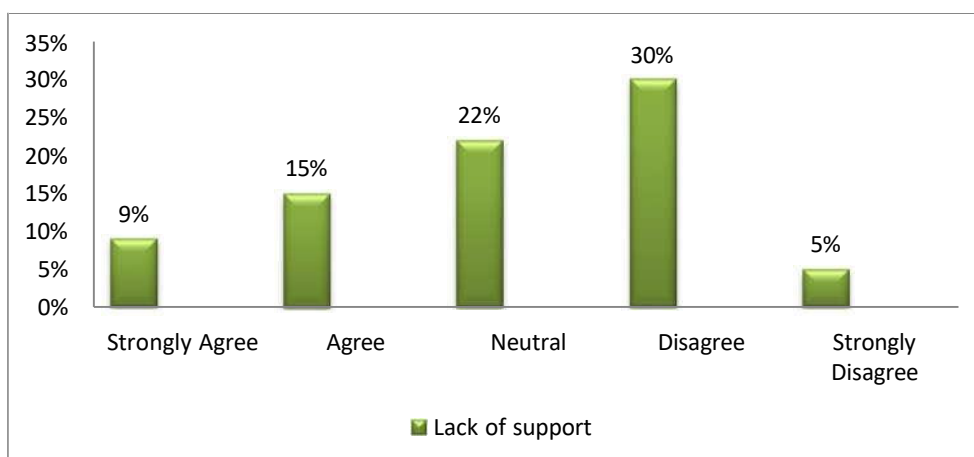
From this data, we can observe that more than 40% of the employees agree that their educational qualification suits their job. However, approximately 6% of respondents from various banks disagree for the same.

Q.2 How do I identify when I am on the job?



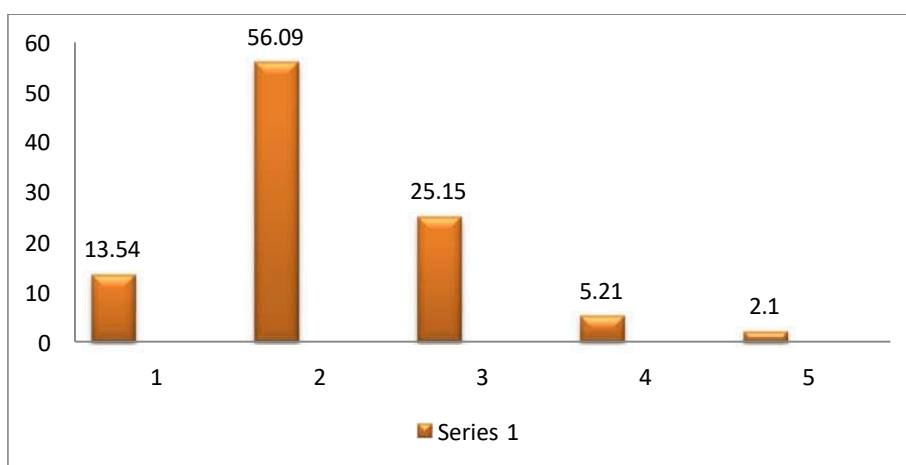
For this question, there was a variety of responses found by the respondents where majority about 31% of the employees believe they do the best possible job, however the least number of employees feels deficiency in their work. 14% of employees feels both aggressive and depressed as well as they stay calm while on the job.

Q.3 There is absence of support in my organization.



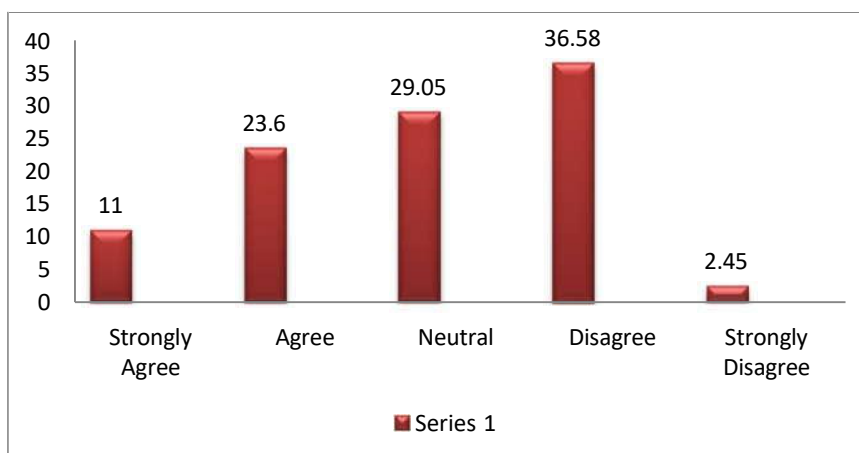
Here, we analyze that 30% of respondents disagree that there is lack of support in their organization. Therefore, this is not the major reason for their job stress. However, we cannot ignore the fact that 15% of employees believe that this is one of the reasons for their lack of performance.

Q.4 Overload work and time force is one major source of my stress.



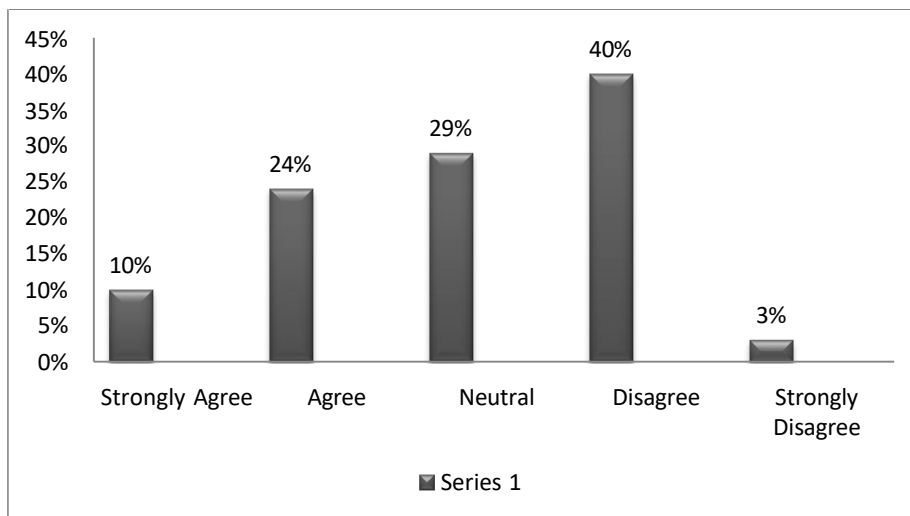
More than 55% of employees across various banks feel stress due to work overload and time pressures. This can be a major reason causing poor performance of employees.

Q.5 Absence of social support from colleagues and poor interpersonal relations causes increase in stress.



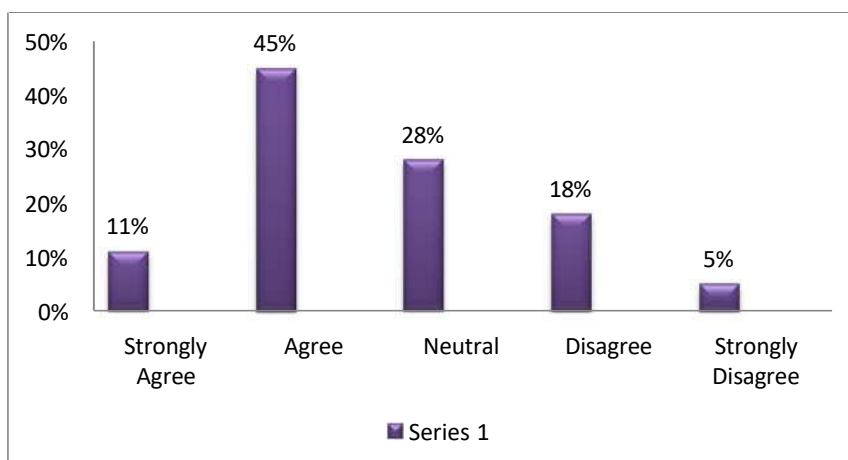
From the above chart, we can say that more than 35% of the employees do not face any lack of social support poor relationships with their colleagues. Hence for them this is not the cause of their stress. However, there are almost 11% of employees who strongly agrees that they face lack of support and poor relationships with their colleagues which cause major stress for them.

Q.6 There is no motivation factor and uplifting of creativity.



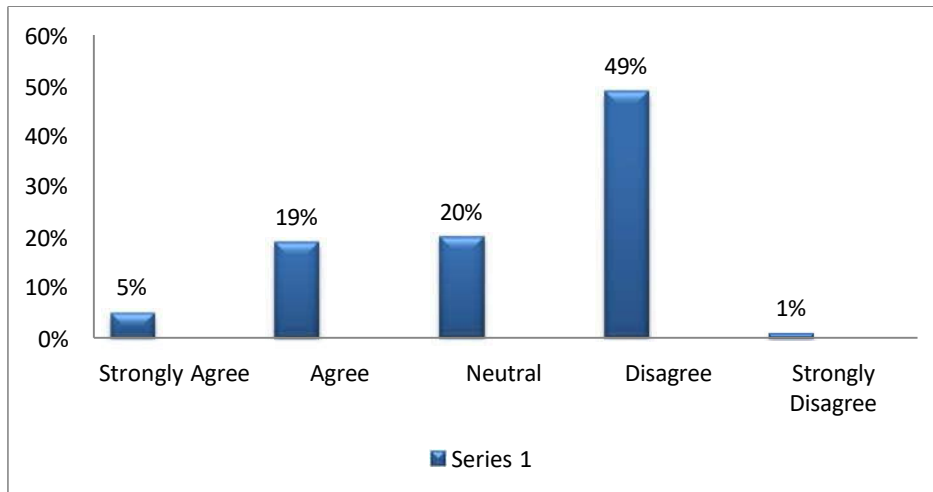
40% of employees believes that there is an encouragement of creativity and motivation factor in their bank. However, yet there are 10% of employees who feel that there is no motivation and encouragement of creativity for them.

Q.7 My organization boost, shared goals between management and employees.



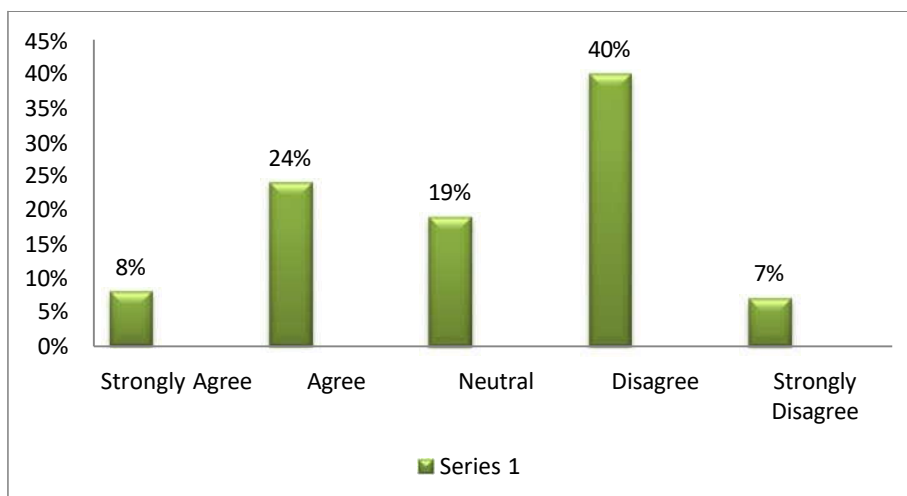
Here, a huge percentage of people agree to the fact that their banks believes in shared goals between management and employees. Yet, there are 5% of employees who strongly disagrees for the same.

Q.8 There is a role uncertainty in my job profile.



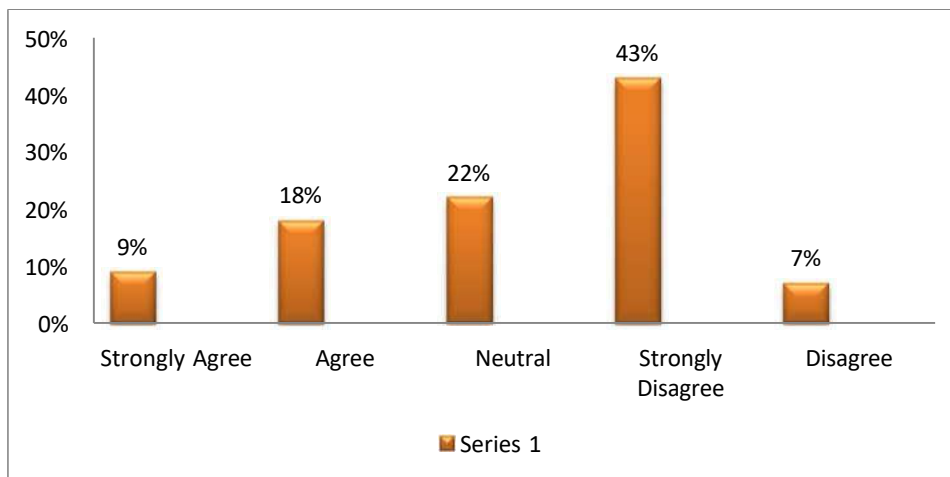
49% respondents disagree that there is any role ambiguity in their job profile. This means they are clear about their tasks, roles and responsibilities and hence this factor does not cause any stress for them. However there are still 19% of employees who still are ambiguous about their job profile which indeed leads to stress and poor job performance.

Q.9 I am not able to use my instruction and skill in my role.



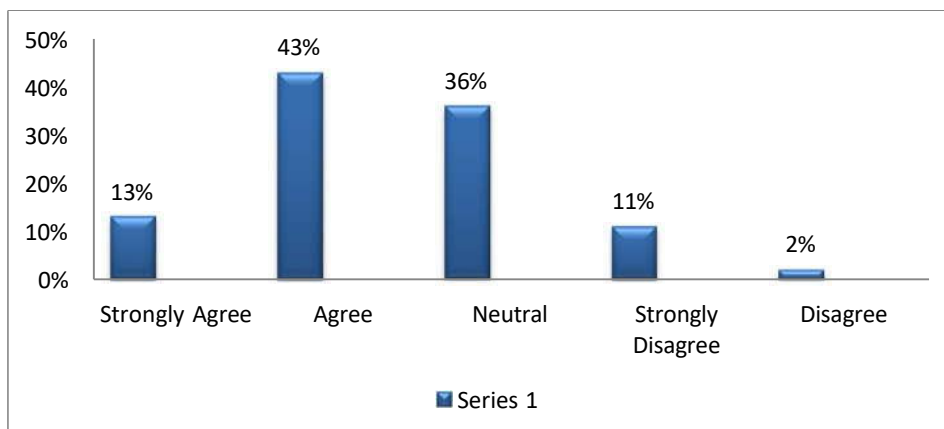
40% of employees states that they are able to use their training programs effectively and also are able to utilize their expertise. Hence they do not face such stressful situations in their bank. Yet if we see, 24% of employees from various banks are not been able to use their expertise and training knowledge effectively which leads to their poor performance

Q.11 I feel being low at my workplace.



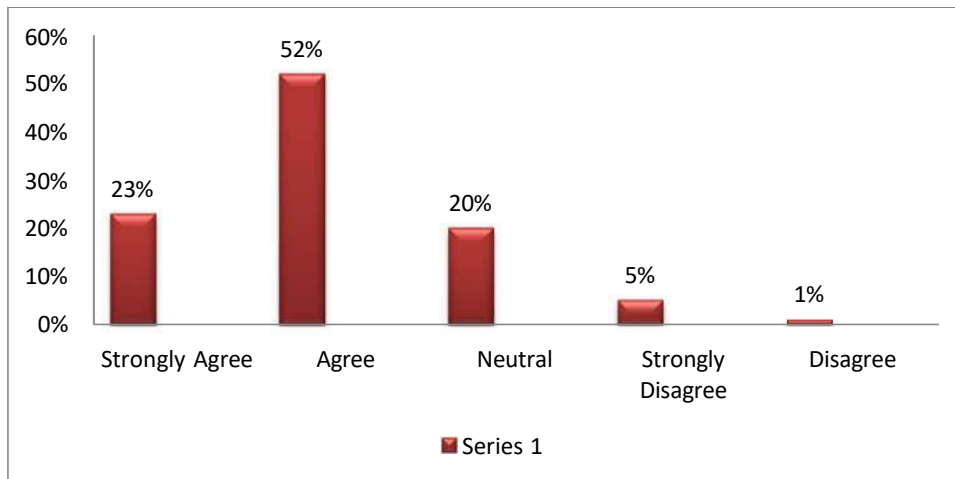
This bar graph shows a positive sign where majority of employees like 43% do not feel undervalued at their workplace. This means there is respect for their work at their workplace which helps them and motivates them to perform their job well. This is a major area of stress concern for almost 18% of employees who feels that they are undervalued at their workplace.

Q.12 Working risk becomes a part of stress.



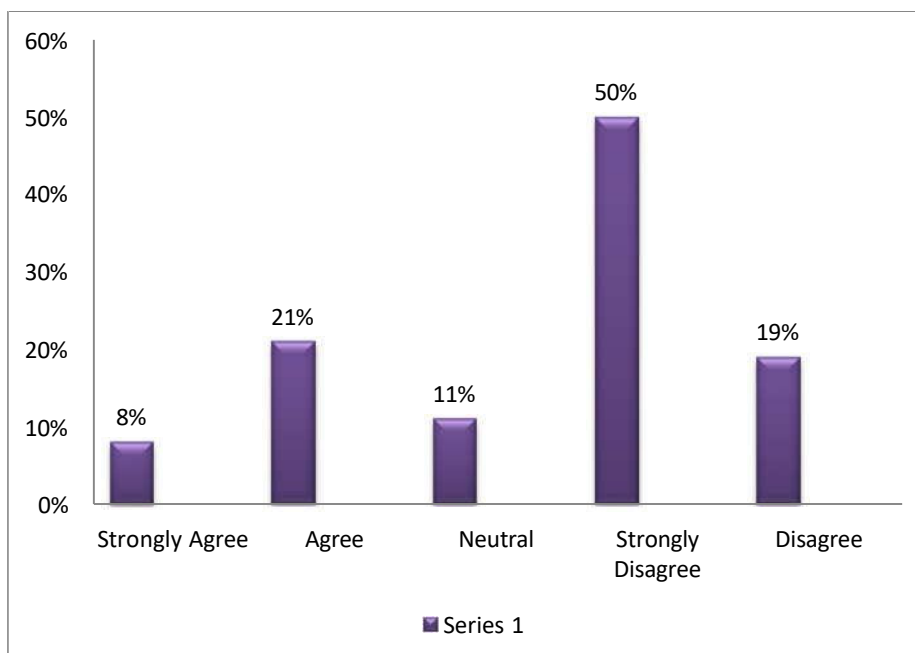
43% employees agree for operational risk which is a major constituent of stress for employees across various banks.

Q.13 Due to working over, coping work- life balance becomes difficult.



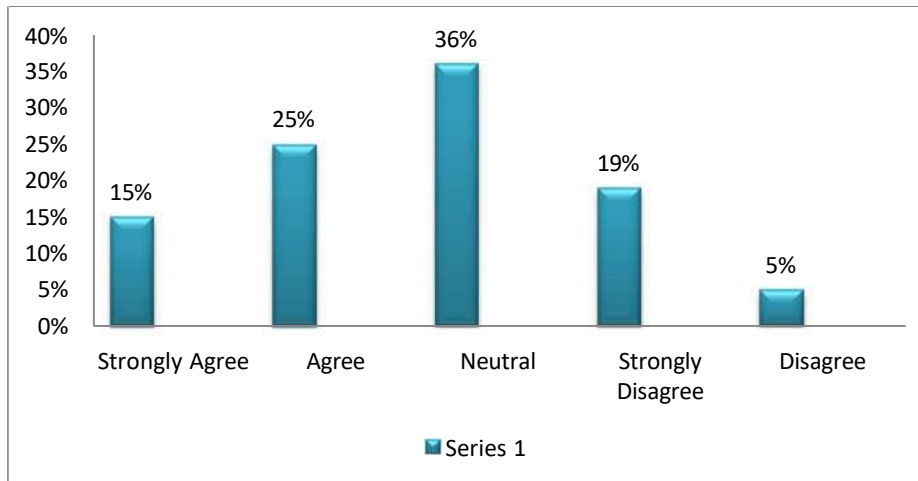
Majority source almost 52% of employees are unable to manage work life balance due to working overtime. This shows that employees in this sector are not able to beat a balance between their personal life and professional life due to spending major time of their day at work.

Q.14 I would like to change my job and the industry



Even after facing such stressful situations at work, 50% of employees do not want to switch their industry or go for a job change. Only 8% of employees strongly agree that getting a chance they would switch their job and industry

Q.15 All in all my job is stressful.



Here, 36% of employees neither totally agreed nor disagreed that overall their job is stressful. Hence it can be express that though there exists few job stressors but they are able to cope up with this and yet want to continue with their career in the same job.

SUGGESTIONS :

- The motive of this study was to find out the relationship between the job stress and job performance of employees in Uttarakhand and to find out the factors affecting the stress.
- As per hypothesis job stress had a negative connection with job performance that when stress occurs it affects the performance of employees negatively, that lower the stress it increases the performance so both these are oppositely proportional to each other.
- The stress in work environment reduces the purpose of employees to perform better in jobs with the increasing level of stress the employees thinking demoralize and his habit to work well also decline.

- No doubt stress is necessary for increasing performance of employees but up to a definite level.
- Finally, organizations can change or remove the stress by remaking jobs to reduce feeling undervalued and workplace victimization/ bullying, unclear role/tasks, work-home interface; fear of joblessness, exposure the traumatic matter at work and economic instability.
- They can also swap organizational policies to give individuals more control over their work activities, develop support System, Shared Goal and Direction, Problem Solving change ment Tolerated, Decision Making Distributed , Respect and Personal Needs Heard .
- Employees of the banks should be made free from not only panic of quality of performance but also from other kind of fear generating in their minds.
- Guidance and counseling, standard consciousness awareness programs, psychological support can be given to employees.
- The concept of five day week working can be applicable in banks so that the employees can give more time to themselves and their family and release other social responsibilities.
- There should be actual work division in all departments. There should be friendly environment from colleagues and mainly boss.

CONCLUSION

The technological growth has transform the way banking sector works and the competition is globalized now days because of the financial conditions. The level of stress faced by the employees in banking sector is also growing quickly. The present study clearly found that there is an important relationship between type of the banks, gender, age, education, job role, interpersonal relationships and effect of occupational stress. So the banking sector employees should acquire new coping strategies for maintaining good physical and mental condition which will upgrade productivity level of the bank.

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