

Work stress and employee performance in banking sector with reference to Hamirpur district, Himachal Pradesh

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Abstract - Modern day business organizations that are operate in complex and demanding markets are often create stress among its employees. Stress is a universal element and individuals in every walk of life have to face it. The employees working in different organizations have to deal with stress. Especially bankers are under a great deal of stress due to many antecedents of stress. These stresses contribute to decreased organizational performance, decreased employee overall performance, decreased quality of work, high staff turnover, and absenteeism due to health problems such as anxiety, depression, headache and backache. The objective of the study is to explore the stress related problems of bankers and examine the relationship between stress and performance. And finally the impact of stress on employee performance. The results show that all the components of stress cause great stress in bankers and then decrease their performance. The research is descriptive in nature and used questionnaire method for collection of data.

Keywords: Job performance, Stress, Banks.

I. INTRODUCTION

Job stress is an outcome or response to certain stimuli in the environment. Nowadays, job stress has become more apparent and leads to low morale of employees. The causes for job stress can be attributed to technological changes, competitive life styles and various other social factors. The definition of stress has changed over the years. Initially it was considered as environmental pressure, then strain within the person. Stress is a psychological and physical state that results when the resources of the individual are not sufficient to cope with the demands and pressures of the situation. Thus, stress is more likely in some situations than others and in some individuals than others (Michi, 2002). Stress is defined as a response to a demand that is placed upon a person. It can be simply understood as “a condition where one experiences a gap between the present and desired state.” Merriam Webster (1998) defined stress as a physical, chemical or emotional factor that causes bodily or mental tension and may be a factor in disease causation. It is a normal reaction when the brain recognizes a threat. Rubin et al., (2008) contributed the same “Stress is not always negative or harmful and indeed, the absence of stress is death.” But it still has destructive impact on employee performance. According to Usman and is mail (2010) “One of the affected outcomes of stress is on job performance. “So it needs to be studied. Stress is a condition of strain that has a direct Bearing on emotions, thought process and physical conditions of a person. According to ILO (1986)“It is recognized world-wide as a major challenge to individual mental and physical health,

and organizational health.” Although stress includes both good and bad aspects but it is not necessarily bad.

II. LITERATURE REVIEW

Rana and Munir (2011) analysed the relationship between work stressors like role ambiguity, workload pressure, home-work interface, performance pressure, relationship with others, role conflicts, and job performance with motivation as a mediator. The study revealed “role conflict” and “role ambiguity” to have a positive correlation with stressors. However, there was a negative relationship between other stressors and job performance. Shah *et al.* (2012) in their study explored the impact of stress on employee job performance among teaching faculty and found a negative relationship between organisational structure and employee efficiency, whereas rewards were found to be positively correlated to employee efficiency as expected. Ahmed and Ramzan (2013) too found a negative correlation between stress and job performance i.e. as the stress increases the job performance goes down and vice-versa. Warraich, Ahmed, Nawaz, and Khoso (2014) found that workload, role conflict, and inadequate monetary reward as the prime reasons of causing job stress in employees that leads to reduced employee efficiency. Usman Ali et al. (2014) found that workload, role conflict, and inadequate monetary reward are the prime reasons of causing stress in employees that leads to reduced employee efficiency. Priya and Soni (2017) found the stress such as overload, lack of motivation, time pressure, role conflict, lack of support from the organization and responsibility for

people. Banks should adopt new coping strategies to improve the better level of the bank.

III. OBJECTIVES

1. To determine the effect of demographics on employees' workload, job security and shift work.
2. To analyse the relationship between the factors contributing to job stress and examine its impact on job performance.

IV. RESEARCH METHODOLOGY

4.1 Research Design

The methodology of the study is based on the primary data as well as secondary data. The study depends mainly on the primary data collected through a well-framed and structured questionnaire to elicit the well-considered opinions of the respondents.

4.2 Targeted Population & Sample

Punjab National Bank operating in Hamirpur District has been chosen for the study. In Hamirpur District 41 Punjab

National Banks are functioning. 300 officers & non officers of different age group, different gender, different designation and different length of work experience have been chosen as respondents for this study by using simple random sampling technique.

4.3 Source of Data

Data was collected from staff members of PNB through primary & secondary source of data. Questionnaire & interviews were used.

4.4 Research Instrument

Percentage Analysis method was used to analyze and interpret results and questionnaire contained closed ended questions and all the questions are designed in such a way that all the elements of the variables of interest to be measured are included and designed to generate sufficient information needed to address the objectives of the study.

4.5 Variables:

Dependent variable: Job stress

Independent variable: Employee performance

V. ANALYSIS AND INTERPRETATIONS

5.1 Demographic Analysis

It is found from the analysis of the data that offices of PNB functioning in hamirpur district in Himachal Pradesh follow Job stress and employee's performance.

5.1.1 Gender wise classifications

S. no.	Particular	No. of respondents	%age
1	Male	258	86.0
2	Female	42	14.0
	Total	300	100

It is clear from the table that majority of respondents i.e. 86% belongs to the total sample of male category and 14 % under the category of female employees in PNB bank.

5.1.2 Designation

S. no	Particular	No. of Respondents	% age
1	Officers	142	47.33
2	Non-officers	158	52.67
	Total	300	100

It is clear from the table that majority of respondents i.e. 52.67% belongs to the total sample of non-officers category and 47.33% under the category of officer's employees in PNB bank.

5.1.3 Age wise classification

S. no.	Particular	No. of respondents	Percentage
1	20-30	110	36.7
2	31-40	134	44.7
3	41-50	45	15.0
4	51-60	11	3.7
	Total	300	100

It is clear from the table that majority of respondents i.e.44.7% belongs in the age group between 31-40, followed by 36.7% that is in the age group of 20-30.Very few respondents i.e.3.7% belongs to the age group of 51-60 years.

5.1.4 Work experience

S. no.	Particular	No. of respondents	Percentage
1	Up to 5 years	167	55.7
2	6-10 years	89	29.7
3	11-15 years	21	7.0
4	More 15 years	23	7.7
	Total	300	100

It is clear from the table that majority of employees 55.7% having up to 5 years of work experience whereas very few respondents i.e. 7% having up to 11-15 years of work experience.

5.2 General Finding

5.2.1 Does your educational qualification suits your job?

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Strongly Agree	80	26.67	26.67	26.67
Agree	110	36.67	36.67	63.34
Moderate	70	23.33	23.33	86.67
disagree	30	10	10	96.67
Strongly Disagree	10	3.33	3.33	100
Total	300	100	100	

The above table shows that 26.67% strongly agreed, 36.67% agreed, 23.33% moderate that their qualification suits with their job. Only 10% disagreed, 3.33% strongly disagreed and said that their educational qualification does not suit with their job which cause stress to them.

5.2.2 Lack of Administrative Support

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Strongly Agree	100	33.33	33.33	33.33
Agree	110	36.67	36.67	70
Moderate	75	25	25	95
disagree	10	3.33	3.33	98.33
Strongly Disagree	5	1.67	1.67	100
Total	300	100	100	

From the above table it is clear that lack of administrative support causes stress and the performance of the respondent decreases as the 33.33% respondent were strongly agreed, 36.67% were agreed and 25% were moderate agreed that lack of administrative support cause stress which in turns decrease their performance. 3.33% were disagreed and only 1.67% were strongly disagreed with that.

5.2.3 Work overload and time pressure

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Strongly Agree	85	28.33	28.33	28.33
Agree	115	38.34	38.34	66.67
Moderate	60	20	20	86.67
disagree	30	10	10	96.67
Strongly Disagree	10	3.33	3.33	100
Total	300	100	100	

The results are clearly indicating that significant majority of respondent were agreed 28.33% were strongly agreed, 38.34% were agreed and 20% were moderate agreed that work overload and time pressure is a big source of stress in their job and also leads towards decreased performance. While 10% were disagreed and 3.33% strongly disagreed.

5.2.4 Problematic Customer relations

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Strongly Agree	90	30	30	30
Agree	110	36.67	36.67	66.67
Moderate	50	16.67	16.67	83.34
disagree	35	11.66	11.66	95
Strongly Disagree	15	5	5	100
Total	300	100	100	

Due to operational risk a banker often face problematic customer relations which cause stress. 30% were strongly agreed, 36.67 % were agreed and 16.67% were moderate agreed that problematic customer relations caused stress and the performance of the respondent decreased. 11.66% were disagreed and only 5% strongly disagreed with that.

5.2.5 Co worker’s Relation

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Strongly Agree	95	31.67	31.67	31.67
Agree	70	23.33	23.33	55
Moderate	100	33.33	33.33	88.33
disagree	23	7.67	7.67	96
Strongly Disagree	12	4	4	100
Total	300	100	100	

The above table clearly demonstrates that co worker’s relations caused stress to employees working in bank.31.67% respondent were strongly agreed, 23.33% agreed and 33.33 %were moderate agreed that the lack of social support from colleagues and poor interpersonal relations cause stress and they feel inconvenient to work with them and hence their performance decreased only 7.67% were disagreed with it.

5.2.6 Riskiness of job

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Strongly Agree	65	21.67	21.67	21.67
Agree	85	28.33	28.33	50
Moderate	86	28.67	28.67	78.67
disagree	42	14	14	92.67
Strongly Disagree	22	7.33	7.33	100
Total	300	100	100	

As in bank there is operational risk is involved while employees are working. Due to online system of transactions employees have to be careful while entering account details especially the amount of the transaction. Because once the data entered the transaction becomes online countrywide, thus any negligent act leads towards penalty to employees. So this operational risk becomes a constituent of stress in employees working in bank as in above table majority of the respondents agreed that riskiness of the job cause stress and ultimately decrease their performance.

5.2.7 Family and work life Relation

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Strongly Agree	66	22	22	22
Agree	76	25.33	25.33	47.33
Moderate	92	30.67	30.67	78
disagree	43	14.33	14.33	92.33
Strongly Disagree	23	7.67	7.67	100
Total	300	100	100	

Due to work over load the bankers have to spend extra time apart from their working hours so they are unable to manage work and family life properly that causes stress in them as the significant majority of respondents were agreed with that 22% were strongly agreed, 25.33% were agreed and 30.67% were moderate agreed. 14.33% respondents were disagreed and 7.67% were strongly disagreed with that.

5.2.8 Overall job stress

	Frequency	Percentage	Valid Percentage	Cumulative Percentage
Strongly Agree	72	24	24	24
Agree	68	22.67	22.67	46.67
Moderate	88	29.33	29.33	76
disagree	43	14.33	14.33	90.33
Strongly Disagree	29	9.67	9.67	100
Total	300	100	100	

The above table demonstrates that 24% respondents were strongly agreed that their job is stressful, 22.67% were agreed and 29.33% were somehow agreed with that. Only 14.33% were disagreed and 9.67% were strongly disagreed and said their job is not stressful.

VI. CONCLUSION

The research paper focused on the impact of job stress on employees' job performance. Among the major factors considered in this study, Job stress impacts job performance in more significant way. Work overload, risky job and poor co-worker relations were the major contributor to job stress in bankers. Due to work overload and time pressure the bankers are unable to manage work life with family life which cause some serious social problems. Therefore the overstressed job decreases employee performance and perhaps a chief contributor to employee dissatisfaction. It is the utmost responsibility of the management to create a conducive organisational climate to work stress-free on a day-to-day basis. The management can take proper steps to control the job stress levels of employees leading to high morale and productivity among them. As a measure of job stress mitigation, counselling, meditation programs, and more incentives can be provided that will improve the performance of the employees. Proper strategies should be made regarding working hours, interpersonal relationships and supervision of bankers to reduce stress and to better manage the performance of employees in banking sector.

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