



The Effect of Job Stress on the Performance of Employees in the Banking Sector

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ABSTRACT

Now-a-days stress has become an integral part of jobs in banking sector. Competition is growing day by day thus increasing the levels of stress among employees. An employee spend almost one third of his life on work, and sometimes he has to face a lot of stress during his/her job. The nature of the job has gone through extreme changes over the last decade and it is still changing rapidly. Stress in a workplace has touched almost all professions, starting from executive levels to co-workers who are directly engaged in the production. Employees suffering with stress at work place, try to withdraw themselves from stressors in terms of high turnover and absenteeism from work. Stress has a direct impact on employee performance. Stress leads to improve performance to an optimum point beyond the optimum point further stress and arousal have detrimental effect on performance. Employees who face highly stressful situation constantly for a long period are bound to experience some change in attitude. They develop negative thinking, low morale and job dissatisfaction and fail to maintain friendly interpersonal relation with co-employees. This is because employees who work in highly stressful situations may feel tired and depressed. They also create physical and mental problem such as high blood pressure, hearing problem and mental disorder.

1. INTRODUCTION

Stress affects the employees' performance that indirectly affects the organization survival because if employees reduce their work efficiency and can't work best for their organizations, so this situation couldn't be only affected the organizational performance but also lost healthy shares in an increasingly competitive market, and may even jeopardize their survival.

Indian banking industry, the backbone of the country's economy, has always played a key role in prevention the economic cataclysm. The nature of job of banking employees is very tiresome as it involves long working hours, inappropriate reward system, and lack of job autonomy and role conflict. Organizational stress arises due to lack of person- environment

fit. When organizational stress is mismanaged, it affects the human potential in the organization. It further leads to reduced quality, productivity, health as well as wellbeing and morale. High level of stress may be accompanied by psychological reactions, such as anger, anxiety, depression, nervousness, irritability, tension and boredom depending upon the nature of stress and the capacity of individuals to bear stress. The effects of psychological reactions of individuals may be changes in mood and other emotional states, lowered self- esteem, resentment of supervision, inability to concentrate and make decisions and job dissatisfaction.

Employees who face highly stressful situation constantly for a long period are bound to experience some change in attitude. They

develop negative thinking, low morale and job dissatisfaction and fail to maintain friendly interpersonal relation with co-employees. If leaving the job is not easily possible for employees, they may create problems for the management i.e. inefficiency in performance, wastage of operational resources, creating obstacles for subordinates and so on. This may result in worst situation for the organization. Enduring stressful situation at work create a negative impact not only on employees' performance but also hinders the overall performance at organizational level. It is very complex relationship of work stress and performance and for that organization need to take strategic decisions.

Stress has a direct impact on employee performance. Stress leads to improve performance to an optimum point beyond the optimum point further stress and arousal have detrimental effect on performance. This is because employees who work in highly stressful situations may feel tired and depressed. They also create physical and mental problem such as high blood pressure, hearing problem and mental disorder. These mental and physical disorders not only affect the performance of the employees but also affect the productivity of the organization. Stress adversely affects the performance of individuals in an organization. It ultimately contributes low productivity of the whole organization because the organization works through these individuals.

The result of the Job stress ultimately affects the physical as well as mental health. Stress has been defined in different ways over the years. It is a condition in which any human is confronted with an opportunity or demand related to what they desire and for which the outcome is perceived to be both uncertain and important. Stress causes physical reactions, including automatic, excitability of nerves, increased heart beat rate, and a decrease in body temperature. Stress has been tied to heart disease. Because of the increase in heart rate and blood pressure, prolonged stress increases the tension that is put on the arteries. In the

recent surroundings, the employee satisfaction and customer satisfaction can give the major impact directly towards the achievement of the organization. From the employees standpoint, encouraging working environment coupled with others incentives such as increment in salary and frequent training which is focused the employees to work with dedication will uplift the organization to the success.

Hence, it appears reasonable to state that understanding of employee role is extremely important as it become the key factors in the success of modern organization. Stress will give a variety of consequences and the effect will different among each individual. The experience of stress is related with feeling of increasing distress, which leads to anxiety and depression. People in stress may find difficult to make decision, to think logically and to concentrate.

2. OBJECTIVES OF THE STUDY

- a) To study the concept of stress.
- b) To find out the effect of job stress on the performance of employees in the banking sector.

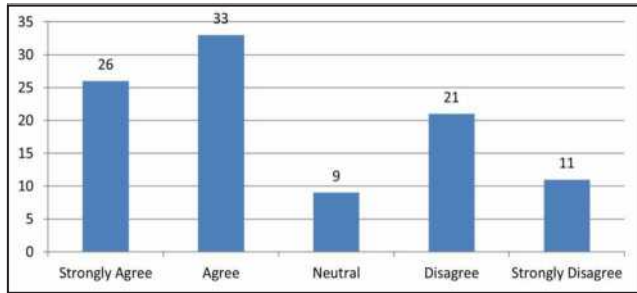
3. SAMPLING DESIGN

The researcher conducts a brief primary data collection on a sample basis of selected bank branches of AXIS Bank in Meerut region.

4. ANALYSIS AND INTERPRETATION

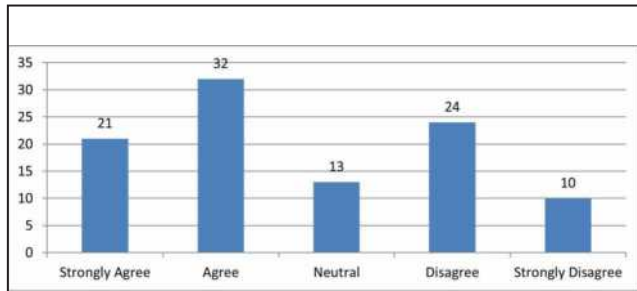
- a) **Stress leads to more absenteeism among the employees:** Out of 100 employees, 26 strongly agree the statement, 33 Agree, 9 are Neutral, 21 are Disagree and 11 are strongly disagreed. Most of the employees cited that work related stress can lead to more absenteeism and less productivity among the employees. The causes are heavy workloads, stressful meetings/presentations, feelings of being unappreciated, personal stress, illness etc. (Fig. 1)
- b) **Stress increase the healthcare and insurance cost among the employees:** Out of

Figure 1



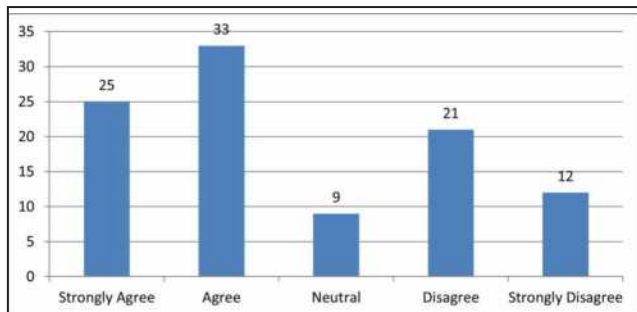
100 employees, 21 are strongly agreed to the statement, 32 are Agree, 13 are Neutral, 24 are Disagree and 10 are strongly disagreed. Most of the employees those who are agreed to the statement cited that stress leads to illness, health problems, and crate pressure in the life of an employee. Those who are disagreed to the statement most of the employees cited that they manage the stress without taking so much burden on their health.

Figure 2



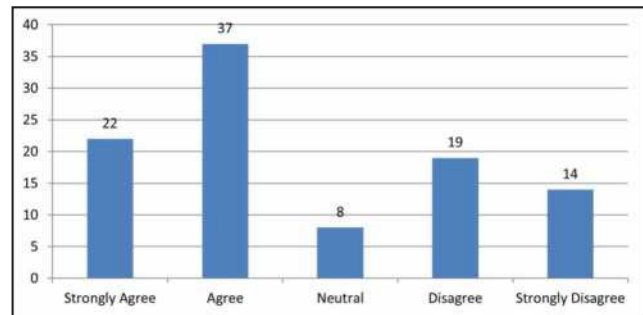
c) **Stress leads to more disputes among the employees:** Out of 100 employees, 25 are strongly agreed to the statement, 33 are Agree, 9 are Neutral, 21 are Disagree and 12 are strongly disagreed. Most of the employees those who are agreed to the statement cited that stress create disputes and conflicts among the employees to provide better services to the customers and in office related work.

Figure 3



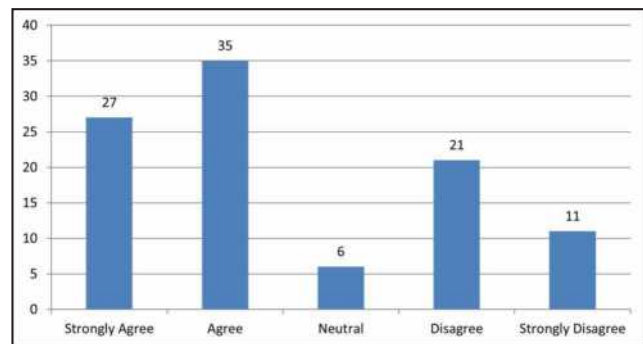
d) **Stress lowered the self-esteem among the employees:** Out of 100 employees, 22 are strongly agreed to the statement, 37 are Agree, 8 are Neutral, 19 are Disagree and 14 are strongly disagreed. Most of the employees cited that the stress lowered the self-esteem among the employees because their attitude, perception, motivational level towards the job can changed due to stressful condition in bank.

Figure 4



e) **Stress leads to job dissatisfaction among the employees:** Out of 100 employees, 27 are strongly agreed to the statement, 35 are Agree, 6 are Neutral, 21 are Disagree and 11 are strongly disagreed. Most of the employees cited that the stress leads to job dissatisfaction because stress creates the working environment very much difficult for the employees.

Figure 5



5. CONCLUSION

Indian banking industry, the backbone of the country's economy, has always played a key role in prevention the economic cataclysm. The nature of job of banking employees is very tiresome as it involves long working hours, inappropriate reward system, and lack of job autonomy and role conflict. Stress has a direct

impact on employee performance. Stress leads to improve performance to an optimum point beyond the optimum point further stress and arousal have detrimental effect on performance. This is because employees who work in highly stressful situations may feel tired and depressed. They also create physical and mental problem such as high blood pressure, hearing problem and mental disorder. The causes behind more absenteeism are heavy workloads, stressful meetings/presentations, feelings of being unappreciated, personal stress, illness etc.

The employees cited that stress creates disputes and conflicts among the employees to provide better services to the customers and in office related work.

Stress adversely affects the performance of individuals in an organization. It ultimately contributes low productivity of the whole organization because the organization works through these individuals. The employees cited that the stress leads to job dissatisfaction because stress creates the working environment very much difficult for the employees. ●

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