

AN EMPIRICAL STUDY OF STRESS IMPACT ON PERFORMANCE OF BANK EMPLOYEES

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Abstract

The present study is an attempt to focus stressors that makes bank employees to decrease the performance at the working environment. Building a well-mannered authoritative environment, work society and creating official as needs be decreases and stress. The world has changed into a little town with uncommon advancement of data innovation. Each individual in this environment needs to think all around and act mainly. Banks has to mainly focus on to stress related issues has employee is better at work environment then the service deliveries will be pretty good to the bank customers. Has pleasant mind stimulates the effectiveness of the employee on the work. In this light the study made an attempt to check the impact of stress on various variables.

Key words: employee, stress, stressors.

INTRODUCTION

Stress is a normal human feeling; it is how individual react to the stressors in life. We all have pressures to some extent. The objective is to minimize reactions to the pressures and then one feel less stress. The word “Stress” means to create an unanticipated pressure physically and mentally in different level people of organization. In the recent years we have seen lots mergers and acquisitions are happened in banking industry. This may creates pressure on the employee for revenues or profits of the banks. Even with fast and striking changes, like policy changes because of privatization, globalization and liberalization, enlarged competition because of more private (corporate) sector banks, introduction of new technologies, etc. with these changes, the employees in the banking industry are feeling a high level of stress.

Whenever an employee feels that the requirement from the job is away from his capacity, he is said to be in stress. Stress further leads to strain. Firstly Stress is felt at the psychological level which leading to strain that felt at the physical level. Irrespective of the status, position in the organization or the society to which they belong, employees experience stress and strain.

Stress will be a stimulating experience when it is within a Controllable limits. When stress goes beyond that limits, stress becomes distress, which is very difficult to manage by the employee. At this point employees feel helpless and hopeless and their work will not in a proper manner. This situation leads to reducing his efficiency and effectiveness in performing job in the workplace.

There are two types of stress, namely *positive* (Eustress) and *negative* (Distress). Positive stress tends to potential gain leads to better performance, whereas negative stress creates deep unhappiness, hopelessness and depression. In the work environment, when people feel unable to apply any control or influence over the requirements placed upon them, a sort of tension is produced that may result in stress.

Work Backdrop

Karimnagar is a Municipal Corporation and district headquarters of Karimnagar district of Telangana state. It is situated on the banks of Manair River, which is a tributary of the Godavari River. It is the fourth largest and fastest growing urban settlement in the state, according to 2011 census. It has registered a population growth rate of 45.46% and 38.87% respectively over the past two decades between 1991 and 2011, which is highest growth rate among major cities of Telangana. It serves as a major educational and health hub for the northern districts of Telangana. It is a major business center and widely known for Granite and Agro-based industries. Most of the industrial units are relate to agriculture, engineering, forest and mineral sectors and animal husbandry. These units are mostly of small scale and consist mostly of rice mills, saw mills, oil, dhal and other grain mills, and other agro-processing mills. The other non agro industries relate to engineering, manufacture of paper and tiles, stone dressing and crushing, cement concrete pipes, repairing of motor vehicles etc.

Review of literature

Selye (1956), Stress will be "any outer occasion or inward part drive which undermines to heavenly event organismic concordance".

Lazarus et al (1966) had suggested Stress a condition of difference with in a life structure that is evoked by a true blue/saw contrast between characteristic requests and creature's ability to conform to these requests; and is showed through game plan of physiological, vivacious and behavioral reactions.

Virk et al (2001), had transmitted study on word related stretch and work motivation in association with age, job level and sort conduct. He reported that age and occupation level can have strong effect on job stress.

Stress is an unavoidable. In any occupation, there are wide arrangement of potential purposes behind push, some of which are essential to both men and women, and others are specific to everyone social occasion. Word related stress portrays physical, mental and eager wear and tear accomplished by

incongruence between essential of occupation and capacities, resources and needs of laborer to adjust to job demands. (Akinboye et al., 2002).

Jamshed *et al.*, (2011) suggested, “The workplace is potentially an important source of stress for bankers because of the amount of time they spent in their respective banks.”

Shavita Dhankar(2015) Factors like work overload, ambiguity, pressure, confliction etc. are liable for stress. Occupational stress is a leading feature of modern life. A large number of problems related to employee health, declining levels of productivity and competence is connected to occupational stress. Minimizing the occupational stress would be part of company policy of the organizations and be seen as very important strategy to increase employee satisfaction.

Statement of The Problem

The rules of work environment are changing every time and new measure is being worn to judge the people. Most of the demographic and organizational factors donate for job stress and it replicate in low performance and morale. Proper technique need to be adopted to reduce stress and steps are to be taken to overcome it. With taking into consideration of all this, research was initiated in knowing the impact of stress on the employee performance.

Objectives of the study:

To study the factors influence on the banking employees.

To study the effect of stress on the performance of the employees.

Hypothesis:

H₀1: there is no influence of stress on the employee performance of the employees.

Methodology:

Self developed stress scale and performance scale is used to investigate the objectives of the study. Stress scale with 18 stress causes they are role overload 1 item, role ambiguity 1 item, role conflict 1 item, role expectation 1 item, work culture 2 item, Group pressures or bullying & harassment 1 item, changes in Responsibility or work schedules 1 item, under utilization of skills 1 item, employee participation 1 item, peer relationships 1 item, low status 1 item, strenuous working conditions 2 item, recognition or rewarding 1 item, work shifts 1 item, repetitive work 1 item, Deadlines 1 item, grievances 1 item, career development 1 item, 20 items are developed using Likert scale with anchors from strongly agree to strongly disagree and assigned 5 to 1 score to those five options respectively. Impact of stress on performance is measured with five items using Likert scale with five options from strongly agree to strongly disagree assigning 5 to 1 score to each option respectively.

Sample size is of 76 bank employees in Karimnagar district, Telangana state.

Procedure:

The questionnaire is given to each employee and requested to fill up then return it the same. It was made sure that they read and answer each question carefully rather than giving stereotyped answers.

Results and Discussion:

The reliability test result is given below in the table of stress scale and performance scale.

Table no: 1

Reliability Statistics of stress scale	
Cronbach's Alpha	N of Items
.806	20

Table no: 2

Reliability Statistics of performance scale	
Cronbach's Alpha	N of Items
.893	5

Table no: 3

Descriptive Statistics of stress scale			
	N	Sum	Mean
STRESS FACTOR 1	76	342	4.50
STRESS FACTOR 2	76	297	3.91
STRESS FACTOR 3	76	306	4.03
STRESS FACTOR 4	76	317	4.17
STRESS FACTOR 5*	76	186	2.45
STRESS FACTOR 6*	76	204	2.68
STRESS FACTOR 7	76	324	4.26
STRESS FACTOR 8	76	309	4.07
STRESS FACTOR 9	76	276	3.63
STRESS FACTOR 10	76	298	3.92

STRESS FACTOR 11*	76	182	2.39
STRESS FACTOR 12	76	288	3.79
STRESS FACTOR 13	76	319	4.20
STRESS FACTOR 14	76	324	4.26
STRESS FACTOR 15	76	298	3.92
STRESS FACTOR 16	76	297	3.91
STRESS FACTOR 17	76	309	4.07
STRESS FACTOR 18	76	322	4.24
STRESS FACTOR 19*	76	201	2.64
STRESS FACTOR 20	76	293	3.86
*items are false keyed in the scale.			

From the above table the mean scores of each stress factor is shown. Most of the stress factors are above average on the scale between 1 to 5. The 18 stress causes they are role overload mean score is 4.50, role ambiguity 1 item mean score is 3.91, role conflict 1 item mean score is 4.03, role expectation 1 item mean score is 4.17, work culture 2 item mean score is 2.45 & 2.68, Group pressures or bullying & harassment 1 item mean score is 4.26, changes in Responsibility or work schedules 1 item mean score is 4.07, under utilization of skills 1 item mean score is 3.63, employee participation 1 item mean score is 3.92, peer relationships 1 item mean score is 2.39, low status 1 item mean score is 3.79, strenuous working conditions 2 item mean score is 4.20 & 4.26, recognition or rewarding 1 item mean score is 3.92, work shifts 1 item mean score is 3.91, repetitive work 1 item mean score is 4.07, Deadlines mean score is 4.24, grievances 1 item mean score is 2.64, career development 1 item mean score is 3.86.

Table no: 4

ANOVA results of stress on performace							
		Sum of Squares	df	Mean Square	F	Sig.	Null hypotheses is result
Employee performance	Between Groups	895.689	29	30.886	4.153	.000	H ₀ 1 is rejected
	Within Groups	342.100	46	7.437			
	Total	1237.789	75				

From the table it is evident to say that the stress statistically significant with employee performance. Here $F(29,46) = 4.153$, $p < 0.05$, it specifies that the null hypothesis is rejected.

LIMITATIONS:

The study is limited to karimnagar district banks.

Conclusion

Clearly with the above results in the banks employee performance is related with the stress levels. As the stress level is increased it affects the performance of the employees which gradually decrease. The banks has to concentrate on the above stress factors to take necessary strategies in reducing the stress levels of the employees which is growing from the various stress causing factor also called as stressors. As these stressors are managed by the bank managers in coordination with employees, employees can perform better in the banks.

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