
A Study on Work Stress and its Impact on Work Performance in Bank Employees in Uttar Pradesh

Prof. Mohd. Hanif

Department of Commerce, Vidyant Hindu P.G. College, Lucknow, U.P., India

E-mail: mhanif1968@gmail.com

Inam Khan

Research Scholar, Department of Commerce, University of Lucknow, U.P., India

Abstract

Stress is becoming more and more of a problem for companies and employees, as well as for society as a whole. Employee stress caused by work pressure is becoming a major source of stress for organisations. Stress at work is a mental state that people may feel every day and that can't be stopped. Everyone needs to learn how to deal with stress, which is an inevitable part of life and can have many bad effects. Stress can be bad, but it can also be good because it can help you find new opportunities and tasks. Without a question, stress among employees is a growing problem for most businesses today. As a result of their decision to do something about rising costs, employers are now realising that lowering their employees' demand for health care is a good thing. The group for this study was made up of 200 people who worked for different banks in Uttar Pradesh viz. Kotak Mahindra, HDFC, ICICI, and AXIS Bank. This research work is mostly about finding the key factors that affect the job performance. According to the study's findings, role overload, role isolation, personal inadequacy, role ambiguity, and resource inadequacy all negatively affect the performance of the private banking sector. On the other hand, inter-role distance, role stagnation, and role erosion negatively impact stress levels among bank employees.

Keywords: Work Stress, job roles, Employee performance, banking sector, India.

Introduction

In the last ten years, both globally and in the United States, stress at work and health at work have become major concerns (Kazmi and Dubey, 2019). Work stress seems to be on the rise

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(Szymanski, 1999). This makes sense, given how important work is in our society, how much time is spent at work, and how the nature of work is changing right now. For example, because of how quickly the global economy is changing, companies now work in ways that emphasise speed, efficiency, and competition. Because of this, economic needs and the need to stay ahead of the competition have led to restructuring and instability. For example, workforces are always getting smaller, small businesses are joining or being bought out by bigger, more competitive businesses, and change is the only thing that stays the same. Together, these changes to the way people work and the way the law defines "work" have led to a worrisome rise in claims for chronic stress in the workplace. In the past, stress claims were usually made by people who had been through a traumatic or life-threatening event, such as violence, an accident, or some other kind of critical incident. The National Institute for Occupational Safety and Health (NIOSH) found that police and jail officers, medical and paramedical professionals, bank workers, and community care workers were most likely to experience these kinds of events. In recent years, however, the number of claims has been steadily going up, and the stated cause of these claims has changed from traumatic stress to chronic conditions (Bull, 1996). This kind of worry costs a lot of money and a lot of people's health, but it's hard to figure out how much it costs because of misleading numbers, unreported cases, staff turnover, and inconsistent recording.

Stress is a constant in our lives and can be both inspiring and incapacitating. Psychologically sound individuals have a wide range of options at their disposal and feel free to make decisions. However, a person who experiences stress problems feels as though their capacity for development and growth is constrained; this limitation is frequently brought on by personal and environmental stresses. Yandrick (1996:54) claimed that "Stress management is, therefore, the framework for re-engineering what until recently has been the forgotten piece of workplace transformation, prevention of loss and management of people issues," which is supported by Richmond et al. (1994:77). People are the most valuable resource in the workplace, so they have a right to a secure and healthy working environment. The health and safety of the personnel is the primary duty of the institution. According to Kinnam (1998:15), this transformation and the use of new technologies in nearly every area of economies have greatly exacerbated occupational stress and associated health problems. The working environment in

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the financial sector is more complicated now than it was a few decades ago. The workplace is evolving, and the use of modern technologies has a significant impact on the workforce. In terms of effectiveness and health, it presents a significant challenge and threat. Although it appeared that technology had replaced human labour in the financial sector, using technology to ensure productivity and foster a pleasant working environment as well as population increase have all had the unintended consequence of increasing stress levels. The difficult working conditions in financial institutions have a significant impact 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 affects people physically and emotionally every day, whether it be from problems at work, in school, with their families, or just from life in general.

Objectives of the Study

- To identify the various organizational role stress dimensions and
- To establish the impact of role stress on bank employees' performance.

Hypothesis

H1: There will be no significant difference in how stress plays a role in the chosen bank employees.

H2: There will be a relationship between employee performance and role of stress in appropriate terms of several variables.

Methodology

Using a field survey and a questionnaire given to the respondents (employees), the primary data was gathered. Using a self-structured questionnaire, a survey was done. In order to determine the employees' job performance, a five-point Likert scale was utilized to obtain information from the respondents(employees) on their sense of role stress. A total of 200 questionnaires were sent, and after utilizing a statistical method to calculate the sample size, 192 valid responses from bank employees was received. The banking sector was allocated proportionately under the Stratified Sampling Procedure.

Data Analysis and Interpretation

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Data analysis, research inferences, and discussions related to the current study are covered in the section below:

Table 1

Bank	N	%
Kotak Mahindra	50	25%
HDFC	50	25%
ICICI	50	25%
AXIS Bank	50	25%

Table 2

Descriptive Statistics of various dimensions of Organizational Role Stress

Variables	Various dimensions of Work stress							
	Kotak Mahindra		HDFC		ICICI		Axis	
	Mean	SD	Mean	SD	Mean	SD	Mean	SD
Inter-Role Distance (IRD)	4.5	1.1	4.1	1.4	4.4	4.2	1.4	1.4
Role Stagnation (RS)	4.2	1.0	4.2	1.1	4.1	1.1	4.4	0.9
Role Expectation Conflict (REC)	4.6	0.9	4.4	1.1	4.5	1.2	4.1	1.4
Role Erosion (RE)	4.2	1.0	4.2	1.1	4.1	1.1	4.4	0.9
Role Overload (RO)	4.5	1.1	4.1	1.4	4.4	1.1	4.4	0.9
Role Isolation (RI)	4.6	0.9	4.4	1.1	4.5	1.2	4.1	1.4

Personal Inadequacy (PI)	4.2	1.0	4.2	1.1	4.4	1.0	4.1	1.3
Self-Role Distance (SRD)	4.4	1.0	4.1	1.3	4.2	1.0	4.2	1.1
Role Ambiguity (RA)	4.6	0.9	4.4	1.1	4.1	1.1	4.4	0.9
Resource Inadequacy (RI)	4.2	1.0	4.2	1.1	4.4	1.1	4.2	0.9
Aggregate	4.6	0.9	4.5	1.0	4.8	1.2	4.6	1.2

Table 3

Description of One Way Anova

Dimensions	F-Value	P value	Result
IRD	16.544	0.000	Accepted
RS	21.429	0.000	Accepted
REC	22.791	0.000	Accepted
RE	6.542	0.000	Accepted
RO	4.929	0.004	Accepted
RI	8.184	0.000	Accepted
PI	4.484	0.001	Accepted
SRD	7.929	0.000	Accepted
RA	14.878	0.000	Accepted
RI	11.905	0.000	Accepted
Aggregate	8.004	0.000	Accepted

Conclusion

The ominous widespread of the twenty-first century is now stress common at workplace. The success of the banking business is most heavily influenced by an employee's performance. This in turn depends on how well the workers are doing. An individual can become industrious, constructive, and well-managed under stress. Meditation and a positive outlook will be beneficial for managing stress. Exercises for breathing, relaxation, stretching, walking, sleeping, are few methods to reduce stress.

The reduction of stress cannot continue to be an unfulfilled promise. By implementing effective stress management techniques, private banks that have lost their way owing to unchecked stress can continue to participate in mainstream economic activity. This is only achievable if organization employees take efforts to deal with stress. While long-term distress is detrimental to success, short-term distress can be lessened by using coping mechanisms. The Government

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of India, the State Government, Technical Institution-Universities, Institutions of Health Science, and Institutions of Management Studies shall collaborate to develop a road map for stress management in the banking sector; specifically, so that the employees will have the opportunity to work towards achieving the set targets. The targets set on the basis of Simple, Measurable, Achievable, Reachable, and Timely (SMART) objectives will aid in the elimination of distress.

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