



“The Impact of Workplace stress acts as a predictors on Employee’s Productivity and Efficiency - An Empirical study in banking sector with reference to private and public sector banks”

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Abstract- India is the world largest and independent democracy with a effective banking sector. Bank plays a vital role in the economic development of a country. The focus of banks has shifted from customer acquisition to customer retention. Stress has been across all spheres of life particularly in our workplace and the banking industry is not an exceptional case. The stress includes the mental and emotional problems and strain caused by challenging and unfavorable circumstances. This Paper examines the relationship between stress and strain faced by banking employees and its impact on their performance. The present study was done in public and private banks of Chennai city with a sample size of 250 employees. Questionnaire method was used to collect the data. The main purpose of this study is to find the relationship between stress and its impact on banking employees.

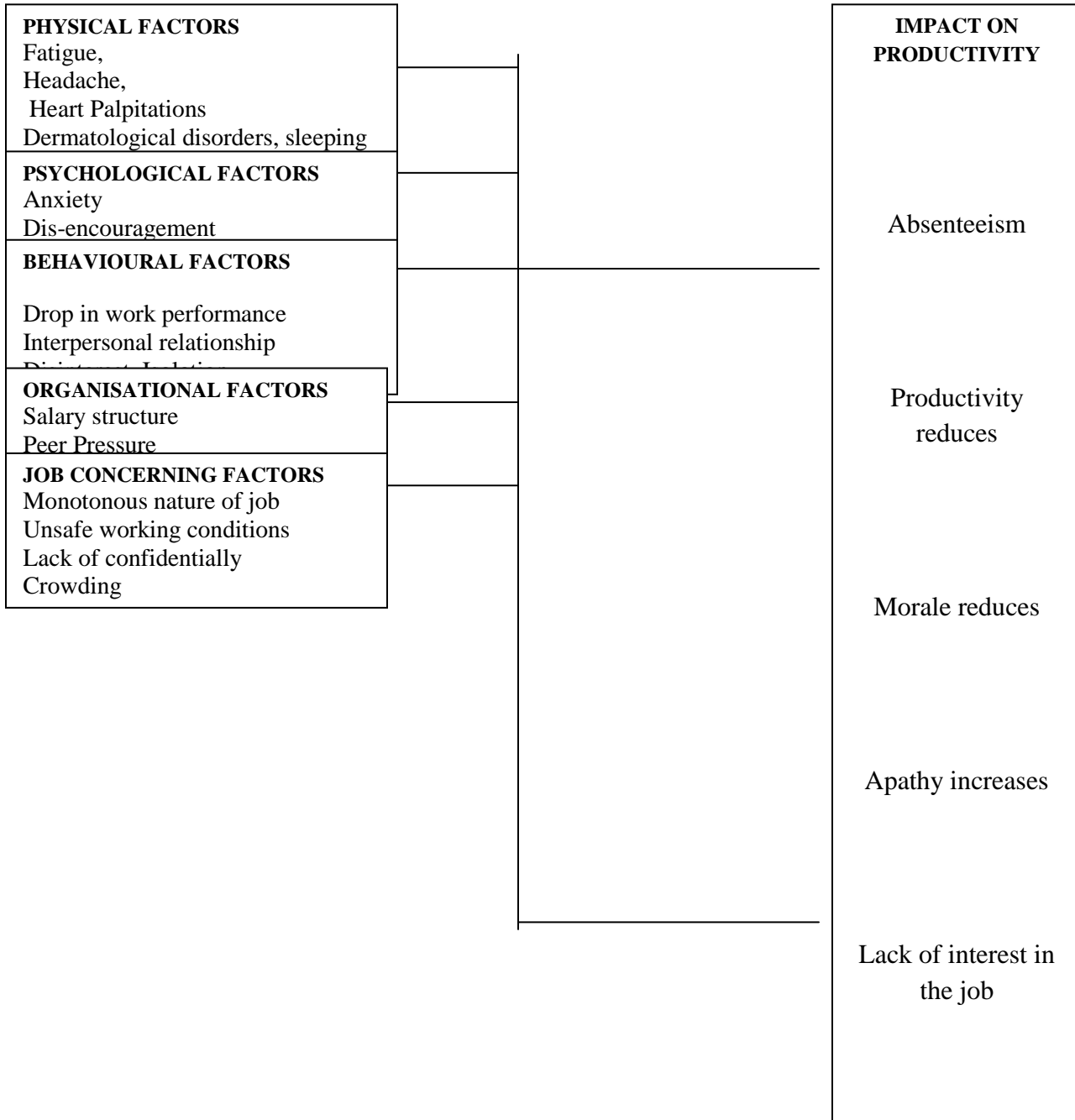
Keywords: Strain, Mental and Emotional problems

I. INTRODUCTION

Stress is an emerging and an increasing problem in all organization. Work related stress is combination of both psychological and emotional problem, but not a new problem. Strain has included in all jobs in every sector. New technology and, adoption of risk management tools, digital systems and handling confusions on a daily works will pressurize and thus leads to stress.

Conceptual framework of stress and Productivity and Efficiency

Based on the past research KDV Prasad, Rajesh Vaidya, V Anil Kumar, 2015, the following framework is formulated



Work Place Stress and Employee Productivity

Most of the Employees who are stressed at their workplace will leads to excessive employee turnover and absenteeism from work. Employees, who felt stressed, can't leave their job because of many reasons but these will create new problems in their job like inefficient work, poor performance, problem with their superiors and sub-ordinates, wastage of organizational resources. The stressful employees will have an

negative impact on performance and thus projects the overall negative organizational performance and Productivity.

II. REVIEW OF LITERATURE

Kerry Fairbrother James warn, 2003, work related stress can be negatively related to the satisfaction of the job. Most important feature of stress are uncertainty and loss of control.

Srivastava and sinha 1983, states that highly involved employees are less stressed by overload and ambiguities in their job, when compared to the moderately and low involved in their jobs.

Wager, Feldman, hussy 2003, Employees who works under different supervisors will have an impact and effect on their health. The link between problematic characteristics of work and increased risk of health issues like high blood pressure, cardio vascular diseases.

Rosenthal, Talma 2012, states that lack of balance between job demand and controls is a major factor of hypertension.

Singh, anurag 2012, the study measures that the stress among employees in Indian multinational companies. Job stress has a significant problems among the executives and creates many human problems like leaving the job and organization losses the talented employees.

Lee valentine Bruk 2006, the study identifies that the relationship among various organizational and personal outcomes includes job depression, negative emotions, and health issues.

Anderson 2002, work like balance and also a predecessor which creates stress among employees in an organisation.

Selye 1956, Environmental factors is also the reasons, which affects the performance of an individual. Job related stress can be mostly immobilizing because of the treat of family and affects the individual performance.

Minura 2003, states Occupational stress will provide us some severe consequences on performance of the employees. Job stress will gives an impact on both individual and organizational performance but can shape the consequences related to health care.

Favreau was quoted by Levin-Epstein (2002), states that stress should be consulted with three important groups. Individual, organizational, social levels. On Every Individuals, should be more responsible in their jobs, it helps to avoid unhealthy emotional and work place stress before reaching to the crisis proportions. At the organizational level, the employee's needs to inform about the organisational structures, this helps to make them to feel comfortable and avoid stress. In the Social environment, employees try to connect their problems.

Research objectives and hypothesis

The objective of the study includes

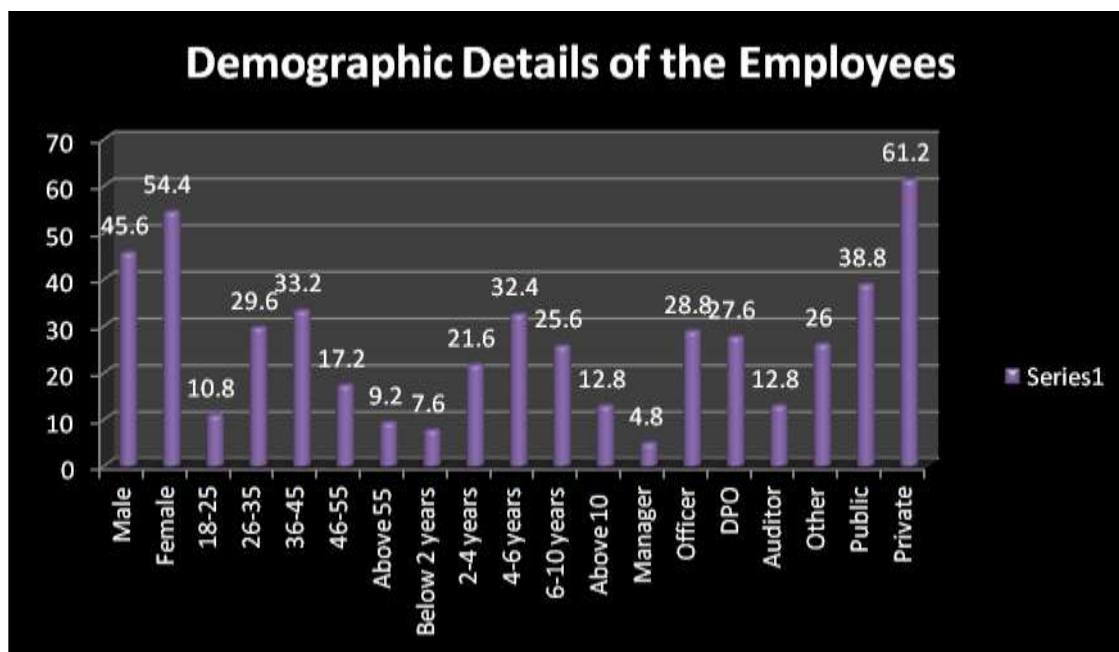
1. To find the relationship between Work stress and its impact on employee productivity of public and private sector banks employees.
2. To measure the level and factors causing Work stress for private and public sector employees.
3. To evaluate the management competencies for reducing the stress at their workplace.

STATISTICAL TOOLS

1. Demographic factor's

Demographic factors		Frequency	Percentage
Gender	Male	114	46
	Female	136	54
Age	18-25	27	11
	26-35	74	30
	36-45	83	33
	46-55	43	17

	Above 55	23	9
Experience	Below 2 years	19	8
	2-4 years	54	22
	4-6 years	81	32
	6-10 years	64	26
	Above 10	32	13
Designation	Manager	12	5
	Officer	72	29
	DPO	69	28
	Auditor	32	13
	Other	65	26
Type of Bank	Public	97	39
	Private	153	61



Inference: From the above table 1 and chart, it clearly shows that 54% of them are female, 33% are in the age group of 36-45 years, 32% of them have an experience of 4-6 years and 29% are in the category of officer level.

2. Factors influencing stress towards the Employees

Sno	Factors causing Stress	Mean	Standard deviation
1	Organisation culture	2.78	2.56
2	Technical Knowledge	3.53	3.31
3	Job content and demands	3.14	2.9
4	Physical work environment	3.18	2.9

5	Relationships at work	2.98	2.81
6	Change management	3.25	3.04
7	Lack of support	3.03	2.9
8	Role conflict	3.28	3.14
9	Trauma.	2.46	2.28

From the above table 2, it is clear that the most influencing factors causing stress among bank employees in their workplace and reducing their productivity is because of technical knowledge, the mean score of this variable is 3.53. The least influencing factor among all other factors is trauma (mean score =2.46). The table makes clear that all the factors influencing the stress among the employees are above average level.

3. Spearson's Rank Correlation

Objective: To Find the relationship existing for the stress-buster techniques, Frequency and consequences. Response on the opinion regarding the stress-buster techniques adopted in the organization

Particulars	No of Respondents	Rank (X)
Training- new techniques	62	1
Time Management	35	5
Motivation-financial& non-financial	48	4
Work-life balance	49	3
Relaxation technique	56	2

Response on the frequency of Stress-buster and willingness to attend by the Employees

Particulars	No of Respondents	Rank (Y)
Annually	113	1
Half-yearly	39	3
Quarterly	68	2
Monthly	19	4
Weekly	11	5

Response on the benefit of attending stress-buster programs by the Employees

Particulars	No of Respondents	Rank (Y)
Performance increases	51	3
Reduces the workplace conflicts	68	1
Reduces Absentism	54	2
Improves Productivity	32	5
Decreases the unethical issues	45	4

X	Y	Z	dxy	dyz	dzx	dxy ²	dyz ²	dzx ²
1	1	3	0	-2	2	0	4	4
5	3	1	2	2	-4	4	4	16
4	2	2	2	0	-2	4	0	4
3	4	5	-1	-1	2	1	1	4

2	5	4	-3	1	2	9	1	4
Total						18	10	32

$$\text{Spearson's Rank Correlation coefficient} = 1 - \frac{6 \sum D^2}{n(n^2-1)}$$

$$d_{xy}^2=18, d_{yz}^2=10, d_{zx}^2=32$$

$$r_{xy} = 1 - \frac{6 \sum d_{xy}^2}{n(n^2-1)}$$

$$= 1 - \frac{6 \times 18}{5(25-1)}$$

$$= 1 - \frac{108}{120}$$

$$= 1 - 0.9$$

$$= 0.1$$

$$r_{yz} = 1 - \frac{6 \sum d_{yz}^2}{n(n^2-1)}$$

$$= 1 - \frac{6 \times 10}{5(25-1)}$$

$$= 1 - \frac{60}{120}$$

$$= 1 - 0.5$$

$$= 0.5$$

$$r_{zx} = 1 - \frac{6 \sum d_{zx}^2}{n(n^2-1)}$$

$$= 1 - \frac{6 \times 32}{5(25-1)}$$

$$= 1 - \frac{192}{120}$$

$$= 1 - 1.6$$

$$= -0.6$$

Interpretation: Since the rank correlation coefficient between x and y is positive and z is negative. So there is a relation existing between the stress buster techniques adopted by the banks and the willingness to attend the stress buster programs.

4. Chi-Square Hypothesis testing

H1: Physical factors has a great impact on employee productivity with the age of the employees

H2: Psychological factors has a great impact on employee productivity with the age of the employees

H3: Behavioral factors has a great impact on employee productivity with the age of the employees

Results:

Hypothesis-1: The table value of chi-square tends to be 21.026 at 5% level of significance. The table value is 21.026 and is lesser than the calculated value 123.91. So Accept Null Hypothesis and reject Alternative hypothesis. So there is no significant relationship between the Physical factors has a great impact on Employee Productivity with regards to the age of the Employees.

Hypothesis-2: The table value of chi-square tends to be 21.026 at 5% level of significance. The table value is 21.026 and is lesser than the calculated value 137.35. So Accept Null Hypothesis and reject Alternative hypothesis. So there is no significant relationship between the Psychological factors has a great impact on Employee Productivity with regards to the age of the Employees.

Hypothesis-3: The table value of chi-square tends to be 21.026 at 5% level of significance. The table value is 21.026 and is lesser than the calculated value 73.4. So Accept Null Hypothesis and reject Alternative hypothesis. So there is no significant relationship between the behavioral factors has a great impact on Employee Productivity with regards to the age of the Employees.

5. F-Test

Relationship between the Ages of the employees with regards to the level of Work place stress which affect the employee productivity.

Result: when calculated value is 0 and the table value for [1, 8] is 5.32. Calculated value is lesser than the table value. So Accept Null Hypothesis. So there is no significant difference between the Ages of the employees with regards to the level of stress which affect the employee productivity.

6. Unpaired Independent T-test

Relationship between the Gender with regards to the level of Work place stress which reduces the overall job satisfaction.

Interpretation: Since p value is 2.905 and the table value for 21 degree of freedom for the 0.05 significance level is 2.080. Table value is lesser than the calculated value $2.905 > 2.080$. So Reject Null hypothesis and accept alternative hypothesis. There is a significant relationship between the gender with regards to the level of stress which reduces the overall job satisfaction.

III. FINDINGS

The data analysis clearly shows that, response on the opinion regarding the stress-buster techniques adopted in the organization and frequency of conducting stress buster is positive. Most of the Physical, Psychological and behavioral factors does not have any impact on employee productivity with regards to the age of the employees. After using F-test, it shows that there is no significant difference between the Ages of the employees with regards to the level of stress which affect the employee productivity and the independent t-test shows that there is significant relationship between gender and with regards to the stress which affects the overall job satisfaction among employees.

IV. SUGGESTIONS

1. Proper allocation of work and sufficient time should be provided to avoid the last minute rushes.
2. Proper training methods should be used to provide technical knowledge to the employees.
3. Continuous Education with digital practices should be given to the employees.
4. Sufficient staffs should be recruited to avoid the dual roles.
5. Appreciate and motivate the employees through financial and non-financial incentives.
6. Employee counseling session should be conducted on a periodic wise, it helps to know their problems and issues.
7. Recreational programs should be conducted to reduce their stress level.
8. Organization should explain their work, support and guide them, it helps to improve their productivity.
9. Redesign the factors which disturb productivity through stress.
10. Employees stress level can also be reduced through their personal efforts like yoga, exercise, and meditation.

V. CONCLUSION:

Stress is a very common issue undergone from children to the old age. Identifying the factors and causes of stress is important and thus helps to overcome the stress among employees. The stress management should be done by both at individual and organization level. From the individual, it helps to reduce the stress and increases their productivity, improves their performance, self-fulfillment, job satisfaction will be gained. From the organization, the stress management will help them to retain the talented employees, Employee turnover can be controlled and helps for the growth of the organization.

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