

A study on workplace stress and its impact on job performance among bank employees in Chittoor (DIST).



Management

KEYWORDS : reasons of causing stress, stress management, work overload, performance.

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ABSTRACT

The study throws light on the concern areas for different people affected by the stress and to find out the various ways and methods to overcome those problems through stress management programmed condition. It also deals with how workplace stress affects job performance of the employees. The present survey deals with 120 respondents aimed to identify the various reasons to cause stress management towards Bank employees in Chittoor and it is confined to limited number of employees and to a certain period of time. The purpose of the study is to identify the reasons for occurrence of stress and there by managing the stress by employees. In spite of having the modern technologies and facilities, people are feeling them selves to be work loaded and stressed. Stress arises because of many reasons like job insecurity, high demand for performance, family problems etc.

Introduction

Stress is an integral part of natural fabric of life. It refers both to the circumstances that place physical or psychological demands on an individual .Stress at work are relatively new phenomenon of modern lifestyles. It results in disturbances caused to the physiological, psychological and social systems, depending upon individual characteristics and psychological process. Individual characteristics may include factors such as sex, health status and heredity. Psychological process refers to such factors as attitudes, values and various personality dimensions. Stress is necessary to keep one going, but over stress kills one’s ability and creativity. Over stress can cause a number of health related problems and also show its impact on work-life balance of the employees.

Causes of Workplace Stress

Job stress results from the interaction of the worker and the conditions of work. Views differ on the importance of worker characteristics versus working conditions as the primary cause of job stress. The differing viewpoints suggest different ways to prevent stress at work. According to one school of thought, differences in individual characteristics such as personality and coping skills are most important in predicting whether certain job conditions will result in stress-in other words, what is stressful for one person may not be a problem for someone else. This viewpoint leads to prevention strategies that focus on workers and ways to help them cope with demanding job conditions. Personal interview surveys of working conditions, including conditions recognized as risk factors for job stress, were conducted in Member States of the European Union in 1990, 1995, and 2000. Results showed a trend across these periods suggestive of increasing work intensity. In 1990, the percentage of workers reporting that they worked at high speeds at least one-fourth of their working time was 48%, increasing to 54% in 1995 and to 56% in 2000. Similarly, 50% of workers reported they work against tight deadlines at least one-fourth of their working time in 1990, increasing to 56% in 1995 and 60 % in 2000. However, no change was noted in the period 1995-2000 in the percentage of workers reporting sufficient time to complete tasks. According to the Department of Labor, there has been an upward trend in hours worked among employed women, an increase in extended work weeks by men, and a considerable increase in combined working hours among working couples, particularly couples with young children

Review of Literature

Mihr Dash,Vivek Anand and Ashwini Gangadharan, in their study found that stress levels amongst IT professionals are high because of long working hours and forgone holidays, leading to imbalances in work and personal life.The findings indicate that the perception of work life balance does not vary significantly across different demographic profiles.

Kakoli Sen, found that several changes have happened in the business environment due to which the Public sector banks

have had to alter their product lines, customer focus, work systems, business objectives and business strategies. But naturally, the employees have had to adapt to the work place changes which have caused specific types of stress among employees.

Rajesh C.Jampala, P.Adilakshmi and O.A.R Kishore found that Private sector employees are facing more stress than public sector employees. The highly stressed groups among the private sector are professional degree holders, employees working in banks and employees with more experience.

Srivastav found that control climate is positively correlated with Role Expectation Conflict, Role Stagnation, Role isolation, Role erosion, Role ambiguity, Self role distance, resource inadequacy as well as total role stress.

Objectives of the study

- To study about workplace stress and its impact on job performance among bank employees
- To analyze the reasons for employee stress.
- To study the impact of stress on family relationships.
- To suggest effective measures to reduce stress.

Research methodology

Sample size: 120

Sampling technique: Convenience sampling method

Tool for collection of data: Questionnaire method

Tools for analysis: chi-square test, one way ANOVA, weighted average method and simple percentage technique.

Data presentation & analysis

Table 1: Demographic profile of the respondents

DEMOGRAPHIC DETAILS		FREQUENCY	PERCENTAGE (%)
Gender	Male	65	54
	Female	55	46
Age	20-30	38	31.6
	30-40	48	40
	40-50	19	15.8
	Above 50	15	12.6
Marital status	Married	70	58.3
	Unmarried	50	41.7
No. of years of experience	Below 1	35	29
	1-5	39	32.5
	5-10	26	21.5
	Above 10	20	17

As seen the table1, the respondents were mostly from the male category (54%) and 46% were female. It can also be seen that majority of the respondents were from the age group of 30-40 (40%).It is clear from the table that 31.6% is between the age of 20-30, while remaining that is 15.8% is of the age 40 to 50 and

12.6% of respondents belongs to age group of above 50. It can also be seen that most of the respondents were married (58.3%) and rest of them that is 41.7% were unmarried. Majority of the respondents work experience is between 1 to 5 years (32.5%), while remaining that is 29% were below 1 year of experience, 21.5% of respondents were between 5-10 years of experience and rest of them were above 10 years of experience.

Table 2: Showing opinion on stress impact on job performance of employees

OPINION	FREQUENCY (f)	POINTS (x)	fx
Strongly agree	34	5	170
Agree	55	4	220
Neutral	26	3	78
Disagree	5	2	10
Strongly disagree	0	1	0
TOTAL	120		478

Weighted Average Method

$$\text{Weighted average} = \frac{\sum fx}{\sum f}$$

$$= 478/120 = 3.98$$

Interpretation: From the above table, it can be observed that the value of weighted average is 3.98 and it is nearer to the score of 'agree' factor. Hence majority of the respondents were agree that stress shows its impact on job performance.

Table 3: Showing opinion on stress level affecting their family members?

OPINION	NO. OF RESPONDENTS	PERCENTAGE (%)
Strongly agree	40	33
Agree	45	38
Neutral	25	21
Disagree	5	4
Strongly Disagree	5	4
TOTAL	120	100

H0: Stress level of employees do not affect the relationship with their family members

H1: Stress level of employees affects the relationship with their family members

O	E	O-E	(O-E) ²	(O-E) ² /E
40	24	16	256	10.6
45	24	21	441	18.3
25	24	1	1	0.04
5	24	-19	361	15.04
5	24	-19	361	15.04

$$\text{Chi-square} = \sum (O-E)^2 / E = 59.02$$

Chi-square calculated value	Degree of freedom	Chi-square value at 5% LOS
59.02	4	9.49

Hence calculated value is more than the table value, H0 is rejected and H1 is accepted. Therefore stress level of employees affects the relationship with their family members.

Table 4: Showing the opinion on reasons to cause stress

ATTRIBUTES	MALE	FEMALE	TOTAL (ROW)
Work load	19	15	34
Work timings	16	16	32
Meeting targets	18	14	32

Interpersonal relationship	7	5	12
Performance	5	5	10
Total (COLUMN)	65	55	120

H0: There is no significant relationship between the gender and reasons to cause stress.

H1: There is significant relationship between the gender and reasons to cause stress.

X1	(X1) ²	X2	(X2) ²
19	361	15	225
16	256	16	256
18	324	14	196
7	49	5	25
5	25	5	25
65	1015	55	727

$$\text{Total sum of all items} = \sum X1 + \sum X2 = 120$$

$$\text{Correction factor} = (T)^2 / n$$

$$= (120)^2 / 10 = 1440$$

Sum of squares of deviations for total variance is given by

$$\sum (X1)^2 + \sum (X2)^2 - \text{correction factor} = 1015 + 727 - 1440 = 302$$

Sum of squares of deviations between the varieties = $\sum (X1)^2 / n + \sum (X2)^2 / n - \text{correction factor}$

$$= 1450 - 1440 = 10$$

$$\text{Degree of freedom} = 2 - 1 = 1$$

$$\text{Sum of squares with in the varieties} = 302 - 10 = 292$$

ANOVA TABLE

SOURCES OF VARIATION	SUM OF SQUARES(a)	DEGREE OF FREEDOM (b)	VARIANCE (a/b)
Between the varieties	10	1	10
With in the varieties	292	9	32.4

$$F \text{ calculated value} = 10/32.4 = 0.308$$

$$F \text{ table value @ 5\% LOS} = 5.12$$

Hence table value is more than calculated value, H0 is accepted. Therefore there is no significant relationship between the reasons to cause stress and gender.

Table 5: Showing opinion on work stress management improves the morale of the employees

EXPERIENCE	YES	NO	TOTAL (ROW)
< 1 year	21	14	35
1-5 years	28	11	39
5-10 years	19	7	26
>10 years	12	8	20
TOTAL(COLUMN)	80	40	120

H0: There is no significant relationship between work stress management and morale of the employees based on experience.

H1: There is significant relationship between work stress management and morale of the employees based on experience.

O	E	O-E	(O-E) ²	(O-E) ² /E
21	23.3	-2.3	5.29	0.22
28	26	2	4	0.15

19	17.3	1.7	2.89	0.16
12	13.3	-1.3	1.69	0.12
14	11.6	2.4	5.76	0.49
11	13	-2	4	0.30
7	8.6	-1.6	2.56	0.29
8	6.6	1.4	1.96	0.29

Chi-square = $\sum (O-E)^2 / E = 2.02$

Chi-square calculated value	Degree of freedom	Chi-square value at 5% LOS
2.02	3	7.81

Hence table value is more than the table value, Ho is accepted. Therefore there is no significant relationship between work stress management and morale of the employees.

Table 6: Showing effective ways to reduce stress

ATTRIBUTES	FREQUENCY	PERCENTAGE (%)
Flexible work hours	15	12.5
Counseling	39	32.5
Job rotation	18	15
Leisure breaks	12	10
Informal Relationship	11	9
Family Tours	12	10
Recognizing Good Work	13	11
Total	120	100

Interpretation: As seen the above table, majority of the respondents i.e.; 32.5% opined that counseling as an effective way, 15% of respondents opined jobrotation, 12.5% of respondents opined flexible work hours, 11% of respondents opined recognizing good work, 10% of respondents opined leisure breaks and family tours and 9% of respondents opined that informal relationship was an effective way to reduce stress.

Conclusion

Based on the analysis and findings, we came to know that the stress affects the job performance of the employees. It was found that there is no significant relationship between the reasons to cause stress and gender. Most of the respondents revealed that work load is the main reason for stress. Thus the employees opined that counseling, flexible work hours, job rotation, family tours, honoring good work as an effective measures to reduce stress which an organization needed to focus on those activities.

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