

AN ANALYTICAL STUDY OF RELATIONSHIP BETWEEN STRESS AND PRODUCTIVITY OF EMPLOYEES IN BANKING INDUSTRY

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ABSTRACT

Our state's and our nation's economies rely heavily on the banking sector. The job description for a banking representative includes long hours, an inefficient work schedule, a negative work environment, and a challenging employment environment. Misinterpretations and misunderstandings of stress are common sources of unneeded suffering. Since this is the case, it is crucial to learn all one can about the stress at hand before attempting to alleviate it. There has been an evolution in how stress is understood. The study analysed how stress at work affects efficiency on the job. The purpose of the research was to determine the impact of job-related stress on banking employees' efficiency. Sixty people were selected using a stratified random selection method. The questionnaire was the tool utilised to collect data from the participants. The results of this study show a substantial link between workplace stress and financial institution output.

Keywords: Banking, Stress, Productivity, Job, Employee.

I. INTRODUCTION

These days, no company can say it is stress-free because stress is a worldwide problem. Every occupation today is more difficult and time-consuming than the last. It calls for peak performance, top-notch output, and the realisation of hopes and dreams. Every worker has to live a difficult and frantic existence. Stress and other mental health issues await him if he doesn't make it. It has physiological impacts, making people tense, anxious, depressed, and irritable. A worldwide epidemic

of workplace stress has been declared by the International Labour Organization (ILO) of the United Nations. The discord between what is expected and what is delivered is what causes stress. The term "stress" refers to the mental and emotional state experienced in response to a demanding situation or situational factor that the stressed individual perceives as beyond his control. An employee's productivity is negatively impacted while they are under stress. Up to a certain threshold, stress can boost

performance, but beyond that point, it starts to have the opposite impact. This is due to the fact that those working under extreme pressure may become exhausted and sad. They also contribute to the development of mental and bodily disorders such as schizophrenia, bipolar disorder, and hypertension. When employees are dealing with mental or physical health issues, it has a ripple effect on the company's output. Many studies have shown that stress is beneficial for development in both the body and the brain. This is because people under pressure tend to think outside the box and become more mentally engaged. They acquire fresh information and abilities that help them endure difficult circumstances. These are happy events that boost employee morale and individual happiness. Eustress refers to this beneficial form of stress. Distress, on the other hand, is the result of chronic exposure to stressful events that are both physically and mentally harmful. In this approach, we may argue that low levels of stress lead to unfavourable consequences like a lack of motivation and interest, and have a detrimental effect on an organization's production, whereas intermediate levels of stress lead to positive results that boost workers' morale and output.

II. LITERATURE REVIEW

Deva Kumar S (2022) the impact of occupational stress on manual output was investigated. The research was conducted to determine the impact of job-related stress on the performance of bank workers in Tamil Nadu. Specific causes of stress in the banking industry's workforce were also identified. Twenty banks in Tamil Nadu provide the source data for the study's intended audience. Using a statistical technique called "arbitrary sampling," 148 bank workers in the Indian state of Tamil Nadu were chosen. A questionnaire was utilised to gather data from the participants. The research questions that guided the study

were answered using descriptive statistics like frequency tables, and statistical tests like the t-test and one-way analysis of variance were used to investigate hypotheses. The effects of stress in the workplace can be measured by looking at a variety of criteria, including workload, job satisfaction, perceived danger, job autonomy, and quality of supervision, organisational support, work-family conflict, organisational commitment, and job stress. This study found that workers in the banking industry who experienced high levels of job stress had lower rates of hand productivity.

Dr. N. Sree Rajani and colleagues (2020) purpose is to investigate the connection between occupational stress and worker productivity. This research looks at the productivity and stress levels of workers in the banking industry in the chittoor district. This research looks at the differences between bank officials and clerical workers. A total of 306 workers, including both officers and clerical cadre, were selected through a multi-stage sampling process. The primary source of information was a set of questionnaires. The data is collected using a likert scale. The data is analysed with regression and the t test. The results show how workers with moderate stress and those with low stress perform in their respective jobs.

Jayasinghe et al (2017) Organizational stress is a common result of today's businesses' attempts to compete in the increasingly sophisticated and demanding markets. It has been said that in order to reach one's full potential, a certain amount of stress is necessary. Some people believe they would be more productive if allowed to work in a less stressful environment. Still, businesses are restructuring job descriptions in order to squeeze every bit of productivity out of their employees, and they're offering financial incentives to individuals whose skills are most

suited to dealing with increased complexity on the job. Consequently, this research was conducted in Northern Sri Lanka with the primary aim of comprehending the effect of stress of bank personnel and its impact over performance. Second, this study aims to determine how different sources of stress—at work, at home, or elsewhere in society— influence productivity. The aforementioned goals can be accomplished via correlation and regression analysis. The purpose of performing correlation and coefficient analyses is to establish a connection between variables. A regression analysis is conducted to determine the impact of stress on productivity. Further, the negative correlation between stress and productivity led researchers to the conclusion that stress is hindering workers in the banking sector.

A. Caral Lopes (2016) many factors contribute to the high levels of stress experienced by bankers. These include: an excessive workload; unclear or conflicting roles; responsibility for others; inadequate organisational support; time constraints; and an absence of motivation and originality. The purpose of this study is to investigate the causes and effects of workplace stress on banking sector workers. To be precise, Mumbai, India. Due to its detrimental effect on both the individual's and the team's productivity, job stress has risen to the status of a major concern for modern businesses. Our goal here is to examine how factors like role conflict, role ambiguity, work overload, and work-family conflict interact to bring about the dependent variable of stress on the job. Data collection consists of a questionnaire because this study is descriptive in nature. Eighty bank workers from different institutions provided the information.

Kamalakumati Karunanithy (2013), many top-level managers believe they would be better able to make decisions and deliver results if

they were under less pressure. Workplace absenteeism, employee turnover, and accidents have all been connected to stress. The key motivation for doing this research was a desire to learn how Commercial bank PLC employees in Sri Lanka's Eastern Province deal with stress and how it affects their productivity on the job. It also attempted to separate the effects of job-related stress from those of organisational stress and personal stress. Descriptive analysis, the correlation technique, and the regression technique are used to accomplish these goals. The degree of strain can be determined by descriptive analysis, and the relationship between variables can be studied with the use of the correlation coefficient. The effect of pressure on productivity is investigated through a regression analysis. When looking at the average, the data showed that organisational stress was the most significant. Results also show that stress is detrimental to productivity. Commercial bank PLC has drawn the conclusion that staff stress is affecting productivity. Stress caused by the organisation itself has a greater impact than stress caused by the job or by the individual's personal circumstances.

III. RESEARCH METHODOLOGY

Descriptive research is the type being used. One method of doing research, known as "descriptive," aims to provide an accurate portrayal of the study's participants. Six financial institutions were chosen for this analysis. These financial institutions were chosen in an effort to measure how stress affects the productivity of its workers. The research utilised a sample size of 60 participants. This study included both primary and secondary data. Nonprobability methods, such as convenience sampling, were employed to choose the sample population and collect the resulting data. Secondary data came from online resources like the Internet and print

media like books and articles, while primary data came from a survey. The responders were given prewritten, closed-ended questionnaires.

IV. DATA ANALYSIS

For this data analysis, we used SPSS (Statistical Package for the Social Sciences). The first section of this chapter discusses the respondents' characteristics. When it comes time to evaluate the effectiveness of the

measures, we employ reliability analysis and descriptive analysis.

PROFILE OF RESPONDENTS

The tendencies of the respondents are displayed through frequency analysis. A respondent's age and length of employment can be determined with precision using frequency analysis. The numbers here are provided as a percentage.

Table 1: Gender

		Frequency	Percent
Valid	MALE	48	80.00
	FEMALE	12	20.0
	Total	60	100.0

The following table displays the breakdown of responders by gender. Findings indicate that men make up the vast majority of responses (80%), while women account for only 20%.

This suggests that the banking industry in Faisalabad is not discriminatory toward women, but rather that men predominate.

Table 2: Tenure

		Frequency	Percent
Valid	6 MONTHS TO 1 YE	17	28.3
	1 TO 3 YEARS	13	21.7
	3 TO 7 YEARS	30	50.0
	Total	60	100.0

The respondents' breakdown by job title is displayed in the following table. According to the data collected, half of the workforce had

between three and seven years of experience, while 21.7% had between one and three years, and just 28.3% had between six months and a

year. That majority of the workers are seasoned professionals is shown here.

FREQUENCY ANALYSIS

Table 3: stress is Significant

		Frequency	Percent
A 'Valid	NEUTRAL	8	13.3
	AGREE	34	56.7
	STRONGLY AGREE	18	30.0
	Total	60	100.0

According to Table 3, 86.7% of workers think that stress is a major problem at their organization, while 13.3% are unsure.

Table 4: Performance is effected by stress

		Frequency	Percent
Valid	DISGREE	25	41.7
	NEUTRAL	12	20.0
	AGREE	13	21.7
	STRONGLY AGREE	10	16.7
	Total	60	100.0

Based on the data in Table 4, we can see that only 38.4% of respondents think that stress has

a negative impact on their performance, while 41.7% strongly disagree.

Table 5: Administrative support

		Frequency	Percent
Valid	STRONGLY DISGREE	3	5.0

	DISGREE	7	11.7
	NEUTRAL	12	20.0
	AGREE	19	31.7
	STRONGLY AGREE	19	31.7
	Total	60	100.0

Based on the data in the table above, it appears that 63.4% of employees feel supported by their superiors at times of role conflict, whereas 20% are unsure and 11.7% feel otherwise.

Reliability Analysis

Table 6: Reliability Statistics

Cronbach's Alpha	N of Items
.812	3

Reliability analysis illustrates the uniformity of a large sample of products built to capture real data. There is little to no inconsistency between the various measures of job stress and employee

productivity, as seen by the overall Cronbach alpha of .812.

Regression Analysis

Table 7: Model Summary

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate
1	-.592 ^a	.345	.331	.28142

The coefficient of determination, or R², is another name for this statistic. It tells us how much of the total variation in the independent variable can be attributed to the independent variables taken as a whole. R² = .345, which means that the independent variables jointly accounted for 34.5% of the variation in banker productivity.

Correlation Analysis

The purpose of using correlation is to test a hypothesis about the connection between two sets of data.

Table 8: Correlation Analysis

		WORK STRESS	EMPLOYEES PERFORMANCE
	Pearson Correlation	1	-.593**
ST	Sig. (2-tailed)		.000
	N	60	60
	Pearson Correlation	-.593**	1
PF	Sig. (2-tailed)	.000	
	N	60	60

The correlation matrix demonstrates that there is a substantial link between workplace stress and productivity. These findings challenge the widely held belief that stress in the workplace has a detrimental effect on productivity. While it's true that bankers experience more stress than workers in other industries, improved working conditions—including greater autonomy and social support—mean that they're still able to do their jobs well despite the pressure.

V. CONCLUSION

Research shows that stress at work is a significant problem for many in the banking industry. Stress in the workplace can have serious consequences, so it's crucial that it be closely monitored at all times. In addition to keeping an eye on these elements, a productive work environment for employees is also crucial. This research is being done to track how stress at work affects banking sector workers. Workers have more anxiety on the job since their output is dependent on the banker's ability to predict and account for all of the variables. There is data to suggest that most workers describe being under pressure at work

and a lack of concern from management. Therefore, stress is an issue for anyone working in the financial industry. According to the findings, issues associated to stress have a debilitating effect on the workplace and lower the productivity of those working there. Nonetheless, administration can take measures to lessen the impact. Redesigning employment to reduce burden, role conflict, and role ambiguity is one way in which businesses can lessen their employees' stress levels. Organizations should also give employees with counselling to help them improve stress management skills.

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