

Impact of Stress on the Performance of Bank Employees

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Abstract

Stress is increasingly becoming a serious issue for society as a whole, as well as for businesses and employees in particular. Employee stress that is caused by work pressure is becoming a significant organizational stressor. Stress at work is a psychological construct that people may experience on a daily basis and cannot be prevented. Everyone must learn to control their stress because it is an unavoidable aspect of life and can cause many negative impacts. However, stress can also be advantageous because it helps to create new chances and challenges. Undoubtedly, the majority of organizations today face growing concerns about employee stress. Employers are now realizing the benefit of lowering their employees' demand for healthcare as a result of their decision to address the problem of rising prices. 53 respondents who working for Karnataka Bank Ltd, Kotak Mahindra, HDFC, ICICI, and AXIS Bank made up the sample used in this study. The work is concentrated on identifying key variables that affect the performance of particular PBS. 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. The findings of the current study assist PBS administrators in understanding the elements that must be fostered in order to improve employee performance, which will aid in achieving operational excellence and a competitive edge.

Keywords: Stressful roles, Employee performance, Private banking sector, Excellence in operations

Introduction

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 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.

Literatures Reviewed

Syed Sheheryar and Ali Kazmi et al. (2017)¹ This study shows that for the workers in the organization, both family and job are significant. studies the relationship between family and work obligations and discovers that stress has a substantial impact on both work and family.

Asif Haleem and Hassan Hijry (2017)² This study concentrated on a number of variables that affect employee performance. It was discovered that several of the parameters would significantly affect performance.

Sharmin Akther and Silvia Akther (2017)³ This study, which sought to determine the stressors in the private banking industry, found that stress is influenced by dimensions.

Charles Mbohwa and Junior Mabiza (2017)⁴ This study might help us understand the factors that cause stress in the banking industry and the effective solutions needed to deal with them.

Enyonam Peace Amoako (2017)⁵ This study discovered that stress increases employee performance indicators in a beneficial way.

Revenio Jalagat (2017)⁶ shown that when determining the amount of stress among banking professionals, a variety of factors can lead to stress.

Alice Mannocci et al. (2018)⁷ This study examined how the banking industry's occupational stress level affects a variety of demographic traits and suggests a number of tactical measures for the welfare of the workforce.

Trina Ofosu-Adarkwa (2018)⁸ This study used a survey to gather data in an effort to pinpoint different stressors. According to the survey, extended working hours would be the main factor contributing to stress among bank employees. Stress has been shown to negatively impact employee performance.

Objectives of the Study

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

Methodology

Using a field survey and a questionnaire given to the respondents (employees), the primary data is gathered. Using a self-structured questionnaire, a survey is done. In order to determine the employees' performance of PBS, a five-point Likert scale was utilized to obtain information from the respondents (employees) on their sense of role stress.

A total of 140 questionnaires were sent, and after utilizing a statistical method to calculate the sample size, 126 valid responses from PBS workers were received. The banking sector was allocated proportionately under the Stratified Sampling Procedure.

Data Analysis and Interpretation

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

Table 1

Banks selected for the study

Banks	Counts	% of Total	Cumulative %
Karnataka Bank	51	40%	40%
Kotak Mahindra	28	22%	62%
HDFC	15	12%	74%
ICICI	15	12%	86%
AXIS	17	14%	100%

Source: Primary data

Table 2

Descriptive Statistics of various dimensions of Organizational Role Stress

Variables		Results of the various dimensions of organizational role stress.											
		KBL (N=51)		KMB (N=28)		HDFC (N=15)		ICICI (N=15)		AXIS (N=17)		Aggregate	
		Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD	Mean	SD
1	Inter-Role Distance (IRD)	4.5	1.1	4.1	1.4	4.4	1.1	4.2	1.4	4.8	1.1	4.40	1.18
2	Role Stagnation(RS)	4.2	1.0	4.2	1.1	4.1	1.0	4.4	0.9	4.8	0.9	4.44	0.98
4	Role Expectation Conflict(REC)	4.6	0.9	4.4	1.1	4.5	0.9	4.5	1.0	4.1	0.8	4.62	0.94
4	Role Erosion(RE)	4.5	1.0	4.4	1.2	4.6	0.9	4.4	1.0	4.6	1.0	4.46	1.02
5	Role Overload(RO)	4.6	1.0	4.6	0.9	4.7	0.9	4.7	1.0	4.4	1.1	4.60	0.98
6	Role Isolation(RI)	4.7	0.9	4.6	0.9	4.7	0.9	4.7	0.9	4.0	0.9	4.74	0.90
7	Personal Inadequacy(PI)	4.7	0.9	4.7	0.9	4.6	1.0	4.6	0.9	4.9	0.8	4.70	0.90
8	Self Role Distance(SRD)	4.8	0.9	4.7	0.9	4.5	0.9	4.6	0.9	4.6	0.9	4.64	0.90
9	Role Ambiguity(RA)	4.7	0.9	4.7	0.9	4.4	0.9	4.8	0.8	4.9	0.9	4.70	0.88
10	Resource Inadequacy(RI)	4.7	0.8	4.7	1.0	4.5	0.9	4.6	1.1	4.0	0.9	4.70	0.94
Aggregate		4.6	0.9	4.5	1.0	4.5	0.9	4.5	1.0	4.8	0.9		

Source: Calculated through SPSS

I - Hypotheses of the study

H0: There is no significant differences exist in how stress plays a role in the chosen bank employees.

H1: There is a significant differences exist in how stress plays a role in the chosen bank employees.

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

Results: A comprehensive set of variables and the dimensions that play a role in stress are examined using the ANOVA technique to ensure that the specified parameters suit the variables well. All of the tables have extremely significant values ($P= 0.000$). So, the alternate hypothesis has been proven.

Source: Calculated through SPSS- 21

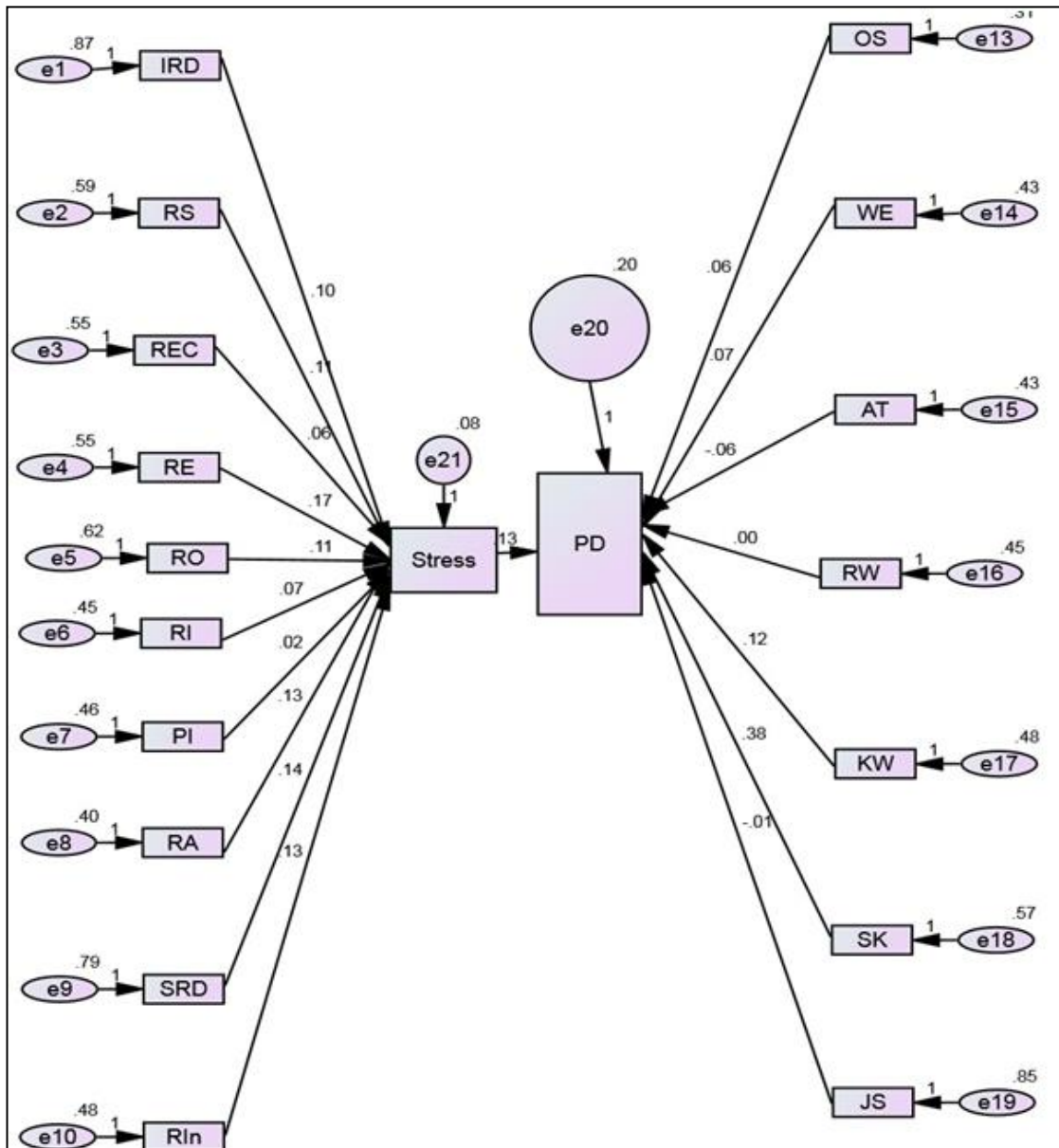
II - Hypotheses of the study

H0: The relationship not exists between employee performance and role of stress is appropriate in terms of several variables.

H1: The relationship between employee performance and role of stress is appropriate in terms of several variables.

Figure 1

Representation of Structured Equation Model (SEM) model for the above data



Source: Calculated through SPSS Amos- 23

Table 4

Interpretation of Structured Equation Model (SEM) model

Fit Indices	Results	Suggested values	Remarks
Chi square	1950.149 (P=0.000)	$P > 0.05$	Model is not a good fit
CFI	0.933	> 0.90	Results are sufficiently adequate to claim the Model as a good fit
GFI	0.924	> 0.90	Results are sufficiently adequate to claim the Model as a good fit
AGFI	0.927	> 0.9	Model is a good fit
NFI	0.289	≥ 0.9	Results are not adequate to claim the Model as good fit
IFI	0.329	Approaches 1	Results are not adequate to claim the Model as good fit
TLI	0.142	≥ 0.9	Model is not a good fit
RMSEA	0.145	< 0.08	Model is not a good fit
PGFI	0.127	< 0.5	The proposed model has a good fit
Results: Gerbing and Anderson (1992) stated that an acceptable model must satisfy the following criteria: RMSEA of 0.08 or less, CFI of 0.90 or more, and NFI of 0.90 or more. The chi-square goodness to fit test (GFI), where the probability is greater than or equal to 0.9 indicates a good fit (Hu and Bentler, 1999), can be used to determine how well the data and proposed model fit together. The GFI, CFI, and AGFI of this study are greater than 0.90, which is sufficient to assert that the model is well-fitted. In accordance with PGFI, the proposed model may be regarded as a good fit to the data and, as a result, hypothesis H (2) proved and the statistic values satisfy the indicated values.			

The aforementioned goal attempts at exploring the overall impact of various stress factors on the productivity of private bank workers. The organizational role stress is broken down into variables like IRD, RS, REC, RE, RO, RI, PI, SRD, RA, RI and is analyzed with a one-to-one comparison of employee performance variables that are deemed to have a bearing affect on Job satisfaction (JS) and Employee performance (EMP). These are studied by structural equation modeling (SEM) for their interconnection and interrelationship as well as their individual level of beta coefficients (Regression Coefficients). However,

path analysis models are constructed and evaluated for their best fit of the relationship depending on the sort of variables that the target is addressing. The suggested model is based on the relative weights of factor loadings and Eigen values and is an extension of factor analysis.

In order to support the link between stress and performance, the goodness of fit hypothesis is validated at a 95% level of confidence using various fitness measures. Regarding the impact of role stress on employee performance, the proposed hypotheses is tested and found to be accurate. The suggested path analysis model is developed using SPSS-AMOS version 23 to study the impact of employee distress on performance. The proposed model is evaluated using the resulting regression weights, which are then compared with several fit indices to determine goodness of fit. The path analysis determines if the data, when used as a theoretical model, adequately addresses the issue of the relationship between role stress and employee performance. From the above discussions, alternate hypothesis been proved that is The relationship between employee performance and role of stress is appropriate in terms of several variables.

Table 5

Summary of Hypotheses Results

Sl. No.	Hypotheses of the study	Accepted/ Rejected
1	H0: There is no significant differences exist in how stress plays a role in the chosen bank employees.	Rejected
	H1: There is a significant differences exist in how stress plays a role in the chosen bank employees.	Accepted
2	H0: The relationship not exists between employee performance and role of stress is appropriate in terms of several variables.	Rejected
	H1: The relationship between employee performance and role of stress is appropriate in terms of several variables.	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, progressive relaxation, stretching exercises, walking, and sleeping are just a few methods for

reducing stress. It improves the psychological health and wellbeing of the workforce, as stress is an inevitable and inescapable problem in the banking industry.

Five eminent private sector banks were used as the sample size by the researcher. Out of 314 employees in these banks, the researcher administered a structured questionnaire to a sample of 126 people. Bank personnel were divided into various strata, and a proportionate stratified approach was used. In addition to identifying stressors and performance factors, the questionnaire includes a number of aspects related to the acquisition, development, utilization, and maintenance of human resources. Based on the responses provided by the employee sample size, the researcher could verify the hypotheses. In order to validate the results, the researcher also used descriptive statistics, the ANOVA test, and structural equation modeling (SEM). All of the assumptions in the pilot study have been confirmed, as expected, demonstrating that the banking industry has a very high level of stress and that this stress does affect employees' performance.

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 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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