



A STUDY ON EMPLOYEE STRESS AND ITS IMPACT ON EMPLOYEE PRODUCTIVITY IN THE BANKING SECTOR OF CHENNAI

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Abstract: This study investigates the relationship between employee stress and its impact on productivity within the banking sector of Chennai. Through a comprehensive analysis of demographic factors, stress levels, coping strategies, and productivity outcomes, the research aims to provide valuable insights into the complexities of workplace well-being and organizational performance. Findings indicate that while gender may not significantly influence job stress, age is a determinant of stress levels among banking employees. Moreover, a negative correlation between stress frequency and productivity underscores the importance of effective stress management strategies. Furthermore, the variation in coping mechanisms based on educational qualification highlights the need for tailored interventions to support employees with diverse backgrounds. Overall, this study underscores the critical importance of addressing employee stress to foster a healthier and more productive work environment within the banking sector of Chennai.

Index Terms - Employee stress, Productivity, Banking sector, Demographic factors, Coping strategies, Organizational performance, Workplace well-being, Stress management

INTRODUCTION

In the fast-paced banking business, where transactions are brisk and demands are high, employee well-being is critical to financial organizations' profitability and sustainability. Stress is one of the most common issues that personnel in this sector experience and it can be caused by various factors such as strict deadlines, client demands, regulatory restrictions, and job instability. Understanding the consequences of employee stress and its effects on productivity is critical for banks looking to promote a healthy work environment and improve operational efficiency.

Stress among employees, which is described by feelings of tension, worry, and overwhelm, is not only a personal problem; it also has a significant impact on organizational outcomes, especially productivity. Employees are tasked with important duties, including financial management and customer service because they are the banks' first responders. However, excessive or chronic stress damages decision-making, interpersonal, and psychological skills, which lowers productivity and performance.

Furthermore, the banking industry operates in a highly competitive environment, where efficiency and innovation are essential for success. However, stress can function as a barrier to creativity and adaptation, restricting the potential for innovation and obstructing the implementation of strategic projects. Furthermore, stressed personnel are more prone to absenteeism, presenteeism, and turnover, which puts an additional burden on organizational resources and restricts long-term progress.

To address the complex relationship between employee stress and productivity in the banking industry, it is critical to investigate the underlying causes and symptoms of stress in this type of environment. Heavy workloads, demanding sales targets, organizational transformation, and technology change all contribute to rising stress levels among bank personnel. Furthermore, the sector's intrinsic hierarchy, combined with the requirement of continuous accessibility and adaptability, puts a further burden on personnel, which results in burnout and disengagement.

Because of these problems, banks must take a comprehensive approach to reduce employee stress and increase productivity. This includes implementing techniques that encourage work-life balance, stress management, and resilience-building, creating a supportive organizational culture, and investing in employee development and well-being programs. Banks can develop a more enthusiastic, inspired, and productive workforce by emphasizing their employees' mental health and job happiness, resulting in sustainable growth and a competitive advantage in the dynamic financial industry.

SCOPE AND SIGNIFICANCE OF THE STUDY

This study's scope and significance come from its extensive analysis of the stress that bank workers face and how those factors affect the sector's productivity. The study intends to offer useful insights for companies and employees by examining job-related stresses, evaluating stress levels across age groups, and evaluating the relationship between stress and productivity. Understanding various stressors and their impact on productivity can facilitate the execution of focused interventions and policies aimed at reducing stress, augmenting employee welfare, and ultimately enhancing overall productivity in the banking sector.

OBJECTIVES OF THE STUDY

The following are considered to be the main objectives of the study:

1. To analyse job-related factors that cause stress among bank employees
2. Compare the stress level of bank employees in relation to their age
3. To know whether the job stress affects the employee's productivity

LIMITATIONS OF THE STUDY

The following are the limitations of the study

1. The study focuses on the responses of the people during the study period only
2. The sample size is restricted to 100
3. The study is confined to Chennai city

RESEARCH METHODOLOGY

In this study, an analytical research design is implemented. The methodology used in this study is convenience sampling. Both main and secondary sources are used to collect data: primary sources are books, journals, and the internet; secondary ones are questionnaires. A total of 100 respondents were included in the study's sample, and their responses were gathered and evaluated. With the use of statistical technologies like SPSS software, Excel spreadsheets, and Google Forms, this study utilized statistical approaches like the chi-square test and the ANOVA test.

REVIEW OF LITERATURE:

Dr. Tulsee Giri Goswami (2018): This study does an empirical assessment of the effect that occupational stress has on bank workers' performance. The banks in the state of Rajasthan's largest cities provided the sample for the investigation. The findings demonstrated that work-related stress negatively impacts employees' mental and psychological well-being by causing them to experience subjective feelings like fear, rage, and worry. It was suggested that banks rethink their jobs to lessen psychological stress, job insecurity, and apparent role ambiguity given these findings. Additional forms of support can be arranged, including workshops on stress management, short-term time management courses, and behavioural and psychiatric counselling.

DR. Nadeem Sohail (2018): The study aims to investigate the issues bankers face due to stress and the connection between stress and productivity. The majority of bankers believed that the stress of their jobs caused them to perform worse. The main causes of occupational stress among bankers were excessive workloads, hazardous jobs, and unfavourable coworker interactions. The inability of bankers to balance work and family obligations as a result of work overload and time constraints leads to significant social

issues. Consequently, an overly stressful job lowers employee performance and may be a major factor in employee discontent. The findings demonstrate that all aspects of stress lead to high levels of stress among bankers, which subsequently impairs their performance. To lessen stress and improve employee performance management in the banking industry, appropriate decisions should be made about working hours, interpersonal interactions, and banker supervision.

P Radha &Aithal P.S (2023): The impact of organizational health and employee performance in the banking sector are both thoroughly examined in this study. The results highlight the mutually beneficial connection between happy workers and a successful company. Recognizing the need to create a positive work environment and placing a high priority on employee well-being is becoming increasingly important as the sector develops. Banks may improve customer satisfaction, boost employee performance, and position themselves for long-term success by fostering a pleasant corporate environment. Research shows that there is a direct correlation between employee performance and organizational well-being in the banking industry. Healthy work cultures at banks are associated with better financial outcomes because they foster better client connections, increased employee satisfaction, and efficient operations.

Siddharth Nayan Sharma (2020): The goal of the research was to examine the many aspects that contribute to employees' job stress. According to the study, employees with varying designations experience stress at work; however, the causes vary slightly. Two things that have a major impact on employees are an increased workload and time constraints placed on them to meet goals. Some employees are more stressed than others due to things like long work hours, poor communication, rigid work schedules, strained relationships with coworkers, low pay, etc. Other employees are impacted by things like office politics, unfavorable working conditions, and dual career issues. The study also shows that job performance and job stress have an adverse connection. This implies that when job stress rises, performance declines, and vice versa.

ANALYSIS AND INTERPRETATION

ONE-WAY ANOVA:

The Analysis of Variance was undertaken to determine if there is any statistically significant relationship between the gender of the employees and job aspects that contribute stress to the employees in the banking sector of Chennai

HYPOTHESIS:

H0: There is no statistically significant relationship between the gender of the respondents and the job-related aspects that contribute to stress

H1: There is a statistically significant relationship between the age of the respondents and the job-related aspects that contribute to stress

ANOVA					
JOB-RELATED ASPECTS THAT CONTRIBUTE STRESS					
	Sum of Squares	df	Mean Square	F	Sig.
Between groups	.064	1	.064	.054	.817
Within groups	116.446	98	1.188		
Total	116.510	99			

RESULTS

SOURCE: COMPUTED DATA

INTERPRETATION

Table 4.24 shows the output of the ANOVA analysis. indicate that there is no significant difference in the specific aspects of the job contributing to stress levels between male and female employees. The significance value, $p = 0.817$ which is greater than 0.05 accepts the null hypothesis. This indicates that there is no

significant relationship between the gender of the respondents and job-related aspects that contribute to stress in the banking sector.

II CHI-SQUARE:

The Chi-Square Test of Independence has been undertaken by the researcher to determine whether there is an association between age and the stress level of employees in the banking sector.

HYPOTHESIS

H0: There is no significant difference between the age and stress level of employees

H1: There is a significant difference between the age and the stress level of employees

RESULTS:

Chi-Square Tests			
	Value	Df	Asymptotic Significance (2-sided)
Pearson Chi-Square	23.291 ^a	6	.001
Likelihood Ratio	10.417	6	.108
Linear-by-Linear Association	.223	1	.636
N of Valid Cases	100		

SOURCE: COMPUTED DATA

INTERPRETATION:

The results of the Chi-Square Tests from Table 4.26 show that the Pearson Chi-Square value, χ^2 is 23.291 and the significant value, *p* is 0.01 which is less than 0.05, rejecting the null hypothesis at a 5% level of significance. Therefore, it is concluded that there is a significant relationship between the age and stress level of employees in the banking sector of Chennai.

III CORRELATION

Correlation is used by the researcher as a measure to analyse the extent to which stress impacts the productivity of employees in the banking sector. A positive correlation indicates the extent to which these variables increase or decrease together and a negative correlation indicates the extent to which one variable increases as the other decreases.

HYPOTHESIS:

H0: There is no statistically significant association between stress and productivity

H1: There is a statistically significant association between stress and productivity

RESULTS:

CORRELATION	HOW OFTEN DO YOU EXPERIENCE STRESS IN YOUR ROLE WITHIN SECTOR	HOW DO YOU THINK STRESS AFFECT YOUR OVERALL PRODUCTIVITY AT WORK?
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HOW OFTEN DO YOU EXPERIENCE STRESS IN YOUR ROLE WITHIN SECTOR	Pearson Correlation	1	-.384**
	Sig. (2-tailed)		.000**
	N	100	100
HOW DO YOU THINK STRESS AFFECT YOUR OVERALL PRODUCTIVITY AT WORK?	Pearson Correlation	-.384**	1
	Sig. (2-tailed)	.000**	
	N	100	100

SOURCE: COMPUTED DATA

INTERPRETATION

Results present the correlation analysis between the frequency of experiencing stress in one's role within the sector and the perceived impact of stress on overall productivity at work. The significance value, with $p = 0.000^{**}$, is below 0.05, leading to the rejection of the null hypothesis. This implies a significant negative correlation between the frequency of experiencing stress in one's role within the sector and the perceived impact of stress on overall productivity at work.

SUGGESTIONS

- While gender may not directly influence specific job stressors, organizations should still ensure their stress management programs are inclusive and address a diverse range of stressors that all employees may face. This could involve offering workshops, counselling services, or flexible work arrangements to accommodate various needs.
- Recognizing the relationship between age and stress levels, organizations can develop age-specific support initiatives. For instance, mentoring programs for younger employees to help them navigate stressors related to career development, and wellness programs for older employees focusing on health-related stressors and work-life balance.
- Organizations can provide training sessions to raise awareness about stress, its impact on productivity, and effective coping strategies. This can empower employees to better manage stress in their roles, ultimately improving overall productivity and well-being.
- Implementing regular assessments to monitor stress levels and identify trends within the workforce can help organizations proactively address stress-related issues. This data-driven approach can inform targeted interventions and ensure that resources are allocated effectively to support employee well-being.

CONCLUSION:

In conclusion, the study on employee stress and its impact on productivity provides valuable insights into various aspects influencing workplace well-being and organizational performance. The findings reveal nuanced relationships between demographic factors, stress levels, coping strategies, and productivity outcomes. While gender was found to have no significant association with job stress, age emerged as a determinant of stress levels among banking sector employees in Chennai. Moreover, the negative correlation between stress frequency and productivity underscores the importance of addressing stress management strategies to enhance overall organizational effectiveness. Additionally, the variation in coping strategies based on educational qualification highlights the need for tailored interventions to support employees with diverse backgrounds. Overall, these findings emphasize the complex interplay between individual characteristics, work-related stressors, and organizational dynamics. By recognizing and addressing these factors, organizations can develop targeted interventions and policies to foster a healthier and more productive work environment for their employees.

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