

Stress & Productivity Inservice Sector - An Analytical Approach Towards Banker's Performance

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Abstract- Organization's growth demands its productivity and employee effectiveness. Certain variable like as difficulty for logical thinking, high blood pressure, unable to sleep, headache, irritation for the organization, absenteeism, feeling loneliness with their presence and absence can measure the employee productivity is depending upon the independent variable like as employee interpersonal relationship, working conditions, freedom which are the symptom of the presence of stress Here the authors has taken both primary and secondary data with the analysis and interpretation ,how job stress not only affects employee effectiveness but also affects the organization productivity.

Keywords- stress, boomed employee, locus of control, concentration

I. INTRODUCTION

Stress is the both psychological and physiological status of mind where an individual is confronted within opportunity, constraint or demand related to what he/she desires and for which the outcome is perceived to be both uncertain and important. (MenyezwaNozizweManduManze, 2005) Among the various forms of stress, Job stress is the most important issue in today's scenario. Stress makes itself important when it is a helping tool and provides people extra energy or alertness which is a time need but sometimes a constraint when it lacks effective management. Work stress is defined as the harmful physical and emotional responses that occur when job requirements do not match the workers capacities, resources and needs (national Institute of occupational safety and health, 1999). According to Quirk Likens, "By pushing employees harder and trying to increase output, without taking the time to examine and improve the processes, companies create a cycle of diminishing returns". Work stress is recognized as a worldwide major challenge to worker's health and healthiness of their organizations. (ILO, 1980) Workers who are stressed are also more likely to be unhealthy, poorly motivated less productive and less safe at work. Their organizations are less likely to be successful in competitive market. The experience of work stress can cause unusual and dysfunctional behavior at work and contribute to poor physical and mental health. Work

stress is thought to affect. According to frost people with stress, anger and fear takes the condition as unfair treatment by the organization want to turn on the company and some people apart from quitting makes themselves as a cost to the company with revenge, gossiping with each other, cynical and mistrustful.

Here the authors has taken the independent variable like as employee interpersonal relationship, working conditions, freedom etc. for the cause of stress and with the dependent variable like as difficulty for logical thinking, high blood pressure, unable to sleep, headache, irritation for the organization, absenteeism, feeling loneliness for the result of stress and collected the samples of various public and private sector bank officers and interpreted and analyzed statistically and with the findings that stress is there with the banking sector and affecting the employee effectiveness generally and organization productivity particularly.

II. LITERATURE REVIEW:

A number of researchers had done their work in this field with their valuable findings which paves the way for the authors to develop the questionnaire with selection of samples and collection of data.

According to Maslach, "Employees' constant exposure to 3 stress, if not handled effectively, can be destructive both for them in terms of the quality of their work and their physical and mental state and for the organization where they work '(Maslach, 2003).¹

Skolnick opined that many researchers are agreed that the stress is law enforcement (Skolnick, 1997) and it has been accepted that people working in occupations where they are expected to deal with the problems of others, such as health care, teaching, and especially law enforcement may suffer more stress than people do in other professions. (Finn and Tomz, 1998).

According to a research survey, to cope with stress, 40 percent of people smoked, 41 percent gambled, 35 percent shopped and 27 percent drank alcohol.²³ Employees' constant

exposure to 3 stress, if not handled effectively, can be destructive both for them in terms the quality of their work and their physical and mental state and for the organization where they work (Maslach, 2003).

Many studies have shown how work-related stress can trigger such psychological and physical health problems as depression, anxiety, and chronic anger (Schaufeli and Enzmann 1998). According to schaufeli and enzmann ,'work-related stress can trigger such psychological and physical health problems as depression, anxiety, and chronic anger' .(Schaufeli and Enzmann 1998).

Several studies of law enforcement stress have found that work-related factors are the main source of stress for law enforcement personnel, stress that is directly related to their psychological, emotional, and physiological well-being (Harpold and Feemaster, 2002).

Job performance can be viewed as an activity in which an individual is able to accomplish successfully the task assigned to him or her, subject to the normal constraints of the reasonable utilization of available resources (Jamal, 1984). Many studies have shown how work-related stress can trigger such psychological and physical health problems as depression, anxiety, and chronic anger (Schaufeli and Enzmann 1998).

Law at the conceptual level, four types of relationship was earlier proposed to exist between the measures of job stress and job performance: a negative linear relationship, a positive linear relationship, a curvilinear/U-shaped relationship, and no relationship between the two (Jamal, 1984).

A negative relationship between job stress and performance was conceived by those who viewed job stress as essentially dysfunctional for the organization and its employees (Gupta & Beehr, 1979; Kahn, Wolfe, Quinn, Snook & Rosenthal, 1964; Westman & Eden, 1996).

These researchers contended that chronic job stress is by its very nature extremely aversive to most employees, creating a noxious situation in the work environment. In such settings, individuals are most likely to spend a sizable chunk of their time and energy in coping with stresses, thus adversely affecting their performance. Therefore, the hypothesis of a negative relationship between job stress and performance tends to be logical to its advocates. A number of studies have shown a negative linear relationship between various facets of job stress and job performance and performance-like variables (Beehr, Walsh & Taber, 1976; Breaugh, The model suggests

that at a low level of stress, the individual does not face any challenge and, therefore, is not likely to show any improved performance Previous empirical studies have primarily assessed job stress either by job stressors (like work overload, conflict, ambiguity) or with an overall job stress scale (Baba, Jamal & Tourigny, 1998; Eatough et al, 2011).

III. OBJECTIVE OF THE STUDY

- To determine the presence of employee stress in the banking sector by measuring the various variable.
- To find out the relationship between employee stress and productivity.

IV. METHODS OF STUDY

The research is conducted by taking both the primary and secondary data. Primary data covers the sample data which are collected randomly through interviewed method in an organized questionnaire format both from the asst. manager & manager of the public and private sector banks at Bhubaneswar according to the convenience time of these officers for the opinions and collections of observations with the subsistence of already collected information like as the journals, books and suggestions given by the eminent experts.

Sample

This research has the study of the sample of 100 from the total population, i.e. Here the authors has to find out the job stress & its presence with the officers of bank, various physical symptoms and how it decreases the employee productivity and effectiveness.

Tools of measurement

Along with demographic datasheet (age, organizational tenure, gender and marital status the following scales are used which are developed by the eminent scholars in this field. With the utilization of the scale the numerical data are collected and statistically evaluated.

Hypothesis:

H0 =Neither job stress depend upon certain factors nor affects organization productivity.

H1 = job stress depends certain factors & affects certain factors.

Data analysis & Interpretation:

The present study was carried out on 100 employees of both private and public sector bank in Bhubaneswar. Among 100 employees 88 are males and 22 are females. their job tenure with their organization ranged from 1 to 25 years while their age ranged from 26 to 51 years ,with the mean age of 31.07 years (SD=10.75) & the subjects were convinced to participate in the study .

Analysis & Interpretation:

Table-1 Descriptive statistics of factors for the cause of stress

	Mean	Std. Deviation	N
stress	.47	.502	100
experience	10.75	6.142	100
Interpersonal relation	3.19	1.237	100
Physical working conditions	3.53	1.114	100
freedom	3.03	1.396	100

Table -1 depicts the various factors for the stress like asexperience, interpersonal relation, physical working condition& freedom with their mean and standard deviation with population of 100 of observations. Stress has its mean score .47 & standard deviation of .502 shows that stress among the bank officers are present which varies from individual to individual. The factor experienceis telling that all the employees are experienced enough. The mean of Interpersonal skill is 3.19 among the employees are satisfactory , physical working condition mean of 3.53 shows the good working conditions and freedom given to the employees with the mean 3.03 scale value are also satisfactory

Table-2 Correlation between stresses with the various independent factors as the cause.

Variables	stress	experience	interpersonal relation	Physical working condition	freedom	significance	observations
stress	1.000					.000	100
experience	.553	1.000				.000	100
interpersonal relation	-.357	-.905	1.000			.000	100
Physical working condition	-.143	-.783	.843	1.000		.000	100
freedom	-.266	-.814	.898	.866	1.000	.000	100

Table- 2 has the information that stress has its direct relation with its independent variables like as experience, interpersonal relation, physical working condition, freedom. Correlation between stress and experience is .553 means as experience is growing on, the stress is also increasing whereas stress has its negative relation with interpersonal relationship, physical working condition and freedom. Correlation between interpersonal relation & stress is -.357, it means as interpersonal relationship is decreasing stress is increasing

.physical working condition and stress relationship is -.143 ,which shows that physical condition of the organization is not satisfactory is creating the stress. Freedom and stress correlation is -.266 means as freedom decreases employee’s stress engross. By taking the correlation between experience and other independent variables like as interpersonal relation, physical working condition and freedom there is the negative correlation, which means as experience increases the other factors are decreasing.

Table-3 Regression -stress- other independent variables

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	-2.166	.366		-5.914	.000
experience	.110	.013	1.345	8.189	.000
Interpersonal relation	.149	.089	.367	1.681	.096
Physical working conditions	.303	.066	.674	4.596	.000
freedom	-.030	.064	-.083	-.467	.642

Table -3 exhibits the regression relation between the stress as the dependent variable like and experience, interpersonal relationship, physical working condition and freedom as the independent variable. From the analysis it is found that stress is depending upon experience, interpersonal relationship, and physical working condition whereas freedom has its negative role for the stress creation.

Table-4 Descriptive statistics of factors for the cause of stress

Descriptive Statistics			
Factors	Mean	Std. Deviation	N
stress	.47	.502	100
Difficult to logical thinking	.46	.501	100
Headache	.39	.490	100
Blood pressure	.44	.499	100
Unable to sleep	.47	.502	100
absenteeism	.40	.492	100
Irritation	.34	.476	100
loneliness	.42	.496	100
commitment	.63	.485	100

Table-4 contains stress&the various symptoms as the factors for employee productivity likeas difficult to logical thinking, headache, blood pressure, unable to sleep, absenteeism, irritation, loneliness, &commitment with their mean and standard deviation with population of 100 of observations. Stress has its mean score .47 & standard deviations of .502 shows that stress among the bank officers are present which is reflected in employee behaviour in the form of logical thinking, headache, blood pressure, unable to sleep, absenteeism, irritation, loneliness whereas by interpreting the standard deviation it is clear that individual to individual this factors are varying.

Table-5 Correlation- stress- employee effectiveness

Pearson Correlation	stress	Difficulty to logical thinking	headache	blood pressure	Unable to sleep	absenteeism	irritation	loneliness	commitment
stress	1.000	.658	.562	.578	.277	.499	-.253	.376	-.731
Difficulty to logical thinking	.658	1.000	.373	.556	.377	.516	.015	.394	-.415
headache	.562	.373	1.000	.324	.438	.100	-.271	.192	-.449
Blood pressure	.578	.556	.324	1.000	.497	.757	-.126	.797	-.489
Unable to sleep	.277	.377	.438	.497	1.000	.335	.255	.335	-.067
absenteeism	.499	.516	.100	.757	.335	1.000	.017	.877	-.389
irritation	-.253	.015	-.271	-.126	-.126	.255	1.000	-.012	.331
loneliness	.376	.394	.192	.797	.797	.335	.235	1.000	-.355
commitment	-.731	-.415	-.449	-.489	-.489	-.067	.238	-.355	1.000

Table- 5 has the information that stress has its direct relation with its employee effectiveness which is shown through the various factors like difficult to logical thinking, headache, unable to sleep, blood pressure, absenteeism, irritation, loneliness&commitment. Correlation between stress and difficult to logical thinking is .658 means as stress appears,it is difficult for the employee for the logical thinking, correlation between job stress and headaches .562 means employee has its bad headache maximum times due to the stress in the working place. Blood pressure and stress correlation is .578 means due to the presence of stress blood pressure also increases.Due to the presence of stress it has its impact upon the employee with the symptom of unable to sleep & loneliness Which is with the correlation like as unable to sleep and stress is .277, absenteeism and stress correlation is .499 & correlation between irritation and stress is .376 whereas employee stress & commitment is -.731 means as stress grows the employee commitment decreases .

Table-6 Regression-stress- productivity – significance

Model	Unstandardized Coefficients		Standardized Coefficients	t	Sig.
	B	Std. Error	Beta		
(Constant)	.429	.076		5.640	.000
Difficult to logical thinking	.238	.070	.237	3.379	.001
headache	.318	.077	.311	4.130	.000
Blood pressure	.220	.111	.219	1.988	.050
Unable to sleep	-.079	.077	.079	-1.019	.311
absenteeism	.495	.126	.486	3.936	.000
irritation	-.018	.066	-.017	-.272	.786
loneliness	-.487	.130	.482	-3.745	.000
commitment	-.380	.072	-.367	-5.246	.000

a. Dependent Variable: stress

Table-6 contains stress& with its various impact upon the employee & productivity like as difficult to logical

thinking, headache, blood pressure, unable to sleep, absenteeism, irritation, loneliness, & commitment with their standardized & unstandardized coefficients with .000 significance level with population of 100 of observations. Stress has its mean score .47 & By taking the standardized coefficients, it is clear that the symptoms like as difficult logical thinking, headache, unable to sleep, absenteeism due to stress among the bank employee grows due to the growth of stress whereas the stress has its negative impact upon the employee commitment due to the standardized coefficient of -.367.

V. CONCLUSION

The negative implications of work stress are recognized as a challenge to both employers and workers (Hackman J.R & Oldham G, 1975). Presence of stress and its continuity with employee not only degrades the mental status of an employee but also make hazards to the physical condition with the reduction of the capacity to work and not to be motivated to use the skill, is a slow poison, which may not be felt at the early of its upcoming and slowly slays the efficiency effectiveness, innovativeness and decrement of employee productivity. Participative management, cooperative, healthy and stress-free working conditions may be a key to reduce the challenge of stress, whereas Organization should give emphasis to reduce the employee stress with the introduction of various kinds of stress reduction programme for its sustainability and growth in this challenging and competitive globalized world.

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