

# Study the Influence of Occupational Stress on Employee Productivity within the Banking Industry

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**Abstract:** *These days Financial professionals must increasingly deal with stress. Due to increased competition, employee stress is growing everyday. Employees spend over one-third of their lives at work, where they may face stressful conditions. The job has changed significantly during the last decade, and these changes are continuing swiftly. Stress at work affects practically everyone, from CEOs to manufacturing workers. Stressed workers avoid variables that encourage absenteeism and turnover. Staff performance is affected by stress. Stress and arousal boost performance up to a point, then they hurt it. Regularly stressed workers may change their mindset. They lose motivation, become gloomy, and can't get along with coworkers. Workers in challenging workplaces may develop weariness and sadness. They also cause mental illnesses, hearing problems, high blood pressure, and other health complications.*

**Keywords:** Employee Burnout, Productivity, Absenteeism

## I. INTRODUCTION

Stress reduces staff productivity and performance, which indirectly hurts an organization's survival. Stress weakens an organization's performance, loses market share in a competitive market, and may threaten its existence.

The Indian economy's basis, banking, has always prevented economic disasters. Long work hours, poor remuneration, lack of workplace autonomy, and role conflict make banking positions difficult. Lack of person-environment fit causes workplace stress. Poor organizational stress management affects employee potential. Other effects include worse quality, productivity, health, wellbeing, and morale. High stress may cause fury, anxiety, despair, unease, impatience, tension, and boredom, depending on the kind and person's tolerance. Psychological reactions might include mood swings, low self-esteem, animosity toward supervision, trouble concentrating and making decisions, and job dissatisfaction.

Regularly stressed workers may change their mindset. They lose motivation, become gloomy, and can't get along with coworkers. In the worst-case situation for the firm, employees who struggle to leave may cause poor performance, waste of operational resources, impeding subordinates' paths, etc. Workplace stress hurts employee performance and company efficiency. A corporation must make strategic decisions since work stress and performance are linked.

Staff performance is affected by stress. Stress and arousal boost performance up to a point, then they hurt it. Workers in challenging workplaces may develop weariness and sadness. They also cause mental illnesses, hearing problems, high blood pressure, and other health complications. These physiological and psychological disorders affect worker performance and company productivity. Business personnel' performance suffers from stress. Poor productivity impacts the whole organization since these personnel are its backbone.

Work stress affects physical and mental health. Different words have been used to characterize stress. Any person faces a demand or opportunity that matches their aspirations and they feel will have a big and unanticipated outcome. Stress causes an accelerated heart rate, a reduction in body temperature, and excitable nerves. Stress and heart disease are linked. Prolonged stress increases heart rate and blood pressure, straining vessels. In the present climate, customer and employee satisfaction may directly impact an organization's performance. Positive work environments, wage hikes, and frequent training that inspire employees will help the organization succeed, according to employees.

Since it's one of the most important factors in a modern company's success, employee awareness seems necessary. Stress has numerous consequences, and people react differently. Stress may cause anxiety and depression by increasing suffering. Stress may affect attention, rationality, and decision-making.

**Objectives of the Study**

- To study the concept of stress.
- To find out the effect of job stress on the performance of employees in the banking sector.

**Sampling Design**

The researcher performs a concise compilation of primary data using a sample of selected AXIS Bank branches in the Meerut region.

**II. ANALYSIS AND INTERPRETATION**

Increased employee absenteeism is caused by stress: of one hundred employees, eleven strongly disagree, twenty-three agree, nine remain neutral, and twenty-three strongly disagree with the statement. The majority of employees indicated that work-related stress can result in increased employee absenteeism and decreased productivity. Weighty responsibilities, stressful meetings and presentations, sentiments of unappreciation, personal tension, illness, and other factors contribute to this. (Fig. 1)

Employee healthcare and insurance expenses are augmented by stress: From the The impact of stress on employees' self-esteem was as follows: of a sample size of 100 individuals, 22 strongly concurred, 37 agreed, 8 were neutral, 19 disagreed, and 14 strongly disagreed with the given statement. The majority of employees reported that tension had a negative impact on their self-esteem because it altered their attitude, perception, and level of motivation toward their work in the bank.

Out of a total of 100 employees, 21 expressed strong agreement with the statement, 32 agreed, 13 remained neutral, 24 disagreed, and 10 strongly disagreed. The majority of employees who concurred with the statement stated that tension contributes to health issues, illness, and crate pressure in the workplace. Those who disagreed with the statement made by the majority of employees stated that they effectively handle tension without sacrificing their health.

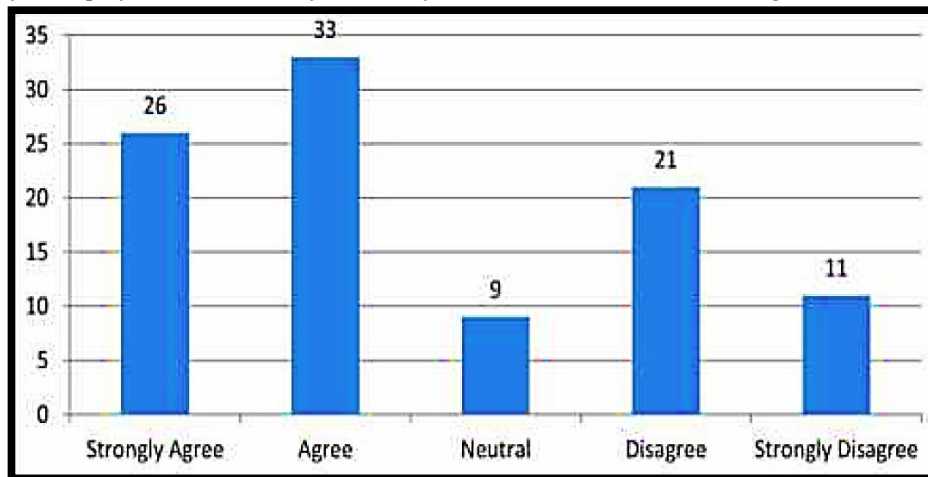


Figure 1

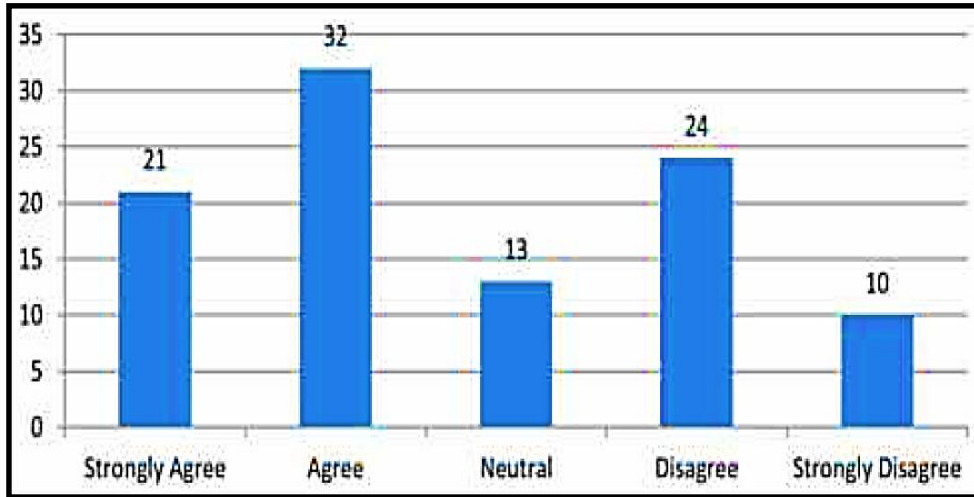


Figure 2

There are more disputes among employees as a result of stress: of one hundred employees, twenty-five strongly concurred, thirty-three agreed, nine were neutral, twenty-one disagreed, and twelve strongly disagreed with the given statement. The majority of employees who concurred with the statement stated that tension leads to disagreements and conflicts among staff members in an effort to improve office-related tasks and customer service.

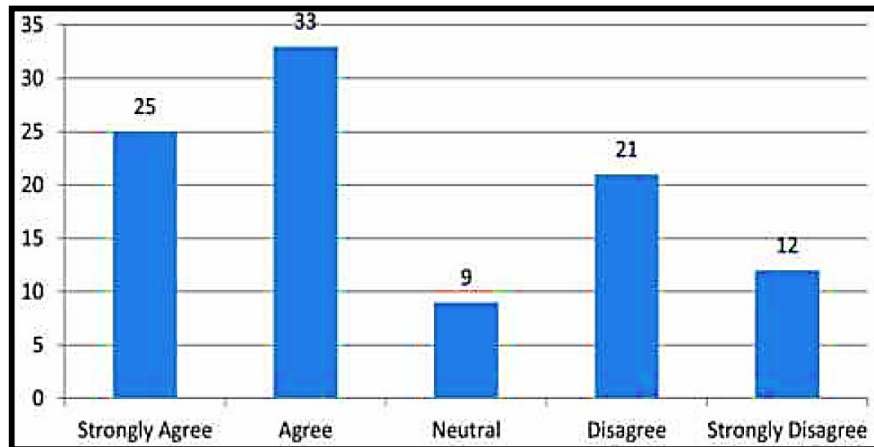


Figure 3

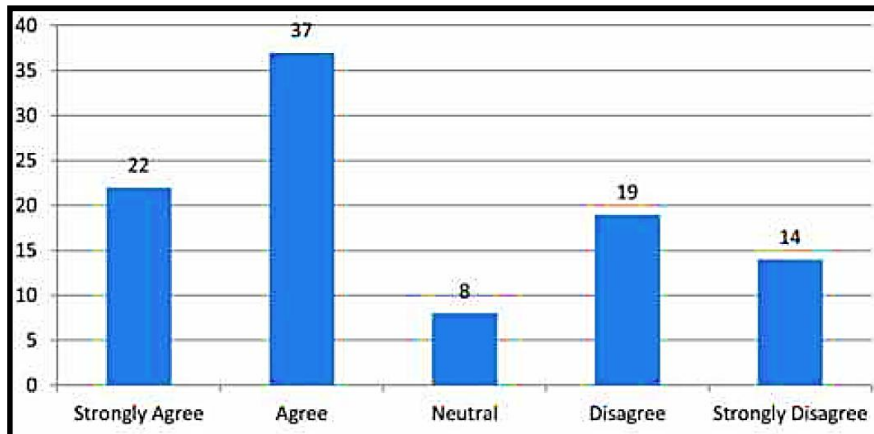
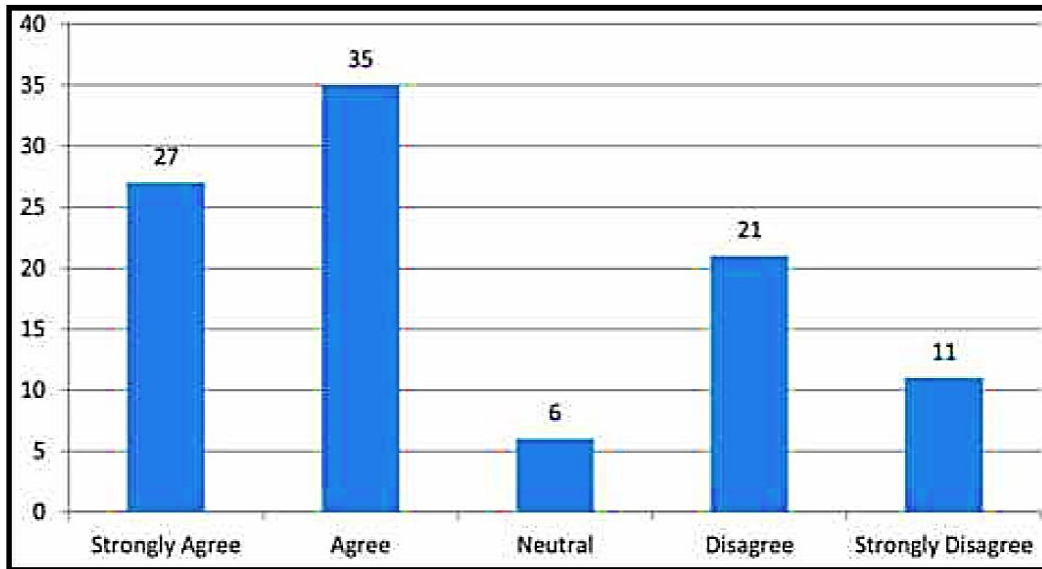


Figure 4

Employees experience job dissatisfaction as a result of stress: of a sample size of 100, 27 strongly concurred, 35 agreed, 6 were neutral, 21 disagreed, and 11 strongly disagreed with the given statement. The majority of employees reported that stress contributes to their job disenchantment due to the extremely challenging working environment that stress generates.



**Figure 5**

### III. CONCLUSION

The Indian banking sector, which serves as the fundamental pillar of the nation's economy, has consistently been instrumental in averting economic catastrophes. The work environment for banking employees is extremely monotonous due to extended work hours, an unsuitable compensation system, limited job autonomy, and role inconsistencies. Employee performance is notably impacted by stress. Performance is optimally enhanced to a certain extent by stress; however, beyond that point, additional stress and arousal have a negative impact on performance. This is due to the fact that workers exposed to extreme stress may experience fatigue and depression. Additionally, they induce both physical and mental complications, including hypertension, auditory impairment, and mental illness. Heavy responsibilities, stressful meetings/presentations, feelings of being unappreciated, personal tension, illness, and other factors contribute to increased absenteeism.

The employees stated that tension leads to disagreements and conflicts among them, which hinders their ability to provide superior customer service and perform office-related tasks.

The organizational performance of individuals is negatively impacted by stress. The operational efficiency of the entire organization is ultimately compromised due to the reliance on these individuals. Employees have expressed that stress contributes to their job disenchantment due to the extremely challenging working environment that stress generates.

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