
The Impact of Job-Related Stress on Employee Performance: With Special Reference to Banking Sector of Kalutara District

M.N. Maduwanthi^a and R.M.D.D. Rathnayake^b,

^a*Freelancer in Human Resource Management*

^b*Department of Human Resource Management, Faculty of Management and Finance,
University of Ruhuna, Sri Lanka*

Corresponding author: dewapriyadeshbandu@gmail.com

Job-related stress is a controversial phenomenon among most researchers in today's turbulent business world. Since business organizations are operating in a complex and volatile competitive environment, it creates stress among employees. Some scholars argue that stress is essential up to some extent to perform well and others may argue the minimal level of stress drives for high performance. Employee job performance is the prime interest of the organization, because of the importance of achieving high productivity in the workplace. Therefore, the purpose of this study is to identify the impact of job-related stress on job performance concerning the banking sector of the Kalutara district. Moreover, this study is trying to address job-related stress under three main dimensions such as role overload, role conflict, and role ambiguity over employee job performance. The dependent variable of job performance operationalized based on task performance, citizenship behaviour and counterproductive behaviour. When considering the context of this study, the banking sector plays a significant role in the economic development of Sri Lanka. Although it has a significant contribution, empirical evidence reveals employees of the banking sector are experiencing a high level of job-related stress due to contextual factors. A research design entails a descriptive research design in a cross-sectional nature. In this study, the researcher collected data through a self-administrated questionnaire from 100 employees representing both private and state banks in Kalutara district by using a convenient sampling method. The study results revealed that job-related stress (dimensions including role overload, role conflict, and role ambiguity) has a significant negative impact on employee job performance. The regression model is significant and the independent variables predict 60.4% of job performance. Based on the coefficient values, the researchers identified the most impacted dimension of job stress is role overload, since it records a high beta value compared to others. The least impacted dimension was identified as role conflict. Therefore, this study will give ample reasons to practitioners in order to consider the stress of employees as an important factor when increasing employees' performance.

Keywords: Job performance, Job-related stress, Role ambiguity, Role conflict, Role overload