

[08]
The Impact of Work Related Stress on Employees' Job Satisfaction in the Banking Sector in Sri Lanka

Kumudu, P.G.N.

Area of the Study

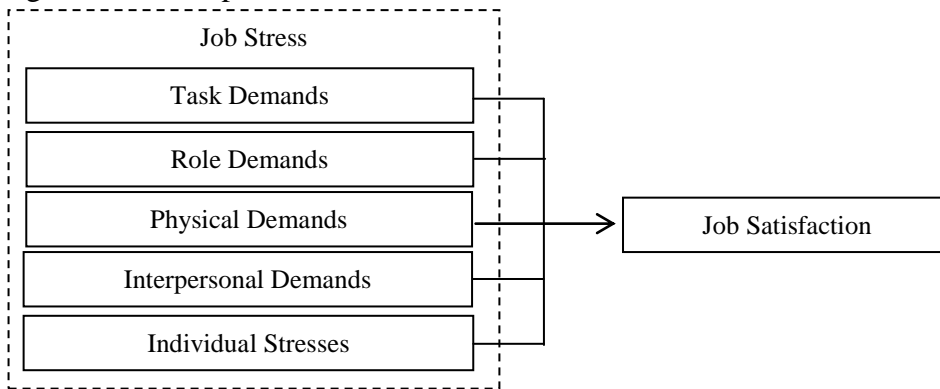
The previous research studies suggested that higher level of job stress causes less job satisfaction¹. It is very much important to research on the related factors, which affects the employee job satisfaction due to occupational stress. The purpose of this research is to identify which type of stressors experienced by employees of banking sector in Sri Lanka, and also to examine the relationship between work-related stress and job satisfaction.

Problem

The main objective of this research is to investigate how job related stress influence on employee job satisfaction of banking employees in Sri Lanka.

Conceptual Framework

Figure 01: Conceptual Framework



Method

This study was purely based on primary data and the target population of the study is the banking employees in two state banks in Sri Lanka. The convenient sample was used as non probability sampling method and 100 banking employees were used in this study. Self developed questionnaire was used to gather the primary data and univariate and bivariate analyses were done using SPSS (Version-16).

Hypotheses

- H₁: There is a negative impact of work stress on employee job satisfaction.
- H₂: There is a negative impact of task demands on employee job satisfaction.
- H₃: There is a negative impact of physical demands on employee job satisfaction.
- H₄: There is a negative impact of role demands on employee job satisfaction.
- H₅: There is a negative impact of interpersonal demands on employee job satisfaction.
- H₆: There is a negative impact of individual stresses on employee job satisfaction.

Method

Based on the knowledge gained from the existing literature, a detailed questionnaire was developed which indicate the statements of work stress and job satisfaction with 5 points Likert scale, aiming the main objective of identifying the impact of work stress on employees' satisfaction. The data were collected from a randomly selected sample of 50

banking employees in selected banks in Sri Lanka. The data were analyzed using SPSS computer package and it included the univariate and bivariate analyses.

Reliability

Table1: Reliability and Validity Test

	Instrument	Test-retest coefficient	Cronbach's Alpha
1	Job Stress	0.893	0.820
2	Job Satisfaction	0.932	0.831

Data Analysis

Table: 2 Univariate Analysis

	Task Demands	Physical Demands	Role Demands	Interpersonal Demands	Individual Stresses	Work Stress	Job Satisfaction
Mean	2.63600	3.36000	3.35714	3.06667	3.28800	3.17500	2.05529
Median	2.60000	3.50000	3.42857	3.16667	3.30000	3.23438	1.91176
Mode	2.600	3.750	3.429(a)	3.167(a)	3.300(a)	3.219	1.824
Std. Deviation	.314779	.505480	.435082	.499433	.319847	.293626	.428227
Variance	.099	.256	.189	.249	.102	.086	.183
Skewness	.344	-.850	-2.075	-1.124	-.366	-2.072	1.696
Std. Error of Skewness	.337	.337	.337	.337	.337	.337	.337
Kurtosis	-.284	.127	5.071	.947	.898	4.811	2.618
Std. Error of Kurtosis	.662	.662	.662	.662	.662	.662	.662
Minimum	2.000	2.000	1.857	1.667	2.500	2.156	1.588
Maximum	3.400	4.000	3.857	3.667	4.000	3.531	3.529

Table 3: The Pearson's Correlation between Independent Variable and Dependent Variable

Variable	Correlation
Correlation between job satisfaction and task demands	-0.085
Correlation between job satisfaction and physical demands	-0.592
Correlation between job satisfaction and role demands	-0.173
Correlation between job satisfaction and interpersonal demands	-0.453
Correlation between job satisfaction and individual stresses	-0.349
Correlation between job satisfaction and work stress	-0.480

Table 4: Regression analysis between Independent Variable and Dependent Variable

Variables	Task Demands	Physical Demands	Role Demands	Interpersonal Demands	Individual Stresses	Work Stress
Method	Linear	Linear	Linear	Linear	Linear	Linear
R Square	0.359	-0.117	1.013	0.473	0.501	-2.061
Adjusted R Square	0.308	0.263	0.406	0.307	0.534	0.363
F	1.584	-0.376	2.457	1.321	1.256	-1.833
Significance	0.000	0.000	0.000	0.000	0.000	0.000
B-constant	0.488	-0.099	0.997	0.405	0.671	-3.006
b- Value	-0.085	-0.592	-0.173	-0.453	-0.349	-0.480

Findings

1. There is very weak negative relationship between task demands and job satisfaction of banking employees.
2. There is average and negative relationship between physical demands and job satisfaction of the banking employees.
3. There is weak and negative relationship between role demands and job satisfaction of banking employees.

4. There is average and negative relationship between interpersonal demands and job satisfaction of the banking employees.
5. There is weak and negative relationship between individual stresses and job satisfaction of the banking employees.
6. There is average and negative relationship between work stress and job satisfaction of the banking employees.
7. As R squared, 36.3% of the variance of the job satisfaction is explained by the work stress.

Conclusion

It is concluded that there is a negative impact of work stress on job satisfaction of banking employees. Thus, some programs for reducing the level of work stress of employees in banks could be recommended. Also good interpersonal relationships and good work environment should be maintained with employees in the banking sector.

Note

Chandraiah, K, Agrawal, SC, Marimuthu, P & Manoharan, N 2003, 'Job Satisfaction among Managers', *Indian Journal of Occupational and environmental Medicine*, Vol. 7, No. 2.



Kumudu, P.G.N.

Department of Human Resource Management
University of Sri Jayewardenepura
