

The Impact of Job Stress on Job Performance of Non-Managerial Employees in Peoples Bank, Rathnapura District, Sri Lanka

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In today's turbulent corporate environment, the majority of professionals are of varying opinion on the topic of job-related stress. Job stress is increased by the demanding and unpredictably serious environment in which business groups perform. Hence, the purpose of this study is to examine the impact of job stress of non-managerial employees on their performance with reference to the Peoples Bank of the Rathnapura district in Sri Lanka. Also, this study attempts to address job stress under three fundamental measurements such as time pressure, role ambiguity and workload over employee job performance. The banking industry plays a vital role in Sri Lanka's financial development. Despite its high dedication, evidence reveal that those in the financial sector are experiencing higher than average levels of job stress due to logical factors. A cross-sectional descriptive research design is used in the study arrangement. The researcher gathered information through a self-administrated standard survey from 109 representatives speaking to Peoples Banks in the Rathnapura district by using a Random sampling technique. The results uncovered that job stress (measurements including time pressure, role ambiguity and workload) has a significant impact on employee performance. The regression model is significant, and the independent variables predict 82.7% of job performance. Based on the coefficient values, the researchers concluded that role overload has the greatest impact on job stress since it has a higher beta worth than the other elements. The least impacted measurement was recognized as time pressure and greatest impacted measurement was recognized as role ambiguity. Consequently, this investigation will give plentiful motivation to experts to think about the stress of employees as a significant factor while expanding job performance.

Keywords: Job Performance, Job Stress, Time Pressure, Role Ambiguity, Workload

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