

## A STUDY ON WORK STRESS AND ITS IMPACT ON JOB PERFORMANCE OF EMPLOYEES: COMPARATIVE ANALYSIS OF PUBLIC AND PRIVATE SECTOR BANKS IN UTTAR PRADESH

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### ABSTRACT

*In changing situation, stress management is an individual ability does not align with its working environment. Moreover, its shows the perception as prestigious and relax career stage, is not exempt from stress. The main purpose of the research to examine the component that influence the work stress by bank staff in both public and private sector banks in Uttar Pradesh. It has demonstrated the different work stress forces of staff member in public and private sector in Uttar Pradesh. Moreover, people focus on building a strong relationship among personnel profile like family, personal, official forces, and level of stressed employee within the banks. In Uttar Pradesh, public and private sector banks mainly focus on management of personnel and customer-focused strategies. Both private and public sector banks provides variety of goods and service. These banks provide major contribution toward financial stability, and growth of economic condition. The research paper mainly focus on management of workplace stress and its effect on employee productivity at Uttar Pradesh. It also help for comparison study of private and public banks that positive impact on banking industry. Stress management program and fostering program that positive impact on performance of employees. It also help to understand the finding and understanding of private and public banks sectors.*

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**Keywords:** Employee Performance, Exhaustion, Tremendous, Psychological.

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### Introduction

Stress is a situation where an individual's capabilities do not align with the demands of their work environment. The banking sector, despite its perception as a prestigious and relaxing career choice, is not exempt from stress. National studies have confirmed that banking jobs in both public and private sectors are indeed stressful. In the competitive and globalized world, there is a constant need for banks to outperform their competitors (Ahakwa et al.,2021). This puts immense pressure on employees to meet demanding targets and expectations. Whether it's attracting more customers, achieving higher profits, or handling complex financial transactions, the banking workforce often faces high-stress situations. Furthermore, societal pressures, such as the desire for materialistic possessions, also contribute to stress. Employees may feel the need to maintain a certain lifestyle to showcase their success and social standing. These expectations can add to the pressure of excelling in their professional lives to sustain their desired lifestyle.

The historical event of bank nationalization in India on July 19, 1969 and this move by the Indian government involved taking control of 14 banks with the aim of promoting systematic economic development in the country. The banks' nationalization was intended to direct banking resources towards the country's priorities, including agricultural and rural development, and cater to the needs of all sections of society (Hasan et al., 2021). Over the years, the Indian banking sector has grown, and as of 2018, there were 19 nationalized banks and 30 private sector banks in the country.

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In pursuit of a more competitive banking sector, there is a vision to create large global-sized Indian banks. This involves merging or acquiring smaller banks to strengthen the banking institutions by reducing competition and achieving economies of scale. Such consolidation is believed to improve the overall efficiency and performance of the banking sector (Khalid et al., 2020). Universal banks are financial institutions that offer a wide range of banking services, including commercial and investment banking, insurance, brokerage, and other financial products. This diversification allows banks to tap into multiple revenue streams and offer comprehensive financial solutions to their customers (Khalid et al., 2020). The Reserve Bank of India (RBI) facilitated the transformation of certain banks, including public sector banks, into universal banks to enable them to compete more aggressively in the market.



**Figure 1: Private Sector Banks**

Source: (Inayat and Jahanzeb Khan, 2021)

With the increasing significance of Information Technology (IT), the future of banking is undoubtedly moving towards high-tech solutions. All banks have already prepared themselves by investing in technology and workforce to embrace this digital transformation. New-generation private sector banks and foreign banks are leading the way in adopting these advancements (Inayat and Jahanzeb Khan, 2021). In addition to Core-Banking Solution (CBS), ATMs, Net Banking, and Plastic Money, banks are continuously incorporating new elements into their digital offerings. Self-operating vending machines, cash deposit machines, and mobile banking has significantly reduced the need for customers to visit physical branches. Instead, customers can now perform their banking transactions independently and with ease, thereby feeling satisfied, privileged, and empowered.

Internet banking offers several advantages, including smooth, systematic, and transparent process flows, resulting in reduced time consumption. This efficiency not only benefits customers but also saves time and costs for the banks (Dhamija et al., 2019). As a result, bank staff can utilize the surplus time for other valuable services such as consultancy, cross-selling, building customer relationships, and improving recovery processes.



**Figure 2: Advantage of Internet Banking**

Source: (Dhamija et al., 2019)

**Objectives of the Study**

- To examine the elements that influence work stress perceived by bank employees in both public and private sector banks in Uttar Pradesh.
- To consider the effect of work stress factors on employees in public and private sector banks.
- To identify the different work stress factors experienced by employees at various levels in public and private sector banks in Uttar Pradesh.
- To study the relationship between personnel profile factors, such as personal, family, and official factors, and the level of stress experienced by employees, using various measures
- To identify coping strategies utilized by bank employees to manage work stress

**Hypothesis Formulation**

- The workers of public and private sector banks in Uttar Pradesh were studied and it was shown that there was no correlation between work stress and job performance.
- Employee performance levels in public and private sector banks were not significantly correlated with any of the variables relating to workplace stress and its effects in Uttar Pradesh.
- In terms of work stress, there were no appreciable variations among the Uttar Pradesh banks that were chosen.
- In Uttar Pradesh, private sector bank workers report more job stress than their public sector colleagues.
- In Uttar Pradesh, employees of public sector banks report higher levels of job stress than those of private sector banks.

**Scope of the Study**

The scope of the study is on particular facets of workplace stress experienced by staff at Lucknow's public and private banks. It comprises an analysis of a variety of stressors, including those that are occupational, organizational, personal, health-related, ecological, psychological, emotional, and impact-related. The paper also discusses stress management techniques in both kinds of banks (Basuet al., 2019). The findings from this research can offer valuable insights to policymakers in nationalized and private banks, enabling them to implement appropriate measures to address employee challenges. By addressing these issues, it is expected to enhance employee productivity and stability within their respective banks (Khalid et al., 2020).

**Review of Literature**

The study's findings of Pandey (2020) revealed that bank employees facing negative management reactions experience stress, impacting their performance. However, the study had limitations as it didn't explore other factors affecting employee satisfaction. Workplace stress is prevalent in the banking sector due to long working hours, and it can lead to decreased performance. Stress arises from various job conditions, and when not managed properly, it results in burnout. Stressors in the banking sector include absence of managerial support, work pressure, job risk, poor relationships, time pressure, and work-family inequity.

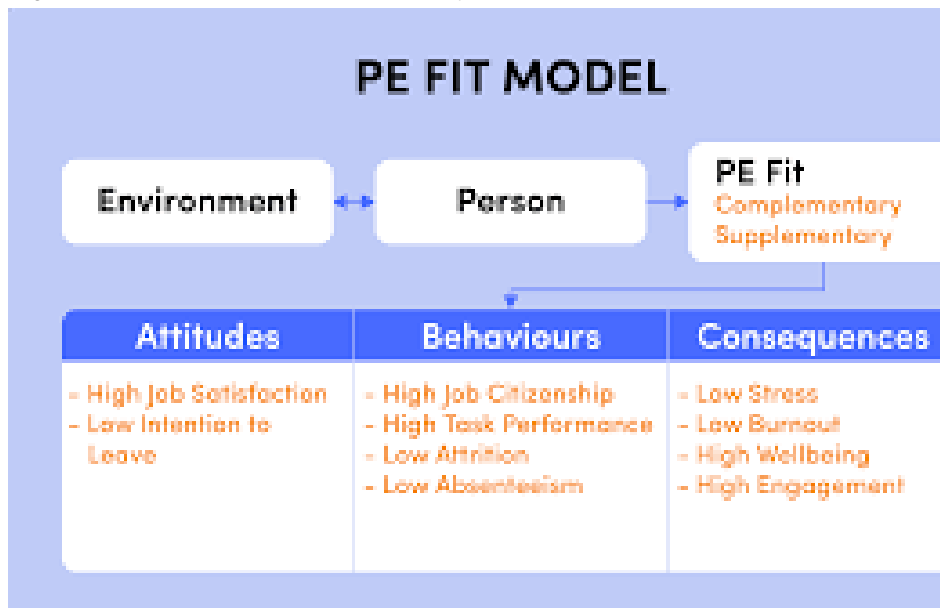
The study findings of Basu et al., (2019) indicate that both public and private sector bank employees face a heavy workload, leading to similar sources of stress in both sectors. However, stress is more pronounced in private banks due to the pressure to generate business, with job security being a significant factor. Employees in both sectors adopt coping strategies for personal well-being. Private sector employees, especially managers, experience significant effects of stress on work-family life. Job satisfaction is lower among government sector bank employees compared to those in the private sector, which offers additional benefits. The study highlights the lack of active Stress Management programs in the banking sector for employees in both public and private banks.

According to Daniel (2019), prolonged stress has adverse effects on individual health and employees' attitudes towards the organization. Law enforcement officers, facing stressful conditions, experience dissatisfaction and exhaustion. Stress can impact work performance and physical well-being. Finding the causes of stress is crucial since it impacts productivity and can result in harmful behaviours and chronic illnesses. Addressing employee stress exposure is essential for both their wellbeing and the performance of the organisation.

The influence of emotional commitment, work satisfaction, and job stress on the intention to leave among bank employees in Nepal was examined by Yukongdi and Shrestha's research (2020). According to the results, job stress had a positive effect on turnover intention, whereas emotional loyalty and job satisfaction had a negative relationship. The criteria that had the greatest impact on turnover intention were work satisfaction, job stress, and emotional commitment.

**Person-Environment (P-E) Fit Theory**

The P-E theory posits that the degree of compatibility among people and their atmosphere determines their satisfaction, well-being, and performance. The theory suggests that when there is a good fit between the attributes of a person, like personality, values, and skills, and the demands of the atmosphere, like business culture and job needs, the person's experience gives positive results. A bad fit leads to stress, dissatisfaction, and reduced performance (Guan et al., 2021). While high P-E fits result in decreased stress, enhanced productivity, and enhanced job satisfaction, this approach outlines the significance of providing individuals with a suitable atmosphere that allows optimal growth and functioning. From the perspective of the organization, the person-Environment (P-E) Fit theory could help to hire the right aspirants, develop a supportive work atmosphere, and facilitate staff improvement. Through fostering positive P-E fits, organizations could develop staff well-being and overall performance, contributing to a productive workplace and harmony (Guan et al., 2021).



**Figure 3: Person-Environment (P-E) Fit theory**

Source: (Guan et al., 2021)

**Research Gap**

Work stress and its consequences are significant challenges in the banking sector, affecting employees at all management levels, whether in public or private banks. Factors such as high target pressures, long working hours, lack of managerial support, unhealthy work culture, organizational structure, and role ambiguity contribute to this stress. While some studies have examined employee satisfaction and expectations in public and private banks, there is a notable absence of comparative research on stress management in Lucknow city, Uttar Pradesh. This research seeks to address this gap by investigating and comparing the impact of stress on employee performance and work in both sectors.

**Research Methodology**

- **Research Design:** The study is descriptive and utilizes secondary data, analyzing existing information related to banks (private/public) in Uttar Pradesh. It does not involve collecting new data but examines and interprets data already available from various sources (Mishra and Alok, 2022).

- **Research Approach:** The relevant research approach for this study is inductive. Inductive reasoning involves starting with specific observations and data (secondary data in this case) and then developing broader theories or generalizations from them. This approach is suitable as the study aims to gain insights and understanding about work stress and its impact based on existing data from various sources (Pandey and Pandey, 2021).
- **Research Method:** This study is entirely qualitative in nature, meaning it aims to explore and understand the phenomenon of work stress and its impact on job performance in public and private sector banks in Uttar Pradesh through non-numeric data sources. It will involve analyzing and interpreting textual information from various reports, publications, and sources to gain in-depth insights and understanding (Newman and Gough, 2020).
- **Data Collection Method:** Secondary data was gathered for this study from a variety of sources, including reviews, public and private reports, and publications from numerous websites, books, newspapers, journals, and magazines. Information that has already been gathered for various objectives by other investigators or organisations is referred to as secondary data (Pandey and Pandey, 2021). In order to derive findings and insights regarding the effects of work stress on job performance in private as well as public bank employees in Uttar Pradesh, the researcher will analyse and evaluate this already-existing data.

## Discussion

### **Hypothesis 1: “The workers of public and private sector banks in Uttar Pradesh were studied, and it was shown that there was no correlation between work stress and job performance”**

The hypothesis that the researchers investigated the correlation between job stress and job performance among staffs in both public and private sector banks in the state. The information provided about the profile of these banks and their focus on different strategies, such as public sector banks emphasizing social welfare and financial inclusion while private sector banks prioritizing customer convenience and personalized services, can help understand the context in which the study's hypothesis was tested. The findings indicated that there was no considerable correlation between work stress levels and job performance in both types of banks, irrespective of their operational methodologies.

- **Profile of Private and Public Sector Banks in Uttar Pradesh:** Private and public sector banks coexist in the populated Indian state of Uttar Pradesh, and both have a big impact on the state's economic development. Public sector financial institutions, like State Bank of India (SBI), Bank of Baroda, and Punjab National Bank, are essential to the delivery of banking services in rural communities as well as other geographic areas. These banks, which frequently have government ownership, work to advance social welfare and financial inclusion (Dhamija et al., 2019).

In contrast, private sector banks like ICICI Bank, HDFC Bank, and Axis Bank are renowned for their effectiveness, creativity, and customer-focused strategies. They serve a wide range of clients, including wealthy people and metropolitan areas (Inayat and Jahanzeb Khan, 2021). Modern infrastructure, cutting-edge technology, and a personalised banking experience define private banks.

In Uttar Pradesh, both private and public sector banks provide a variety of goods and services; include accounts for savings, loans, and investment opportunities. Private sector banks place a stronger emphasis on client convenience and first-rate services than public sector banks do on providing financial services to all facets of society (Khalid et al., 2020). Together, these banks provide a major contribution to the financial security and economic growth of the people and enterprises of Uttar Pradesh.

### **Hypothesis 4: In Uttar Pradesh, private sector bank workers report more job stress than their public sector colleagues.**

This hypothesis directly addresses the comparison between private sector bank workers and public sector bank workers in Uttar Pradesh, specifically focusing on their reported levels of job stress. It suggests that the study aimed to investigate whether employees in private sector banks experience higher job stress compared to employees in public sector banks in the state of Uttar Pradesh.

- **Workplace stress and its effects on productivity and employment at Uttar Pradesh's public sector banks:** Public sector banks in Uttar Pradesh are under a lot of pressure right now to meet all of their customers' needs, including opening different kinds of accounts, updating passbooks, enabling cash withdrawals, and helping people sign up for government programmes like the PM Jan Dhan account, the Atal Pension Yojna, the Sukanya Samridhi Yojna, and the Vridhaavastha Pension Scheme (Ahakwa et al., 2021). Additionally, these banks face difficulties in running their businesses due to rising non-performing assets (NPAs) and political meddling.

Bank mergers, which can increase employee stress and cause uncertainty, have been started by the government to solve the NPA problem. Public sector banks may also be lacking in current technology and technical know-how, which has an impact on their capacity to provide excellent customer service (Inayat and Jahanzeb Khan, 2021). Employees at public sector banks experience tremendous stress as a result of this circumstance, which has a severe effect on both their work output and general wellbeing. Burnout, weariness, and low job satisfaction among employees might increase absenteeism and turnover rates. To tackle work-related stress, public sector banks in Uttar Pradesh should prioritize stress management programs and foster a healthier work culture. Providing ample resources, training, and support can help employees cope with work-related stress effectively. Encouraging work-life balance and recognizing employees' efforts can boost morale and job satisfaction (Hasan et al., 2021). Acknowledging and addressing work stress can create a more positive and productive work environment, leading to improved customer service and overall organizational success.

- **Work stress and its impact on job performance and working in private banks of Uttar Pradesh:** In the current scenario, private sector banks in Uttar Pradesh heavily prioritize achieving monthly and daily targets, define job roles, and lack sufficient support from management. Employees are assigned daily targets, and their daily output is closely monitored (Basu et al., 2019). Failure to meet these targets can lead to a culture of intimidation and reprimands from top management, resulting in job dissatisfaction and heightened stress among employees, negatively affecting their personal and social lives.

Work stress poses a significant concern, impacting job performance and the working conditions within private banks in Uttar Pradesh. Employees are under tremendous pressure to accomplish goals, satisfy consumer expectations, and maintain operational effectiveness in the banking business because of how quickly things move and how fiercely competitive it is. Employees could therefore find it difficult to keep up with the demands, which would lower their level of work satisfaction and general well-being (Dhamija et al., 2019).

Reduced productivity, more mistakes, and a drop in overall job satisfaction are all effects of work stress on job performance for workers of private banks. Increased absenteeism and lower participation may be caused by chronic stress as well as physical and mental health problems. Private Banks in Uttar Pradesh should develop stress management programmes, offer training on resilience and coping mechanisms, and foster a positive workplace culture in order to combat job stress. Encouraging work-life balance and acknowledging employees' efforts can lead to a more content and productive workforce in the private banking sector (Yukongdiand Shrestha, 2020).

### **Hypothesis 3: In terms of work stress, there were no appreciable variations among the Uttar Pradeshi banks that were chosen**

The comparative study focused on work stress and its impact on job performance in public and private sector banks in Uttar Pradesh. Private bank workers reported higher stress levels attributed to aggressive objectives and longer working hours. In contrast, public sector banks prioritized heavy workloads, adherence to laws, and customer service. Interestingly, the study found no significant variations in work stress between the two sectors in the region. These findings underscore the importance of addressing work stress to improve employee well-being and overall performance in the competitive banking industry, regardless of the organizational structure. Stress management programs and fostering a positive work culture could contribute to a more content and productive workforce

- **Comparative Study of the Work Stress and its Impact on Job Performance and Working of public and private sector Banks employees in Uttar Pradesh:** In today's highly competitive era, characterized by cut-throat competition in various sectors, including banking, the importance of efficient and well-functioning banks cannot be overstated. The banking system serves as the backbone of any economy, ensuring the smooth flow of funds and facilitating economic activities (Pandey, 2020). In the state of Uttar Pradesh, as in many other regions, there exist both public and private sector banks, each with its own set of functioning and operational methodologies.

Private sector banks have a strong focus on their employees to drive greater business expansion, achieve ambitious sales targets, and enhance overall productivity. To encourage staff and promote a competitive atmosphere, they frequently use performance-driven incentive packages. Public sector banks, on the other hand, place a higher priority on heavy workloads, rigorous adherence to laws, devoted customer service, and the execution of numerous government programmes (Daniel, 2019). Their goals are more in line with public service and social welfare.

According to research, workers of private sector banks often report feeling more stressed than those of public sector banks. Regardless of their compensation brackets, employees in private banks experience increased psychological stress due to the need to fulfil aggressive objectives and maintain performance standards (Hasan et al., 2021). Additionally, private bank workers frequently work longer hours, which increases their stress levels.

Dealing with people, rising competitiveness, time restraints, and expanding client expectations are some of the elements that cause stress in the banking sector. It is essential to recognise and comprehend these stress-inducing variables in order to create solutions that will enhance employee wellbeing and work performance (Dhamija et al., 2019).

### **Finding and Limitation of the Study**

The study looked at how work stress affected bank workers' performance on the job in Uttar Pradesh's public and private sector banks. The results showed that job performance in both industries is considerably impacted by work stress (Basu et al., 2019). High levels of work stress were reported by employees at both public and private banks as a result of things like overwhelming workloads, tight deadlines, and intensifying competition. However, compared to their peers in public sector banks, private sector bank employees reported higher levels of work stress. The study also revealed that coping strategies were commonly adopted by bank employees to manage stress and improve work-family relationships (Basu et al., 2019). Generally, the research emphasized the need for stress management programs and supportive work cultures to enhance employee well-being and job performance in both public and private sector banks in Uttar Pradesh.

The research study contains several constraints. First of all, the study only used secondary data and only looked at a small number of papers, which may not have well captured the complexity of work stress and its effects on performance at work. Additionally, the inability to study particular contextual aspects and gain deeper insights was hampered by the lack of primary data collecting (Daniel, 2019). Additionally, the study was restricted to banks in Uttar Pradesh, which may limit the applicability of the results to other areas or sectors.

### **Conclusion and Suggestion**

In the banking industry, stress is a problem that affects many employees' health. Excessive work pressure and work-life imbalance are primary stressors in this industry. Management should aggressively encourage staff members and put various stress-reduction strategies in place to solve this issue. It is critical to promote work-life balance by giving employees the freedom to take on roles that satisfy their personal and family obligations. Identifying individual stressors is essential to tailor interventions effectively. Providing sufficient time for tasks and improving working conditions can enhance employee engagement and reduce stress levels. Implementing stress-reducing practices like yoga and meditation can promote relaxation and mental well-being.

To assist staff members in managing their emotional distress and improving their self-confidence and decision-making abilities, counselling services should be encouraged. Training sessions on resilience and stress management can give staff the practical skills they need to deal with stress. Giving employees flexible schedule options helps enhance work-life balance. A supportive workplace is created by open communication between management and employees. Recognizing and rewarding employee efforts boost morale and foster a positive workplace atmosphere. The banking industry may support employee well-being and job performance more effectively by implementing these methods.

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