



**IMPACT OF STRESS ON EMPLOYEES' JOB  
PERFORMANCES**

**(WITH SPECIAL REFERENCE TO COMMERCIAL BANKS IN BADULLA  
URBAN AREA)**

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## **ABSTRACT**

Bankers are under a great deal of stress and due to many antecedents of stress such as Overload, Role ambiguity, Role conflict, Responsibility for people, Participation, Lack of feedback, Keeping up with rapid technological change. In addition to this some recent factors such as innovative role, Career development, Organizational structure and climate contribute stress among bank employees. One of the affected outcomes of stress is on job performance. In that context the objective of this research was to identify the relationship exists between the stress and job performance. The population of this study consisted of 9 banks from Badulla urban area and sample was 100 employees. Stratified random sampling method was used to select the sample size. Questionnaires were administered to collect primary data and published articles and journals were used as secondary data. Questionnaire consist of questions each examining different phenomenon namely on the personal information, stress and performance. Both descriptive and inferential statistical techniques were used. With respect to the inferential techniques, Pearson's product movement correlation, Regression analysis, Analysis of variance were used to indicate relationships and differences in the stress and job performance of employees. SPSS & Minitab were used to analyze the data. Results indicate that there is a negative relationship between the stress and job performances. Ultimate results suggest that there is a negative relationship between stress and job performances. The above findings were in line with previous studies and supported with literature. With reference to the study results some valuable suggestions and remedies were provided to equip bank staff and enlighten senior management.

**Keywords: Stress, Job performance, Banks**