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**THE EFFECT OF JOB STRESS AND WORK-LIFE
BALANCE ON JOB COMMITMENT:
WITH SPECIAL REFERENCE TO THE MIDDLE AND
LOWER LEVEL MANAGERS IN LEADING
COMMERCIAL BANKS**

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Abstract

Studies in the areas of job commitment and job stress were proliferated during the last two decades while work-life balance has been a key area for emphasis for the researchers in the millennium. These areas were treated as the cornerstone for individual and organizational performance. Job commitment is an area said to be lacking behind and difficult to inculcate within the employees by external force. On the other hand the prevalent of job stress levels at certain degrees and decreasing work-life balance of their workers were observed by the organizations. One of the main objectives of this study was to study the effect of job stress and work-life balance on job commitment of the middle and lower level managers of the banking sector in Sri Lanka. Other objectives were to identify the demographic factors which would impact the level of job commitment. The levels of job stress, work-life balance and job commitment in relation to grade-wise and the bank-wise of the target manager groups were also evaluated. The population considered for the study was the total number of middle and lower level managers of the leading five commercial banks in Sri Lanka. A sample of 200 was drawn and a questionnaire was distributed among them. Out of which 113 responded.

The statistical analysis was done using correlation, linear and multiple regressions and by comparison of average means values. The correlation between job stress and job commitment was found to be negatively weak and the correlation between work-life balance and job commitment was found to be positively weak. Therefore a significant relationship could not be established among these variables. The reasons for the weak correlations have been explained. However, a significant fact popped out from the study was the strong negative correlation found between job stress and work-life balance. The findings of this study revealed that the average mean values for job stress, job commitment and work-life balance were slightly high. However studies done in the last decade revealed that the stress levels among middle managers were significantly high in the Sri Lankan banking sector. The banks having high levels of job stress, low levels of work-life balance and job commitment compared to the others were noted for recommendations