

**Factors Affecting Job Stress among Bank Employees: Evidence from People's Bank Corporate Banking Division**

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**ABSTRACT**

**Introduction** – Job stress has vital importance and has become a key challenge for the organizations because of its strapping impact on the performance of an individual as well as of the organization. Job stress is considered as the harmful physical and emotional response that occurs when there is a poor match between job demands and capabilities, resources or needs of the employees. Therefore, there is a need to identify that to what extent the organizational role related factor are the causes of occupational stress among bank employees.

**Design/Methodology/Approach** - The study aimed to investigate the contributing factors of job stress among bank employees' Special referred to the People' bank corporate banking division, Colombo, Sri Lanka. For this purpose, people's banks were investigated, and it was carried out on a sample of 104 bank employees. Simple random sampling was applied to select a representative sample and standard questionnaire was used to collect data. Role conflict, role ambiguity, work overload and work family conflict were used as the independent variables and the job stress was used as the dependent variable. Correlation coefficient analysis was used to test the research hypothesis and regression analysis and descriptive analysis were used for the other analysis.

**Findings** - It was found that the measurement scales met the acceptable standard of reliability analysis. The research found that job stress has a significant positive relationship with the role conflict, role ambiguity, work overload and work family conflict. However, Role conflict and Role ambiguity have strong positive correlation and workload and family conflict have a moderate positive relationship.

**Conclusion** - Most of the employees feel that they feel stress at work and bank should apply proper methods to reduce the level of stress.

**Keywords:** *Job Stress, Role Ambiguity, Role Conflict, Work Family conflict, Work Overload*