

The effect of Work Stress on Employee Performance in Banking Sector in Quetta

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Abstract

This study is based on the relationship between work stress and performance of the employees in banking sector. It investigated the effect of job related stress on performance of the banking sector employees in Quetta, Pakistan. Moreover it describes the factors that contribute to the stress level and strategies to cope with the stress of the banking employees. The target population comprised of United Bank Limited, Habib Bank Limited, Bank Alfalah Limited, Bank Al Habib, Bank Islami Pakistan Limited, Muslim Commercial Bank, Allied bank and Meezan Bank in Quetta city. Convenience sampling technique was used to collect data from 100 participants through questionnaire. Descriptive statistics and percentages are used to answer the research questions, furthermore, correlation and regression analysis are used to find the relationship among job stress and employee performance. The results revealed that there is a significant negative relationship among job stress and employee's performance in banking sector of Quetta. Moreover, it suggests that stress can be reduced through organizational support activities such as counselling, stress reduction workshop and training and retraining.

Key Words: Job Stress, Employee Performance, Workload, Banking Sector