

Stress management and employee productivity in commercial banks in Uganda: A case study of Standard Chartered Bank, Kampala branch

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Introduction


Stress management is important for both individuals and organizations for which they work. Effective management of job-related stress can only be achieved when employees recognize stressors and understand their consequences, and organizations develop and implement stress prevention and reduction techniques. Banks are among the top high-stress workplaces owing to the dynamic and fast-changing business climates they operate in, which in turn may have proclivities to affect employee productivity.

Study objectives

The study was guided by the following specific objectives:

1. to examine the relationship between training programs and employee productivity,
2. to determine the relationship between communication and employee productivity,

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3. to assess the relationship between teamwork and employee productivity, and
 4. to establish the relationship between defense mechanisms and employee productivity at Standard Chartered Bank, Kampala Branch.

Methodology

The study used the case study research design. The questionnaire survey, interview survey, and document review methods were used as the main for collecting data. Also, structured questionnaires, interview guides were used as data collection instruments. A sample of 142 respondents was selected out of a population of 154, using the sample size determination table developed by Krejcie and Morgan's (1970). Data were analysed using SPSS and inferential statistics were used to draw conclusions concerning the relationships of the variables in the study, and the combined effect of the study variables (training programs, teamwork, communication, and defense mechanisms) on employee productivity.

Key findings

The study found a positive and significant relationship between training programs and employee productivity with values of ($r = 0.541^{**}$, $p < .01$). The study found a low significant and positive relationship between communication and employee productivity ($r = 0.443^{**}$, $p < .01$). The study found a significant and positive relationship between teamwork and employee productivity ($r = 0.413^{**}$, $p < .01$). The study found a significant and positive relationship between defense



mechanisms and employee productivity ($r = 0.375^{**}$, $p < .01$).

From the findings, training programs, communication, teamwork, and defense mechanisms had positive significant relationships with employee productivity. From the findings, training programs, communication, teamwork, and defense mechanisms determined 41.7% of the change in employee productivity (Adjusted R Square = .417). In conclusion, all the findings on the relationships between training programs, communication, teamwork, and defense mechanisms revealed significant influences on employee productivity.

Recommendations

The management of Standard Chartered Bank should develop strategies that support training programs, communication, teamwork, and defense mechanisms to enhance employee productivity at the bank. The strategies would help with the development and implementation of stress management which would, in turn, enhance employee productivity quality service delivery, and timely accomplishment of tasks.

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