

IMPACT OF JOB STRESS ON JOB SATISFACTION AMONG THE MIDDLE MANAGERS OF THE COMMERCIAL BANKING SECTOR

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ABSTRACT

Studies in the area of job stress and stress management have proliferated in the last few decades. Organizations have found that stress levels prevalent in varying degrees among their employees, have had an adverse effect on certain behavioural dimensions, particularly job satisfaction, thereby affecting corporate performance. This study focused on the middle managers of the Commercial Banking Sector, whose job roles are reportedly stress creating, and examines the impact of job stress on their job satisfaction levels, and the extent to which two specific personality related variables moderated such impact. Responses from a sample of 111 middle managers were analyzed in the study. Although no significant relationship could be established, the study found that both job stress and job satisfaction levels among the sampled managers were relatively high. This finding was not in accordance with some previous studies on this subject, and provided vital posers to be taken note of, both at the industry level and at the national level.

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