

# **Effect of Job Stress and Employee Work Behaviors in the Banking Sector of India: The Mediating Role of Perceived Organizational Support**

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**Abstract:** This paper examined the mediating role of perceived organizational support (POS) on the relationship between job stress to organizational citizenship behaviour (OCB) and counterproductive work behaviour (CWB) among non-supervisory employees working in a nationalized bank located in North Eastern part of India. Data were analysed using SPSS version 20 and PROCESS macro, and significance level set at  $p < .05$ . POS was confirmed as a significant mediator through bootstrap. Results show that job stress has a negative effect on OCB and a positive one on CWB. OCB and CWB are two separate entities with a strong negative correlation, not the mere reverse. The study's representativeness was increased to include individuals from a variety of language backgrounds. However, generalizability is limited by the use of cross-sectional data and the exclusion of supervisory staff. For more reliable results, a longitudinal, pan-India study involving all employee cadres is advised.

**Keywords:** Job Stress, Counterproductive Work Behavior, Organizational Citizenship Behavior, Organizational Support, Perceived Organizational Support

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