



Occupational Stress: An analytical study among Bank employees

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ABSTRACT

Stress is a universal element and individuals in every walk of life have to face it. The employees working in different organizations have to deal with stress. Especially Bankers are under a great deal of stress due to many antecedents of stress. At this juncture, an attempt is being made to analyze the stress level of bank employees. So, this study intended to identify the causes of stress among bank employees and to study how these factors effect on employee health.

Key Words : Stress, Occupational stress, Banking Industry

I - INTRODUCTION

Stress refers to an individual's reaction to disturbing factor in the environment. Stress is a universal element and individuals in every walk of life have to face it. It has physiological and psychological effects on everyone. If the stress is maintained at the optimum level, it contributes positively towards efficiency. But the causes of stress are many and its effects on individuals and organizations are enormous. The employees working in different organizations have to deal with stress. Especially Bankers are under a great deal of stress due to many antecedents of stress. In the period of globalization, the world economy is closely integrating into one economy. So every country requires a healthy financial sector, which is necessary to meet the challenges of globalization. In the context, nationalized banks have played a crucial role in promoting financial inclusion by providing banking services to the underprivileged and marginalized sections of society. First and foremost, nationalized banks have a wide reach and penetration, especially in rural areas. With a large network of branches, they provide banking services to millions of peoples, promoting financial inclusion and social welfare. This is particularly important in a country like India, where a significant portion of the population resides in rural areas. However, the banking business has changed over past years especially in technological change. The working environment in banks totally changed. Innovations in banking services like retail banking, debt and credit cards, ATM, fund transfer, internet banking, mobile banking and other services have led to changes in the styles of management in banks, the need of higher targets achievement, increased working hours, strict supervision etc. Due to these changes, the employees in the banking sector are experiencing a high level of stress. So,

the present study aims at to analyze the occupational stress among bank employees.

II REVIEW OF LITERATURE

Ramamoorthy R and Ravi Mohan D [2018]¹, have conducted an empirical study titled as "Stress management among bank employees". They discuss that occupational stress has been a much commented upon phenomenon of the 21st century. In their opinion stress has become an inevitable part of human life in recent times and it makes life more challenging and innovating. In this context the researchers have undertaken a study to find out the causes of stress among the bank employees and it's influence on public and private sector bank employees. In this study descriptive type of the research design has been used. The result reveals that the majority of the employees try to find out to relieve them from stress. It is found that the maximum number of employees in banks remains in stress. These days stress management programmes have proven to be an integral part of any industry and they are not much effective.

Naeem F [2018], have done a study on the topic "antecedents of organizational stress among bank executives". Occupational stress affects individual's potency and its organisation's work environment. The work of nationalised bank employees is one of stressful jobs in present day as they are dealing with financial transaction and expected with accuracy. The research paper aims to compare the various dimensions of sources of stress among bank executives under study with respect to their gender, length of service and designation. The functioning of banking sector has witnessed drastic changes because of liberalization, privatisation, and globalisation and information technology. The entry of private banks has influenced the expectations of customers as they have initiated numerous value added services. In this research paper terms like occupational stress, work stress and job stress are used synonymously.

Manjunatha MK and Dr TP Renukamurthy [2017]², made a study on the topic "Stress among bank employees". The main objectives of the study is to analyse the

theoretical aspects of stress management also to know various views of researchers in relation with stress management and employee performance. They discuss about the roots and outcomes job stress on the employee performance in banking sector. For this secondary data have been used most commonly. A total of 80 respondents were constipated the sample of study. Banking employees are around the globe. They analysed the relationship between job stress and employee performance. The researchers found out that the stress in work environment reduces the intention of employees to perform better in the jobs. The performance of the employees is the most important factor as far as the success of the banking industry.

Parvathy Mohan [2016]³, have done a study titled as "Occupational stress among women employees in banking sector at Kottayam district". This study aimed at to find out the factors influencing occupational stress among women employees in public and private sector banks in Kottayam district or to know whether there is any significant difference in the level of stress among employees between different sectors and between different categories. The researcher organised this study mainly to analyse the level of occupational stress experienced by women bank employees. Most of women employees are performing their dual role of house wife and office staff in their career. The analysis revealed that the personal stress and it's level alarmingly affect women employees in private sector banks.

Minhajul Islam Ukil and Muhammad Shariat Ullah [2016]⁵, have conducted a study on the topic "

effect of occupational stress on personal and professional life of

bank employees in Bangladesh: Do coping strategies matter". The study aims at investigating the impact of occupational stress on life satisfaction and work-life balance alongside job performance and job satisfaction of bank employees working in private commercial banks in Bangladesh. This study also extends to analyse the moderating role of coping strategies between occupational stress and life satisfaction, work-life balance, job performance and job satisfaction. Data have been collected following a quantitative survey administered accommodating 204 employees serving in 15 different private commercial banks in Bangladesh. For this study a number of Statistical techniques including correlation Matrix and hierarchical regression using SPSS software.

Devi Mohan [2016]⁶, has made an empirical study on "occupational stress of bank employees: with special reference to Kollam district. In this context, the researcher has undertaken a study to find out the causes of stress among bank employees of ICICI Bank in Kollam district and to address their stress related problems. The research design used in this study is descriptive in nature. Sample size was 100. Primary data was collected by using a structured questionnaire. This study throws light into the pathogenesis of various stress related problems of bank employees. It has been confirmed that some amount of stress is necessary for an individual as well as the organisation to stay alive and perform well. Meanwhile, employees may resort to measures like going for trips, taking break from work, listening to music etc.

III - OBJECTIVES OF THE STUDY

1. To analyze occupational stress on employees in the banking Industry
2. To identify the Sources or reasons which leads to occupational stress among bank employees.
3. To understand the effect of occupational stress on employee health.
4. To find out the levels of stress among employee.

IV - OCCUPATIONAL STRESS

In today's changing and competitive work environment, stress level is also increasing both in the workers as well as managers. As a result of this work stress, more and more managers are showing sign of chronic fatigue and burn out. Researches have shown that the stresses out managers are not good for their companies and shareholders. In most of the cases stress leads to reduced productivity. Stress is a global problem felt in almost all countries irrespective of whether the economy is strong or weak.

Meaning and Definition

There are three terms which are used synonymously to denote this phenomenon. They are Stress, strain and pressure. However, there are thin differences in these terms.

Stress is a term basically used in physical sciences which means pressure of one object on another. From physical science the term stress come to medical science and finally to social science. As per medical

explanation, the term stress is the body's general response to environment situations. Selye who has done considerable research on stress has viewed as the non specifically induced changes with in a biological system. It is non specific because any adaptation to a problem faced by the body irrespective of the nature of the problem is included in stress.. In very simple words, stress refers to an individual's reaction to disturbing factor in the environment.

Category of Stress

Stress has often been misunderstood to be negative, with few people acknowledging the importance and usefulness of positive stress. In our day to day life stress is everywhere and definitely unavoidable. Hence it is necessary to differentiate between good stress and bad stress. Negative stress causes many physical and psychological problems while positive stress extends help to accomplish targets easily. There are four main category of stress namely eustress, distress, hyper stress and hypo stress.

- **Eustress:** It is a type of short-term stress that provides immediate strength. This stress arises at points of increased physical activity, enthusiasm and creativity. Eustress is a positive stress that arises when motivation and inspiration are needed. It raises the level of employee performance.
- **Distress:** It is a negative stress. It is brought out by constant readjustments or routine alterations. Distress creates feelings of discomfort and unfamiliarity. This stress affects job performances adversely and creates many types of physical, psychological and behavioral problems.
- **Hyper stress:** It occurs when an individual is pushed beyond what he or she can handle. The over loaded work leads to hyper stress. If someone is hyper stressed, even little things can trigger a strong emotional response. It is important for persons who think they might be experiencing hyper stress to take measures to reduce stress in their lives, because hyper stress can lead to serious emotional and physical repercussions.
- **Hypo stress:** It is the opposite of hyper stress. It occurs when an individual is bored by an unchallenged job, such as a worker performing the same task over and over. The effect hypo stress is a feeling of restlessness and lack of inspiration.

Stress in the banking industry

In today's ever changing and competitive work environment, stress level of banking is increasing both in the employees as well as the managers. As a result of this work stress, more and more managers and employees, especially women, are showing signs of chronic fatigue and burn out. They are required to work overtime even to complete the routine work and so they are experiencing a high level of stress at work place and even at home. So, stress management is greatly felt in the industry. The solution to overcome various challenges in the industry requires careful orchestration to ensure discipline and to enhance motivation. The quality of work life in banks needs to be improved so as to attract new talent and vigour to the industry and enhance satisfaction level by controlling the

resentfulness of work.

V - ANALYSIS AND DISCUSSION

ANALYSIS BASED ON NAME OF THE BANK

NAME	NO. OF RESPONDENTS	PERCENTAGE
CANARA BANK	10	22%
SBI	15	34%
INDIAN BANK	5	12%
UNION BANK	6	12%
PUNJAB NATIONAL BANK	9	20%
TOTAL	45	100%

The above table & figure showing that 22% of the employees are from CANARA BANK. 34% of the employees are from SBI, 12% of the employees are from INDIAN BANK, 12% of the employees are from UNION BANK, and 20% of the employees are from PUNJAB NATIONAL BANK.

ANALYSIS ON THE BASIS OF OCCUPATIONAL STATUS

OCCUPATIONAL STATUS	NO. OF RESPONDENTS	PERCENTAGE
Manager	5	11%
Accountant	9	20%
Clerk	7	16%
Officer	9	20%
Branch Manager	5	12%
Others	10	2%
Total	45	100%

The above table & figure showing that 11% of the employees are managers. 20% of the employees are accountants, 16% of the employees are clerk, 20% of the employees are officer, 12% of the employees are branch manager, but 2% are falls under other categories.

SOURCES OF STRESS

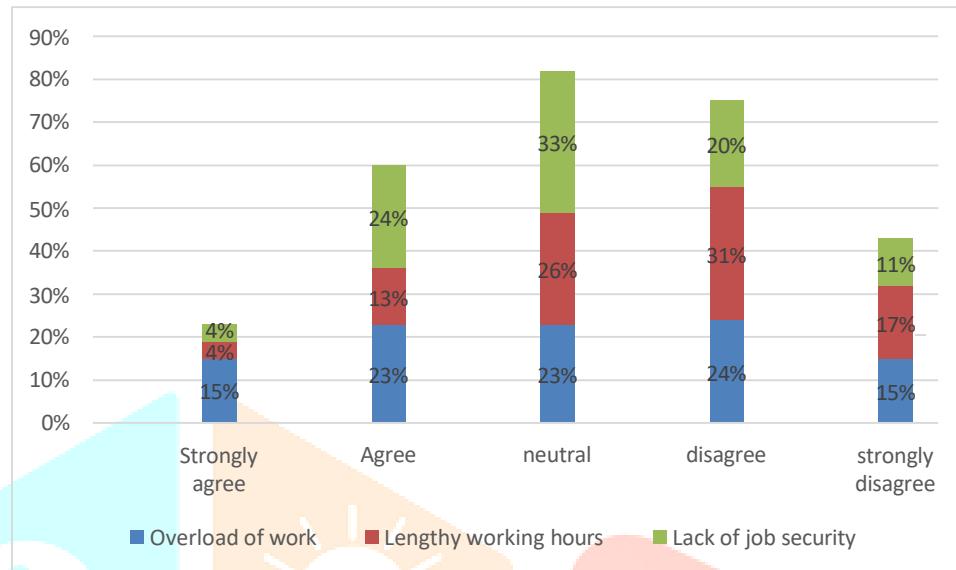
SL No	Sources of stress	Strongly agree		Agree		Neutral		Disagree		Strongly disagree	
		No. of respondents	%	No. of respondents	%	No. of respondents	%	No. of respondents	%	No. of respondents	%
	A) Personal										
1	Daily distant travelling	3	7%	1	2%	13	29%	13	29%	15	33%
2	Inability to cope with difficulties	2	4%	13	29%	10	23%	18	40%	2	4%

3	Lack of opportunities for personal development	3	7%	4	8%	18	40%	11	24%	9	21%
	B) Family oriented										
4	Spouse attitude towards the work	2	4%	8	17%	10	23%	15	33%	10	23%
5	Taking work to home	3	7%	7	15%	14	31%	11	24%	10	23%
6	Dual role of employees and house wife	3	7%	8	17%	13	29%	13	29%	8	17%
7	Lack of healthy friendship and family relationship	3	7%	9	20%	12	26%	16	33%	5	11%
	C) Job Oriented										
8	Overload of work	7	15%	10	23%	10	23%	11	24%	7	15%
9	Lengthy working hours	2	4%	6	13%	12	26%	14	31%	8	17%
10	Lack of job security	2	4%	11	24%	15	33%	9	20%	5	11%
	Total	45	100%	45	100%	45	100%	45	100%	45	100%

PERSONAL ORIENTED STRESS OF EMPLOYEES

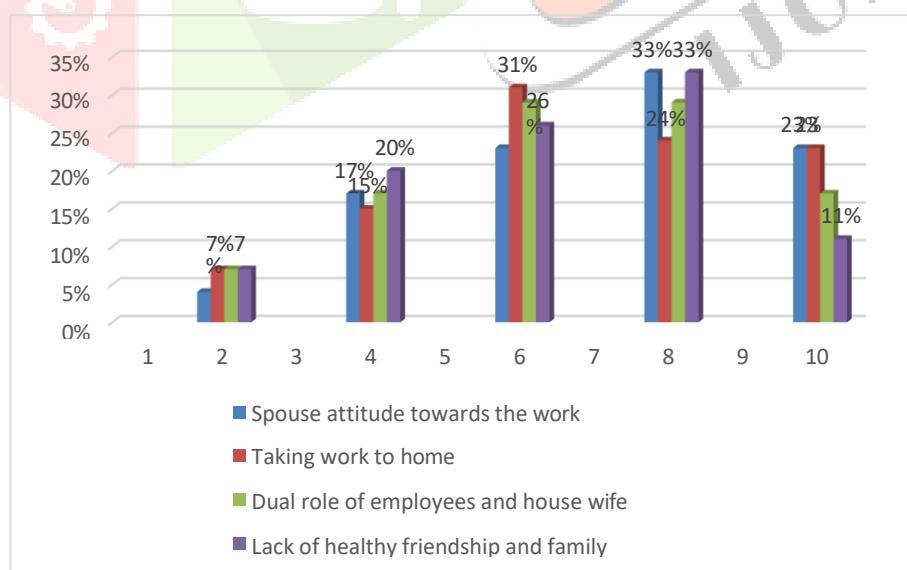
The above data reveals the facts about main sources of stress. It is clear from the table that 2% of bank employees are agree that the daily distant travelling is a source of stress. They are facing daily travelling difficulties from their native place. Also 29% of bank employees are agree that they are not able to cope with difficulties. So, it will lead to a stressful situation. 8% are agree with that they haven't received any opportunities for personal development.

FAMILY ORIENTED STRESS OF EMPLOYEES



Among 45 employees ,about ,33% disagree that spouse attitude towards the work is not at all a source of stress.15% of bank employees are agree that they have to work at home also .So it will lead to a stress in their work.20% of the employees have the opinion that they have no healthy friendship and family relationship due to their work.

JOB ORIENTED STRESS OF EMPLOYEES



Above data shows that 23% are agree with the truth that they have overload of work..overload of work may cause a severe stress in their work.13% are agree that they want to work for long hours.working time is too long . it will create a monotony in their work.the bank employees are not getting a complete job security .11% are agree that lack 24% are agree that lack of job security is definitely a source of stress.

ANALYSIS ON THE BASIS OF HEALTH PROBLEM

HEALTH PROBLEM	N0.OF RESPONDENTS	Percentage
Yes	31	68%
No	14	42%
Total	45	100%

The above table & figure showing that 68% of the bank employees are facing many health problems due to pressure of their work but the remaining 42% bank employees are not facing any health problems due to their work.

PHYSICAL SYMPTOMS OF EMPLOYEES

Indications	Never	Rarely	Sometimes	Often	Always
Headache	5	10	13	7	10
Back/ neck/ shoulder pain	6	15	8	12	4
Eye strain	5	15	7	6	12
Sleeping difficulties	4	17	10	7	7

Above data shows that 27% of employees frequently experience headaches, making it the most reported symptom, 22% suffer from constant eye strain, while 9% report persistent back/ neck/ shoulder pain. whereas 15% struggle with sleep difficulties.

VI - FINDINGS

- Majority of respondents have been working in the bank from 11-15 years.
- 34% of respondents are working in SBI and least (12%) of the respondents are working in union bank.
- Majority of respondents are satisfied with their job and least of respondents are not satisfied with their job.
- Most of respondents have stress due to their work and least of respondents have no stress.
- Most of respondents have low level stress and least of respondents have high level stress.
- 68% of respondents are facing many health problems due to pressure of their work. But the remaining 42% of respondents are not facing any health problem due to their work.
- 64% Of respondents can handle the job stress without the help of an outside force and 36% of respondents says that they can't handle job stress without the help of an outside force.
- Majority of the respondents are headache, back/neck/shoulder pain and eye strain due to their work.
- Most of employees are do things that enjoy most for reducing stress.
- Most of respondents are spending time for music and hobbies for managing stressful situation.
- Majority of employees are not feeling frustrated with job and least

VII - SUGGESTIONS

- Divide harder job into smaller ones in order to reduce stress among employees and make them feel more comfortable.
- Working environment should clear and safe.
- Counselling is the best way to eradicate the evil effects of stress.
- Bank should take the initiative to identify the stress affected employees in the bank at frequent interval.
- The stress can be managed by keeping a fine balance between banking job and family life.
- Giving recognition to employees for good work performance.
- A supportive network of co-worker and superiors will eliminate stress.

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