



ISSN Print: 2394-7500
ISSN Online: 2394-5869
Impact Factor: 5.2
IJAR 2015; 1(8): 132-135
www.allresearchjournal.com
Received: 15-05-2015
Accepted: 19-06-2015

Shavita Dhankar
Assistant Professor,
BBA Dept., Institute MSI,
India.

Occupational stress in banking sector

Shavita Dhankar

Abstract

There is no such thing like stress- free job. Everyone in their work is exposed to tension and anxiety as they gets through the duties assigned to them. Banking industry is not an exceptional one. This paper seeks to determine the impact of various constituents of occupational stress on the employees of banking sector. The present study is confined only to Kurukshetra, Panipat, Sonipat and Karnal. A sample of 200 employees was considered. Random convenient sampling was used. It was found from the results because of long working hours, role conflict and political pressure there is high degree of occupational stress amongst the private and public sector bank employees.

Keywords: Occupational stress, tension, role conflict, political pressure.

Introduction

Indian banking industry, the backbone of the country's economy, has always played a key role in prevention the economic cataclysm. The nature of job of banking employees is very tiresome as it involves long working hours, inappropriate reward system, and lack of job autonomy and role conflict. Stress Management is getting more and more consideration now-a-days, particularly in the financial sectors. There is no such thing like stress- free job. Everyone in their work is exposed to tension and anxiety as they gets through the duties assigned to them. Banking industry is not an exceptional one.

Occupational Stress

Tension and anxiety at workplace leads to occupational stress. Organizational stress arises due to lack of person- environment fit. When organizational stress is mismanaged, it affects the human potential in the organization. It further leads to reduced quality, productivity, health as well as wellbeing and morale According to Kahn and Quinn (1970)^[1] "stress is the outcome of fact of the assigned work role that caused harmful effect for individual. Occupational stress is considered as harmful factor of the work environment." It also has unpleasant effects on health of an individual as David (1998)^[2] contributed "it can also be labeled as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the workers. Job stress can lead to poor health and even injury." Subha and Shakeel (2009)^[3] described "Higher level of stress existed with no managerial concern for solution consequently lowering the employee performance, staking organizational reputation and loss of skilled employees, these situations call for immediate concern from organization management for employing effective stress management practices to increase employee satisfaction and overall employee performance.

Objectives of the Study

1. To find out the stress level among banking employees.
2. To understand which factor play crucial role for creating stress among the employees of private and public banks.

Hypotheses

Keeping in view the above objectives following hypotheses were formulated for study:

H₁: There is no significant difference between the different constituents of occupational stress in private banks.

H₂: There is no significant difference between the different constituents of occupational stress in public banks.

Correspondence:
Shavita Dhankar
Assistant Professor,
BBA Dept., Institute MSI,
India.

H3: There is no significant difference between the occupational stress level of private bank employees and public bank employees.

Sample Size and Sampling Techniques

A study was conducted on twenty banks in Kurukshetra, Panipat, Sonapat and Karnal to find out the occupational stress amongst the bank employees. Out of total twenty banks, ten banks were public sector banks and ten were private sector banks. This study was based on the sample of 200 employees. 100 employees were taken from public banks and 100 employees from private banks. The survey was conducted on the basis of random convenient sampling. The sample was administered in-person and electronically to bank employees. The instrument used for the survey was occupational stress measurement scale. It was developed by Shivastava and Singh (1981) [4]. Occupational stress measurement scale consists of 12 job stressors, which were divided among 46 items. It measures the extent of stress which employees perceive arising from various constituents and conditions of their jobs. Each of them was rated on five point Likert scale. Managerial and non-managerial staff was taken as respondents.

Theoretical Framework

Brook (1973) [5] said, “Qualitative changes in the job create adjust mental problem among employees. The interpersonal relationships within the department and between the departments create qualitative difficulties within the organization to a great extent.”

Cobb (1975) [6] has the opinion that, “The responsibility load creates severe stress among workers and managers. If the individual manager cannot cope with the increased responsibilities it may lead to several physical and psychological disorders among them.”

Materson (1980) [7], “Causes of stress are many like work load, cuts in staff, change at work, long work hours, shift work, lack of supervision, inadequate training, inappropriate working conditions, too heavy responsibilities and poor relations with colleagues.”

Robbins (1996) [8] conducted a study while examining the occupational stress and job satisfaction. He found the relationship between job satisfaction and occupational stress is also moderated by number of factors like relevant placement, clarity of job role, level of responsibility and designated power. Factors like job importance, uniformity, autonomy and identity improve the job satisfaction, while low level of empowerment, less control over work and unfair interference of higher management increase stress and overall dissatisfaction.

Ganster & Loghan, (2005) [9], “Huge and multi fields literature points a lot of key factors such as work environment, management support, workload etc. in determining how stressful the work can be and its effect on employee physical and mental health.”

Jamshed *et al.*, (2011) [10] suggested, “The workplace is potentially an important source of stress for bankers because of the amount of time they spent in their respective banks.”

Survey Findings

Table 1: Comparison of Mean Value of Occupational Stress in Private and Public Banks

Particulars	Mean Value (Private Banks)	Mean Value (Public banks)	Combined Mean Value
Role Overload	3.41	3.35	3.38
Role Ambiguity	3.32	3.27	3.30
Role Conflict	2.91	2.85	2.88
Unreasonable group and political pressure	3.3	3.75	3.53
Responsibility for persons	2.84	2.85	2.85
Under Participation	2.88	2.95	2.92
Powerlessness	2.65	2.64	2.65
Poor peer relations	2.66	2.63	2.65
Intrinsic impoverishment	2.54	2.55	2.55
Low status	2.46	2.44	2.45
Strenuous working conditions	2.4	2.5	2.45
Unprofitability	2.92	2.9	2.91
Overall Occupational Stress	2.86	2.89	2.87

Employees working in private banks have shown high mean value of role overload in comparison to public sector banks. The public sector bank employees feel highest occupational stress of unreasonable group and political pressure; other

important stress factors are role overload and role ambiguity. The overall stress level of all employees taken together is 2.87 which justify the concern visible everywhere regarding the employees occupational stress in banking sector.

Table 2: Comparison among different constituents of Occupational Stress Index in Private Banks

S. No	Dimension	Maximum Score	Obtained Score	Percentage Score
1	Role Overload	500	341	68.2
2	Role Ambiguity	500	332	66.4
3	Role Conflict	500	291	58.2
4	Political Pressure	500	330	66
5	Responsibility for person	500	284	56.8
6	Under Participation	500	288	57.2
7	Powerlessness	500	265	53
8	Poor peer Relation	500	266	53.2
9	Intrinsic Impoverishment	500	254	50.8
10	Low Status	500	246	49.2
11	Strenuous working Conditions	500	240	48
12	Unprofitability	500	292	58.4
	Total	6000	3429	57.15

It is clearly visible from the above table that the highest score for stress level is of role overload. All the variables play crucial role for creating stress among employees. There is not much difference in the values of different constituents of occupational stress. Hence H₁ is proved that there is no significant difference between the different constituents of occupational stress in private banks.

Table 3: Comparison among different constituents of Occupational Stress Index in Public Banks

S. No	Dimension	Maximum Score	Obtained Score	Percentage Score
1	Role Overload	500	335	67
2	Role Ambiguity	500	327	65.4
3	Role Conflict	500	285	57
4	Political Pressure	500	375	75
5	Responsibility for person	500	285	57
6	Under Participation	500	295	59
7	Powerlessness	500	264	52.8
8	Poor peer Relation	500	263	52.6
9	Intrinsic Impoverishment	500	255	51
10	Low Status	500	244	48.8
11	Strenuous working Conditions	500	250	50
12	Unprofitability	500	290	58
	Total	6000	3468	57.8

All the twelve constituents of occupational stress have substantial role for determining stress among employees. Hence H₂ is proved. The highest contributor is political pressure. The average stress level in public bank employees is 57.8, which shows that the employees are facing severe problem of occupational stress.

Table 4: Combined Score of constituents of Occupational Stress Index in Private Banks and Public Banks

S. No	Dimension	Maximum Score	Obtained Score	Percentage Score
1	Role Overload	1000	676	67.6
2	Role Ambiguity	1000	659	65.9
3	Role Conflict	1000	576	57.6
4	Political Pressure	1000	705	70.5
5	Responsibility for person	1000	569	56.9
6	Under Participation	1000	583	58.3
7	Powerlessness	1000	529	52.9
8	Poor peer Relation	1000	529	52.9
9	Intrinsic Impoverishment	1000	509	50.9
10	Low Status	1000	490	49
11	Strenuous working Conditions	1000	490	49
12	Unprofitability	1000	582	58.2
	Total	12000	6897	57.48

Table 5: Comparison of Combined Score with Individual Score of Private and Public Banks

S. No	Dimension	Total Obtained Score (TOS)	Private Banks	Public Banks	Percentage Score (Private Banks)	Percentage Score (Public Banks)
1	Role Overload	676	341	335	50.44	49.55
2	Role Ambiguity	659	332	327	50.38	49.62
3	Role Conflict	576	291	285	50.52	49.48
4	Political Pressure	705	330	375	46.81	53.19
5	Responsibility for person	569	284	285	49.91	50.09
6	Under Participation	583	288	295	49.40	50.60
7	Powerlessness	529	265	264	50.09	49.91
8	Poor peer Relation	529	266	263	50.28	49.72
9	Intrinsic Impoverishment	509	254	255	49.90	50.10
10	Low Status	490	246	244	50.20	49.80
11	Strenuous working Conditions	49	240	250	48.98	51.02
12	Unprofitability	582	292	290	50.17	49.83
	Total	6897	3429	3468	49.71	50.28

The above table shows the comparison of combined score with individual score of private and public banks. All the variables under study show trivial difference while comparing them with different banks. The overall score of occupational stress is in private banks is 49.71% and 50.28% in public banks. It proves the third hypothesis.

Conclusion

The aim of the present study is to investigate the occupational stress level among employees of banking sector. There is not a single factor which determines the stress in banking employees'. Factors like work overload, ambiguity, pressure, confliction etc. are responsible for stress. Occupational stress has become leading feature of modern life. It has wide-ranging effects on employees' behavior and adjustments as well as off the job. A substantial portion of organization research involves the study of stress

among employees. A large number of problem related to employee health, declining levels of productivity and competence is related to occupational stress. Minimizing occupational stress in the coming time would be part of company policy of the organizations and be seen as an imperative strategy to target better employee satisfaction.

Limitations

All possible steps have been taken to provide the findings in a holistic way, but no research is free from limitations. Following is the list of limitations observed in the study:

- Due to paucity of time researcher has taken small sample of public and private bank.
- Due to cost constraints geographic coverage of the study is limited
- The study captures a situation or an event at a point in time.

References

1. Kahn RL, Quinn RP. Role stress: A framework for analysis, In A. McLean (Ed.), Occupational mental health, New York: Wiley, 1970.
2. David M. Motivational and stress management. Harvard Business School Publishing, Boston, Massachusetts, USA, 1998.
3. Subha Imtiaz, Shakil Ahmad. Impact of Stress on Employee Productivity, Performance and Turnover; an Important Managerial Issue. International Review of Business Research Papers 2009; 5:468-477.
4. Srivastava AK, Singh AP. Manual of the Occupational stress Index, Department of Psychology, Banaras Hindu University, Varanasi, 1981.
5. Brook A. Mental Stress at Work. The Practitioner 1973; 210:500-506.
6. Cobb S, French JRP, Van Harrison R, Pinneau SR. Job demands and worker health. Cincinnati, OH: National Institute for Occupational Safety and Health, 1975, 75-168.
7. Materson I. Stress at work: A managerial perspective. Human Stress press, Inc. Kahn RL, Quinn RP (1970). "Role stress: A framework for analyses." In: A. McLean (Ed.), Occupational mental health. Chicago: Rand McNally, 1980.
8. Robbins SP. Organizational behaviour. New York: Prentice Hall, 1996.
9. Ganster, Loghan. An Experimental Evaluation of a Control Intervention to Alleviate Job-Related Stress, 2005.
10. Jamshed Khattak K, Muhammad Khan A, Ayaz Ul Haq, Muhammad Arif, Amjad A Minhas. Occupational stress and burnout in Pakistan's banking sector. African Journal of Business Management. 2011; 5(3):810-817.