

International Journal of Advance Research in Computer Science and Management Studies

Research Article / Survey Paper / Case Study

Available online at: www.ijarcsms.com

A Study of Occupational Stress in Different Sectors Banks of Haryana

Dr. Rajesh

(MBA, JRF & Ph.D in Management),
India.

Abstract: Extreme stress results in marked changes in the person's behavior, attitude, motivations and cognition that there are inevitable consequences for the people with whom they interact such persons usually affect those around them by virtue of their inactivity and negativism, rather than by deviant or disruptive activity. The purpose of the study and compare the level of occupational stress in employees public and private sector banks. This is a primary and secondary data based conceptual study. This study is based on the Convenience sampling as a sample. The sample size which is taken from 100 banks employees. The result of the study find out on the basis of standardized questionnaire and the tools are used in this study Paired Samples Statistics, Analysis of variance (ANOVA) and Mean Scores. The finding of the present study is the level of stress among different position held by employees. For the study whole designations of the bank employees are divided into three levels i.e. top level employees, middle level employees and lower level employees.

Keywords: PSBF, PVSF, ANOVA.

I. INTRODUCTION

The banking sector reforms in 1991 gave way to the growth of Indian banking industry of today. Presently it is one of the fastest growing and largest banking hub of world worth US dollar 1.3 trillion, having a total of 167 commercial banks, and 87778 business offices. The different and globalized banking environment has paved the way for ample opportunities and resilient challenges. All the banks are facing stiff competition in every respect, both from domestic as well as foreign players. This competition has compelled the banks to give more attention to customer's service. Since, all the banks are offering more or less the same products with minor variations in nomenclature. It is only the good customer service that can help a bank create the competitive edge. Hence the concept of enhancing customer satisfaction is critical for banks not only attracting more customers but also to make them loyal customers of the bank. A highly satisfied and delighted customer is a vital non-financial asset for a bank in this age where courtesy; accuracy and speed in customer service are the measures for the future success of banks. A peculiar feature of banking is that it is supposed to serve each and every person, irrespective of the class, caste, gender or status. Thus, equity has to be the basis of customer service being provided by banks.

Job or occupational stress is something we all face as employees or employers and we all handle it differently. It is a mismatch between the individual capabilities and organizational demands. Also it's a mismatch between the expectations of each individual and organization. Desired results cannot be expected from workers United Nations agency area unit burned-out, exhausted or stressed, as they lose their energy, accuracy and innovative thinking. By virtue, some jobs are extremely stressful like army, police and fire service etc. Some area unit comparatively moderate via service sector and health care business etc. In the present day scenario, Information Technology, and Business Process Outsourcing (BPO) companies' jobs are termed as more competitive and stressful. The National Institute for Occupational Safety and Health (NIOSH), part of U.S. Department of Health and Human Services, states that job stress, now more than ever, poses a threat to health of workers and the

health of the organizations. The present study shall bring out the general broad outline of causes of occupational stress at individual employees level and at the corporate level. It shall suggest some urgent strategic planning needed to combat the alarming rise of disorder in health of the employees and the organization as a whole, in the present Indian context and scenario.

Today, stress is recognized as the no. one killer for the people. They feel great stress when they think they can't handle the demands put upon them. Stress is therefore a negative experience. And it is not an inevitable consequence of an event. It depends a lot on people's perceptions of a situation and their ability to cope with it. The American Medical Association stated that stress was the cause of 80% to 85% of all human illness and disease or at the very least had a detrimental effect on our health.

Some scholars note that an increase in workload, a hostile work environment, downsizing and shift work can result in occupational stress which includes various mental ill-health i.e. anxiety, irritability, alcohol and drug use, feeling powerless and low morale.

II. MEANING OF OCCUPATIONAL STRESS

Occupational stress can be defined as harmful physical and emotional response that occurs 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. Long term exposure to job stress has been linked to an increased risk of musculoskeletal disorders, depression and job burnout. Occupational stress is stress at work. Stress is defined in terms of its physical and physiological effects on a person (or thing). Stress is mental, physical or emotional strain or tension or it is a situation or factor that can cause this. It occurs when there is a discrepancy between the demands of the environment/workplace and an individual's ability to carry out and complete these demands. Often a stressor can lead the body to have a physiological response which in turn will result in a strain on a person physically as well as mentally.

III. REVIEW OF LITERATURE

Maria Michailidis and Yiota Georgiou (2005) in their article titled, "Employee occupational stress in banking", have stated that occupational stress literature emphasized the importance of assessment and management of work related stress. The recognition of the harmful physical and psychological effects of stress on both individuals and organizations is widely studied in many parts of the world. A sample of 60 bank employees at different organizational levels and with different educational backgrounds was used. Data collection utilized the Occupational Stress Indicator (OSI). It implied that educational levels affect the degree of stress they experience in various ways finally, the drinking habits (alcohol) of the employees were found to play a significant role in determining the levels of occupational stress.

A. Aghaei et al (2010) conducted a study on the topic, "Occupational stress and mental health of employees of a Petrochemical company before and after privatization". The objective of the study to determine the level of occupational stress and mental health of employees of a petrochemical company in Isfahan, central Iran, before and 3 months after privatization. Out of the 700 employees of studied company, using a stratified random sampling technique, 140 employees were selected. For the study Stein Metz occupational stress and GHQ questionnaire used to determine the level of the stress and mental health status of participants. The reliability of the questionnaire used was acceptable (Cronbach alpha coefficients 0.85 and 0.86 respectively). Job stress level was significantly increased 3 months after privatization, the mean, standard deviation job stress score before and after privatization were 22.9 ± 10.43 and 28.3 ± 12.25 respectively. The mean \pm SD mental health score after privatization (17.57 ± 11.63) was also significantly higher than before the privatization (13.8 ± 6.0). There was a significant positive correlation between the mental health status score and job score ($r=0.476$). The study concludes that, after privatization the job stress of employees increased significantly. This increase was associated with a decrease in mental health. To lessen the side effects of privatization, the process should be performed cautiously.

Golnaz Sadri et al (1997) conducted a study on the topic, "An examination of academic and occupational stress in the USA". The study attempts to identify important variables that contribute to occupational and academic stress and to estimate

their direct and indirect effects on various outcomes measures (such as mental health, physical health, job satisfaction and scholastic grade point average). Based on the previous research, purposes and tests a model of academic and occupational stress, using data collected from 247 individual employees in diverse organizations in the orange county and Los Angeles areas, who were enrolled in either undergraduate or graduate courses at a major university in the Southern California region. Claims that the result of the analysis supports the proposed model of stress. Outlines the implications of the findings for research and practice in education and management.

Tichatonga J.Nhundu (1999) studied the, "Determinants and prevalence of occupational stress among Zimbabwean school administrators". The objective of the study are to determine job-related factors which are perceived by school based administrators (head teacher) to be stressful, determine the incidences of stress sources in the workplace, investigate the extent to which head-teacher feels stressed by conditions in their work, and to examine the influence of biographical characteristics on their perceptions of self-reported stress. This study was based on a survey of 95 primary and secondary head-teachers drawn from all nine educational administrative regions of the country. Out of total 105 questionnaires distributed to participating schools, 95 usable questionnaires were returned. For the data analysis frequency and T-test was used. Finally implications of the study were discussed in the terms of policy, preparation of school administrators' school management and future research.

Katherine J. C. Sang et al., (2007) in their research titled. "Gender: a risk factor for occupational stress in the architectural profession" jointly aimed to research gender differences in occupational health and well-being. In this study, the female respondents reported significantly lower overall job satisfaction and due to it, significantly higher levels of insomnia and constipation, work-life conflict and turnover intentions.

John W. Upson et al., (2007) in their article titled "Managing Employee Stress: A Key to the Effectiveness of Strategic Supply Chain Management" focused their research on supply chain activities and studied the dangerous role of stress among supply chain members. They have also given measures to address this stress. The researchers concluded that by using the suggested initiatives, both employees' quality of life and the organization's performance can improve.

Catherine Scott and Stephen Dinham (2003) published a paper on the topic, "The development of scales to measure teacher and school executive occupational satisfaction". The study addresses the issues of how teacher feels about their work. The study was designed as a systematic random sample stratified by country and weighted according to gender. The sample included a total of 1056 individuals, including 89 administrators/supervisors (55 males and 34 females) and 968 classroom teachers (256 males and 716 females). Each of the 21 countries in the state was represented in the study in proportion to its contribution of administrators/supervisors to the whole. In all, individuals from 117 public schools were included in the sample. For data analysis chi-square and factor analysis technique was used. The scale developed by the study proves useful in explaining how teachers and school executives view the construction of their respective educational and social contexts.

IV. RESEARCH METHODOLOGY

Research methodology includes objective of the study, sampling design, source of data collection and procedure of interpretation.

V. OBJECTIVE OF THE PRESENT STUDY

To study and compare the level of occupational stress in employees public and private sector banks.

VI. HYPOTHESIS OF THE PRESENT STUDY

H_0 Assumed that there is no significant difference in the level of occupational stress between public and private bank employees.

VII. RESEARCH DESIGN

A research design is the basic framework or plan for a study that guides the collection of data and analysis of the data. The present study is descriptive in nature. A descriptive research is one which is concerned with describing the characteristics of a particular individual or of a group. Since this study describes the characteristics of employees influenced by stress and behaves in different ways, this research is certainly a descriptive one.

VIII. POPULATION OF THE STUDY

The population of the study is the selected bank's employees employed in the public and private sector banks in Haryana.

IX. SAMPLING TECHNIQUES

The Sample Size of the Present study has taken 100. The questionnaire has filled by total 100 respondents. The area of the study was Rewari, Rohtak and Ambala districts of Haryana state. All 100 respondents have been administered with a structured questionnaire for the purpose of the study. The selection of the respondents has been randomly made from the city banks from given districts. The sample size for the survey has been drawn from various categories of respondents and thus appropriate representations of respondents have been ensured. The size and the length of the survey questionnaire have been kept optimum.

Sampling method adopted is **Convenience Sampling Method. Tools and techniques**

The tools will be used to achieve the objective "To study and compare the level of occupational stress in employees public and private sector banks." The tools are as follows:-

Paired Mean Scores**Samples Statistics****DATA COLLECTION FOR PRESENT STUDY**

For the above said study, a standardized questionnaire has been used to Study Occupational Stress in the Banking Industry of Haryana. That questionnaire has been used to collect the data through personal contact i.e. survey method.

Primary Data and Secondary Data sources are used for data collection in this study, but the overall dominance remains with the primary data.

DATA ANALYSIS AND INTERPRETATION**Paired Samples Statistics**

		Mean	N	Std. Deviation	Std. Error Mean
Pair 1	PSBE	1.4060E2	50	10.02039	1.41710
	PVSBE	1.4374E2	50	13.54932	1.91616

Source: Survey

Table 2 Paired Samples Test

	Paired Differences				t	Df	Sig. (2-tailed)p-value	
	Mean	Std. deviation	Std. Error Mean	95% Confidence Interval of the Difference				
				Lower				Upper
Pair 1	-3.14000	16.07509	2.27336	-7.70849	1.42849	-1.381	49	.173

Source: Survey

To compare the occupational stress of employees working at public and private sector banks, student –t test was used and the results are presented through Table 1. It is clear from the table that the mean score of occupational stress of employees working in public sector banks was found 1.4060 (standard deviation 10.02039), while in case of private sector bank, the same was found 1.4374 (standard deviation 13.54932). Further, the calculate value of the test is -1.381 and it is less than the tabulated value at 5 and 10 per cent level of the significance. Thus, **‘the null hypothesis i.e., there is no significant difference in the level of occupational stress in employees working at public and private sector banks’** has been rejected. It may be concluded that, the work conditions in public sector are better as compared to their counterpart. Therefore, generally, the level of occupational stresses fewer in public sector banks as compared to private sector banks.

X. MAJOR FINDING OF THE STUDY

The objective of the study was to compare level of occupational stress in public and private sector bank. And the results revealed that there is significant difference in the level of stress in public and private banks employees. The mean score of public sector bank employees was found 1.4060 (standard deviation 10.02039) in comparison to the mean 1.4374 (standard deviation 13.54932) private sector bank employees. And the value of student t-test was -1.381 which is lower at both 1% and 5% of level of significance. So we can conclude that, the work conditions in public sector are better as compared to their counterpart. Therefore, generally, the level of occupational stresses fewer public sector banks as compared to private sector banks.

References

1. Michailidis, M., & Georgiou, Y. (2005). Employees Occupational Stress in Banking. *Work*, 24 (2), 123-137.
2. A.Aghaei, R. H. (2010). Occupational Stress and Mental Health of Employees of a Petrochemical Company before and after privatization. *www.chejoem.com*, 1 (2), 75-79.
3. G.Gopalakrishnan. (2011). A Study On Occupational Stress Of Employees In Paper Industry, With Special Reference To Tamil Nadu. Department Of Management. Tiruchirapalli: Bharathidasan University, , Tamilnadu, India.
4. john. (2011, march 2). occupaitonal stress. (2, Ed.) *journal of psychology*, 12-22.
5. In Q. R. Kahn R.L. Wolfe D.M., *Organizational Stress; Studies in role conflict and ambiguity*.
6. Khanka, D. S. (2012). *Organisational Behaviour*. New Delhi: S. Chand & Company.
7. Wiesner, M., Windle, M., & Freeman, A. (2005). Work stress, substance use, and depression among young adult workers: An Examination of Main and Moderator Effect Models. *Journal of Occupational Health Psychology*, 10 (2), 83-96.
8. Zhang, L.-F. (2009). Occupational Stress and Teaching Approaches Among Chinese Academics. *Journal of Educational Psychology*, 29 (2), 203-219.