

A Study on Occupational Stress in Private and Public Sector Bank Employees with Special Reference to Coimbatore District

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Abstract—Stress is a universal element and persons from nearly every walk of life have to face stress. Stress is a normal phenomenon in the contemporary life. Occupational stress can occur when there is a discrepancy between the demands of the environment/workplace and an individual's ability to carry out and complete these demands. Stress at work has touched almost all professions. Banking sector plays an important role in the economic growth and development of the country. Bank employees cannot afford the time to relax, because they are working under tight schedules, and pressurized situations both from the customer side as well as the management. The bank employees are dealing with cash, gold and loans also. To handle such kind of issues they need to take some kind of care, otherwise have to face various problems. The present study analyzes the levels of stress and causes of stress among the private and public sector bank employees. The present study is confined only to Coimbatore district. A sample of 250 employees was considered for both private and public sector bank. Simple Random sampling was used.

Keywords: Occupational stress, private sector bank employees, public sector bank employees, level of stress, causes of stress

1. INTRODUCTION

Stress is often termed as twentieth century syndrome, born out of high competition and its subsequent complexities. Adrenaline is a chemical naturally produced in our body as a response to stress. Occupational stress is stress related to one's job. Occupational stress is a major hazard for many workers. Increased workloads, downsizing, overtime, hostile work environments, and shift work are just a few of the many causes of stressful working conditions. Occupational stress often stems from unexpected responsibilities and pressures that do not align with a person's knowledge, skills, or expectations, inhibiting one's ability to cope. Occupational stress is defined as a condition arising from the interaction of people and their jobs, and characterized by changes within people that force them to deviate from their normal functioning (Beehr & Newman, 1978).

2. INDIAN BANKING SECTOR

The banking sector in all over the globe has made significant progress in the last five years – the growth is well reflected through parameters including profitability, annual credit growth, and decline in Non-Performing Assets (NPAs). In the last decade, the sector witnessed many positive developments, as policy makers made several distinguished efforts to improve regulation. India has the potential to become the third largest banking sector by 2050 after China and US, according to a PricewaterhouseCoopers (PwC) report titled “Banking In 2050”. The report states that India has particularly strong long-term growth potential. The banking sector in India is expected to have another good year, with growth being propelled by factors such as good economic growth, favorable demographics and low penetration, according to a report titled ‘Indian banks are likely to ride an economic growth wave’, by research firm Standard & Poor’s.

3. STATEMENT OF THE PROBLEM

The study has been undertaken by the researcher on the topic “A study on occupational stress in private and public sector bank employees” with a view to identify the level of stress and causes of stress among the private and public sector banking professionals. From this study the researcher suggested some of the remedies to reduce the stress level of employees.

4. OBJECTIVES OF THE STUDY

This study has three main objectives, which are;

1. To study the level of stress among the employees of the private and public sector banks.
2. To ascertain the causes of stress among the private and public sector bank employees.

5. METHODOLOGY OF THE STUDY

Sample size: 250 (125) from private sector bank employees

(125) from public sector bank employees

Sampling unit: Bank employees from Coimbatore

Sampling technique: Simple random sampling

6. ANALYSIS AND INTERPRETATION:

LEVEL OF STRESS AMONG EMPLOYEES OF BANKING SECTOR:

PRIVATE SECTOR BANK (Table No.1)

S. No	Category	Respondents	Percentage
1	Low	32	26
2	Medium	35	28
3	High	58	46
Total		125	100

Source: Computed from primary data

It is observed from the above table that a majority (46 percentage) of the respondents were stressed at the high level in their work. It is followed by (28 percentage) of the respondents who were stressed at the medium level and finally (26 percentage) of the respondents who were stressed at the low level. Hence a majority of the private sector bank employees were stressed in their work at the high level.

PUBLIC SECTOR BANK (Table No.2)

S. No	Category	Respondents	Percentage
1	Low	30	24
2	Medium	60	48
3	High	35	28
Total		125	100

Source: Computed from primary data

It is evidenced from the above table that a majority (48 percentage) of the respondents were stressed at the Medium level in their work. It is followed by (28 percentage) of the respondents who were stressed at the high level and finally (24 percentage) of the respondents who were stressed at the low level. Hence a majority of the public sector bank employees were stressed in their work at the medium level.

7. AGE AND LEVEL OF STRESS (TWO-WAY TABLE):

PRIVATE SECTOR BANK (Table No 3)

S. No	Age	Level of stress			Total
		Low	Medium	High	
1	Below 25 years	8(40)	5(25)	7(35)	20
2	25-35 years	12(34.3)	13(37.2)	10(28.5)	35
3	36-45 years	5(12)	8(19)	29(69)	42
4	More than 45 years	7(25)	9(32.1)	12(42.9)	28
Total		32	35	58	125

Source: Computed from primary data

The above table shows that the percentage of high level of stress was the highest (69%) among the respondents of 36-45 aged category and the same was the lowest (28.5%) among the respondents of 25-35 years aged category. The percentage of medium level of stress was the highest (37. 2%) among the respondents of 25 to 35 years aged category and the same was the lowest (19%) among the respondents of 36-45 years aged category. On the other hand, the percentage of low level of stress was the highest (40%) among the respondents of below 25 years and the same was the lowest (12%) among the respondents of 36-45 aged category.

In order to find the relationship between the age of the respondents and the level of stress perceived by the private sector bank employees, a chi-square test was employed and the results of the test is shown in the following Table No. 4.

AGE AND LEVEL OF STRESS (CHI-SQUARETEST)

Factor	Calculated X2 Value	Table Value	Degrees of freedom	Remarks
Age	15.8895	12.6	6	Significant at 5% level

Source: Computed from primary data

It is revealed from the above table that the calculated chi-square value is greater than the table value and the result is significant at 5% level. Hence, the hypothesis, “Age of the respondents and their level of stress are not associated”, does not hold good. From the analysis, it is concluded that there is a close relationship between the age of the respondents and the level of stress perceived by the private sector bank employees.

8. DESIGNATION AND LEVEL OF STRESS: (TWO-WAY TABLE)

PRIVATE SECTOR BANK (Table No.5)

S. No	Category	Level of stress			Total
		Low	Medium	High	
1	Branch manager	4(9)	12(26)	30(65)	46
2	Assistant manager	7(23.3)	9(30)	14(46.7)	30
3	Clerk,Accountant	12(52.2)	6(26)	5(21.8)	23
4	Cashier	9(34.6)	8(30.8)	9(34.6)	26
Total		32	35	58	125

Source: Computed from primary data

The above table shows that the percentage of high level of stress was the highest (65%) among the respondents of branch manager and the same was the lowest (21.8%) among the respondents of Clerk and accountant. The percentage of medium level of stress was the highest (30.8%) among the respondents of cashier and the same was the lowest among the respondents of clerk and accountant and branch manager. On the other hand, the percentage of low level of stress was the highest (52.2%) among the respondents of clerk and accountant and the same was the lowest (9%) among the respondents of branch manager.

In order to find the relationship between the Designation of the respondents and the level of stress perceived by the private sector bank employees, a chi-square test was employed and the results of the test is shown in the following Table No. 6.

DESIGNATION AND LEVEL OF STRESS (CHI-SQUARETEST)

Factor	Calculated X2 Value	Table Value	Degrees of freedom	Remarks
Designation	18.3644	12.6	6	Significant at 5% level

Source: Computed from primary data

It is revealed from the above table that the calculated chi-square value is greater than the table value and the result is significant at 5% level. Hence, the hypothesis, "Designation of the respondents and their level of stress are not associated", does not hold good. From the analysis, it is concluded that there is a close relationship between the designation of the respondents and the level of stress perceived by the private sector bank employees.

9. AGE AND LEVEL OF STRESS (TWO-WAY TABLE):

PUBLIC SECTOR BANK (Table No.7)

S. No	Age	Level of stress			Total
		Low	Medium	High	
1	Below 25 years	9(50)	3(16.7)	6(33.3)	18
2	25-35 years	8(36.4)	10(45.4)	4(18.2)	22
3	36-45 years	10(20.4)	32(65.3)	7(14.3)	49
4	More than 45 years	3(8.3)	15(41.7)	18(50)	36
Total		30	60	35	125

Source: Computed from primary data

The above table shows that the percentage of high level of stress was the highest (50%) among the respondents of more than 45 years aged category and the same was the lowest (14.3%) among the respondents of 36-45 years aged category. The percentage of medium level of stress was the highest (65.3%) among the respondents of 36 to 45 years aged category and the same was the lowest (16.7%) among the respondents of below 25 years aged category. On the other hand, the percentage of low level of stress was the highest (50%) among the respondents of below 25 years and the same was the lowest (8.3%) among the respondents of more than 45 years aged category.

In order to find the relationship between the age of the respondents and the level of stress perceived by the public sector bank employees, a chi-square test was employed and the results of the test is shown in the following Table No. 8.

10. AGE AND LEVEL OF STRESS (CHI-SQUARETEST)

Factor	Calculated X2 Value	Table Value	Degrees of freedom	Remarks
Age	30.98	12.6	6	Significant at 5% level

Source: Computed from primary data

It is revealed from the above table that the calculated chi-square value is greater than the table value and the result is significant at 5% level. Hence, the hypothesis, "age of the respondents and their level of stress are not associated", does not hold good. From the analysis, it is concluded that there is a close relationship between the age of the respondents and the level of stress perceived by the public sector bank employees.

11. DESIGNATION AND LEVEL OF STRESS: (TWO-WAY TABLE):

PUBLIC SECTOR BANK (Table No.9)

S. No	Category	Level of stress			Total
		Low	Medium	High	
1	Branch manager	5(12)	20(47.6)	17(40.4)	42
2	Assistant manager	7(19.5)	21(58.3)	8(22.2)	36
3	Clerk, Accountant	11(50)	7(31.8)	4(18.2)	22
4	Cashier	7(28)	12(48)	6(24)	25
Total		30	60	35	125

Source: Computed from primary data

The above table shows that the percentage of high level of stress was the highest (40.4%) among the respondents of branch manager and the same was the lowest (18.2%) among the respondents of Clerk and accountant. The percentage of medium level of stress was the highest (58.3%) among the respondents of assistant manager and the same was the lowest (31.8%) among the respondents of clerk and accountant. On the other hand, the percentage of low level of stress was the highest (50%) among the respondents of clerk and accountant and the same was the lowest (12%) among the respondents of branch manager.

In order to find the relationship between the Designation of the respondents and the level of stress perceived by the public sector bank employees, a chi-square test was employed and the results of the test is shown in the following Table No. 10.

DESIGNATION AND LEVEL OF STRESS (CHI-SQUARETEST)

Factor	Calculated X2 Value	Table Value	Degrees of freedom	Remarks
Designation	15.994	12.6	6	Significant at 5% level

Source: Computed from primary data

It is revealed from the above table that the calculated chi-square value is greater than the table value and the result is significant at 5% level. Hence, the hypothesis, "Designation of the respondents and their level of stress are not associated", does not hold good. From the analysis, it is concluded that there is a close relationship between the designation of the respondents and the level of stress perceived by the public sector bank employees

CAUSES OF STRESS

PRIVATE SECTOR BANK (Table No.11)

S. No	Causes of stress	No. of respondents
1	Work Overload	32
2	lack of control over aspects of the job	18
3	Time pressure	6
4	Difficult or complex tasks	11
5	lack of support from others	16
6	lack of job security	6
7	job changes	9
8	Work-life imbalance	8
9	Pays and benefits	4
10	Resources and communication	8
11	Poor physical work conditions (for example, space, temperature, light).	7

Source: Computed from primary data

From the above Table, it is inferred that the major reason for stress among the private sector bank employees are over work load (32). It is followed by lack of control over aspects of the job (18) and lack of support from the management and their colleagues (16). Most of the private sector bank employees are felt that they were given more work load with minimum possible time, so that they were working under the pressurized situation.

PUBLIC SECTOR BANK (Table No.12)

S. No	Causes of stress	No. of respondents
1	Work Overload	13
2	lack of control over aspects of the job	32
3	Time pressure	14
4	Difficult or complex tasks	19
5	lack of support from others	13
6	lack of job security	2
7	Job changes	7
8	Work-life imbalance	8
9	Pays and benefits	4
10	Resources and communication	7
11	Poor physical work conditions (for example, space, temperature, light).	6

Source: Computed from primary data

From the above Table, it is inferred that the major reason for stress among the public sector bank employees are due to lack of control over the aspects of the job (32). It is followed by difficult and complex jobs (19) and Time pressure (14). Most

of the public sector bank employees are felt that they were not given the full power to design their own jobs effectively.

12. FINDINGS, SUGGESTIONS AND CONCLUSION:

FINDINGS:

Private sector:

1. It was found that the maximum level of stress was perceived by the Private sector bank employees who were between the 36-45 years aged category.
2. Majority of the private sector bank employees were stressed in their work at the high level.
3. While analyzing the causes of stress, the major reason for stress among the private sector bank employees are over work load
4. Branch managers have perceived maximum level of job stress when compared to the other category of the private sector bank employees.

Public sector:

1. It was found from the analysis that the maximum level of stress was perceived by the public sector bank employees who were working more than 45 years aged category.
2. Majority of the public sector bank employees were stressed in their work at the medium level.
3. The major reason for stress among the public sector bank employees are lack of control over the aspects of the job.
4. Branch managers have perceived maximum level of job stress when compared to the other category of the public sector bank employees.

SUGGESTIONS

Private sector:

1. Introduce more job oriented training programs, which improve employee's skill and their confidence to Work effectively.
2. Enough time duration should be given to the employees to complete their job effectively
3. Adequate role clarification to be made whenever necessary to eliminate role ambiguity.
4. Take adequate steps to redesign jobs, which are taxing to employees' abilities and Capacities.
5. The organization should minimize the overburdened work to the employees

Public sector:

1. Adequate power and freedom should be given to the employees to design their own job effectively.
2. Organize a Stress Management Program that focuses on different categories of employees at all hierarchical level.
3. Undertake stress audit at all levels in the organization to identify stress area and improving conditions of job and alleviating job stress.

CONCLUSION

The present study is to explore the occupational stress among the employees of private and public sector bank. 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. Minimizing occupational stress in the coming time would be part of the policy of the organization and it would be seen as an imperative strategy to target better employee satisfaction. Hence, the management must take several initiatives to help their employees to overcome its terrible effect.

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