



Occupational Stress at Workplace: Study of Public and Private Banks in Punjab, India

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ABSTRACT

The purpose of this paper is to study the level of stress in selected public and private banks in Punjab, India. Moreover, the research is focused on to examine the causes of occupational stress, signs of stress and interventions that can be applied by management and employees of private and public banks in Punjab, India in order to manage stress effectively in organizations. The main focus of this study is to identify the level of frequency of the job stressors for bank employees and trace out the distressing factor that affects most individuals. The paper also throws light onto the areas explored where changes can be made by the employees, managers, and the Human Resources (HR) department so as to reduce the stress factors by making a change. The data was collected by surveying bank employees of public and private banks in Punjab, India through a structured questionnaire. The sample size was 50. Both primary and secondary sources of data were extensively used for analyzing this study. Majority of the respondents felt stressed due to work related issues and felt flexible working hours relieves tension.

Keywords-- Occupational stress, Workplace, Public Banks, Private Banks, Employee

which drives a man to go astray from its normal working because of progress in psychological or physiological condition. At the point when staff is miserable, they are less productive, not so much powerful but rather more prone to waste work hours or at last quit. Stress influences not simply spirit, but rather an organization's main concern. The primary territory of this review is occupational stress brought about to an individual in view of the corporate culture in today's chance. As captivating and charming it might appear, this bundle accompanies certain cons for the greater part of the general population. Juggling between their work and life to strike that adjust, taking care of with the levels of popularity of the market, giving into the opposition at working environment to demonstrate their value et al. With this and numerous more battles which the corporate culture gives consequently to what it offers, makes it difficult to accomplish the objective for a couple.

Occupational stress has been of extraordinary concern to the administration, representatives, and different partners of associations. Occupational stress scientists concur that stress is a difficult issue in numerous associations (Katherine et al, 2008). The cost of occupational stress is high in numerous associations. At an individual level, occupational stress may prompt to expanded dreariness and mortality.

Occupational stress is characterized as the impression of an error between ecological requests (stressors) and individual abilities to satisfy these requests (Ben-Bakr, Al-Shammari and Jefri, 1995). Chang and Lu (2007) purported that the reasons for occupational stress incorporate saw loss of employment, and security, sitting for drawn out stretches of time or truly difficult work, absence of wellbeing, intricacy of dullness and absence of self-rule in the occupation. What's more, occupational stress is brought about by absence of assets and hardware; work calendars, (for example, working late moves or extra minutes) and authoritative atmosphere are considered as supporters to representatives stress. Occupational stress

I. INTRODUCTION

Stress is regularly instituted as a restorative term or a psychological phenomenon due to its potential outcomes in decaying the wellbeing state of a man and the jolt that triggers the battle or flight reaction individually. Current time is the period of uneasiness and stress which itself will be influenced by number of stressors (Beehr, 1998). Occupational stress in the working environment can make individuals fear strolling into the workplace each morning and afterward makes them stress over their employments around evening time. It has turned out to be more globalized and tends to influence all specialists regardless of the occupation profile or class, the main contrast being the force levels. Antoniou, Davidson and Cooper (2003) characterized stress as a circumstance

frequently indicates high disappointment among the representatives, work versatility, burnout, poor work performance and less successful interpersonal relations at work. Topper (2007) also contended that intercessions like distinguishing or deciding the indications of stress, recognizing the conceivable reasons for the signs and creating conceivable proposed answers for each signs are required. These measures permit people to construct coping abilities and create methodologies to create individualized stress administration arranges that incorporate taking out the wellsprings of stress. In addition, expanding singular coping abilities is another mediation which will be utilized by the administration to limit stress.

Occupational stress is a worldwide issue in current life. It can be characterized that as obnoxious or negative understanding and it alluded to work stress and occupation stress. Thusly, numerous associations are expanding worry on worker stress. Therefore, work stress is one of the principle issues in the occupational security wellbeing and authoritative welfare.

As an individual felt themselves encounters the work stress, it will make them frail physiologically, behaviourally and psychologically (Topper, 2007). Thus, stress driving sound issues, for example, gloom and burnout, musculoskeletal clutters, cardiovascular infections, and gastrointestinal are the basic issues (Minter, 1999). Be that as it may, some stress might be certain to people respect to test and inspiration and might be antagonistic psychological effect felt stress or distress a critical level of unfriendly influences people after some time. Therefore, this research will try to find out the causes of occupational stress, signs of stress and interventions that can be applied by management and employees of private and public banks in Punjab, India in order to manage stress effectively.

The aim of this research is to identify the level of frequency of the job stressors for bank employees and trace out the distressing factor that affects most employees. More specifically, the objectives of this research are:

- To measure the levels of 'Occupational stress among the employees of public and private sector banks in India.
- To identify the factors existing in the current organizational climate that influences the employees' perception regarding 'Occupational Stress'.
- To analyze the extent of association of 'Occupational Stress'.
- To suggest the measures to reduce the occupational stress' among the employees.

II. METHODOLOGY

Research Methodology Research methodology is a systematic process dealing with enunciation of identifying a research problem, collection of facts or data,

analyzing these data and reaching on a certain conclusion either in form of solutions towards the problem concerned or certain generalizations for some theoretical formulation. It also comprises of a number of alternative approaches and interrelated and frequently coinciding procedures and practices. Since, there were many aspects of research methodology; the line of action had to be chosen from a variety of alternatives. The decision of a suitable method can be arrived at through the assessment of objectives and comparison of various alternatives.

Research design of the present study is exploratory cum descriptive in nature as the study aimed at achieving new insights into a phenomena and to gain familiarity with the various aspects and dimensions of QWL and occupational stress in banking industry and analyzing the responses of employees regarding these two variables.

- The sampling size for this research is of 50 respondents.
- Five Public Sector and Five Private sector banks in Punjab, India are chosen for the research.
- The techniques used are descriptive and purposive research.
- The area of research has been the working professionals in the corporate sector who have experienced or are experiencing work related stress in their jobs.

Selected Samples from Public Sector Banks

PUBLIC SECTOR BANK	NO. OF BRANCHES	LEVEL	SAMPLE SIZE
PUNJAB NATIONAL BANK	86	MIDDLE & LOWER MGT.	5
STATE BANK OF INDIA	73	MIDDLE & LOWER MGT.	5
CENTRAL BANK OF INDIA	16	MIDDLE & LOWER MGT.	5
BANK OF BARODA	18	MIDDLE & LOWER MGT.	5
BANK OF INDIA	15	MIDDLE & LOWER MGT.	5

Selected Samples from Private Sector Banks

SECTOR BANKS	BRANCHES	SAMPLE SIZE	SIZE
HDFC	29	MIDDLE & LOWER MGT.	5
ICICI	20	MIDDLE & LOWER MGT.	5
AXIS	12	MIDDLE & LOWER MGT.	5
YES	09	MIDDLE & LOWER MGT.	5
CAPITAL LOCAL AREA	23	MIDDLE & LOWER MGT.	5

- The survey has been carried out by preparing a questionnaire covering the relevant factors related to stress on an online survey platform.
- The survey link was the uploaded to some social networking sites, research platforms and also distributed to known acquaintance

III. PRIOR APPROACH

According to Raitano and Kleiner (2004), occupational stress might be expressed as the unsafe passionate and physical responses that happen when the specialist can't qualify the prerequisites. Fairbrother and Warn (2003) portrayed stress as when not able to adapt to the requests of one's condition, and acknowledgment worry to the individual, both are related a negative reactions. Erkutlu and Chafra (2006) conceptualized that the importance of stress comparable with Bland (1999) which is the reaction of individual to requests constrained them, which is individual neglect to adapt the requests of the environment

Stress, which began from causes negative mental, behavioural and physical results on an individual, and causes with absence of performance, late coming,

nonattendance, expanding work control exchange, work frailty, and working environment mishaps (Antoniou et al., 2003, Sharpley et al., 1996; Brown et al., 1986)

In the view of Fakhimi (2002), there are 5 noteworthy reasons for occupational stress which is natural calling things, parts of individual in the association, vocation advancement, in-working connections and organizational structure and climate.

a. Impacts of Occupational Stress

Stress influences the representatives in an association most likely in light of the fact that deficiency of time, substantial workload, working condition, occupation and connections between people (Olovi, 1993).

Mansor, Fontaine and Chong (2003) conceptualized that stress influences the individual's change which is their performance and the profitability.

Smith (2000) stated that long haul presentation to stress and disease, including coronary heart disease, hypertension, and a few types of cancer, gloom, nervousness, stomach and strokes.

b. Role of Managers and Employers in helping Employees to Deal with Job Stress

Managers and employers assume act a key part in forming the eventual fate of employees as they are the bolster columns who can represent the moment of truth any circumstance for them. It ought to be to their greatest advantage to keep stress levels in the workplace to a base level. They are at times the good example for a worker's conduct in specific circumstances, as they may act like their manager in that given state. There are some authoritative changes that managers and employers can attempt to lessen stress at workplace identified with the occupation close by as that is the purpose of start for stress.

c. Improve communication with employees

According to Sundar (2013), employees regularly attempt to be in the great books of their bosses and for that they attempt to make a professional compatibility with their managers. It ought to be the obligation of the manager to strike a discussion from time to time with the employees which ought to be well disposed and effective and not offensive to manufacture a solace level at the workplace. Sharing data identified with them or little input once in a while in a decent soul can be useful now and again.

d. Employee participation

- Seek and empower support from the employees in matters identified with their occupation, this will expand their dedication and assemble their self regard which will specifically diminish any sort of stress as they feel crucial.
- Managers must ensure that the workload is reasonable to employees according to their capacities and assets to maintain a strategic distance from any sort of impossible due dates. Just to complete the work approach is not doable on numerous occasions Show that they are significant as is their opportunity to complete the things.

- Social support and collaboration among employees should be orchestrated over and over as associates are the workplace companions who diminish stress the majority of the circumstances.
- Not having enough work at employment can be a stressor for a few, as a void personality is fallen angel's workshop.

IV. OUR APPROACH

The main focus of this study is to identify the level of frequency of the job stressors for bank employees and trace out the distressing factor that affects most individuals. The paper also throws light onto the areas explored where changes can be made by the employees, managers, and the Human Resources (HR) department so as to reduce the stress factors by making a change. The data was collected by surveying bank employees of public and private banks in Punjab, India through a structured questionnaire. The sample size was 50. Both primary and secondary sources of data were extensively used for analyzing this study. Majority of the respondents felt stressed due to work related issues and felt flexible working hours relieves tension

Primary data: Mainly through questionnaire responses consisting of categorical responsive questions and few frequency scale responsive questions (often, sometimes and rarely).

Secondary data: Journals, published papers, articles, handbooks were referred to gain further insight pertaining to the topic.

BARLETT TEST

STATISTICS	
Df	4
Chi square value	16.96
Critical value	9.48
P value	0.002
Pass test on equal variance	No
Significance level	95%

ANOVA TEST

Statistic	1.915
F	2.473
F, critical	7
No. of groups	0.1142
Column means significantly different	No
Significance level	95%

HO: THERE IS NO SIGNIFICANT IMPACT OF JOB SPECIFIC FACTORS ON STRESS LEVEL OF EMPLOYEES

H1: There is significant impact of job on employees as chi square value is 0.002

During the analysis we came with the outcome that Out of 50 respondents, 79% of respondents were male and 21% respondents were female. The respondents were between the age group of 20-50. 43% were married and 57% were unmarried. Some employees were suffering from occupational stress due to job-related factors like, different demands by different work groups, unachievable deadlines, new technology, overload at work place sometimes because of poor flow of information, unethical work practices and work assignments, autonomy issue, task pressure, boredom and repetitive work, no new learning, difficult task and no final outcome. Whereas, some of the employees were enjoying their position and enjoying challenging tasks. Due to job related factors some of the employees were not able to take sufficient breaks, they were neglecting other tasks, they had to complete their task fast and immediate, they were feeling depressed about job and felt negatively about job and hence felt stressed. Majority of private banks' and private insurance companies' employees have suffered from occupational stress because of various factors like, job related factors, relationship at work, career development and growth related problems, organizational climate and organizational structure related problems. Majority of respondents were dissatisfied with performance appraisal policy, less promotion opportunity, less salary increment policy whereas, majorities of them were not satisfied because of over load of work, targets in job, leave access issues, partiality and politics. Respondents had physical and psychological impact due to stress and thus they have faced health related issues. Selected organizations were not taking any effective steps for occupational stress and its prevention and similarly many of the respondents were also not taking any steps to manage and prevent stress on their own. Both employees and selected organizations should take care about occupational stress and both should try to manage it before it creates huge problems for employees.

V. CONCLUSION

This research has identified the level of frequency of the job stressors for bank employees and trace out the distressing factor that affects most employees. In this manner, managers in different banks must think of different interventions to oversee occupational stress. The customary approach of directing employees is insufficient to oversee stress. Along these lines, there is a requirement for outlook change in overseeing occupational stress with a specific end goal to limit its effect on the employees' lives. The findings demonstrated that occupational stress is predominantly created by the expansion of work load, instability about the future, poor correspondence in banks, lacking assets and clashes. The findings additionally

uncovered that employees in banks felt stressed with work related issues which plainly outlines the employees who are stressed because of work and who feel stressed because of individual matters. The findings likewise uncover that the results related with the occupational stress antagonistically influence the association, particularly in lessening effectiveness in association operations, expanding employee turnover, and the consumption of wellbeing expenses of employees, low inspiration and mischance. The review findings likewise affirmed that occupational stress expenses are high and its effect on employees can't be disregarded. Hierarchical inability to oversee occupational stress may dissolve the authoritative productivity through case, dreariness and mortality. Be that as it may, managers in different banks remain to pick up on the off chance that they can recognize the indications of occupational stress among the employees at their outset arrange. This will help in checking the stress before its effects make issues on an individual employee. The banks can utilize the administrations of experts like instructors to recognize the side effects of stress in employees well ahead of time. The interventions, which are regularly utilized as a part of many banks, have been classified as primary, auxiliary and tertiary. Primary interventions are the best in overseeing occupational stress at the outset organize. On the off chance that these primary interventions are considered important to a specific degree, stress in banks will be decreased.

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