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A STUDY ON BANK EMPLOYEES WORK RELATED STRESS

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I. INTRODUCTION

Human Resource Capital plays major role for success of an organization. To produce qualitative and productive goods and services, and to create goodwill in the public, they need good working environment in the organization and better living facilities to their employees.

From this view points, the significant role of Human Resource in the effective functioning of organization would be fruitful to analyze and study the role of Socio Economic characteristics, which influence in a large measure, their behavior and performance. Therefore, an attempt made in the following pages to present Socio Economic Profile of the employees under study.

II. STRESS MANAGEMENT

Hans Selye first introduced the concept of stress in to the life science in 1936. He defined stress as "The force, pressure, or strain exerted upon a material object or person which resist these forces and attempt to maintain its original state." Stress is ubiquitous in our society. It has become an integral part of everyday living. Researchers on stress make it clear that, to enter in to the complex area of stress, especially in to the area of occupational stress, is very difficult. Stress is an unavoidable consequence of modern living. With the growth of industries, pressure in the urban areas, quantitative growth in population and various problems in day to day life are some of the reasons for increase in stress. Stress is a condition of strain that has a direct bearing on emotions, thought process and physical conditions of a person.

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Steers (1981) indicate that, "Occupational stress has become an important topic for study of organizational behavior for several reasons."

1. Stress has harmful psychological and physiological effects on employees,
2. Stress is a major cause of employee turn over and absenteeism,
3. Stress experienced by one employee can affect the safety of other employees,
4. By controlling dysfunctional stress, individual and organization can be managed more effectively.

III. OBJECTIVES OF THE STUDY

The following are the major objectives of the study

1. To examine the causing work pressure and long hours of work
2. To study the role communication and information technology causing stress.

3.1 Methodology

Information for the present study will be collected from both primary and secondary sources

3.2 Primary Data

First hand information will be collected by conducting personal interview with employees, middle level and top level management and union leaders. An effort will be made to elicit opinions of the bank employees about the work culture for this purpose a questionnaire will be circulated and all the branches of state bank of India in Guntur district will be collected.

3.3 Secondary Data

Secondary data will be collected from the records, health schemes and by the state bank of India to its employees and other relevant documentary material general information will be collected from the various libraries.

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3.4 Scope of the Study

The study is mainly based on the long hours of work in banking structure which creates stress and occupational hazards among the bank employees, State bank of India being one of the leading banks which is having large number of employees are taken for the study purpose as it is not possible to study. The total number of employees covering in all the branches selected number of employees and branches were taken in to consideration by the research.

Review of literature

1. Murali Raj, (2009), Depression is usually related to work and stress these people undergo because of the pressure to perform better, compete with other colleagues and meet tight deadlines. Most of their work is target-oriented and if targets are not met, it can lead to anxiety. Peers are not very supportive as they also competing in the same field. Moreover, insecurity about the job may lead to feelings of expression.
2. Kamala Balu, (2002), most stress management programmes focus attention on the individual either assisting employees or help them to cope with job-related stressors.

IV. WORKING ATMOSPHERE

4.1 Long and Continues Working Hours

The working atmosphere in this sector is work continuously, this is the reason to face difficulty to work in this sector because of this the employees are facing back pain, neck pain, headache and feeling difficulty to work long hours.

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1. Long and continues working hours is the cause of job difficulty frequency

and

percentage analysis

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid Strongly Disagree	59	7.8	7.8	7.8
Disagree	99	13.1	13.1	20.9
Neutral	211	27.9	27.9	48.7
Agree	291	38.4	38.4	87.2
Strongly Agree	97	12.8	12.8	100.0
Total	757	100.0	100.0	

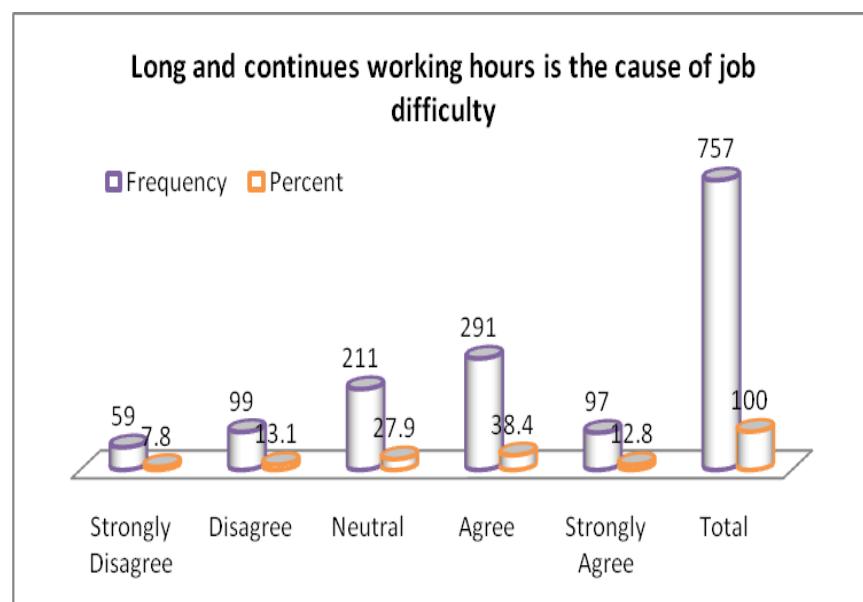


Fig.1: Long and continues working hours is the cause of job difficulty frequency and percentage analysis. The working hours are the most important factors of any employee after liberalization of the nationalized banks to felt lengthy hours and work pressure in bank. Table 1 exhibits total 211 respondents (27.9) were neutral where as 59% respondents (7.8) are strongly agree that long and continuous working hours in job causes stress.

4.2 Money Risk in Every Activity/Entry

Table.2: ‘Feeling difficulty because of involvement of money risk in every activity/entry of customers at bank’ frequency and percentage analysis

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Strongly Disagree	47	6.2	6.2	6.2
Disagree	96	12.7	12.7	18.9
Neutral	247	32.6	32.6	51.5
Agree	276	36.5	36.5	88.0
Strongly Agree	91	12.0	12.0	100.0
Total	757	100.0	100.0	

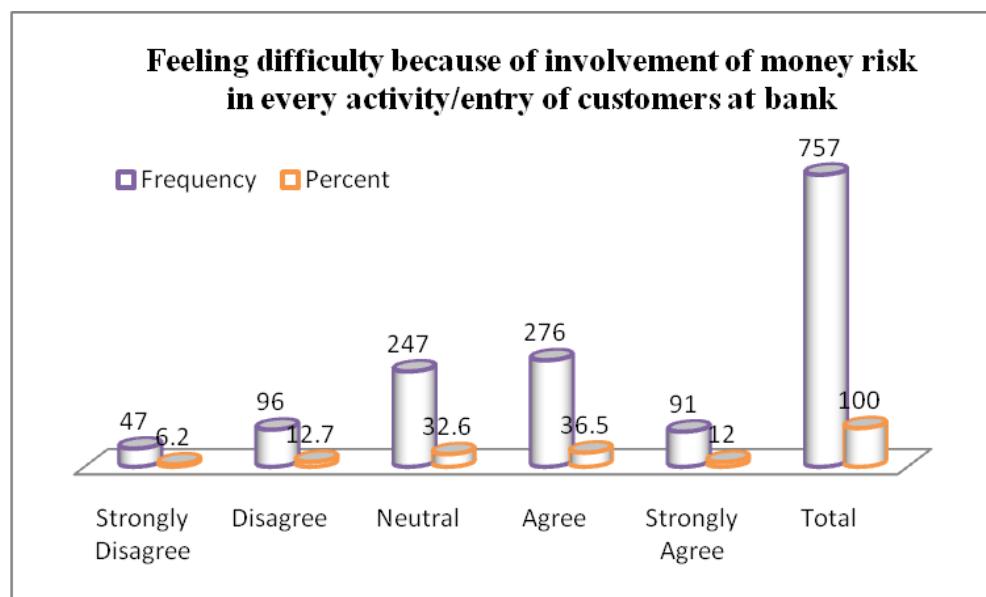


Fig. 2: ‘Feeling difficulty because of involvement of money risk in every activity/entry of customers at bank’ frequency and percentage analysis. Normally as banks are trading with money risk of is a common factor according to the table 2, 247 respondents felt neutral towards risk with money and only 47 respondents with 6.2 cumulative percent strongly disagree. And is feeling of no risk in money.

4.3 Communication gap among employees

**Table 3: ‘Communication gap among employees in the bank is cause of stress’
frequency and percentage analysis**

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Strongly Disagree	28	3.7	3.7	3.7
Disagree	95	12.5	12.5	16.2
Neutral	202	26.7	26.7	42.9
Agree	354	46.8	46.8	89.7
Strongly Agree	78	10.3	10.3	100.0
Total	757	100.0	100.0	

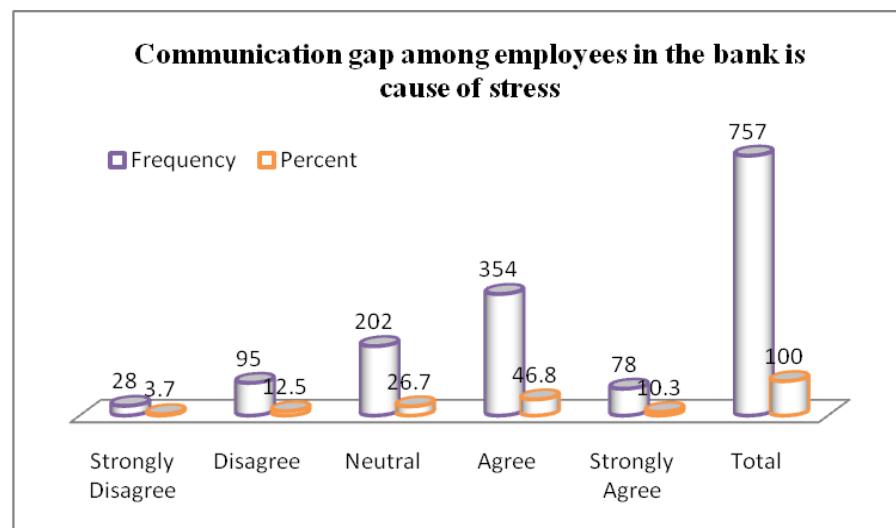


Fig. 3: Communication gap among employees in the bank is cause of stress’ frequency and percentage analysis. The most important vehicle for transmission between individual is the root cause for stress among employees only. The analysis in table no 3 also shows that 354 respondents (46.8%) agree that communication gap is the cause for stress where as 95 respondents(12.5%) disagree that communication has the role in stress making better and 28 respondents (3.7%) disagree strongly.

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4.4 Provides proper water, canteen and Sanitation Facilities

Table 4: ‘Provides proper water, canteen and Sanitation Facilities’ frequency and percentage analysis

	Frequenc y	Percent	Valid Percent	Cumulative Percent
Valid				
Strongly Disagree	109	14.4	14.4	14.4
Disagree	164	21.7	21.7	36.1
Neutral	118	15.6	15.6	51.7
Agree	304	40.2	40.2	91.8
Strongly Agree	62	8.2	8.2	100.0
Total	757	100.0	100.0	

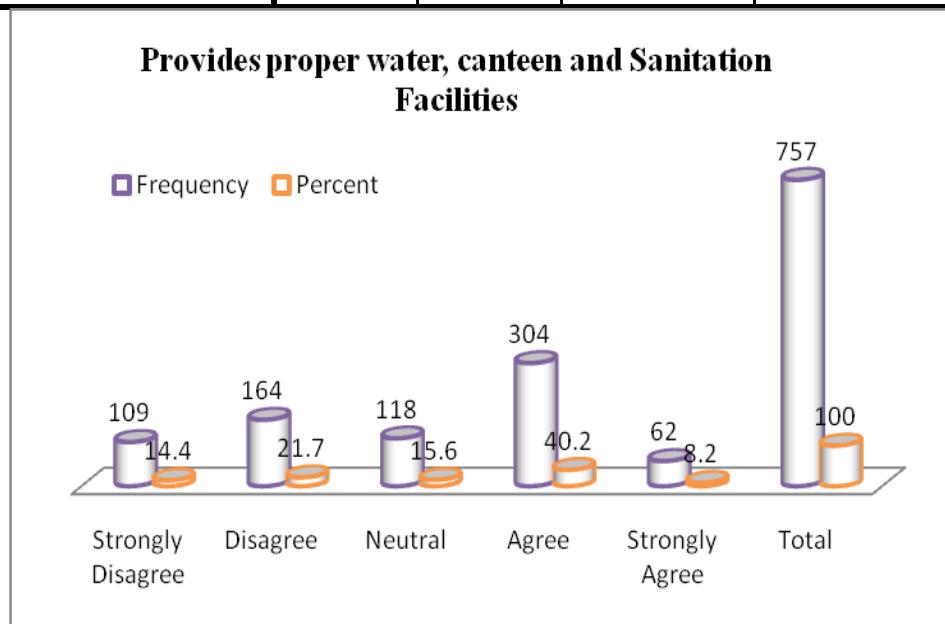


Fig. 4: ‘Provides proper water, canteen and Sanitation Facilities’ frequency and percentage analysis the facilities available in the stress of bank also save time and energy of employees. But in many of the banks minimum facilities like water canteen etc.. too causes stress. As per table no 4, 91.8% of respondents agree that the facilities have a greater role in smooth functioning of job.

4.5 Working above 8 hours

Table 5: ‘Working above 8 hours without extra benefits feels Work overload’ frequency and percentage analysis

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Strongly Disagree	62	8.2	8.2	8.2
Disagree	102	13.5	13.5	21.7
Neutral	350	46.2	46.2	67.9
Agree	165	21.8	21.8	89.7
Strongly Agree	78	10.3	10.3	100.0
Total	757	100.0	100.0	

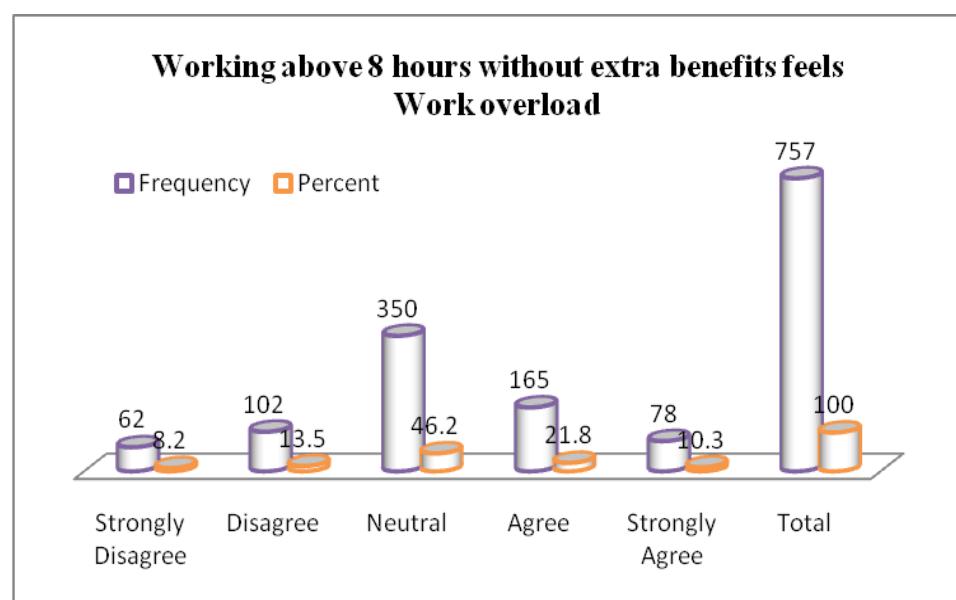


Fig. 5: ‘Working above 8 hours without extra benefits feels Work overload’ frequency and percentage analysis, it shows that one extra hour work with out extra monitory benefits causes physical and mental stress over the employees working in banks according to the above table 78% respondents strongly agree the opinion and only 8.2 % respondents strongly disagree the opinion

4.6 Rules and Regulations

Table 6: ‘Rules and regulations of the bank is the cause of stress’ frequency and percentage analysis

	Frequency	Percent	Valid Percent	Cumulative Percent
Valid				
Strongly Disagree	84	11.1	11.1	11.1
Disagree	238	31.4	31.4	42.5
Neutral	204	26.9	26.9	69.5
Agree	136	18.0	18.0	87.5
Strongly Agree	95	12.5	12.5	100.0
Total	757	100.0	100.0	

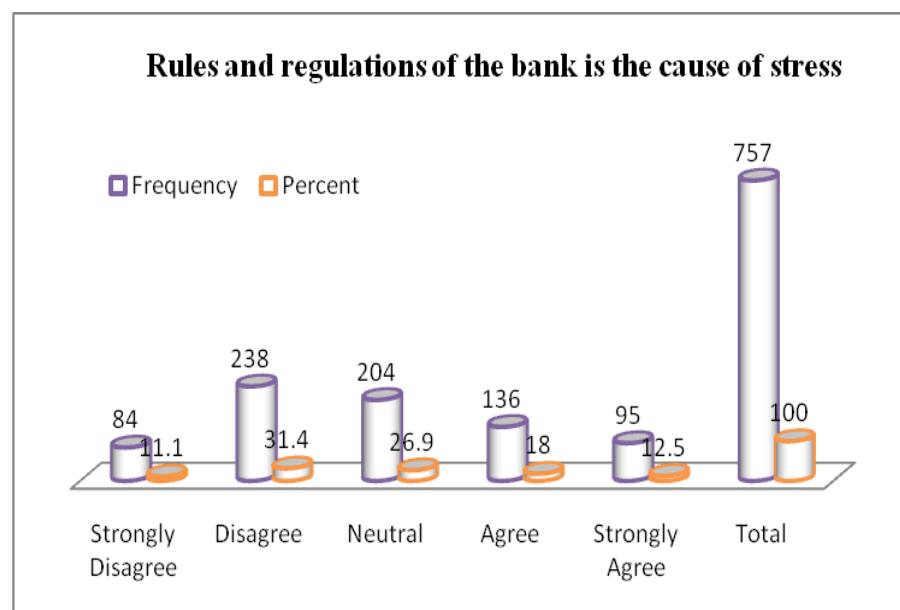


Fig. 6: ‘Rules and regulations of the bank is the cause of stress’ frequency and percentage analysis, too many restrictions rules about working conditions and bossism is the root cause for stress. Table 6 exhibits the 95 respondents strongly agree the opinion and where as 26.9 % of the respondents are neutral towards the statement. But majority opinion that rules and regulations also creates stress

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V. CONCLUSION

The productivity of the work force is the most decisive factor as far as the success of an organization is concerned. The productivity in turn is dependant on the psychosocial well being of the employees. In an age of highly dynamic and competitive world, man is exposed to all kinds of stressors that can affect him on all realms of life. The growing importance of interventional strategies is felt more at organizational level. This particular research was intended to study the impact of occupational stress on Nationalized and Non –Nationalized Bank employees. Although certain limitations were met with the study, every effort has been made to make it much comprehensive. The author expects to draw attention from policy makers and men of eminence in the related fields to resume further research.

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