

JOB STRESS AMONG EMPLOYEES OF THE BANKING INDUSTRY

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Received: August 24, 2024, **Accepted:** September 09, 2024, **Online Published:** October 10, 2024

ABSTRACT

The main objective of this study is to analyze the impact of stress on employees in the banking industry. The questionnaire was prepared and issued to the bank employees for collecting primary data. Nearly 75 responses were collected for this study. Convenient sampling was used. Based on the reviews, research gaps were analyzed. The study determines the factors that cause job stress. It is confirmed that job stress leads to job dissatisfaction. The study recommends that banks take the lead in identifying the industry's stress-affected group regularly and provide them with sufficient assistance to counteract it.

Keywords: Stress Management, Job satisfaction, Banking, Job Stress, and Work-Life Balance.

Introduction

The most significant and advanced instrument in a business, the human resource, which comprises labour, allows for more pragmatic and methodical functioning. Technological innovation alone cannot deliver higher-quality goods and services without the assistance of human capitalization. This is because sophisticated technology also depends on human capital to function, which maximizes resource usage. It may be argued that a team's expertise, capability, and work ethic all play a major role in any organization's success. A good reaction for any firm is closely correlated with lower employee turnover. For companies in any organization, keeping their qualified personnel equates to investing.

Stress is a common experience for everyone, manifesting as a natural response to situations perceived as threatening or challenging. This stress can arise from various



sources, such as personal relationships, work responsibilities, and other life circumstances. In any professional setting, employees may encounter work-related stress, which stems from the demands and pressures of their jobs. Understanding and addressing this stress is crucial for organizations, as it can affect not only the well-being of employees but also the overall health and performance of the company. Effective management of work-related stress is essential for maintaining individual and organizational health.

A number of hypotheses explain the name “stress.” Nonetheless, it is widely acknowledged that a person’s living or working environment is mostly to blame for stress.

Job Stress

The phenomena of work now take up a significant portion of an employee’s life. The importance of work in people’s lives might increase stress levels. Long work hours, fear of losing one’s job, technological advancements, or a rising workload as a result of changes in the workplace are the primary causes of stress at work. All of these impact People’s personal lives, making their jobs harder. Many people experience stress daily from a variety of causes, and the majority of them report experiencing stress to some degree. An individual’s work-related issues may be the primary source of stress.

It can occur for several reasons, including handling deadly materials, extended working hours, near intervention and interference, and noise pollution. One significant and persistent issue at work is job stress. The nature of labour in organizations has changed dramatically during the past several decades.

Job stress is characterized by the physiological and emotional responses that occur when individuals perceive a mismatch between the demands of their work and their ability or resources to meet those demands (NIOSH, 1999). According to Newman (1979), job stress arises from the interaction between employees and their jobs, leading to changes that disrupt normal functioning.

Several factors commonly contribute to work-related stress, including having responsibilities beyond one’s job role, managing an excessive workload, facing an increase in regular duties, and experiencing harassment or discrimination. It is important to note that the specific sources of stress can vary greatly from one individual to another.

Review of Literature

Sharit and Salvendy (1982) state stress may be physiological, psychological, and social. The notion of coping techniques is integrated into each category. They acknowledged the difficulty in characterizing stress as a trigger or a solution. They also postulated that a complex interplay of elements, including genetic predisposition, early

social experience, cultural influences, and a life conditioning process, determines how stressful an event is.

An “imbalance between demands and resources” or when “pressure exceeds one’s perceived ability to cope” are two ways that stress might be conceptualized, according to Richard Lazarus and Susan Folkman’s 1984 proposal. The theory behind stress management is that stress is not a direct result of a stressor but rather that one’s coping mechanisms and resources moderate the stress response and are modifiable, making stress manageable (Deolalkar, G.H. 2000).

In 2011 research, Manzoor et al. assessed the degree of job stress and job satisfaction among Pakistani university professors in Lahore. Determining the factors contributing to occupational stress was the study's primary goal. The study's findings indicated that most workers were dedicated to their companies and content with their careers. Satisfaction with the organization’s management determined the degree of satisfaction. According to this study, the professional demeanour displayed by coworkers, employers, and employees statistically affects job satisfaction. The study showed that good working conditions, wages, bonuses, shares, etc., benefited job satisfaction.

In their study, Khuong and Yen (2016) discussed how stress affects employees' performance. This study aimed to examine how job stress and employee performance were impacted by five working factors: work overload, role ambiguity and conflict, working relationships, career growth, and working environment. The conceptual framework and assumptions for the study were developed using prior theoretical and empirical research as a basis. Data analysis led to the acceptance of the model and almost the stated hypothesis. Based on the research results, it was determined that every working element significantly and favourably influenced employee job stress and negatively impacted employee job performance. Consequently, these working conditions may explain and predict job stress and employee performance.

Jayasinghe and Mendis (2017) conducted a study in the Northern region of Sri Lanka to investigate how stress affects bank employees and its impact on their performance. The study examined the influence of job-related, organizational, and individual stress factors on employee performance. To analyze these relationships, the researchers used correlation and regression analyses. Their findings indicated a negative correlation between stress and performance, concluding that stress adversely affects the performance of employees in the banking sector.

Alam and Dilruba (2016) conducted a field research titled “Job Satisfaction and Job Stress among Bank Employees in Rajshahi City,” which examined bank workers' work-



related stress and job satisfaction in Bangladesh. Purposively picked respondents made up the study’s sample. Data were gathered using the Occupation Stress Index (Md. Abdul Latif and Sabina Sultana) and the Job Satisfaction Scale (Abdul Khaleque, 1995). The study’s findings showed that while almost one-third of bank employees had little workplace stress, two-thirds of participants were happy with their jobs. Additionally, the data demonstrated nomeaningful relationship between work satisfaction and job stress.

Research was done by Lopes & Kachalia (2016) to examine bankers’ stress-related issues and the connection between stress and performance. Additionally, they tried to identify the element that most significantly contributes to stress in both public and private bank workers. Since the design was exploratory, various variables were used to gather and evaluate primary and secondary data. The study’s findings unequivocally show a substantial correlation between the kind of bank, gender, age, education level, employment, interpersonal interactions, and the effects of professional stress. Thus, staff members in the banking industry should develop new coping mechanisms to preserve excellent physical and mental health, which will raise the bank’s production level.

Research Methodology

A twenty-question questionnaire was made and sent to the general public to collect primary data. Seventy-five respondents completed the questionnaire. We are using easy sampling for this inquiry.

Objectives of The Study

- To investigate the degree of job stress experienced by bank workers in the public and privatesectors.
- Examining different variables that may result in or contribute to stress.
- To compare the degree of job stress experienced by employees at the banks under study—male and female—.
- To research how stress affects workers’ job satisfaction.
- To examine the impact of stress on workers’ health.

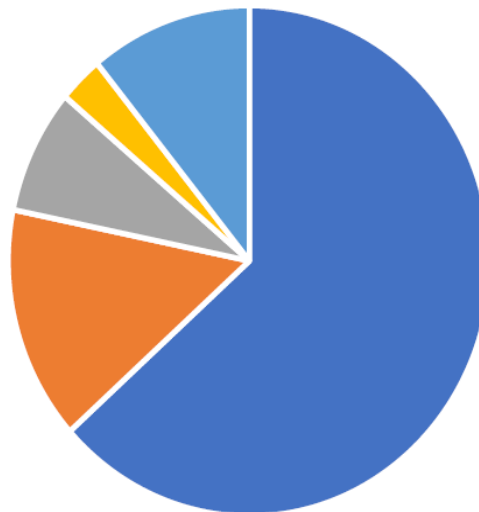
Data Analysis and Interpretation

1. Stress Management is One of The Greatest Challenge

PARTICULARS	TOTAL	PERCENTAGE
STRONGLY AGREE	48	64
AGREE	11	15
NEUTRAL	06	08

STRONGLY DISAGREE	02	03
DISAGREE	08	11

PERCENTAGE

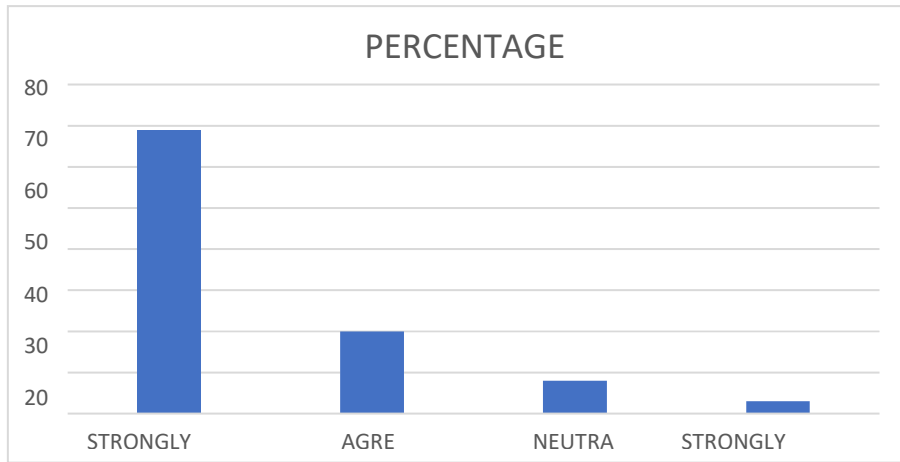


■ STRONGLY AGREE ■ AGREE ■ NEUTRAL ■ STRONGLY DISAGREE ■ DISAGREE

The above table shows that 64% of the respondents strongly agree that stress management is one of the greatest challenges. Only 3% strongly disagree that it is not.

2. Stress Leads to Job Dissatisfaction

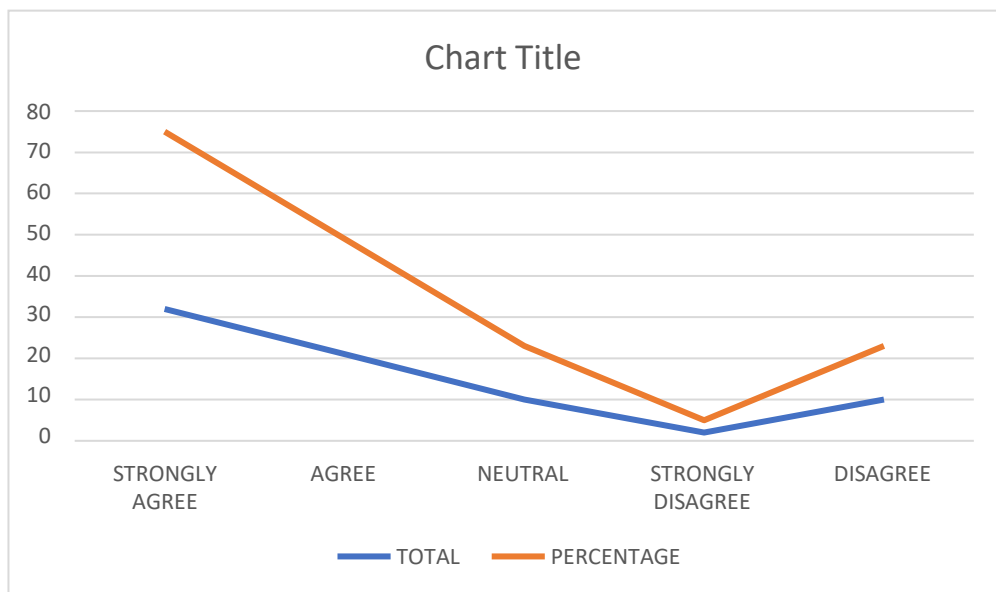
PARTICULARS	TOTAL	PERCENTAGE
STRONGLY AGREE	52	69
AGREE	15	20
NEUTRAL	06	08
STRONGLY DISAGREE	02	03
DISAGREE	02	03



The above table shows that 69% of the respondents strongly agree that stress leads to job dissatisfaction, while only 3% strongly disagree.

3. Stress Affects Employee’s Health

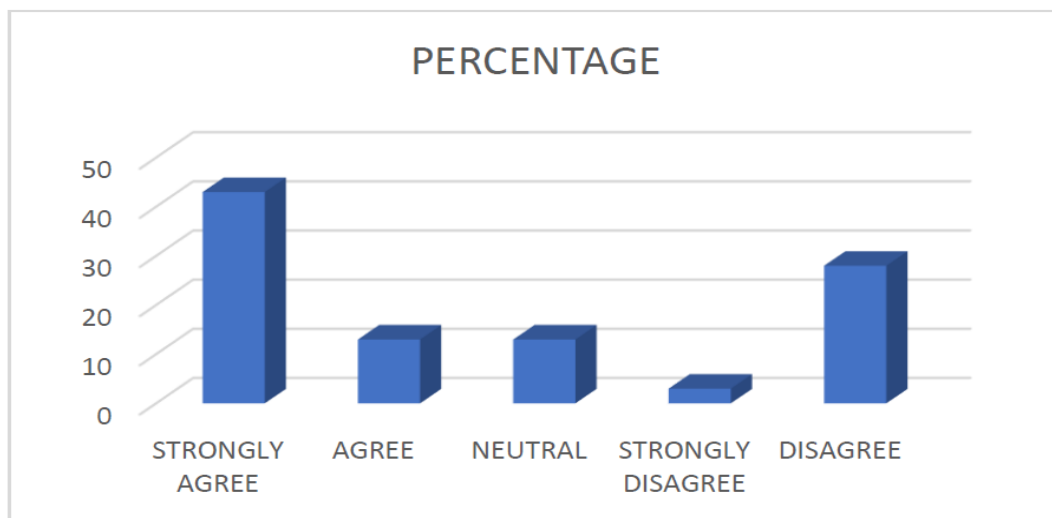
PARTICULARS	TOTAL	PERCENTAGE
STRONGLY AGREE	32	43
AGREE	21	28
NEUTRAL	10	13
STRONGLY DISAGREE	02	03
DISAGREE	10	13



The above table shows that 43% of the respondents strongly agree that stress affects employees' health. Only 13% of the respondents disagree that stress doesn't.

4. Level of Job Stress Experienced By Male And Female Employees Are Same

PARTICULARS	TOTAL	PERCENTAGE
STRONGLY AGREE	32	43
AGREE	10	13
NEUTRAL	10	13
STRONGLY DISAGREE	02	03
DISAGREE	21	28



The above table shows that 43% of the respondents strongly agreed that job stress experienced by males and females is the same. Only 28% of the respondents disagreed that job stress experienced by males and females differed.

Hypothesis

H0: There is no significant relationship between stress management and job satisfaction
 H1: There is a significant relationship between stress and job satisfaction

Degree of freedom	Tabulated value	Calculated value
3	7.315	10.138

The above table clearly shows that the null hypothesis is rejected and the alternative hypothesis is accepted. (i.e.) There is a significant relationship between work and personal life management.



Findings

- Due to the nature of their jobs, almost all workers in both industries lament their physical exhaustion and other health problems.
- When there is stress at work, workers are less motivated to do their duties more effectively.
- Employees under stress tend to think negatively and are less likely to perform effectively at work.
- The reward system and work environment need to be improved.
- Unfair advertising policies are yet another research result. It is concerning that employees believe the chosen promotional policy to be unfair.
- One of the study's key findings is that employees' skills are not fully used.
- In public and private sector banks, higher productivity and motivated, committed staff result from improved and transparent organizational practices. However, the study's findings indicate that employees lack motivation because they believe the regulations about many areas of their jobs are inadequate.

Suggestions for the Study

- The banks must take the lead in regularly identifying the industry's stress-affected group and provide sufficient assistance to counteract it.
- All employees should be trained in cooperation and group cohesion to achieve organizational objectives and foster positive working relationships between managers and employees.
- Appropriate actions, such as maintaining control and fostering stronger relationships outside of working hours, should be performed to maintain a pleasant atmosphere at the workplace.
- Two prerequisites must be met to manage workplace stress effectively. Companies must first create stress prevention and reduction strategies to avoid and reduce stress. Individual workers must also be able to identify stressors and comprehend the repercussions of doing so.
- Excessive job pressure and a work-life imbalance are the leading causes of stress in the banking industry. Taking on positions that enable people to manage work and family should be encouraged and supported by the organization.

Conclusion

This study reveals that job stress in the banking industry profoundly impacts employee well-being and organizational performance. Stressors such as excessive

workloads, job insecurity, and workplace harassment not only diminish job satisfaction but also pose significant risks to employees' physical and mental health. The findings underscore the urgent need for banks to address these stressors through comprehensive stress management strategies and improved work environments. By fostering a supportive atmosphere and enhancing organizational practices, banks can mitigate the adverse effects of stress and boost employee motivation and performance.

Effective stress management is critical for achieving long-term success in the banking sector. Implementing targeted interventions, such as regular stress assessments, employee training programs, and policies that promote work-life balance, will improve job satisfaction and drive higher productivity and overall organizational effectiveness. Addressing job stress proactively is essential for cultivating a healthier, more engaged workforce and ensuring sustained success in a competitive industry.

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