



WORK PLACE STRESS AMONG WOMEN EMPLOYEES IN PRIVATE SECTOR BANKS

Swatika Nanda,

Research scholar, Utkal University, Bhubaneswar

ABSTRACT

In today's competitive environment, a stress occurrence in workplace is a common phenomenon. In banking sector there is a top responsibility among employees. Many of the factors causing stress in the work place. This study conducted among women employee of private sector banks. The objectives of the study to identify the level of stress among women employees and measures the competence to manage the stress. This study also highlights root causes the stress in the work place and how to reduce the stress in private sector banks workplace.

KEYWORDS: Competitive environment, stress, private sector bank, women

INTRODUCTION

Stress is an important word in organizations in the current scenario. Stress refers to the pressure feel in people life. The job stress is an increasing problem in recent organization. Without knowing the mental and physical abilities, organization are just putting the assignment to the employees. The unlimited demands of the working world can increase levels of stress among the employees in certain sector. Banking sector job is a most challenging job in current scenario.

Women employees in India across the industry are distinct from the male employee in that they have to additional responsibilities families as well as career responsibilities. The jobs of women employee in banking sector are turning more stressful on account of intense of competition. In today's world, work and family domains influence each other greatly. It is a truism that work interferes with family as much as family interferes with work (Gutek, Searle and Klepa, 1991). In case of female managers, this is even truer, as the pressure of meeting societal expectations is more for them. There is indeed a critical linkage between career and family of the female executives. It is found that women managers' involvements, demands, and accomplishments in the employment and family domains are mutually interdependent (Gutek, Repetti and Silver, 1988). This study focuses root causes the stress in the work place and how to reduce the stress in private sector banks workplace.

REVIEW OF LITERATURE

K. Sundar & P. Ashok Kumar (2012) identified that women employees working in banking industry in Pondicherry find it very difficult to balance home life and work life. This is one of the major factors hindering women executives from climbing the organizational ladder despite having the requisite qualification, good communication skill and competency to handle responsibilities associated with higher jobs. The impact of demographic variables on the performance of women executives varies with the category of banks. In other words women employees of public sector banks are performing well on job knowledge, interpersonal relationship and loyalty and commitment while women employees of private sector banks are having an edge over their public sector counter parts in parameters like attitude towards work and ambition for career growth.

Arti Devi (2013) This study focuses an exploration of the sources of role stress at commercial banks, identifying the coping strategies used by the employees, assessing whether the employees can be segmented on the basis of their role stress experiences, examining the determinants of role stress based employee segments, proposing a comprehensive model for role stress phenomenon at commercial banks.

Roli Pradhan and Praveen Tomar (2013) this study follows a line of investigation about the existing knowledge of stress management strategies among the employees in Indian commercial

banks. The study reviewed number of different issues related to occupational stress and explored the factors causing stress. To understand the factors leading to stress, the study was conducted from the employees of three different banks. The study argues that stress can be managed effectively and inexpensively, if the employees learn what stress is, what are the consequences of stressors and how to control it effectively. Recognizing the implications of stress in an organization will increase employee satisfaction and performance.

Rajesh K. Yadav and Shriti Singh Yadav (2014) in today's competitive environment, work life balance and stress management for women employees is highly desirable and if there is no job satisfaction and regularity in life, it can create a problem for working women. Stress of work life balance is seen in every corner of the world which occurs to everyone. It becomes critical when there is no job satisfaction. Work life balance requires, getting stability between professional work and personal work, so that it reduces friction between official and domestic life. The performance of any organization depends on the performance of its employees, which in turn depends on several factors. These factors can be related to job satisfaction. This study is conducted among the working women of public sector banks with the purpose of assessing impact of work life balance and stress management on job satisfaction.

G. Radha (2015) Banks are among the top ten high stress workplaces in India. Elucidating the causes of occupational stress is important not only for its potential implications for stress management at banks but also for enhancing an understanding of strategic human resource management. The study addresses the specific problems of bank employees related to occupational stress. The study throws light into the pathogenesis of various problems related to occupational stress among public sector bank employees in Tiruvarur. The result of the study reveals that the officers and clerical staff experience high level of occupational stress and sub staff experience moderate occupational stress.

Pooja Chatterjee (2016) Employees are increasingly recognizing that work is infringing on their personal lives and they are not happy about it. Evidence indicates that balancing work and life demands now surpasses job security as an employee priority. They want a life as well as a job. The study assess the occupational stress, job satisfaction and mental health of employees belonging to two professions namely bank and IT firms comprising of both private as well as

private sector. The need was felt so as to aid the personnel to combat with various dimensions of occupation stress and job dissatisfaction and to inculcate feelings of organizational citizenship behaviour and commitment and reduce employee turnover costs and attrition which is on the rise these days.

Risham Preet Kaur & Poonam Gautam Sharma (2016) Despite of feeling relaxed with the advent of modern technology and innovations in the banking sector, employees are feeling overloaded with work and stressed out. With the advancement in technology, banks have to make rapid changes. It has become hard for employees to cope with these changes. This attempt has been made to study the causes and effects of stress amongst bank employees. The ways to manage stress has also been suggested. Measures to overcome stress that affects the physical and mental wellbeing of employees are also suggested.

OBJECTIVES OF THE STUDY

1. To investigate the level of stress among women employees in private sector banks.
2. To determine factors causing stress among women employees in private sector banks.
3. To identify the different ways in which the women employees manage the stress.

Hypothesis:

Ho: There is no significant relationship between the stress level of the women employees and level of work load.

H1: There is a significant relationship between the stress level of the women employees and level of work load

CAUSES OF STRESS IN PRIVATE SECTOR BANKING SECTOR

Stress causes in private sector banks can be grouped as individual level stress, organizational level stress, group level stress.

INDIVIDUAL LEVEL STRESS

The most common stress occurs in bank employees through personality, work overload, role of conflict.

Personality-Personality such as authoritarian, rigidity, extrovert, introvert, anxiety, tolerance, locus of control etc. are relevant to individual level stress.

Work overload-Excess workload causes stress to an employee. Due to technology, more private sector banks have reduced their work-force and restructured work.

Role of conflict- Role of conflict occurs where employees face the competitive demand. There are many types of conflicts occurs inter role conflict and personal conflict.

Task characteristics-Tasks are more stressful when they involve decision making, monitoring equipment or exchange information with others.

Economic problems-It created by individuals over extending their financial resources are another set of personal troubles that create stress for employees.

GROUP LEVEL STRESS

Group level stresses are caused by group dynamic and group behavior. Managers create stress for employees by:-

1. Lack of group cohesiveness
2. Exhibiting inconsistent behavior
3. Sexual harassment
4. Conflict with co-workers and customers
5. Failing to provide support
6. Lack of management and customers support

ORGANIZATIONAL LEVEL STRESS

Organizational level stress occurs due to organizational structure, leadership style and quality, the demands of tasks and roles, balancing efficiency of services with quality standards etc.

1. Job insecurity
2. High demand for performance
3. Technology
4. Competition
5. Lack of participation in decision making.

RESEARCH METHODOLOGY

PRIMARY SOURCES- Primary data can be collected through questionnaire.

SECONDARY SOURCES- Through various journal, websites, articles.

STATISTICAL TECHNIQUES

To analyze the data and interpret the data, the investigator used the following Statistical techniques:

1. Percentage
2. Chi-square test

In order to determine the degree of stress faced by women employees in the banking sector. The data's relating to the women employees were collected from various private sector banks. The researcher random selected 100 women employees from the various private banks and the details are shown in the table below.

TABLE-1**LEVEL OF STRESS AMONG WOMEN EMPLOYEE IN PRIVATE SECTOR BANKS**

SL.NO	STRESS LEVEL	RESPONDENT	PERCENTAGE
1	HIGH	55	55
2	MEDIUM	45	45
3	LOW	0	0
	TOTAL	100	100

TABLE-2**LEVEL OF WORK OVERLOAD**

SL.NO	STRESS LEVEL	RESPONDENT	PERCENTAGE
1	HIGH	65	65
2	MEDIUM	35	35
3	LOW	0	0
	TOTAL	100	100

TABLE-3**Technological changes**

SL.NO	TECHNOLOGICAL CHANGES	NO OF RESPONDENTS	PERCENTAGE
1	Strongly agree	70	70
2	Agree	30	30
3	Disagree	0	0
	Total	100	100

OBSERVED VALUE

LEVEL OF WORK LOAD	LEVEL OFSTRESS	LEVEL OFSTRESS	LEVEL OF STRESS
	HIGH	MEDIUM	TOTAL
HIGH	45	20	65
MEDIUM	10	25	35
	55	45	100

EXPECTED VALUE

37.75	27.25
17.25	17.25

Applying chi-square

O	E	O-E	(O-E) ²	(O-E) ² /E
45	37.75	7.25	52.56	1.39
20	27.25	-7.25	52.56	1.92
10	17.25	-7.25	52.56	3.04
25	17.25	7.75	60.06	3.48
			Total	9.83

$$X^2 = 9.83$$

Degree of freedom=1

Tabulated value=3.841

Calculated value is greater than tabulated value. Hence null hypothesis is rejected. There is a significant relationship between stress level of women employees and level of workload.

CONCLUSION

In banking sector there is a hectic schedule for employees. In case of women employees in private sector banks managing the time is very difficult. Balance between both family and office is difficult for a women. The researchers identify the various factors that can cause the stress among women employees in private sector banks. The stressors like work overload, lack of

involvement in decision making, working condition, technological changes, lack of social stress etc. Due to stress many diseases can be occurs both physical and mental. After analyzing the data,the researchers concludes that high level of stress occurs in women employees in banks.

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