

“A Comparative Study of Stress Experienced by the Employee of Public and Private Sector Banks”

Mrs. Bhavna S. Pendke

Research Scholar RTM Nagpur University, Nagpur.

ABSTRACT

Stress and its effects on human being have spread its wings in all the sectors in general and the banking sector in particular. There is intense competition amongst the public and private sector banks to give services to their customers to satisfy them. In this technology driven corporate landscape, the corporate organization keep their employees on their toes. While doing this employees always experienced a terrific pressure at the workplace which sometimes effect on their physical and mental health.

The explosive increase in research especially during the last decade has clearly established that job-related stress has an adverse impact on productivity, absenteeism, worker turnover and employee health. The objective of this paper is to compare the stress experienced by the employees of public and private sector banks using secondary data.

KEYWORDS:- Stress, Public, private, bank employees

INTRODUCTION:-

Stress is defined as an adaptive response as behavior that maintains the integrity of the individual. Adaptation is viewed as positive and is correlated with healthy responses. When behavior disrupts the integrity of the individual, it is perceived as mal adaptive. Job stress is a common work place problem experienced by all professionals, irrespective of their nature of work. Occupation stress can be defined as the harmful physical and emotional responses occur when the requirement of job do not match capabilities, resources or need of the worker. The job stress can leads to poor health and even injury.

Occupational stress is an increasingly important occupational health problem and a significant cause of economic loss. Occupational stress may produce both overt psychological and physiologic disabilities. However it may also cause subtle manifestation of morbidity that can affect personal well-being and productivity. So attention should be paid to reduce the stress in their occupational field.

Occupational stress is a state of tension that is created when a person responds to the demands and pressures that come from work, family and other external sources, as well as those that are internally generated from self imposed demands, obligations and self criticism. The terms work stress, job stress, or occupational stress is used interchangeably (Dollard 2003)

The psychosocial well being of an employee is crucial to have a productive work force. The productivity of the work force determines the success of an organization. In an age of highly dynamic and competitive world, bank employees are exposed to all kinds of stressors that can affect them on all realms of life. The growing importance of interventional strategies is felt more at organizational level.

The modern world which is said to be a world of race for material success and achievements is invariably a world of stress. Right from the day of birth till the last breath of man, an individual is exposed to various stressful situations. In this fast changing world today, no individual is free from stress and no profession is stress free. Stress comes in many forms and affects people of all ages and all walks of life. People experience stress everywhere, whether it is in the family or in the business organization. Stress has become an inevitable part of human life in recent times and it makes life more challenging and charming, if it is within limits.

OBJECTIVE:-

To study the stress experienced by the Public and Private sector bank employees.

LITERATURE REVIEW

A study was done to address specific problems of bank employees related to occupational stress. The population of this study includes nationalized and non-nationalized bank employees in Kerala. The sample size was 200 in which 100 employees from nationalized and 100 employees from non-nationalized banks are taken. The research followed systematic random sampling. The population belongs to an age group of 30-40 male employees. The result reveals that occupational stress is found higher among non-nationalized employees compared to nationalized employees

The job of bank employees is both sedentary in nature and accompanies high levels of mental stress, thereby at a higher risk of developing hypertension. A cross-sectional study was conducted to find out the prevalence and the determinants of hypertension among bank employees of Meerut district. Prevalence of hypertension was found to be 69.5%. Hypertension was significantly associated with age 45 years, alcohol intake, waist circumference, body mass index and diabetes.

A Comparative analysis of Stress Management in Central Bank of India, Bank of Baroda and HDFC Bank was done with an objective to study the stress experienced by employees of Central Bank of India, HDFC and Bank of Baroda, to find out the level and source of stress and to know the factors that causes stress and to analyze the perception of employees towards the management in handling stress. Result shows that Employees share their problems with their colleagues and Supervisors. Management of Private Sector Banks is more effective in handling their stress situations as compared to Public Sector Banks. Most of the employees of HDFC Bank handle stressful situations optimistically as compared to Central Bank of India and Bank of Baroda.

A study was conducted in Pakistan describes the occupational stress in public and private banks. A randomly selected sample of 200 employees from private and public banks shows that occupational stress is found higher among private bank employees compared to public bank employees. Among different occupational stress variables role over load, role authority, role conflict and lack of senior level support contribute more to the occupational stress. Bank employees cannot afford the time to relax and "wind down" when they are faced with work variety, discrimination, favoritism, delegation and conflicting tasks. (Patric 2011)

The present study made an attempt to understand the impact and intricacies of occupational stress on employees in the banking sector and suggest suitable measures to be taken by the bank managements to have a competent, productive and stress free workforce to meet the present and future challenges.

With the entry of private and foreign banks, the public sector banks have geared up their competition and started offering new types of products and services which are in par with the services offered by the private banks. Technology up gradation and the quality of service in public sector banks have improved. The public sector banks are forced to operate beyond their office time to offer customized services to their customers. Unlike the study of Malik N (2011), Katal Setal. (2011) where they stated that the employees from private banks experience more stress than the employees of public sector banks while Sharma J and Devi A (2011) stated that public sector employees feel stressful for being pigeonholed in one position for long and the lack of growth and learning opportunities in the public sector banks. But the present study states that employees of both public sector and private sector banks experience the same level of stress.

Cut throat competition has made employers realize that employees are the only source of competitive advantage. Given the pressure to perform and compete, stress will be a natural concomitant. Therefore, for maintaining wellbeing of employees and effectiveness in the organizational and non-organizational contexts it is necessary to understand the nature of stress and complexities, its causes and determinants. The present study aims to gain a better understanding of the factors that contribute to occupational stress experienced by the employees working in banks of India, both private and public sector. The sampling frame comprised employees of private and public sector banks of Delhi, Noida and Gurgaon, metropolitan cities of India. 300 questionnaires were distributed out of which 230

employees responded. Organizational Role Stress Scale (ORS Scale) developed by Udai Pareek (1983) is used for measuring the ten role stressors by observing the frequency of behaviours associated with each role stressor. Two tailed T-test statistical analysis was performed to arrive at the result. This research corroborates the existence of stress among employees of both private and public sector banks. However, on comparing the means of both the sectors it is observed that private bank employees experienced higher overall stress. This might be due to the nature of job these professionals perform.. The findings of the present study may prove useful in helping the banking industry manage organizational stress well.

The banking sector in India has undergone tremendous changes with increased competition, increased levels of deregulation, which has facilitated the Indian banking system and has placed enormous pressure and has created stress in the bank employees. The purpose of the present study is to investigate the perceived stress level of bank employees from public and private sector of district Sirsa, Haryana. Another objective is to see the gender difference in perceived stress among bank employees of public and private sector banks. For this purpose, methodology entails a survey of 50 public and 50 private sector bank employees Sirsa district of Haryana, whose responses are measured on Cohen's perceived stress scale. The sample consists 50 male and 50 female participants to find the gender differences in perceived stress. For the analysis of the data, descriptive statistics and t-test are used. The findings of the study suggest that private sector bank employees have higher stress in comparison to their counterpart employees from public sector banks. Regardless to their sector i.e. public & private, the female bank employees show higher stress level than male bank employees (Pankaj Mehta,2010)

As the study aims at identifying the stress differentials between male and female employees in public sector and private sector organizations among low and high income groups, few select organizations have been taken as sample for distribution of questionnaires. Questionnaires were distributed only to managerial cadres. Prior permission and appointment was taken from such organizations. A total of 180 questionnaires were distributed each to public and private sector organizations by using judgmental sampling technique. But only 160 valid responses were received from public sector employees and 167 were received from private sector. It shows there is no much difference in the gender and the stress experienced.

The study was carried to analyse the factor influencing the stress perceived by the banks employees in public and private sector bank employees of Nagapattinam district. Selected 5 banks from each sector were chosen for the study. Total sample of 496 (Private 136 and Public 360) was administered over the employees.

The present article concluded that, employees in both the public and private sectors face moderate levels of stress, of which they are subject to role erosion the most and resource inadequacy the least. Further, there is no significant difference in total role stress among public and private sector employees. Although the noted that private sector employees facing slightly more stress than those in the public sector. The analysis of the impact of various socio-demographic factors on stress level reveals that educational qualifications and work experience have a significant impact on employees stress levels. Various stress factors relating to work, organization, personal, health environment, psychological, emotional, impact of stress, management of stress, prevention of stress, and important measure to reduce the stress factors.

The study on “Organizational Role Stress of Employees: Public Vs Private Banks” conducted in the city of Gwalior focuses on the role stress experienced in the banking sector today. The study has highlighted that there is a significant difference between the role stress of public and private sector bank employees. It was found that the private bank employees experienced higher organizational role stress than their public bank counterparts. Looking at the various aspects of components of organizational role stress, it was found that there was no difference between the Public and Private Sector bank employees in certain aspects like role expectation conflict, role isolation, personal inadequacy and role ambiguity. (Prof Shilpa Sankalp, 2010)

In an article the author has studied the “Stress among Private and Public Banks Especially In Quetta City”. According to author stress is a universal element and persons from nearly every walk of life have to face stress. Stress can have negative impacts on both the employee and the organization. Actually, in this research paper it was checked that what the impact occupational stress produced upon employees. The study describes the occupational stress in public and private banks. Following are the major findings of his studies

1) There is significant difference in the level of occupational stress between public and private bank employees.

