



Job Stress among the Executive in Banking Sector**Prof. (Dr.) Pooja Deshmukh**

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Abstract:

Stress Management is getting more and more attention now-a-days, particularly in the financial sectors. There is no such thing like stress-free job. Everyone in their work is exposed to tension and anxiety as they get through the duties assigned to them. Banking industry which is the backbone of the country's economy is not an exceptional one. The job nature of banking employees is very tedious as it involves the direct customer interaction in all levels. The present study identified the sources of job stress among executives working in banking sector. A self-administered questionnaire consisting of personal information and items related to respondents' job stress was used to collect the data from 100 executives in Aurangabad City. Graphical presentation has been applied with to draw the conclusion.

Keywords: JobStress, Sources, Stressors, Banking, Marketing Executives

Introduction:**What is stress?**

Stress can hit anyone at any level of the business and recent research shows that work related stress is widespread and is not confined to particular sectors, jobs or industries. HSE's formal definition of work related stress is:

"The adverse reaction people have to excessive pressures or other types of demand placed on them at work."

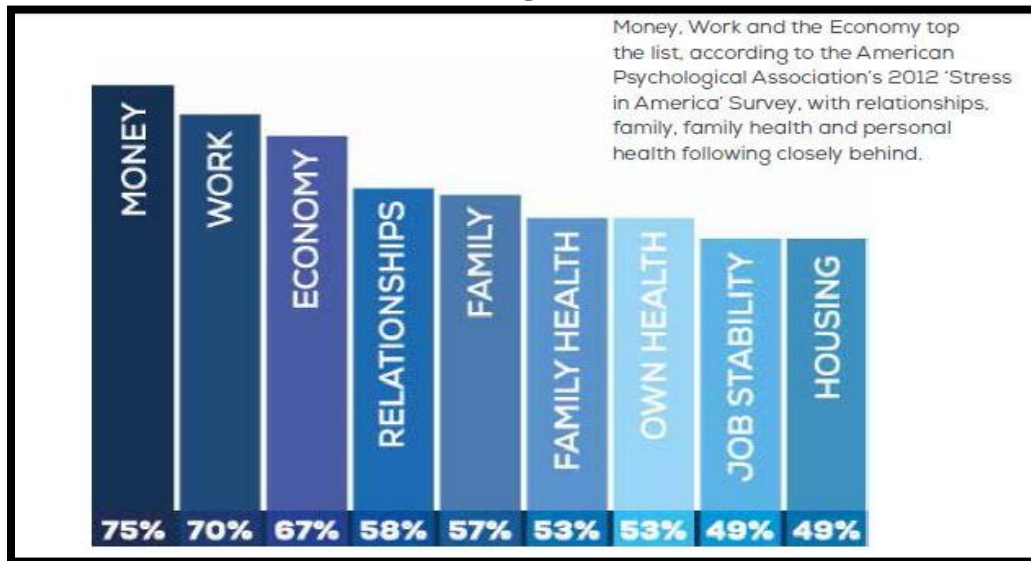
Stress is not an illness – it is a state. However, if stress becomes too excessive and prolonged, mental and physical illness may develop.

Well-designed, organized and managed work is generally good for us but when insufficient attention to job design, work organization and management has taken place, it can result in Work related stress. Work related stress develops because a person is unable to cope with the demands being placed on them. Stress, including work related stress, can be a significant cause of illness and is known to be linked with high levels of sickness absence, staff turnover and other issues such as more errors.

There is a difference between pressure and stress. Pressure can be positive and a motivating factor, and is often essential in a job. It can help us achieve our goals and perform better. Stress occurs when this pressure becomes excessive. Stress is a natural reaction to too much pressure.

A lot of research has been conducted into stress over the last hundred years. Some of the theories behind it are accepted, other are being researched and debated. During this time, there seems to have been something approaching open warfare between competing theories and definitions. Stress is a Common element in any kind of job and persons have to fact it in almost every walk of life. Stress has been defined in different ways over the years. Stress is an increasing problem in organizations and often causes adverse effects on performance. Organizational stress arises due to lack of person- environment fit. When organizational stress is mismanaged, it affects the human potential in the organization. It further leads to reduced quality, productivity, health as well as wellbeing and morale of an employee. Job stress can lead to poor health and even injury.

Chart No – 1 Driving force for stress levels



source: <https://getrawenergy.co/6-reasons-our-stress-levels-are-driving-us-n-u-t-s/>

Money, Work and the Economy top the list, according to the American Psychological Association's 2012 'Stress in America' Survey, with relationships, family, family health and personal health following closely behind.

Review of Literature:

Rapid changes of the modern work-life are associated with increasing demands of learning new skills, needs of adopting new types of work, pressures of higher productivity and quality of work, time pressures and hectic jobs (Kulkarni, 2006). Ivancevich et al. (1982) said that stress is often developed when an individual is assigned a major responsibility without proper authority and delegation of power. Pestonjee and Mishra (1999) explained that optimum level at which stress is functional is different for different persons and is dependent on a variety of factors like the personality of an individual, self-esteem, his educational background, authority to make decisions, control over organizational and environmental variables. Howard (1980) indicated four general characteristics of management jobs that are most stress producing, i.e., feeling of helplessness, too much work, urgency, ambiguity and uncertainty. Parasuraman and Alutto (1981) divided antecedents of work stress in a food processing firm into three categories, namely, contextual variables (subsystem, shift), role variables (job level), and task variables (autonomy, complexity, interdependence, reutilization and closeness of supervision). Seven work stressors were found in the study, i.e., inter-unit conflict, technical problems, efficiency problems, role frustration, staff shortages, short lead times and too many meetings. The results indicated that both job level (low, medium, high) and subsystem (administration, production limited variety, prediction wide variety, technical support and boundary) were significantly related to levels of work stressors. Manshor et al. (2003) found that workload, working conditions, and relationships at work were the main concerns of the managers that lead to stress at the work place. Burke (1976) investigated the relationship between occupational stress and job

satisfaction and found that the most stressful situations were: not being able to get needed information.

Richardson.K.M and Rothsetin.H,R(2005) , in their article titled “Effects of occupational stress management intervention programmes”, provided an empirical review of stress management intervention, employee meta analysis procedures. The result also revealed that relaxation interventions were the most frequent type of interventions. More specific results are the cognitive behavioural interventions produced larger effect than other of interventions. According to Douglas [1980], stress is defined as any action or situation that places special physical or psychological demand upon a person. Van Fleet [1988], stress is caused when a person is subjected to unusual situations, demands, extreme expectations or pressures that are difficult to handle. Cobb (1975) has the opinion that, “The responsibility load creates severe stress among workers and managers.”If the individual manager cannot cope with the increased responsibilities it may lead to several physical and psychological disorders among them. Brook (1973) reported that qualitative changes in the job create adjust mental problem among employees. The interpersonal relationships within the department and between the departments create qualitative Difficulties within the organization to a great extent.

Research Statement:

Job stress among the executive in banking sector: a study of Aurangabad City

Objective of the Study:

1. To analysis the job stresses among the banking sector employees in Aurangabad city.
2. To examine the most related factor of stress.
3. To identify different methods and techniques to reduce job-related stress.

Research Methodology:

Considers the research method, the logic behind the research method, sampling technique, research design, data collection technique, analytical tool, means why the particular method is used by researcher or why the researcher is not using other method, so that the research result are capable of being evaluated by the researchers.

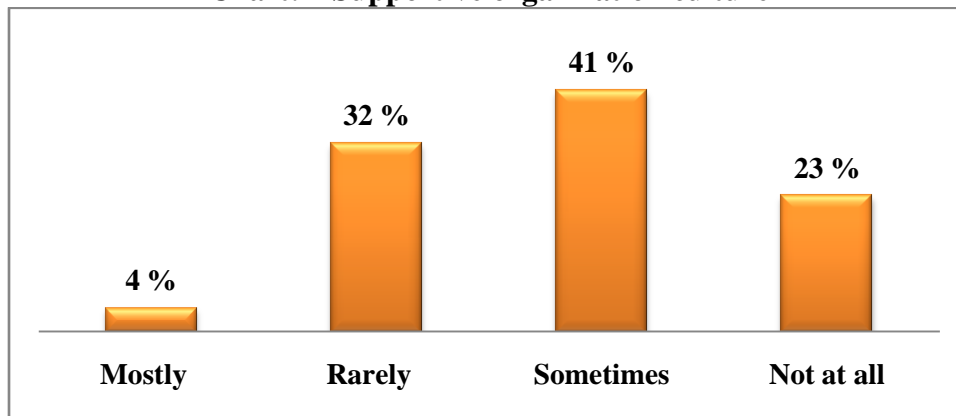
Research Design: The present study is Descriptive in nature. The study will be based on primary data. The Universe of this study is Banks (private) from Aurangabad city, Maharashtra.

Sampling: The basic idea of sampling is that by selecting some of the elements in a population, researcher may draw a conclusion about the entire population. Population means the total collection of elements about which researcher wishes to make some inference. The sample selected should be as representative of the total population as possible in order to produce a miniature cross-section. The selection process is known as sampling technique and the survey so conducted for selecting sample is known as sample survey. While choosing the sample the researcher focused naturally on those elements which were readily available, nearby, easy to reach, willing to participate. **Sample Size:** The number of respondents used in present study as follow – Total 5 Banks selected and the number of executives were 100 from all banks.

Data Interpretation:

Only major questions have been selected for data interpretation

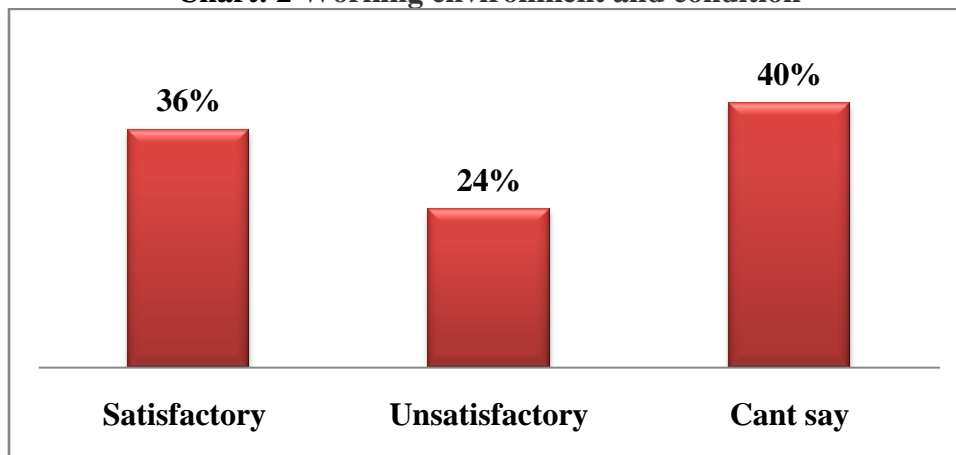
Chart: 1 Supportive organization culture



Interpretation:

Out of 100 respondents interviewed ,41% were feel supportive culture sometime, 32% said it is rarely found, 23% respondents had not felt so and 4% respondents are mostly found supportive culture.

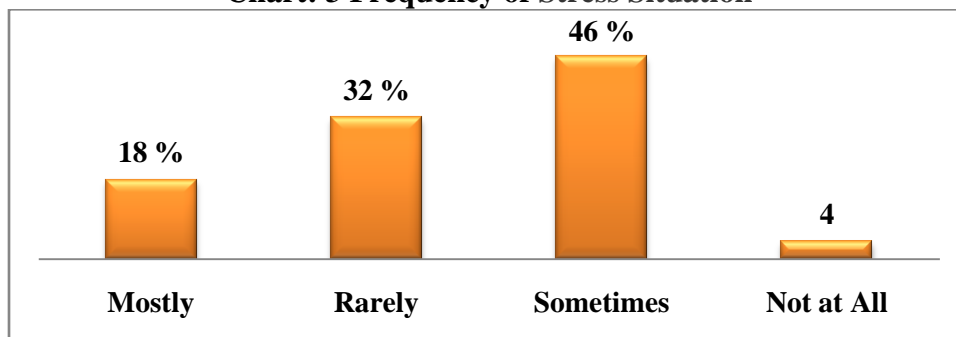
Chart: 2 Working environment and condition



Interpretation:

As per above interpretation major share of 40% respondents choose not to comment on organization culture, followed by 36% people who are satisfy with environment, then 24% are unsatisfied.

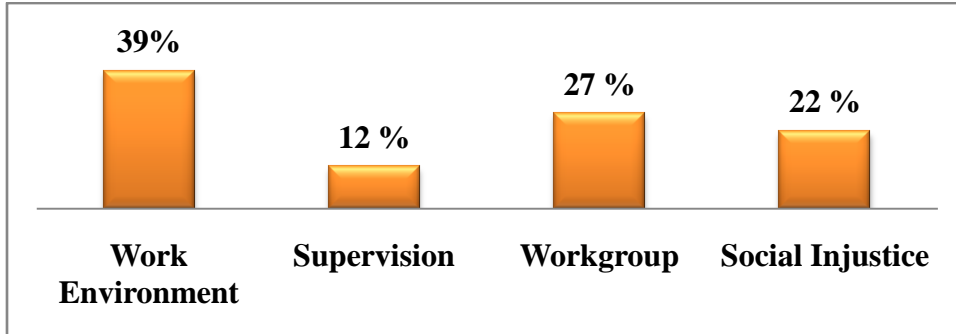
Chart: 3 Frequency of Stress Situation



Interpretation:

Out of 100 respondents 46% executives faces stress sometimes, whereas 32% are rarely, followed by 18% are facing stress situation mostly and 4 % said they never feel any stress.

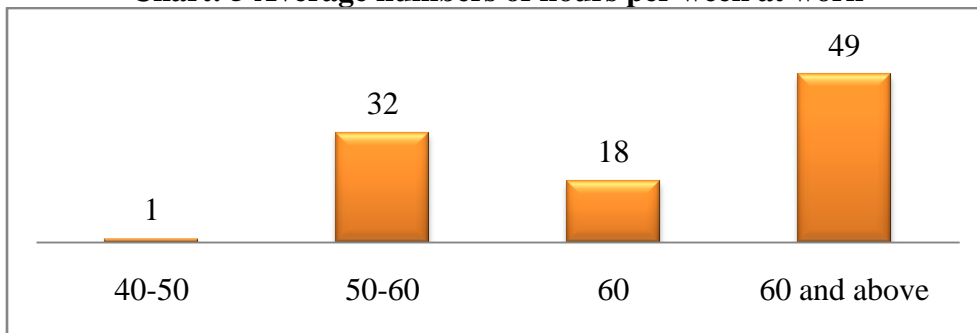
Chart: 4 Most stress related factors



Interpretation:

39 % feel that work environment is the major factor of stress, whereas 27% saying workgroup is source of stress, followed by 22% stated that social injustice is a cause and 12% said because of the poor supervision we face stress situation.

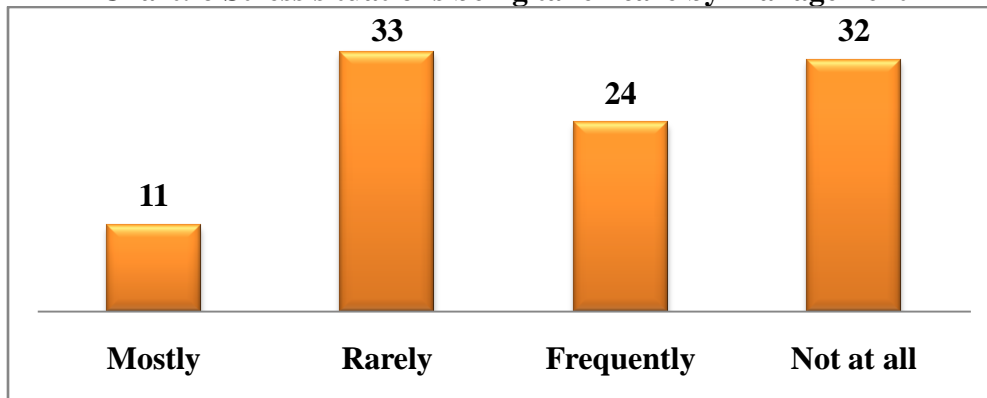
Chart: 5 Average numbers of hours per week at work



Interpretation:

49 % executives are working more than 60 hrs, 32% are working about 60 hrs, followed by 18% are working 50 to 60 hrs and 1 respondent replied that only 40-50 hrs

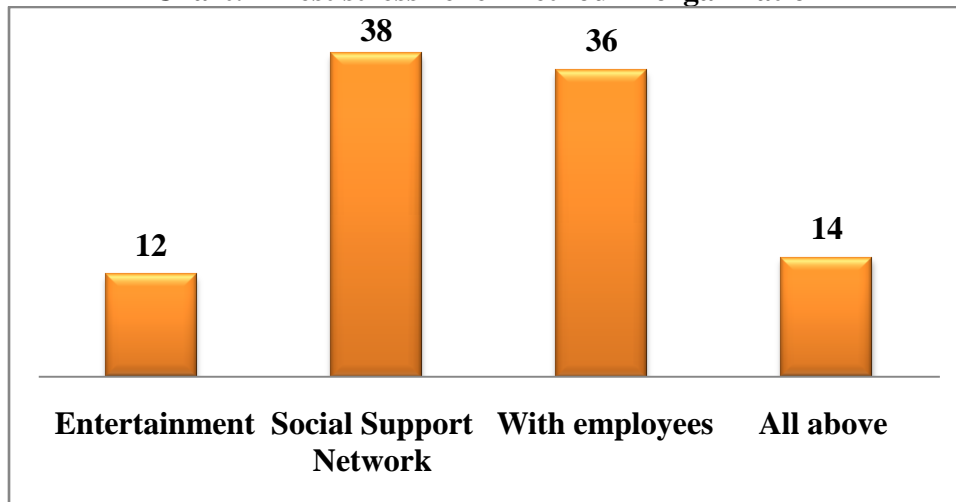
Chart: 6 Stress situations being taken care by Management



Interpretation:

33 % executives said very rarely management is taking a stock of the situation, 32% said management is least bothered, followed by 24% said frequently and 11% feels that management is mostly taking care of their stress.

Chart: 7 Best stress relief method in organization



Interpretation:

Social support network is the best stress relief method said by 38% respondents, Employees are the true supporters in stress according to 36% followed by 12% said they are entertained by management and 14% agree with all the methods.

Research Findings:

After analysis, we can draw the inference that-

It has been found that lack of proper and healthy working environment leads work stress among bank executives. Inadequate resources, nature of work itself, insufficient information and lack of career prospects at work place also causes low satisfaction and motivation. And low satisfaction and motivation leads to poor performance and productivity.

Stressors associated with the job role i.e. overloaded role and over expectations leads to stress among employees Interpersonal and intrapersonal conflicts are also the major reason of stress amongst employees. Stress largely increases the level of fear, anger, anxiety and nervousness. And simultaneously reduces the level of satisfaction and confidence among employees which causes behavioral consequences and physiological consequences.

Suggestions of the study:

On the basis of above findings, we can make few of the recommendations as follow-

Proper and healthy working conditions to be provided along with all required resources and information. Task and duties to be assigned only on the basis of their competencies and interest. Strong career planning and development for all the employees to make them satisfied and motivated at work.

Before assigning any role to employees should be confronted with the same and there should be clarity in thought while accepting job roles. Organizations can also use few more interventions for stress management namely regular counseling sessions, time management and behavioral training, employee wellness program and sessions like art of living etc

Conclusion:

As a conclusion, this research contributes by increasing the knowledge in the relationship between role stress and job satisfaction among bank employees in Aurangabad city. This research benefits the management of banking industry in reviewing the role stress and working condition which will affect the job satisfaction of their employees. This will in turn help the banks to increase the job satisfaction of their employees which will link to better job performance. Only a satisfied officer will perform well in the bank. It will lower the turnover and increase the organizational commitment.

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