

## ORGANIZATIONAL STRESS ON BANK EMPLOYEES WITH SPECIAL REFERENCE TO NATIONALIZED BANK IN INDORE CITY

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**Abstract:** Today work stress is turning into a significant issue and a matter of concern for the workers and also the organizations .It has become a district of life for the workers, as life these days has become thus complicated reception similarly as outside that it's not possible to avoid stress. throughout the past decade, the banking sector had beneath gone fast and putting changes like policy changes owing to globalization and liberalization, multiplied competition owing to the doorway of a lot of non-public (corporate) sector banks, downsizing, introduction of recent technologies, etc. owing to these changes, the workers within the banking sector area unit experiencing a high level of stress. The appearance of industrial revolution altogether walks of life including globalization, privatization policies has drastically modified standard patterns altogether sectors.

**Keywords:** Organizational stress, bank, Employees

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### Introduction:

During the past decade, the banking sector had beneath gone fast and putting changes like policy changes owing to globalization and liberalization, multiplied competition owing to the doorway of a lot of non-public (corporate) sector banks, downsizing, introduction of recent technologies, etc. owing to these changes, the workers within the banking sector area unit experiencing a high level of stress. The appearance of industrial revolution altogether walks of life including globalization, privatization policies has drastically modified standard patterns altogether sectors. The banking sector is of no exemption.

The 1990s saw radical policy changes with relating to business enterprise deficit and structural changes in India thus on prepare her to address the new economic world order. Globalization and

privatization junction rectifier policies compelled the banking sector to reform and go with have a competitive edge to address multinationals junction rectifier setting. The implications of the higher than aforementioned transformations have affected the social, economical and psychological domains of the bank workers and their relations. Proof from existing literature states that quite hour of the bank workers have one or different downside directly or indirectly associated with these forceful changes. All the factors mentioned higher than area unit prospective attributes to cause activity stress and connected disorders among the workers. Though lots of studies are conducted on the psychosocial aspect of the new policy regime in several sectors, there is a unit solely few studies, as so much because the banking sector thinks about, whereas a similar sector has been drastically influenced by the new policies.

In this juncture, the current study is undertaken to handle specific issues of bank workers associated with activity stress. This throw light-weight in to the pathological process of varied issues associated with activity stress among bank workers.

### **Review of Literature:**

Malik (2011), A study on activity stress skilled by non-public and public banks workers in Quetta town eighteen February, 2011 Stress may be a universal component and persons from nearly each walk of life need to face stress. Stress will have negative impacts on each the worker and also the organization. Actually, during this analysis paper it had been checked that what the impact activity stress created upon workers. The study describes the activity stress publically and personal banks. An every which way designated sample of two hundred workers from non-public and public banks shows that activity stress is found higher among non-public bank workers compared to public bank workers. Among totally different activity stress variables role over load, role authority, role conflict and lack of senior level support contribute a lot of to the activity stress. Bank workers cannot afford the time to relax and "wind down" after they area unit round-faced with work selection, discrimination, favoritism, delegation and conflicting tasks.

Mishra & Spreitzer (1998) ended that strategy of corporations making an attempt to address the ever-changing times. because the turbulence within the market place continuous, organizations still face issues of poor productivity, plunging bottom lines, overstaffing or high over heads. In an endeavor to counter these inspiring issues, VRS has been one amongst the usually used

methods by organizations. Since the first nineties, an oversized no of Indian organizations too, as well as banks, multinationals, public sector units and personal undertakings have started implementing VRS initiatives.

Kets and Balazs (1997) have approached this question from a range of views starting from economic imperatives and market constraints, approaches supported structure theories, and philosophical motivations to social compulsions. He feels that downsizing/upsizing is commonly a value paid by organizations for previous misdirection and strategic error in reading the market by the highest management.

### **Rationale of the Study:**

The purpose gift study is an endeavor to research and to match the amount of stress skilled by the workers of the nationalized banks in Indore. The study aims to establish the amount of stress and to investigate the assorted attributes that influence structure stress on bank workers.

### **Objective of the Study:**

1. To analyze the areas of activity stress among the nationalized bank workers.
2. To assess the amount of stress among bank workers on the assorted dimensions of stress.

### **Hypothesis of the Study:**

H0|There are not any signs of presence of stress among workers of nationalized bank on the assorted dimensions of activity Stress.

### **Research Methodology:**

#### **A] Population**

Managers operating within the totally different branches of Nationalized Bank specifically settled in Indore region. Questionnaire were distributed and picked up in person by the researcher.

#### **B] Research design**

The study is explorative as well as descriptive in nature.

#### **C] Sample type**

Managers operating within the totally different branches of Nationalized Bank specifically settled in Indore region type as subjects. In total researcher contacted one hundred forty

managers to whom the questionnaires' was distributed, out of that ninety were received complete in all respects. Therefore, the precise sample was ninety.

### **The particulars of sample type,**

- 1 Type of Universe: Finite.
2. Sampling Unit: Indore
3. Source List: Nationalized Bank Employees
4. Size of Sample: 90
5. Parameter of Interest: In estimating the number of persons being stressed in their

### **d] Tool of data collected:**

A pilot testing was conducted initially by administering the questionnaire on around ten numbers of respondents. The data was collected from the bank employees at all level. Interviews were conducted with the employees for gathering data on their perception regarding their organization and also the issues that they face each directly and indirectly within the discharge of their responsibilities. The respondents were questioned on the issues affecting the stress levels of the employees, impact of family pressures on their work, expectations from their roles, up to what extent they are satisfied and possible suggestions for overcoming the adversities of stress by evaluating the individual initiatives and organizational initiatives.

The activity Stress Index (Srivastava, A.K., and Singh, A.P., 1981) was used for knowledge assortment. The size consists of forty six things, every to be rated on the 5 purpose scale. Out of forty six things twenty eight are 'True – Keyed' and last eighteen are 'False – Keyed'. the things relate to the majority relevant parts of the work size that cause stress in a way or the opposite, such as, role over-load, role ambiguity, role conflict, unreasonable cluster and political pressure, responsibility for persons, underneath participation, impotence, poor peer relations, intrinsic, impoverishment, low status, strenuous operating conditions and disadvantage.

### **E] Sources of data**

The study was consisting of both primary and secondary data. The primary data was collected by direct interview through questionnaire. The respondents were questioned on the issues affecting the stress levels of the employees, impact of family pressures on their work, expectations from their roles, up to what extent they are satisfied and possible suggestions for overcoming the adversities of stress by evaluating the individual initiatives and organizational initiatives.

### **Findings of the study:**

Only 9% of respondents are strongly agreed that role overload is responsible for their occupational stress and 32% is partially agreed which is the highest of all. Result shows that role overload is partially affecting occupational stress. Only 11% of respondents are agreed that Role Ambiguities is responsible for their occupational stress and 28% is strongly disagreed which is the highest of all. Result shows that Role Ambiguities is strongly disagreed affecting occupational stress. Only 10% of respondents are agreed that Role of conflict is responsible for their occupational stress and 30% is partially agreed which is the highest of all. Result shows that Role of conflict is partially disagreed affecting occupational stress

Only 12% of respondents are disagree that Unreasonable group and Political Pressure. Is responsible for their occupational stress and 27% is partially agreed which is the highest of all. Result shows that Unreasonable group and Political Pressure. Is strongly disagreed affecting occupational stress. Only 11% of respondents are disagree that Responsibility for persons. Is responsible for their occupational stress and 27% is strongly agreed which is the highest of all. Result shows that Responsibility for persons. Is strongly disagreed affecting occupational stress. Only 14% of respondents are partially agreed that unreasonable group and political pressure is responsible for their occupational stress and 25% is strongly agreed which is the highest of all. Result shows that role unreasonable group and political pressure is partially affecting occupational stress.

Only 10% of respondents are disagreed that Intrinsic Impoverishment is responsible for their occupational stress and 32% is strongly agreed which is the highest of all. Result shows that Intrinsic Impoverishment is strongly agreed affecting occupational stress. Only 10% of respondents are strongly disagreed that Low status is responsible for their occupational stress and 26% is strongly agreed which is the highest of all. Result shows that Low status is strongly affecting occupational stress. Only 5% of respondents are strongly disagreed that Strenuous Working condition is responsible for their occupational stress and 49% is strongly agreed which is the highest of all. Result shows that Strenuous Working condition is strongly affecting occupational stress. Only 7% of respondents are strongly disagreed that Unprofitability is responsible for their occupational stress and 45% is strongly agreed which is the highest of all. Result shows that Unprofitability is strongly agree affecting occupational stress.

**Factor Analysis:****Table – 1 Level of Stress among Nationalized bank Employees.**

	Mean	S.D.
<b>OCCUPATIONAL STRESS</b>	273.41	9.3748
Higher the Score Greater the Stress		

The result obtained shows the presence of significant stress among the employees of the bank understudy. (Table No. 1.) It is observed from the total of mean scores (Mean Score = 273.41) on the 12 sub-scales of Occupational Stress Index i.e. greater the mean scores greater the stress level of the employees understudy. Hence the null hypothesis i.e. there are no signs of presence of stress among employees of bank understudy on the various dimensions of Occupational Stress Index stands rejected and alternate hypothesis is established that there are observable signs of stress among employees of bank understudy on the various dimensions of Occupational Stress Index.

**Table –2 Descriptive Statistics**

Sr. No.	Sub Scales	Codes	Mean	S.D.
1	Role Overload	RO	2.86	.56
2	Role Ambiguity	RA	2.72	.71
3	Role Conflict	RC	2.82	.57
4	Unreasonable Group and Political Pressure	UGPP	2.91	.65
5	Responsibility for persons	RP	3.16	.61
6	Under-participation	UP	2.81	.65
7	Powerlessness	PL	2.98	.77
8	Poor-Peer Relations	PPR	3.17	.60
9	Intrinsic Impoverishment	II	2.75	.61
10	Low Status	LS	2.80	.70
11	Strenuous Working condition	SWC	2.94	.67
12	Unprofitability	UF	2.96	.85

To gain more insight into assessment of the level of stress with respect to the 12 dimensions of OSI individually, Mean Scores are observed and interpreted accordingly. Mean scores on the

various sub-scales of Occupational Stress Index are shown in Table No. 2 and the same is discussed in the following paragraphs:

- The mean scores on the factors such as Poor Peer Relations (PPR) (Mean Score = 3.17) and Responsibility of Persons (RP) (Mean Score = 3.15) are higher than other factors of OSI. It is concluded that employees are highly stressed on these two dimensions. It is further interpreted that stress level is high due to the poor interpersonal relationships with colleagues, colleague's lack of cooperation in solving administrative problems. Further to add is that managers are not able to take and dispose-off the responsibility of other junior employees, their future, the progress of the organization as a whole due to the phenomenon of less autonomy in their own jobs and less place of suggestion in problem solving and decision making, a high feeling of powerlessness exist, all these leads to increased amount of stress.
- Mean scores is observed low on the dimensions like Role Ambiguity (RA) (Mean Score = 2.71) and the Intrinsic Impoverishment (Mean Score = 2.75) which is interpreted by the researcher as employees in the bank are less stressed due to non-availability of clear information with respect to the different aspects of job, job role, poor planning of job, vague expectations by colleagues and subordinates. It is further added that though jobs/tasks are of humdrum type, there are very less opportunities available to employees to utilize their optimum potential , un-conducive environment to develop their aptitude and proficiency , less say in decision making and problem solving due to which they perform under stress. But these factors are secondary causes of stress.

The researcher has conducted an Inter Item Correlation, from the same an Inter-Correlation matrix, the following interpretations were obtained:

- The factor of Role Overload (RO) is having positive correlation with Role Conflict (RC) with a correlation of .23 which is significant at .05 probability level. This means that when the employees are overloaded with too much work, there would be no clarity of goals and targets. The factor of Poor Peer Relations (PPR) is having negative correlation with Role Overload with a correlation of -.33 which is significant at .01 levels. This means that when employees are overloaded with greater work than there are chances that they will not indulge in too many interpersonal interactions and relations thus having poor peer relations. The

factor of Under-participation (UP) is also having negative correlation with the Role Overload with a correlation of  $-.27$  which is significant at  $.05$  probability level. This means that due to role overload the employees will under-participate in certain tasks and will over-participate in others.

- The factor of Role ambiguity (RA) is having high positive correlation with Intrinsic Impoverishment (II) and Low Status (LS) with a correlation of  $.38$  and  $.35$  respectively which is significant at  $.01$  probability level. It is interpreted that the Role ambiguity persists due to monotonous nature of assignments, less opportunity to utilize abilities and experience independently, less opportunity to develop aptitude and proficiency etc. Due to role ambiguity also the employees are not getting due significance by higher authorities to their post as well as their work. It is also positively correlated with Role Conflict and Strenuous Working Conditions (SWC) with a correlation of  $.25$  and  $.28$  at  $.05$  probability level. It means that due to role ambiguity, the employee are not able to dispose-off the contradictory as well as vague instructions from higher officers, there is a greater interference of officials into the working conditions, not getting full facilities regarding new assignments. Role ambiguity also persists in the bank due to existence of tense circumstances in which work has to be done, the unsatisfactory working conditions from the point of view of welfare and convenience, work assignments being complicated and risky also.
- The factor of Role Conflict is having high positive correlation with Unreasonable Group and Political Pressure (UGPP) with a correlation of  $.39$  and  $.34$  which is significant at  $.01$  probability level. It is interpreted as the phenomenon of Role conflict exists due to the existence of difficulty on the part of employees to adjust with the undue political as well as group pressures and formal rules and instructions, various compulsions to perform unwillingly, maintenance of group conformity, violations of formal procedures and policies.
- The factor of Role Conflict is also having high positive correlation with Low Status (LS) with a correlation of  $.34$  which is significant at  $.01$  probability level. It is interpreted that sometimes due to contradictory instructions from higher authorities, unclear directions, insufficient facilities, all these leads to inability of employee to dispose-off each and every instruction in desired manner as a result of it, the employee neither receive respect from others nor enjoy due significance to the post as well as work from higher authorities.

- The factor of Responsibility of Persons (RP) is positively correlated with Unprofitability (UF) with a correlation of .28 which is significant at .01 probability level. It is concluded that employees due to absence of rewards and lack of motivation do not owe the responsibility of other persons, their future in the organization. The factor of Responsibility of Persons (RP) is also negatively correlated with Intrinsic Impoverishment (II) with a correlation of -.23 which is significant at .05 probability level. It is interpreted as the employees are not able to give due weight age to the responsibility of other persons, their future and ultimately the progress of the organization, due to the fact that their own jobs are less autonomous, more monotonous, less opportunities' to have greater use of their abilities, less existence of offering any suggestions in the problem solving.
- The factor of Under-participation (UP) is highly positively correlated with Powerlessness (PL) with a correlation of .31 at a significance of .01 probability level. It is interpreted that in the organization understudy the employees suggestions are less accepted, they have less participations in decision making, less chance of offering opinions in making appointments for important posts etc. Due to all these causes they usually under-participate. The factor of Under-participation (UP) is also positively correlated with Unprofitability (UF) with a correlation of .27 which is significant at .05 probability level. The results clearly explain that UP on the part of the worker will lead him to non-achievement of targets and goal thus a crucial cause of stress and failure.
- The factor of Powerlessness (PL) is having high positive correlation with Strenuous Working Conditions (SWC) with a correlation of .37 at a significance level of .01 probability level. Powerlessness is a state of helplessness which causes distress and a feeling of non-control over certain organizational issues. Powerlessness would further increase poor peer relations and there would be a sense of internal dissatisfaction (Intrinsic Impoverishment II) and due to a correlation among the above mentioned factors the working conditions would appear to be very strenuous (SWC).Our results in the inter-correlation matrix reflect the same.
- The factor of Intrinsic Impoverishment (II) is having a positive correlation of .293 and .283 with Strenuous Working Conditions (SWC) and Low Status (LS) respectively which is significant at .01 probability level. When assignments are of monotonous and complicated nature and where the work has to be done in unsatisfactory conditions, where there is a less opportunities' for developing their aptitude and proficiency, it is obvious that employees will

be under stress and accordingly their efficiency will suffer. The factor of Intrinsic Impoverishment (II) is also having a positive correlation of .29 with Low Status (LS) which is significant at .01 probability level. In an organization when job does not allow an incumbent to increase his social status, unquestionably, the stress level of an individual will increase, same is the case with the employees of the bank understudy.

- The factor of Low Status (LS) is positively correlated with Unprofitability (UF) with a correlation of .24 at .05 probability level. It is interpreted that when an employee does not receive respect from others, no due significance is given by higher authorities to the post as well as work of an employee due to all these factors it results in low degree of motivation on the part of an employee and ultimately his stress level increases.

**Conclusion:** From the findings it is often complete that stress exists within the workers of the bank understudy, specifically higher on the size of poor peer relations, strenuous operating conditions, quality and unprofitableness. It's more complete that the matter of stress is inevitable and inescapable within the banking sector. A majority of the staff face severe stress- connected ailments and lots of psychological issues. Hence, the management should take many initiatives in serving to their staff to beat its unfortunate result. The productivity of the men is that the most determining factor as way because the success of a corporation thinks about. The productivity successively relies on the sick person social well-being of the staff. In associate age of extremely dynamic and competitive world, man is exposed to any or all types of stressors which will have an effect on him on all realms of life. The growing importance of interventional ways is felt a lot of at structure level. This explicit analysis was meant to check the impact of activity stress on Nationalized Bank staff. Though bound limitations were met with the study, each effort has been created to form it a lot of comprehensive.

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