

Occupational Stress Among The Bank Employees In Pathanamthitta Dist, Kerala State :Implications On Occupational Stress Management.



Management

KEYWORDS : Occupational Stress , Bank employees.

Georgy Joseph

Phd Scholar, Bharathiar University, Coimbatore.

ABSTRACT

The present study focuses on the occupational stress of the bank employees . It investigated primarily, the relationship between the select demographic variables. 70 employees of Private and Public Banks in Pathanamthitta district in Kerala state. Out of which, 39 employees from private bank and remaining 31 from public bank . The study is primarily an empirical research using Quantitative methods. The first objective analyse the occupational stress among the sex of respondents among bank employees – both public and private sectors. Then it studies the occupational stress among both sectors. Third one studies the difference between the sex of men in both sectors. The fourth one about the sex of respondents of women in both sectors. Fifthly it analys the sex of respondents of men and women in private banks and finally it deals with public sector banks. The Personal data sheet, The Occupational Stress Index(OSI) are used for the study.

INTRODUCTION

“Work place” is the harmful physical and emotional responses that can happen when there is a conflict between job demands on the employee and the amount of control an employee has over meeting these demands. Stress in the workplace can have many origins or come from one single event. It can impact on both employees and employers alike.

‘Stress’ is a universal human experience. It is generally believed that in earlier periods the intensity of stress in Asian Families was low because of the traditional and authoritarian network of families. Recently, the influence of postmodern life style along with the socio-cultural changes has paved the way for stress related issues in every aspect of family and social life. Family as the basic unit of society, particularly, the women in families bear the negative effect of stress.

STRESS: CONCEPTS AND ITS REVIEW

Recent Asian studies on stress and coping have a tendency to go along Western lines. A comprehensive account of research on stress in Indian perspective is seen in the works of Pestonjee (1985, 1992, 1999). Prabhu (1990) and sharma (1988). These studies reveal the major thrusts of Asian Studies. One is to replicate Western findings in Asian Context, for which most of them use Western constructs and tools with a few local adaptations. The other is to identify the indigenous patterns of stress and coping as culture-specific manifestations for which many of the studies use locally developed tools (Lam and Palsane, 1997).

The word stress comes from a Latin term ‘strictus’ which mean to be drawn tight (Minirth et al, 1992, 182) Hans Selye introduced the stress concept in life science in 1936. The use of the term ‘stress’ has been traced out by Dohrenwend and Dohrenwend (1970, 377) to the pioneering experiments of Cannon (1929) on the effects of pain, hunger and emotions on bodily changes, as Selye himself had done.

Research on psychology of stress originated in the works Walter Cannon in the first half of the twentieth century. Cannon (Cannon, 1932) influenced by Hans Selye, began programme of animal experimentation in to psychological effect of harmful stimuli and other environmental stressors. This was started from the early 1930s and continued until his death in 1982. (Selye, 1956, 1976). Pestonjee (1984) identified three important sectors of life in which stress originated. These are (i) job stress and organization (work environment), (ii) social sector (social / cultural context of one’s life), and (iii) Intrapyschic sector which includes those which are intimate, personal, and specific to the individual (eg. Temperament, values abilities and health).

OCCUPATIONAL STRESS

Occupational stress can be defined as the physiological and emotional responses that occur when workers perceive an imbalance between their work demands and their capability or resources to meet these demands. Importantly, stress responses occur when the imbalance is such that the worker perceives they are not coping in situations where it is important to them that they cope. Occupational stress is not a disease. Workers response to stressors may be positive or negative depending on the type of demands placed on them, the amount of control they have over the situation, the amount of support they receive and the individual responses of the person. In the vast majority of instances people adjust to stressors and are able to continue to perform their normal work duties.

In order to understand the workplace health and safety requirements for occupational stress and obligations under the law must consider and understand relevant legislation and codes of practice.

POSSIBLE HEALTH OUTCOMES OF STRESS

Stress can have an impact on overall health. In some instances when imbalance between demands and resources is too great, the prolonged activation of the stress response can lead to illness. Common health outcomes linked to stress include cardiovascular disease, musculoskeletal disorders and mental illness. Irregular sleeping hours, frequent encounters with tragedy, stress and the overall mental demands of the job puts continuous physical and mental strain. Occupational stress results from continuous negative harmful stress or distress. The more obvious forms of occupational stress are severe stress reactions from exposure to trauma at work. This is referred to as critical incident stress.

METHODOLOGY

This study deals with occupational stress among the private and public

Bank employers in pathanamthitta Dist. Among them 70 samples are selected. Analysis of sex, sector of banks and its stress are studied in this project. Random sampling method is used.

TOOLS FOR THE STATISICAL STUDY

The Personal data sheet, The Occupational Stress Index(OSI) developed by Joseph and Dharmangadan (1986) are used for the study.

OBJECTIVES OF THE STUDY

The first objective analyse the occupational stress among the sex of respondents among bank employees – both public and private sectors. Then it studies the occupational stress among both

sectors. Third one studies the difference between the sex of men in both sectors. The fourth one about the sex of respondents of women in both sectors. Fifthly it analyses the sex of respondents of men and women in private banks and finally it deals with public sector banks.

DATA ANALYSIS & INTERPRETATION

1. Analysis of sex of respondents of private and public banks and their occupational stress inventory using student T-Test.

Paired difference							
Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference		t	df	Sig(2-tailed)
			Lower	Upper			
-250.5857	17.26141	2.06313	-254.7016	-246.4699	-121.459	69	.000

The above T-Test testifies the highly significant differences between men and women working in banks. The 'T' value (-121.459) shows that the difference between men and women lies .01 level. Further the mean value of men (252.2045) is above that of women (251.54) which shows that men working in banks are more stress in women are. Though the mean value difference is not as significant as found, it can be positive that the sample size of men (44) and women (26) can be termed to be a cause. So it is proved that the null hypothesis is not tenable.

2. Analysis of both private and public banks and their occupational stress inventory using student T-test

PRIVATE BANK

Paired difference							
Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference		t	df	Sig(2-tailed)
			Lower	Upper			
-250.6667	17.96830	2.87723	-256.4913	-244.8420	-87.121	38	.000

The above T-Test testifies the highly significant differences between men and women working in private banks. The 'T' value (-87.121) shows that the difference between men and women lies .01 level. Further the mean value of men (250.2308) is below that of women (255.5385) which shows that women working in private banks are more stress in men are. Though the mean value difference is not as significant as found, it can be positive that the sample size of men (26) and women (13) can be termed to be a cause. Then the null hypothesis is not tenable.

PUBLIC BANKS

Paired difference							
Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference		t	df	Sig(2-tailed)
			Lower	Upper			
-250.4839	16.62302	2.98558	-256.5812	-244.3865	-83.898	30	.000

The above T-Test testifies the highly significant differences between men and women working in public banks. The 'T' value (-83.898) shows that the difference between men and women lies .01 level. Further the mean value of men (255.0556) is above that of women (247.5385) which shows that men working in public banks are more stress in women are. Though the mean value difference is not as significant as found, it can be positive that the sample size of men (18) and women (13) can be termed to be a cause. The study declares the null hypothesis is not tenable.

3. Analysis of sex of respondent's of men in both private and public banks and their occupational stress inventory using student T-test

Analysis and Results

Paired difference							
Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference		t	df	Sig(2-tailed)
			Lower	Upper			
-250.7955	18.50026	2.78902	-256.4200	-245.1709	-89.922	43	.000

Above T-Test testifies the highly significant differences between men working in both private and public banks. The 'T' value (-89.922) shows that the difference between men in both private and public banks lies .01 level. Further the mean value of men in private bank (250.2308) is below that of men (251.54) which shows that men working in banks are more stress in women are. Though the mean value difference is not as significant as found, it can be positive that the sample size of men (44) and women (26) can be termed to be a cause. The null hypothesis is not tenable.

4. Analysis of sex of respondent's of women in private and public banks and their occupational stress inventory using student T-test.

Analysis and Results

Paired difference							
Mean	Std. Deviation	Std. Error Mean	95% Confidence Interval of the Difference		t	df	Sig(2-tailed)
			Lower	Upper			
-250.0385	15.25118	2.99100	-256.1985	-243.8784	-83.597	25	.000

The above T-Test testifies the highly significant differences between men and women working in banks. The 'T' value (-121.459) shows that the difference between men and women lies .01 level. Further the mean value of men (252.2045) is above that of women (251.54) which shows that men working in banks are more stress in women are. Though the mean value difference is not as significant as found, it can be positive that the sample size of men (44) and women (26) can be termed to be a cause. The null hypothesis is not tenable.

5. Analysis of sex of respondent's of men and women in private banks and their occupational stress inventory using student T-test

Analysis and Results

Paired difference							
Mean	Std. De- viation	Std. Error Mean	95% Confidence Interval of the Dif- ference		t	df	Sig(2- tailed)
			Lower	Upper			
-250.6667	17.9683	2.87723	-256.4913	-244.8420	-87.121	38	.000

The above T-Test testifies the highly significant differences between men and women working in banks. The 'T' value (-121.459) shows that the difference between men and women lies .01 level. Further the mean value of men (252.2045) is above that of women (251.54) which shows that men working in banks are more stress in women are. Though the mean value difference is not as significant as found, it can be positive that the sample size of men (44) and women (26) can be termed to be a cause. The null hypothesis is not tenable.

6. Analysis of sex of respondent's of men and women in public banks and their occupational stress inventory using student T-test

Analysis and Results

Paired difference							
Mean	Std. Devia- tion	Std. Error Mean	95% Confidence Interval of the Difference		t	df	Sig(2- tailed)
			Lower	Upper			
-250.4839	16.62302	2.98558	-256.5812	-244.3865	-83.898	30	.000

The above T-Test testifies the highly significant differences between men and women working in public banks. The 'T' value (-83.898) shows that the difference between men and women lies .01 level. Further the mean value of men (255.0556) is above that of women (247.5385) which shows that men working in public banks are more stress in women are. Though the mean value difference is not as significant as found, it can be positive that the sample size of men (18) and women (13) can be termed to be a cause. So it is proved that the null hypothesis is not tenable.

MAJOR FINDINGS

There is significant difference in the level of occupational stress between men and women working in private and public banks, which shows that men working in banks are more stress in women are.

In private banks there is significant difference in level of occupational stress between men and women, which shows that women working in banks are more stress in men are.

In public bank there is significant difference in the level of occupational stress between men and women, which shows that men working in public banks are more stress in women are.

There is significant difference in the level of occupational stress between men working in private and public bank, which shows that men working in public banks are more stress in men working in private.

There is significant difference in the level of occupational stress between private and public bank employees, which shows that women working in private banks are more stress in working in public.

Implications and management

1. Physical problems and health problems like heart diseases, ulcers, arthritis, increased frequency of drinking and smoking, cardiovascular, gastrointestinal, endocrine and other stress related disorders. 2. Psychological and behavioral problems: psychological problems like change of mood, inferiority complex, widespread resentment, reduced aspirations and self esteem, reduced motivation and job skills. 3. Organizational: job satisfaction, behavioral problems, production turn over, increased absenteeism, increased accidents, lower productivity.

Stress Management Strategies

Take adequate steps to redesign jobs, which are taxing to employee's abilities and capacities. To reduce the workload role slimming and role adjustment process should be resorted to. Encourage the cross-functional and interdepartmental work arrangements to reduce work related stress among low performers and low achievers. Facilitate role enlargement, role linkage and role isolation, self-role distance and role erosion. Adequate role clarification to be made whenever necessary to eliminate role ambiguity. Introduce more job oriented training programs, which improve employee's skill and their confidence to work effectively. Do concentrate on career planning to manage role stagnation. Encourage open channel of communication to deal work related stress. Let the employee clear about hard work related reward and smart work related reward. Adequate resources i.e. material, technical and human should be extended to make employee feel safe and secure to perform their work effectively.

CONCLUSION

The productivity of the work force is the most decisive factor as the success of an organization is concerned. The productivity in turn is dependent on the psychological well being of the employees. In an age of highly dynamic and competitive world, man is exposed to all kinds of stressors that can affect him on all realms of life. The growing importance of interventional strategies is felt more at organizational level. This particular research was intended to study the impact of occupational stress on private and public bank employees. Although certain limitations were met with the study, every effort has been made to make it much comprehensive. The author expects to draw attention from policy makers and men of eminence in the related fields to resume further research.

REFERENCE

1. Albert, Pepitone, (1967), Self, Social Environment and Stress, New York: Appleton Century Crofts | 2. Antony, John, (2003), Psychotherapies in Counseling, Dindigul: Anugraha Publications. | 3. Boss, P.G. (1987), Family Stress, New York: Plenum. | 4. Butler, Robert B & Lewis, Myrna I (1973). Aging and Mental Health, St. Louis: C.V Mosby Campus. | 5. D, Sinha, (1954), Psychological Study of Catastrophes, Patna University 6. | 6. Dunbar, (1954) .Emotions and Bodily Changes, New York: Columbia University Press. | 7. Erickson, Eric, (1959), Identity and the Life Cycle, New York: international University press. | 8. Kemp, Charles F. (1985), The caring Pastor, Nashville: Abingdon Press. | 9. Kothari, C.R. (2006). Research Methodology: Methods and Techniques, New Delhi: New age International Pub. | 10. Lam, DJ & Palsane, MN. (1997). Research on stress and coping. Contemporary Asian Approaches, New Delhi: Sage Publications. | 11. Lam, palsane, (1997), Research on stress and coping. Contemporary Asian Approaches, New Delhi: Sage Publications. | 12. Maslow, A.H. (1976). The father reaches of human nature, New York: Pengina Books Ltd, Jim Mc Martin. Personality psychology: A student centered approach (New Delhi: sage publication 1995.) | 13. Mason, J.W. (1975), A Historical View of Stress Field, Journal of Human Stress. | 14. Mathew, M. J. (1993), Organization Theory and Behavior, Jaiur: RBS Pub.) | 15. Meyer, Robert. C & Newell, William T. (1969). Simulation in Business and Economics, Englewood Cliffs, NJ: Prentice Hall, inc. | 16. Mosak, Harold H. (1919). Alderian psychotherapy in current psycho theories, edited by Raymond I cousins, Illinois: F.E. Pealok publishers. | 17. Patil, G.D, Patil, M.D & Kumar, D.S. (1991). The impact on life satisfaction of the elderly women In Quality of life Edited by I J Pradesh, Varanasi: Association of Gerontology . | 18. Pestonjee, D.M. (1999). Stress and Coping: The Indian Experience, New Delhi: Sage Pub. | 19. Selye, H. (1992) Stress in Health in Disease, Reading, MA: Butterworth 38. Sutherland and Cooper, 61. | 20. Sharf, Richards, (2004), Theories of Psychotherapy and counseling, California, Thomson brooks/ Cole, | 21. Shultz, Dunae P, Ellenshutz & Sidnay, (2000). Theories of personality; Belmont: wards worth. | 22. Sousa, L. & Lyubomirsky, S. (2001). Life satisfaction. In J. Worell (Ed.), Encyclopedia of women and gender: Sex similarities and differences and the impact of society on gender, (Vol. 2, pp. 667-676). San Diego, CA: | 23. St. John of Kronstadt, (1994), Counsels on the Christian Priesthood, Crestwood, NY: St. Vladimir's Seminary Press. |