



ORIGINAL RESEARCH PAPER

Management

OCCURRENCE OF MUSCULOSKELETAL DISCOMFORT IN BANK EMPLOYEES AND IT'S PREVENTION

KEY WORDS:

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Introduction

The advancement in the field of technology has incorporated a drastic change in the conventional pattern of work and revolutionized our way of working. Banking sector is one of them where these technologies play a vital role for the economy of our nation. In modern era banking sector is becoming a lifeline for its people. It is a financial institution that accepts deposits from the public and creates loans. All the needs and expectations of the people are fulfilled only by bank employees who work for more than 8 hours in static position and perform repetitive task in front of computers for completion of their work on time. Millions of employees are doing their jobs in banking sectors. Their involvement and commitment was not to be forgotten during the period of demonetization which was initiated by Mr. Narendra Modi, the Prime minister of India. Due to the high work load and continuous work for prolonged hours, bankers are mentally as well as physically very tired, which directly affects their health and body. Musculoskeletal discomfort is very severe health problem among bank employees. It includes symptoms like pain in neck, back, shoulder or in various body parts, numbness and stiffness in muscles, ligaments and joints. If not considered seriously it leads to serious health hazards such as cumulative trauma disorder, slip discs, myalgia, tendonitis and epicondilitis.

Musculoskeletal discomfort at workplace and its effects on health

- MSDs are non traumatic injuries to the back, trunk, upper extremities and lower extremities.
- They may be caused or aggravated by various hazards or risk factors in the workplace. Workplace is a set of area where a particular work is carried out.
- If there is any mismatch between work, worker and work environment, it will affect the physical and mental health of the employees and leads to severe occupational health related hazards like MSDs and work related stress among employees.
- Poorly designed workplace leads to fatigue, frustration and end with painful and costly injury, which reduces the work efficiency of the worker as well reduce the productivity of an organization.

The musculoskeletal system includes

- Muscles, tendons
- Nerves Blood Vessels
- Joints/Spinal Discs and Ligaments

Symptoms of MSDs

- Pain with/without movement
- Swelling, tenderness and stiffness
- Tingling and or numbness in nerve-related injuries or disorders

Cause of MSDs

- Repetition in work or same movements of body parts
- Fixed or awkward posture

Cause of musculoskeletal discomfort among bank employees

Bank employees are highly at risk of MSDs. Static and poor working posture for prolonged hours in front of computers at

work are the main cause for musculoskeletal related discomfort among bank employees.

- Unawareness regarding posture and work in awkward position, forwarded neck and trunk posture leads to MSDs.
- Awkward keyboard and mouse posture for long period of time leads to MSDs among bank employees.
- Poorly designed equipments or tools also cause for MSDs among employees.

Preventive measures to be adopted

To avoid musculoskeletal related problems among the bankers it is necessary to adopt certain preventive measures while performing any activity in front of computer. Following suggestion can be taken care of to minimize these problems.

1. Fixed posture can be avoided

- Limit the duration in the posture.
- Take regular breaks for stretching of working muscles.
- Relaxed sit up exercise can be performed in between the task.
- Upright posture, shoulder relaxes and chin in while working on computer
- Avoid bend or reclined posture during work

2. Information and training for bank employees

- Provide information to the employees on the risk of prolonged sitting, awkward postures and lack of recovery and how to prevent these risks.
- Ergonomically designed workstation (adjustable featured furniture, well designed computer accessories and proper lighting) should be provided to the bank employees to enhance their comfort level while performing a task, so work can be done effectively on time.
- Organize on the -job training sessions to teach employees the proper working postures to perform the computer task.
- Provide booklet or folders on good working posture with pictures that describe/ show the best and most appropriate ergonomic way to perform a task.

Conclusion

It is concluded that musculoskeletal problem is very severe among bankers due to high workload and work pressure in banks. They are highly pressurized to work for more than 8 hours to fulfill the demands of their job. Because of their busy schedule they neglect their health and are unaware related to their work position which they carried for the whole day at workplace. Static work, awkward work postures and poor workstation designs leads to musculoskeletal disorders among them. Neck, back and shoulder pain have been found to be more prominent among bank employees. Creating awareness and imparting knowledge considerations related to ergonomics among office/bank employees, use of ergonomically designed workstation, physical exercise and short breaks between the tasks are the measures to be used to minimize the musculoskeletal related problems in bank employees. It will enhance the efficiency and performance of the worker and at the same time will increase the productivity of organization and minimize absenteeism.