

Work-Related Stress in the Banking Sector of Rajasthan

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Abstract

Work-related stress is a pervasive factor that exists not only in every individual but in every organization regardless of its size - especially bankers, who are under a lot of work pressure due to the nature of their work. Stress in the workplace has been found to reduce employee performance and productivity. Furthermore, stress is a major cause of several health-related problems like anxiety, depression, and migraines. This study aims to find out the factors that impact the work-life stress level of the banking sector employees in Jaipur. There is work pressure during the uncertain times of the corona-virus pandemic. The questionnaire was prepared to collect the data from various banks in Jaipur. The sample size is 100 employees. The study finds that the major stress-inducing factors at banks include: Role ambiguity, underutilization of skills, and work overload. Work overload was found to have a major impact on employee performance, especially in the age of covid-19.

Key words: Work Stress, work life balance, bank employees

Introduction

Banking employees are those who work under the pressure of leadership, with strict discipline, so that employees have no chance to relax at work. On the other hand, in the process of providing services to customers, the work pressure is high, and some requests from employees, such as increased customer service, zero error in work, etc. Employees, especially tellers, cashiers, and relationship executive needs extra hours to complete their work because each customer has different

requirements that banking employees have to fulfill.

A severe physical and emotional response occurs when the desire to work is not commensurate with the attributes, skills, and needs of the worker (**Konstantinos and Christina, 2008**).

Work-related stress can be defined as emotional, psychological and, behavioral responses to disgusting and scary situations (**Joseph, 2013**).

Stress affects mental health, performance, personal life and relations with close ones (**Raja and Vijayakumar, 2017**).

REVIEW OF LITERATURE:

Malik Nadeem, (2011) has examined that, In the 1990s, India achieved a fundamental strategic change in terms of monetary endgame and sexual structural changes, ready to adapt to new financial demands. The new employee is ready, especially the department should use the employee's work model widely and change the individual's work model in the way of work, and to appear in the relationship of the personal computer. Significant social support, which can trigger occupational stress.

A.Sharmila and J.Poornima, (2012) has stated that, bank employees are stressed for personal and professional reasons, a work-life imbalance is the main reason behind work stress, the stress in banking comes from work stress and work-life inconsistency balance.

In Mohd Abbas Bhatt's (2013) has revealed that, method of measuring work stress, work-life balance is regarded as one of the serious problems faced by bank employees. These findings suggest that human resources in banks may overhaul strategies related to work-life balance, which is seen as a significant stressor leading to turnover.

Niharika and Kiran, (2014) has examined that, in an article titled "Occupational Stress of Bank Employees" published in Academic Research Europe, the occupational stress of private and state-

owned bank employees in Lucknow City was investigated. The survey results show that the occupational pressure of private banking employees is higher than that of state-owned bank employees.

Dhankar. S, (2015) has revealed that, long working hours, role conflict and political stress were factors contributing to high levels of occupational stress. Occupational stress was found in private and public bank employees.

Dr. Vasanta. S, Suresh Kumar. S, (2016) has revealed that, reducing work stress can help in improving work-life balance and increase employee engagement. Work-related stress is a major factor affecting work-life balance, leading to high productivity, low absenteeism, low labor turnover, reduced health problems, and more.

Aditya Sharma, Renny Thomas (2017) has examined that, work stress has become a constant and common problem in every organization. Employees cannot function at work without facing job stress. It is clear that the stress on India's banking system is not being addressed and thus India's banking sector is at a crossroads. Players who face difficulties and address digital developments can scale world-class businesses.

RESEARCH METHODOLOGY

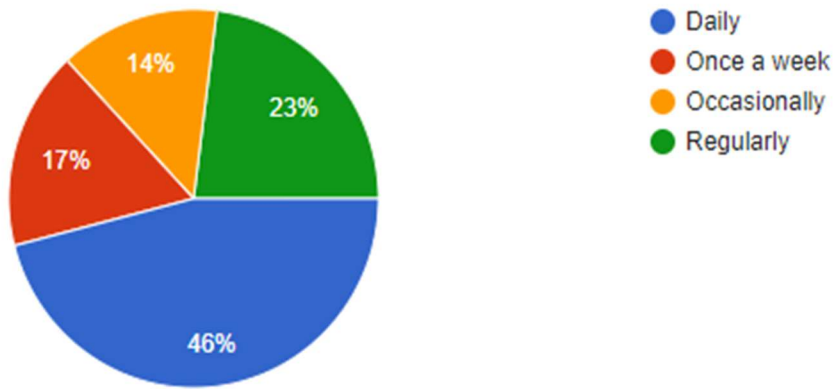
The research is explorative research and the sample size is 100 employees working in banks in Rajasthan.

Data collection & Data Analysis:

Work Pressure in banking sector

How often do you feel burdened by the work?

100 responses

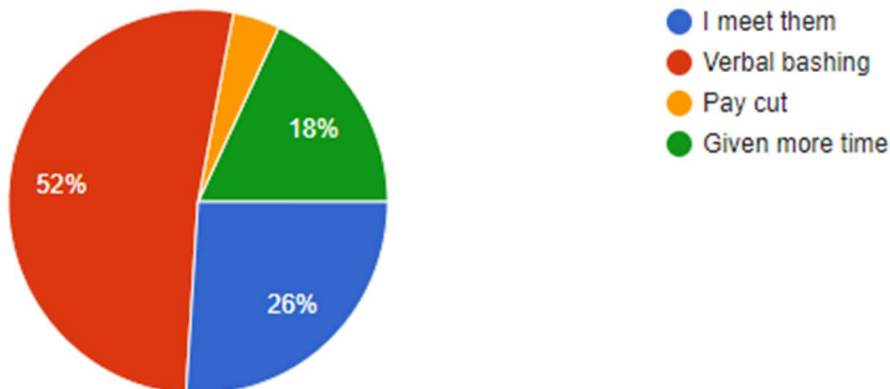


Interpretations:

Almost 46% of employees responded that they daily feel burdened by the work at the bank. Whereas 23% of employees agreed that they regularly feel burdened by the work and 17% of employees feel that they once a week feel burdened by the work at the bank.

What happens when you fail to meet deadlines?

100 responses



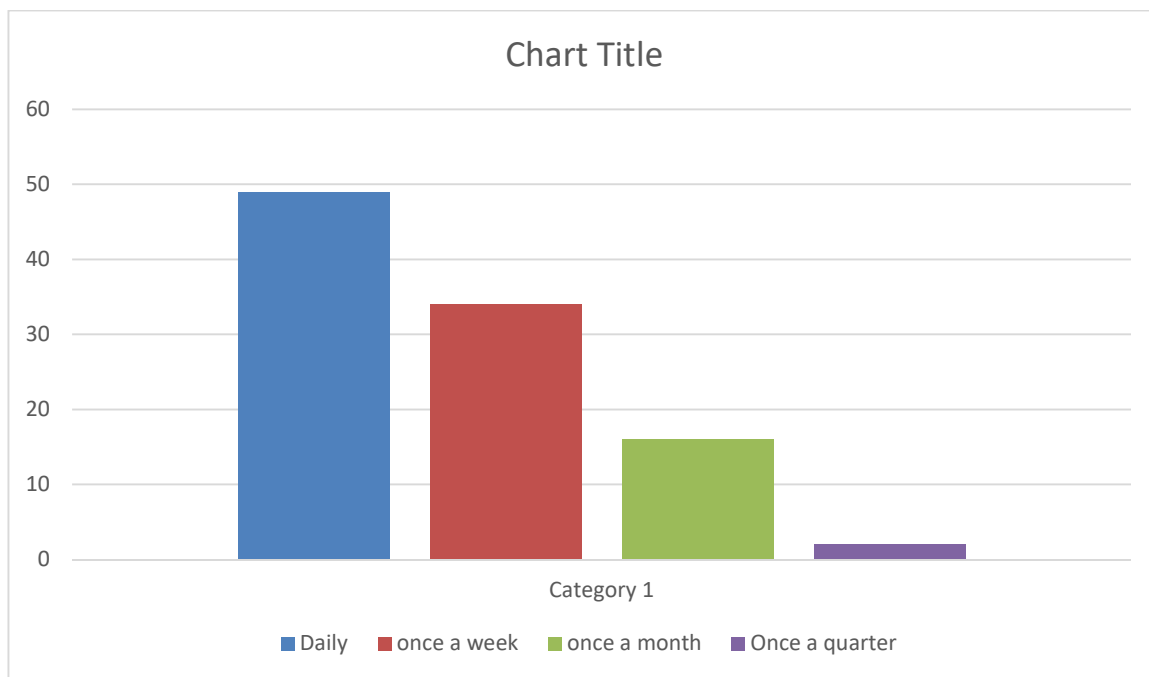
Interpretations:

More than half of the respondents feel to meet deadlines and are abused by their managers, which indicates how much pressure they bear in the banking sector.

Work life balance of banking employees

How often do you end up working overtime?

100 responses

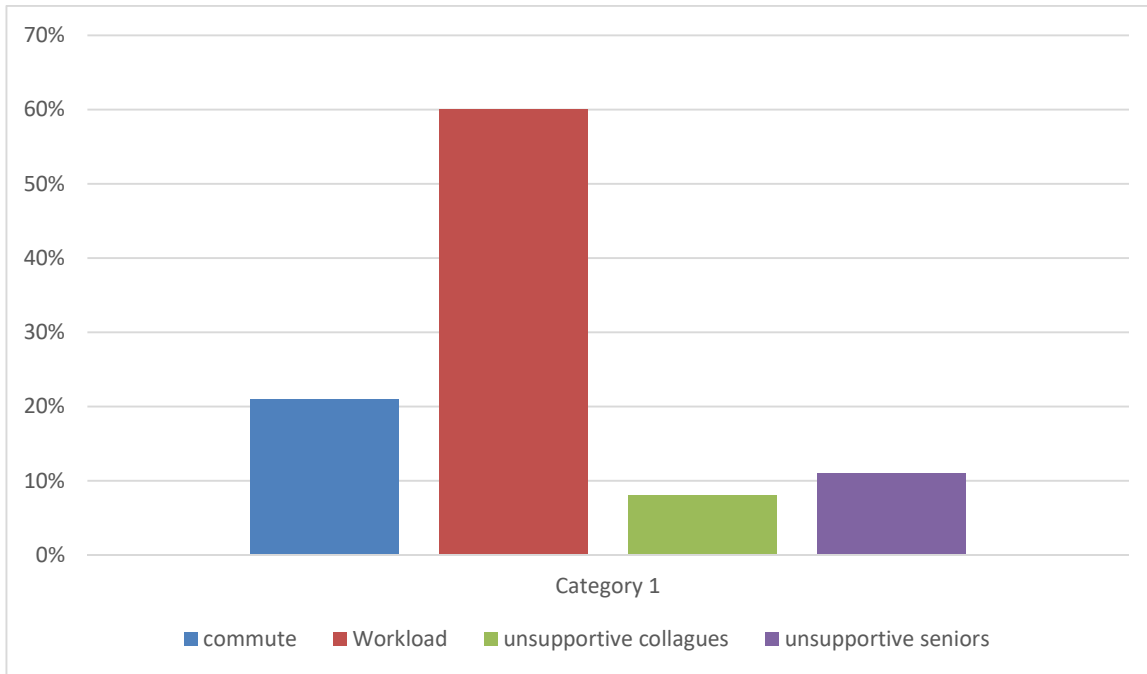


Interpretations:

Almost half of the respondents work beyond normal working hours on daily basis. This seems that the employees are more burdened so that they doesn't complete their target so they have to sit late and fulfill their daily target.

The biggest problem you face when going to office?

100 responses



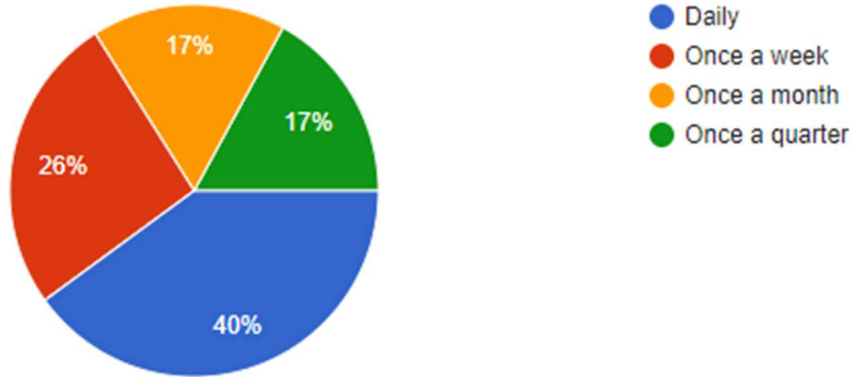
Interpretations:

More than half of the respondents feel biggest problem of work load. However, 11% employees face problem of unsupportive seniors. Therefore managers must be aware of their employee’s problem what they feel and face in the bank.

Organizational Culture of banking employees

How often do you argue while working?

100 responses

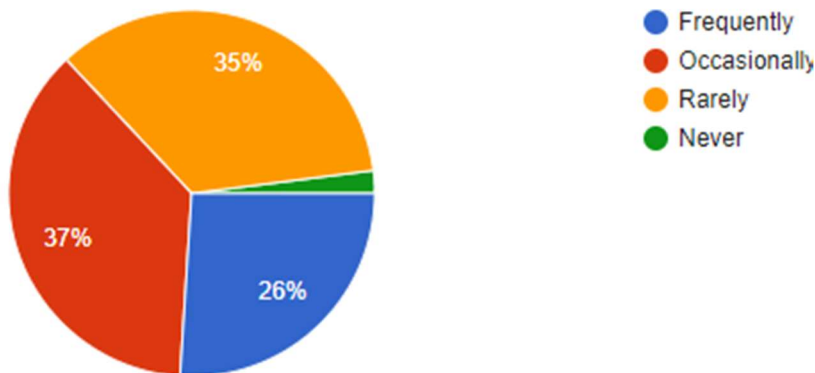


Interpretations:

40% of the employees argue daily while working, they feel so much pressure on their heads and they are not able to resolve each single issue of walking customer moreover they have to full their DRR also.

Is your work appreciated by senior management?

100 responses



Interpretations:

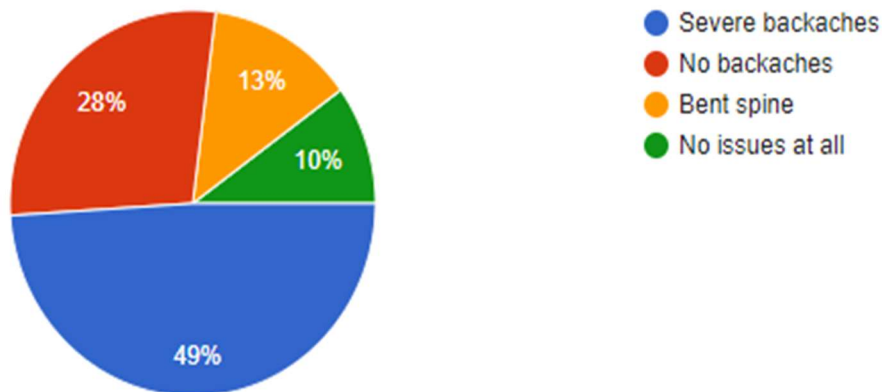
37% employees believes that occasionally their work is appreciated by senior management, when

they complete their DRR or when they have taken initiative in drives only then those employees feels appreciated at workplace.

Health related issues faced by banking employees

How would you describe the condition of your back?

100 responses

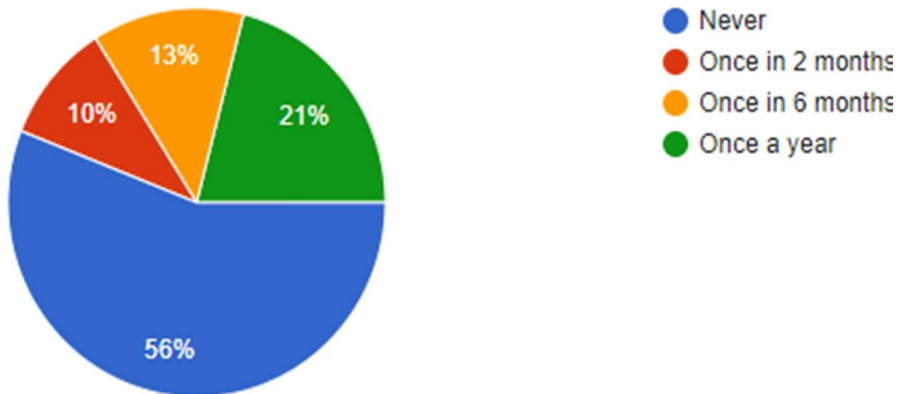


Interpretations:

49% employees feels severe backaches while sitting at one place, whereas 13% employee's fees bent spine. Apart from these some health related issues are here which are faced by banking employees like: - Eyes burning, cervical, obesity, swollen foot etc.

Do you get your regular health checkup done?

100 responses



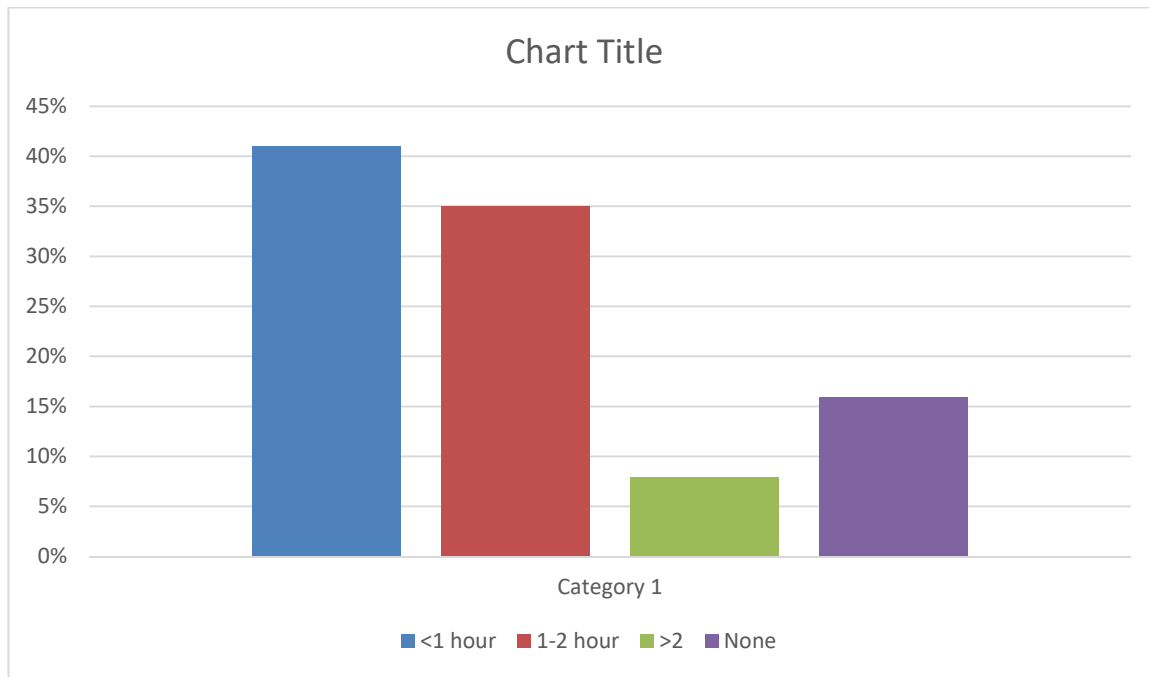
Interpretations:

More than 50% of employees don't get their health checked up because of the time issue for their personal chores they neglect their health for resolving this issue banks must conduct health checkup camps on regular basis.

Stress reducing activity for banking employees

How many hours you spend in nature every day?

100 responses

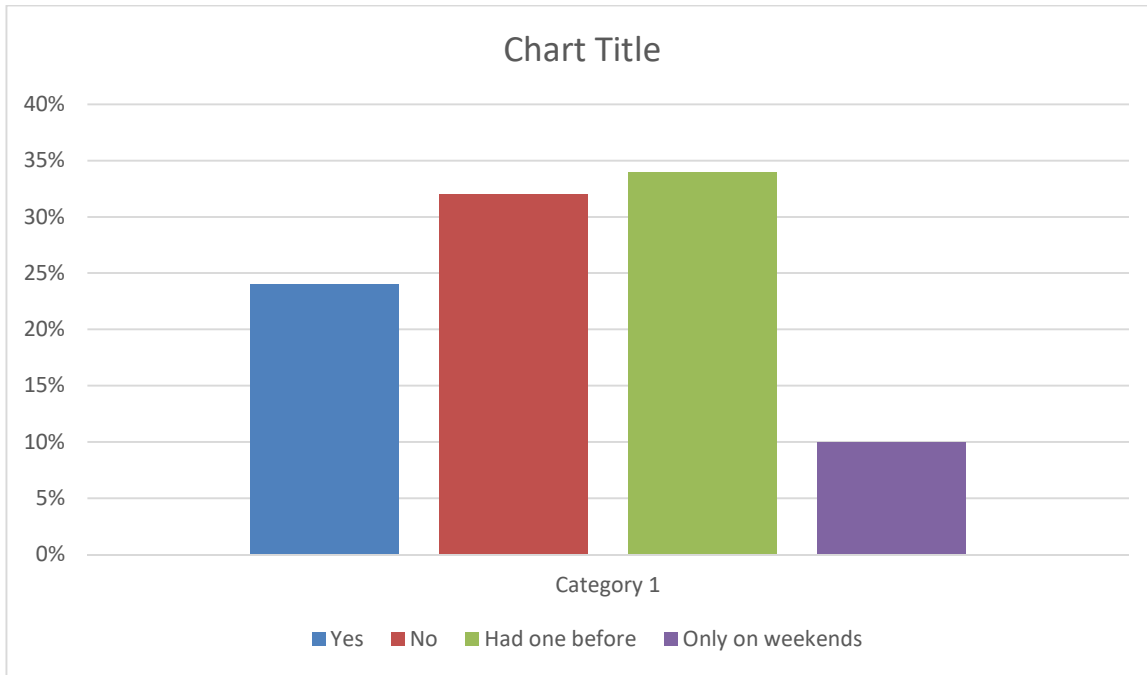


Interpretations:

41% of employees spend <1 time in nature every day and 35% employees are those who spend none of the time in nature because of their beyond normal working hours and for completing the target pressure they have to sit at office and complete it.

Do you follow any hobby outside of work?

100 responses



Interpretations:

34% employees feels that before joining the bank they used to follow their hobby and 32% employees feels that they are not able to follow their hobby out of work, because they come back home late even they are not able to spend good quality time with their families.

FINDINGS

1. 46% of employees feel burdened by the work, they feel exhausted while working in the banking sector.
2. 47% of employees are those who suffer a lot like depression, anxiety, stress, etc. but they feel scared to consult a therapist or they feel ashamed to discuss their problem with the therapist.
3. Almost 50% of employees are those who suffer backaches during working hours because they do not have extra time to go outside for a break or to relax.
4. The majority of employees have some hereditary issues like high blood pressure, sugar, obesity, eye irritation, etc.

5. More than 50% of employees are not aware of their health, they do not go for a regular health checkup, because they are not aware that what they are going through until or unless their condition becomes worst.
6. 37% of employees are those who feel anxious while working they feel confusion, brain fog, fear, sweating on their hands, etc.
7. 40% of employees are those who intake pain killers to reduce their pain regularly, they suffer headaches, cervical pain, backaches, legs ache, etc.
8. The majority of employees spend more than 8 hours in the bank because of their target pressure they are under burden until or unless they fulfill their target, and they are not allowed to leave.

CONCLUSION:

The workplace is the main source of stress. The changes that have taken place since the productive restructuring process, it has changed the way the bank workers live and their soundness due to increased stress and tension in the banking environment. Workers are now seen as the most important resource.

The current research aimed to examine the impact of work stress on the work-life balance of banking employees. The results showed that work stress, and anxiety, had a significant impact on their work-life balance.

With the entry of private and public sector banks are forced to come up with new concepts and revise their current arrangements and product line-ups. This forces, employees of private banks to work outside of office hours. Therefore, the stress level of private banking employees is standard. As a result, employees of both private and public banks face job pressures in the bank, and the researchers' job is to investigate in depth to differentiate the key achievement factors in the banking industry, regarding the pressure of employees to survive in the fierce competition.

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