



# A Study on Stress among Employees in Banking Industry

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## Abstract:

*Stress has nowadays become a worldwide crisis, which is affecting the people working in almost every sector of the economy. It not only affects physical and mental health of employees, but also reduces the competitiveness and productivity of the organization. Banking Industry is one of the most stressful sectors. This study was done to know the level of stress exists among the employees of Banking Sector and to figure out the possible reasons of stress. The findings of this study may help the management to formulate stress coping strategies through which they can increase the morale, efficiency and well being of the employees.*

**Keywords:** *Banking Industry, Efficiency, Employees, Stress, Symptoms of Stress*

## 1. Introduction

Banking is the one of the vital pillars of Indian economy. It caters to the financial needs of all the sections of the country. It also provides the Government a perfect platform to roll out the Social benefit schemes for the citizens. A major portion of the Banking Industry in India is owned and run by the Government, which mainly includes Public Sector Banks (PSBs) and Regional Rural Banks (RRBs). In the last few years, due to various factors such as increasing workload, change in technology, Government policies, competitive challenges etc, the level of stress among the employees has increased very rapidly. Stress costs the organization with low morale, poor motivation, high absenteeism, conflicts, low productivity and low efficiency. This study was done on the employees of the banking industry working in Government sector in the National Capital Region (NCR) of India, which includes Delhi and some districts of Haryana, Uttar Pradesh and Rajasthan. Stress can affect all aspects of an individual's life, including his emotions, behavior, thinking ability, and physical health. Symptoms of stress can be emotional, physical, cognitive and behavioral.

### (a) Emotional symptoms

These symptoms are the results of the impact of stress on the emotions of a person. These include agitation, frustration, loneliness, feeling worthless, feeling isolated depression etc.

### (b) Physical symptoms

These symptoms are the response of our body to the stress. These are mainly physical health related issues such as headaches, insomnia, digestive disorder, back pain, neck pain, frequent infection, high blood pressure, hair problems etc.

### (c) Cognitive symptoms

These symptoms are related to the cognition of an individual, such as memory problem, inability to concentrate, poor judgment, worrying, negative thoughts etc.

### (d) Behavioral symptoms

Change in behavior of an individual comes under this category. These symptoms include loss of appetite, overeating, alcoholism, smoking, sleeping disorder, nervousness etc.

High workloads, excessive working hours, lack of support from the management, lack of authority, shortage of staff, shortage of resources, aggressive management style, insufficient motivation, organizational culture and policy are some of the major reasons of the stress found in the employees in the banking sector.

## 2. Scope of Study

This study helps to know about the exiting symptoms of stress in the employee and the factors causing job stress and explains how the job stress factors affecting the performance of the employees. This study has made an attempt to bring out the stress coping strategies should be followed by the employees and the employers to overcome stress and to improve performance.

## 3. Research objectives

- To find out the level of stress among the employees
- To find out the symptoms of stress present in the employees
- To identify the factors responsible for stress
- To study the impact of stress on employees
- To provide suggestions for Stress Management

## 4. Research Methodology

The Study is based on Non-Probability Sampling such as convenience sampling and snow ball sampling.

The primary data was collected about 200 samples from different Public Sector Banks and Regional Rural Banks fall under the National Capital Region of India. Questionnaire, Google Forms, Interview and Discussion were used for data collection.

The secondary data was collected from magazines, journals, websites and reports.

The distribution of the respondents based on Type of Bank, Age Group, Gender and Experience is given below.

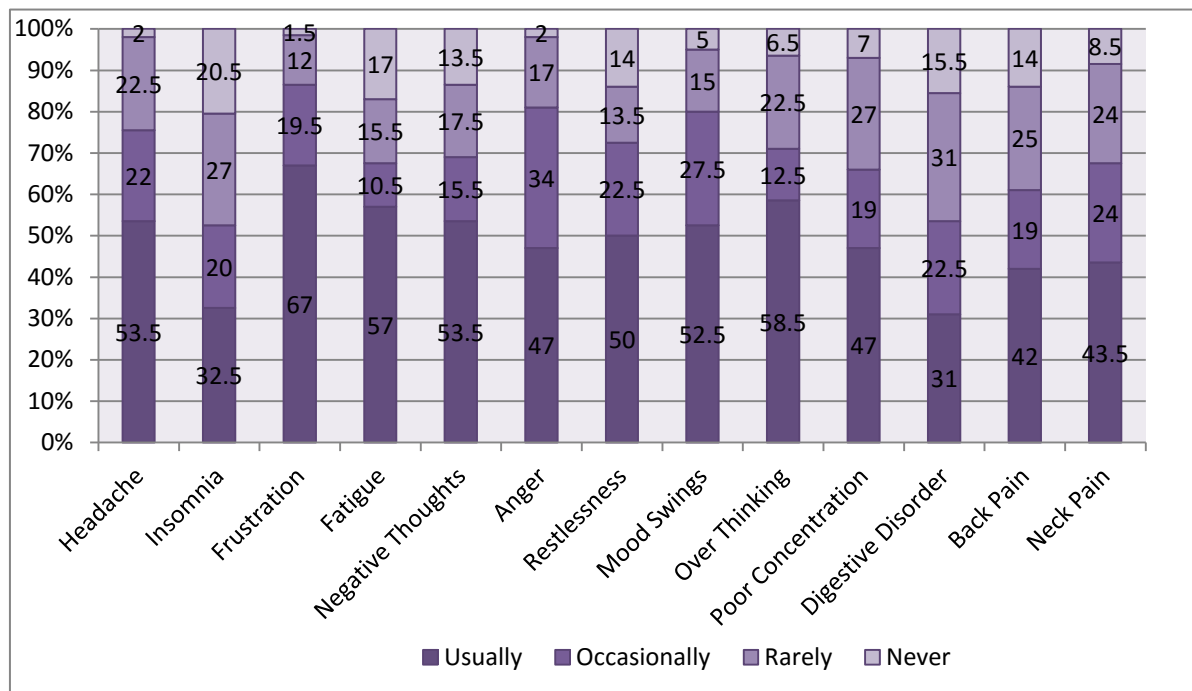
**Table 1: The distribution of the respondents based on Type of Bank, Age Group, Gender and Experience**

Type of Bank	No of Respondents	Age Group (years)	No of Respondents	Gender	No. of Respondents	Experience (years)	No of Respondent
PSB	150	20-30	43	Male	130	01-10	65
RRB	50	31-40	66	Female	70	11-20	53
		41-50	45			21-30	58
		51-60	46			Above 30	24
Total	200		200		200		200

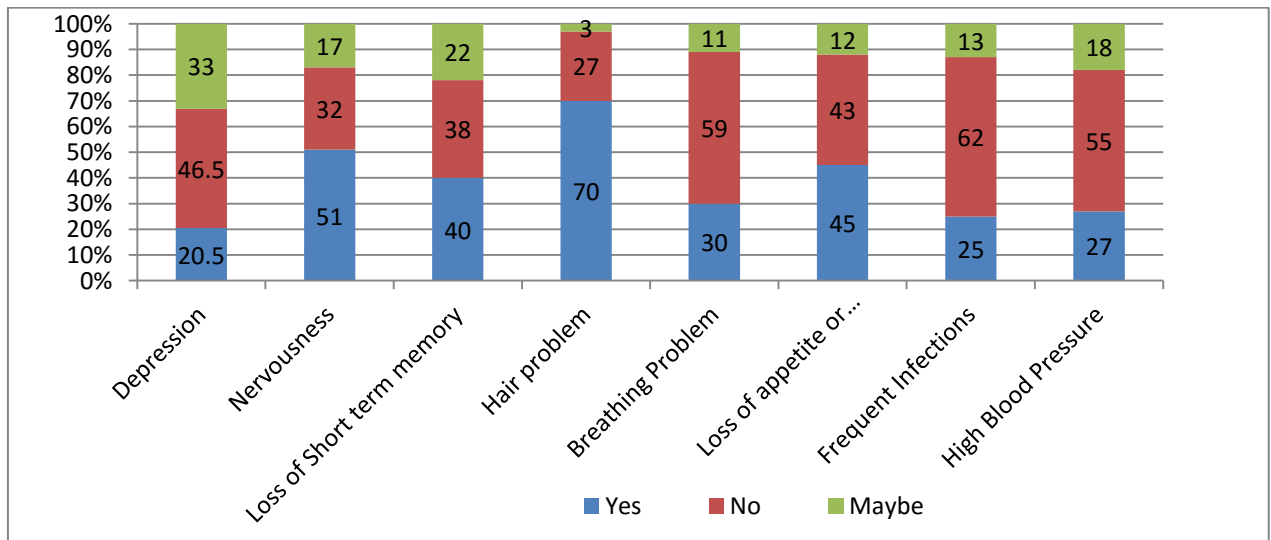
## 5. Analysis and Interpretation

It is observed that most of the employees are working under stress. 53.5% usually have a headache. 67% remain frustrated most of the times. 53.5% usually witness negative thoughts. 50% usually remain restless. 58.5% usually remain over thinkers. 52.5% usually witness mood swings. 42% usually have back pain and 43.5% usually have neck pain. 20.5% employees say that they are under depression while 33% feel that they might be under depression. 51% remain nervous. 40% are encountering problem of short term memory loss. 70% have hair problems. 59% do not have breathing problems. 62% do not witness frequent infections. 55% do not have high blood pressure problem. The following two graphs depict the response of employees on asking the question based on symptoms of stress

**Figure 1: (Percentage of employees)**



**Figure 2: (Percentage of employees)**



Job stress can be caused by many reasons such as high work pressure, long working hours, boredom at work, organisational culture, job dissatisfaction, management style, conflicts at work etc. Table 2.1 and 2.2 depict the response of employees on asking questions based on the possible causes of stress among them.

**Table 2 Response in %**

Questions	Response				
	Yes		No		Total 200
	Number	%	Number	%	
Do you have to work for more than your normal working hours?	169	84.5	31	15.5	200
Do you feel work pressure most of the time?	172	86	28	14	200
Do you find your work boring?	134	67	66	33	200
Are you satisfied with your job?	58	29	142	71	200
Do you get required training from time to time?	71	35.5	129	64.5	200
Are you clear about your work profile?	129	64.5	71	35.5	200
Do you get sufficient time to complete the assigned task?	78	39	122	61	200
Is your office well equipped?	86	43	114	57	200
Do you think that Financial Incentives are sufficient?	24	12	176	88	200
Do you think that Non -Financial Incentives are sufficient?	73	36.5	127	63.5	200
Do you get regular motivation from your seniors?	72	36	128	64	200
Do you hesitate to discuss your issues with your seniors?	92	46	108	54	200
Do you enjoy working with your colleagues?	149	74.5	51	25.5	200
Is there a blaming culture in your organisation?	120	60	80	40	200
Do you constantly think to change or quit your job?	150	75	50	25	200
Does your office have sufficient staff?	62	31	138	69	200
Do you have enough authority to carry out the assigned responsibility?	74	37	126	63	200
Does the transfer policy of your organisation bother you?	163	81.5	37	18.5	200
Do you refrain from taking promotion?	130	65	70	35	200

**Table 3 Response in Rating- Scale**

Questions	Response								Total
	Usually		Occasionally		Rarely		Never		
	%	No.	%	No.	%	No.	%	No.	
How often do you face conflicts with customers/clients?	42	83	34.5	69	20	40	4	8	200
How often do you face conflicts with colleagues?	11	22	22.5	45	60	120	6.5	13	200
How often do you face conflicts with Management?	14	28	19	38	50	100	17	34	200
How often do you remain confused at the work?	28	55	20	40	32	64	20.5	41	200

How often do your personal life problems bother you at work?	39	77	22.5	45	25.5	51	13.5	27	200
How often do you get proper support from Management?	21	41	27	54	27	54	25.5	51	200
How often do you feel isolated at the work ?	26	52	34.5	69	27.5	55	12	24	200
How often do you feel the fear of loss of your job?	29	58	22.5	45	13.5	27	35	70	200
How often do the work related issues bother you at home?	51	101	19	38	20.5	41	10	20	200

## 6. Findings and inferences

1. Most of the employees are under stree in the Banking sector.
2. 84.5% employees have to work for more than their normal working hours and 86% employees feel work pressure most of the time.Lack of staff and high workload are responsible for this.
3. Employees are not getting the required training on a continuous basis. 64.5% employees revealed their requirement for training.
4. 61% employees revealed that the time they get to finish the assigned task is not sufficient.
5. Lack of resources in the office is another problem the employees are facing.57% employees think their office is not well equipped.
6. The employees are not getting sufficient motivation from the seniors.
7. Both financial and nonfinancial incentives are insufficient.
8. Blaming culture presented in the organisation bothers the employees.60% employees said that their organisation have blaming culture.
9. The employees do not have sufficient authority to carry out their responsibility.
10. The transfer policy of the organisation bothers 81.5% of employees. Frequent and away from home transfers make employees unhappy.
11. 65% of employees refrain from taking promotion.They think that promotion makes their life more stressful.
12. 71% of employees are not satisfied with their job.They constantly think to change or quit the job.

## 7. Suggestions

1. The Proper work allocation should be done.
2. Targets should be realistic. Employees should be provided adequate authority and sufficient time to achieve the targets.
3. Sufficient hiring and allocation of staff is needed.
4. To uplift the morale and efficiency of employees, effective communication, proper training and motivation are required.
5. Appreciate the employees on accomplishing and over-exceeding their targets.
6. Employees friendly transfer policy should be framed.
7. Counselling of employees should be done on a regular basis. Employee counselling is a very good strategy to overcome employee stress. Through counselling, employees can become aware of their strengths and how to develop those strengths; their weaknesses and how to eliminate them; and they can develop strategies for changing their behavior.
8. Workshops on stress management should be organised by the organisation.
9. Employees should do effective time management.They should plan their work on a priority basis and make a “to-do “ list regularly.
10. Employees should indulge in physical exercise, sports,yoga and meditation.

11. The employees should build social support. They should have close connections with trustworthy peer who can listen to their problems and boost their confidence level. This social network will help the employees overcome stress.

## 8. Conclusion

On the basis of the study it is concluded that most of the employees are under stress in the Banking Industry, which is impacting their health and well being. Stress management should be done on individual level as well as organisational level. The suggestions to reduce stress are discussed in the study.

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