

RESEARCH STUDY OF IMPACT EMPLOYEE STRESS ON PSYCHOLOGICAL HEALTH OF BANK EMPLOYEES

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Abstract

Employee stress has become as one of the important areas for research in present day organizations. It is considered as a vital phenomenon affecting the organizational wellbeing and health of its employees. It affects the behavior of the employees of the organizations. Researches provide strong evidence of problems caused by job stress. Stress causes a range of psychological problems like anger, depression, anxiety, irritability, tension and so on, and this influences the motivation and commitment of employees to a great extent. research is also needed in the context of banking industry, because of certain odd features, like fixed time schedule, work load etc. the changing working circumstances of banking industry, due to increase in volume of banking business, competitive environment created due entry of number of new private sector and foreign banks, has increased the risk of stress among the employees in this industry. Therefore in order to assess the job stress and its impact on psychological health condition of employees in banking industry, the present study has been taken up. The study has been conducted on 9 different banks in karimnagar district.

Key words: *Employee, Psychological Health, Stress, Stressors, bank Industry.*

Introduction:

Employee stress has become as one of the important areas for research in present day organizations. It is considered as a vital phenomenon affecting the organizational wellbeing and health of its employees. It affects the behavior of the employees of the organizations. The performance of employees and productivity of organization is affected by stress. Researches provide strong evidence of problems caused by job stress. Stress causes a range of psychological problems like anger, depression, anxiety, irritability and tension and this influences the motivation and commitment of employees to a great extent. Research is also needed in the context of banking industry, because of certain odd features, like fixed time schedule, work load etc. the changing working circumstances of banking industry, due to increase in volume of

banking business, competitive environment created due entry of number of new private sector and foreign banks, has increased the risk of stress among the employees in this industry.

The fact of stress is increasingly globalized and affects all professions. Occupational stress is used to define stress that is connected to the workplace. Occupational stress will affect a person's health when the workplace stressors exceed an employee's ability to have control over or cope with the situation. It can result from factors involving new technology, work shift, deadlines, longer working periods, job security, commuting to work, unfriendly working environment and job description. A boring and monotonous job can make an employee feel distressed whereas a challenging job can make an employee experience eustress, and improve motivation to perform well. Eustress, is a type of stress, constructive and progressive in the sense that it is inevitable; it is that form of stress originate from workplace roles that tasks employees' ingenuity and expand their abilities to reach for greater heights. On the other side, distress is decline in the sense that it makes one unproductive and irritably dependent; it is that form of stress originates from workplace roles that do not effectively and efficiently utilize employees' abilities or exceed their abilities to cope and adjust appropriately.

Even with fast and striking changes, like policy changes because of privatization, globalization and liberalization, enlarged competition because of more private (corporate) sector banks, introduction of new technologies, etc. with these changes, the employees in the banking industry are feeling a high level of stress.

Whenever an employee feels that the requirement from the job is away from his capacity, he is said to be in stress. Stress further leads to strain. Firstly Stress is felt at the psychological level which leading to strain that felt at the physical level. Irrespective of the status, position in the organization or the society to which they belong, employees experience stress and strain.

Stress will be a stimulating experience when it is within a Controllable limits. When stress goes beyond that limits, stress becomes distress, which is very difficult to manage by the employee. At this point employees feel helpless and hopeless and their work will not in a proper manner. This situation leads to reducing his efficiency and effectiveness in performing job in the workplace.

Work Backdrop

Karimnagar is a Municipal Corporation and district headquarters of Karimnagar district of Telangana state. It is situated on the banks of Manair River, which is a tributary of the Godavari River. It is the fourth largest and fastest growing urban settlement in the state, according to 2011 census. It has registered a population growth rate of 45.46% and 38.87% respectively over the past two decades between 1991 and 2011, which is highest growth rate among major cities of Telangana. It serves as a major educational and health hub for the northern districts of Telangana. It is a major business center and widely known for Granite and Agro-based industries. Most of the industrial units are relate to agriculture, engineering, forest and mineral sectors and animal husbandry. These units are mostly of small scale and consist mostly of rice mills, saw mills, oil, dhal and other grain mills, and other agro-processing mills. The other non

agro industries relate to engineering, manufacture of paper and tiles, stone dressing and crushing, cement concrete pipes, repairing of motor vehicles etc.

Review of Literature:

Selye propounded 'stress' as a nonspecific response of the body to any demand made on it (Selye, 1956). Workplace stress and role stress stem from a wider phenomenon 'stress' which is a psychological construct that people may experience everyday (Quick et al., 1997).

Srivastava (1998) also said that the problem of stress is related to the meaning and purpose of life itself and efforts to cope with it must focus on preventing and overcoming *problems*.

Stressors can be considered as antecedent conditions in the person and in the environment that lead to the stress (Lazarus, 1993). Stressors act as stimuli that evoke a behavioral, psychological, or physiological response (Kahn and Byosiere, 1992).

Statement of the Problem

The procedures of work environment are changing every time and new measure is being made to judge the people. Many of the factors donate for job stress and it effects in low performance and morale of employees. Appropriate strategies need to be adopted to reduce stress and steps to be taken to overcome it. With taking into consideration of all this, research was initiated in knowing the whether the stress has an impact on the psychological health of employees. Therefore, in order to assess the job stress and its impact on psychological health of employees in banking industry, the present study has been taken up. The study has been conducted on 9 different banks in karimnagar district.

Objectives of the study:

To study the stress impact on bank employee psychological health condition

Hypothesis:

H₀1: There is no influence of stress on the psychological health condition of bank employees

Methodology:

Self developed stress scale and performance scale is used to investigate the objectives of the study. Stress scale with 18 stress causes they are role overload, role ambiguity, role conflict, role expectation, work culture 2 item, Group pressures or bullying & harassment, changes in Responsibility or work schedules, under utilization of skills, employee participation, peer relationships, low status, strenuous working conditions, recognition or rewarding, work shifts, repetitive work, Deadlines, grievances, career development, 20 items are developed using Likert scale with anchors from strongly agree to strongly disagree and assigned 5 to 1 score to those five options respectively. psychological health condition is measured with 10 items are asked regarding feeling detached from job, nervous, frustration, anger and irritation, forgetting the

daily work, sense of non-accomplishment, feeling of helplessness, Job dissatisfaction by using Likert scale with five options from strongly agree to strongly disagree assigning 5 to 1 score to each option respectively it is measured.

Sample size for the study is of 76 bank employees of 9 different banks both public and private of Karimnagar district, Telangana state.

Procedure:

The questionnaire is given to each employee and requested to fill it up and then return it the same. It was made sure that they read and answer each question carefully rather than giving stereotyped answers.

Limitations:

The limitation of the study is to Karimnagar district bank employees.

Results and Discussion:

The reliability test results are given below in the table no's 1 & 2 of stress scale and psychological health condition scale.

Table no 1, Reliability Statistics of stress scale	
Cronbach's Alpha	N of Items
.806	20

Table no 2, Psychological Health Scale Reliability Statistics	
Cronbach's Alpha	N of Items
.919	10

Table no 3, Descriptive Statistics of psychological health condition scale				
	N	Sum	Mean	Std. Deviation
Detached from actual job.	76	309	4.07	1.037
Nervous at work place.	76	298	3.92	1.175
Frustrated with the co-workers/superiors, results in anger and irritation.	76	313	4.12	1.083
Could not focus on work and found lacking in concentration.	76	292	3.84	1.189
Forgetting the daily work activities.	76	283	3.72	1.333
Job dissatisfaction because of stress.	76	322	4.24	1.057
Unable to develop new ideas.	76	292	3.84	1.212

Unable to accept changes in the normal work.	76	279	3.67	1.360
A sense of non-accomplishment of work.	76	293	3.86	1.003
Helplessness on the job.	76	285	3.75	1.168

From the above table 3 shows the mean values psychological outcomes because of stress on bank employees.

		Sum of Squares	df	Mean Square	F	Sig.	Result of Null Hypothesis
Employee Psychological Health Condition	Between Groups	4658.997	29	160.655	5.927	.000	H ₀ Rejected
	Within Groups	1246.950	46	27.108			
	Total	5905.947	75				

From the table 4 it is evident that statistical reporting of ANOVA results $F(29, 46) = 5.927$, $p < 0.05$, based on the p value, is less than .05 the null hypothesis is rejected it is "There is no influence of stress on the psychological health condition of bank employees". It shows there is impact of stress on the psychological health condition of bank employees.

Conclusion:

From the study it shows that the highest mean value that is job dissatisfaction, it specifies that dissatisfaction arises because of unable to handle the workplace problems which lead to stress further results in low performance at his work. This type of stress shows a tremendous impact on the mental health of the employee. When mentally or psychologically people are disturbed they may not be able to concentrate and perform work in a better manner. This ultimately effect the organizational health and leads to great problem for its survival. It is the responsibility of the manager as well as the individual to take a coping method by discussing with the all employees of the branch and try to handle the workplace problems.

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