"Factors Influencing Occupational Stress in the Banking Sector: A Study of the NCR Region"

Manisha Rani[1] Dr. Rekha Narang[2]

[1]Research Scholar (Commerce) Geeta University, Panipat, Haryana, India

[2]Professor at Geeta University, Panipat, Haryana, India

Abstract

Stress occurs in organisations at various level. Job stress is becoming a major issue in the workplace. The objective of this paper is to describe the development of the idea of occupational role stress. This research aims to explore and analyse the determinants of occupational stress among banking employees in NCR Region. Six factors were extracted using the principal component matrix. The determinants under investigation include workload & Job demand and Role.

Ambiguity and Conflict, Lack of control &Autonomy, Workplace Culture and Support, Strenuous Working Conditions, Career Growth and Advancement. Total sample of present study 101 banks employees from NCR Region. The bank employees were selected using a basic random sampling procedure. Primary data was collected through the questionnaire Occupational Stress Index developed & standardized by Prof. S. K. Srivastava and A. P. Singh. Factor analysis, T-test and ANOVA were used for data analysis. The respondents' responses were then converted into statistical tools. The data was analysed using SPSS software. It is found that several types of job stressors for banking employees. This paper is an attempt to empirically determine the attributes of occupational stress in Banking Industry.

Keywords: employee job performance, job stress, role ambiguity, role overload

Introduction

Stress at work is increasingly becoming a concern, especially in some areas such as banking sector where stress levels are now a major issue for employees. It is global problems affect many employees working in banks. Occupational stress arising from a mismatch between people and the environment and affecting people potential in the organization, leading to reduced quality, productivity, health. It also affects the health and well-being of employees. pressure in the banking industry affects not only the bank itself as a business due to the reduced number of employees but it also affects people in several emotional parts of their working life and personal life. But stress is also an unavoidable part of contemporary living. Stress in the banking sector is a state of stress that directly affects emotions, one's thought process and physical condition. Do many fast and attractive changes that the banking industry has undergone over the past decade, employees are under high pressure. Some tips to challenge and relieve stress in the banking sector. Some of these tips will be easy to implement but other ways require a high degree of bank involvement but it's a long-term investment in terms of retaining the company's workforce and encourage employees to continue to do their best without negatively interfering with their work personal and professional life.

Meaning of Occupational Stress

When the demands of an employee's job do not meet their needs, resources or abilities, stress at work is characterised as a negative physical and mental reaction. Stress during work is known as occupational stress. The physical and physiological impacts that stress has on an individual. Stress can be caused by a scenario or other source. It occurs when a person's abilities and what the expectations of their environment or industry need of them diverge.

Kahn and Quinn (1970) assert that stress is a result of the given job function negatively affecting the individual. One detrimental aspect of the workplace is said to be occupational stress. It has negative consequences for a person's health as well.

Review of Literature

Verma (2022) examined the occupational stress among bank employees in Uttar Pradesh's Pragraj district found moderate stress levels across all categories, with private banks showing a specific pattern. The study also found a strong negative association between stress and job satisfaction.

Elsafty and Shafik (2022) analysed Egyptian private bank workers' perceptions of workplace stress during the coronavirus pandemic. A survey form was given to 1,100 employees. The findings indicated that job pressure, especially during the pandemic, had an impact on performance while role ambiguity and underutilisation of abilities did not.

Mammen and KG (2021) examined emotional regulation and stress in bank personnel. The author focuses on bank employees of varying ages in order to determine occupational stress levels. The author's efforts revealed a variation in stress levels between male and female employees. The association between emotional control and occupational stress among bank personnel has been determined to be non-significant.

Manjunatha et al. (2020) analysed stress levels among 253 bank personnel using a stratified sampling strategy and a questionnaire. The results showed that designation was the primary cause of stress, as revealed by the Chi-Square technique and SPSS21 statistical analysis.

Ehsan and Ali (2019) research explore the connection between employee productivity and work-related stress in banks, highlighting stress's impact on productivity and the need for continuous management techniques help enhance performance and lessen stress.

Basu et al. (2019) analysed stress levels among public and private sector bank personnel, revealing that both sectors are overburdened with work. Private sector bank staff reported higher stress levels and lower job satisfaction compared to public sector bank employees. Secondary data was gathered from various sources.

Sambrani et al. (2018) study aimed to identify job stress among 120 HDFC Bank employees using a simple random sampling procedure. Data was gathered by means of a survey and secondary sources, with 60% of respondents stating they were always stressed. The percentage analysis approach was used to represent raw data streams.

Yadav, R. (2017) examined the level of stress among Banking Sector employees found that most are under stress, impacting their health and well-being. Data was collected from 200 public sector and regional rural banks, and stress management should be implemented at both individual and organizational levels.

Balraj (2016) investigates stress levels among personnel in public and private sector banks. Mental health issues, especially stress-related problems, are anticipated to be the second greatest cause of disability by 2020. The study reveals eight role-related components and 22 variables, emphasising the importance of stress management for both individual and organisational efficiency.

Objective & Hypothesis

1. To find out the determinants of occupational stress among bank employees.

2. To find out the impact of demographic factors on Occupational stress.

Hypothesis

There is no significant difference in occupational stress levels based on demographic factors including age, gender, employment status, marital status, educational qualification, experience, monthly income, family size, average daily working hours, and the number of dependents.

Research Methodology

Research technique encompasses the study's goal, sample strategy, data gathering source, and interpretation process.

Population of the Study

The study population is the selected bank employees employed in public and private sector in NCR Region.

Sampling Technique

The study used a sample size of 101 respondents, who completed a structured questionnaire based on the Occupational Stress Measurement Scale developed by Srivastava and Singh (1981). The scale includes 6 job stressors with 46 components, rated on a 5-point Likert scale. Responders were chosen at random from the city banks in the districts, which is part of the National Capital Region (NCR). While Karnal provided a valuable starting point, the scope was broadened to ensure a more comprehensive representation of the NCR. Simple random sampling is the sampling technique used.

Tools and Techniques

SPSS statistical tool is used for data analysis and interpretation. An analysis of variance (ANOVA) samples, mean scores.

Data Collection

A standardised questionnaire with two sections has been employed for the aforementioned study to investigate occupational stress in the NCR region's banking sector. The demographic profile questions are in the first section of the respondent's gender, age, educational level etc. The statistical tools used for the study are T- test, Mean, standard deviation and ANOVA results for demographic variables, significance at 95% confidence level.

Data Analysis

SPSS is the statistical tool that will be used to evaluate the data. The first section will be examined using the T-test, ANOVA, significant values, mean, standard deviation, and employee age, gender, and education level, among other factors. Nonetheless, analysis was employed to ascertain the association.

The KMO test yielded a value of .618, exceeding the threshold of .6 (Kaiser, 1970, 1974; Hair et al., 2006), confirming the adequacy of the sample size for factor analysis. Furthermore, variables exhibited a substantial connection, as indicated by the p-value (<.001) in Test

Table 1: KMO and Bartlett's Test

Kaiser-Meyer-Olkin Measure of Sampling Adequacy.		.618
Bartlett's Test of Sphericity	Approx. Chi-Square	1996.114
	df	1035
	Sig.	<.001

Source: Author' own

Table 2: Rotated Component Matrix

	1	2	3	4	5	6
Statement 1		.460		-.311		
Statement 2			.531			
Statement 3		.445				
Statement 4		.543				
Statement 5	.324	.566				
Statement 6	.639					
Statement 7	.468				-.306	
Statement 8	.481					
Statement 9		.461				
Statement 10	.543					
Statement 11		.572				
Statement 12		.668				
Statement 13		.568				
Statement 14	.661					
Statement 15	.337					.431
Statement 16		.455				.415
Statement 17					.318	
Statement 18	.662					

Statement 19	.652					
Statement 20					.562	
Statement 21	.590					
Statement 22	.562					
Statement 23		.335			.321	
Statement 24	.309	.323				-.459
Statement 25		.504				
Statement 26		.330			.502	-.325
Statement 27					.640	
Statement 28			.493			
Statement 29	.502					
Statement 30	.528				.404	
Statement 31				.519		
Statement 32				.693		
Statement 33				.549		.320
Statement 34			.583		.466	
Statement 35			.463		.375	
Statement 36			.643			
Statement 37			.654			
Statement 38			.435	.336		-.349
Statement 39			.552			
Statement 40						.611
Statement 41				.391		.373
Statement 42		.321		.305		
Statement 43				.782		
Statement 44				.410	.427	
Statement 45		.305	.595			
Statement 46		.307	.633			

Source: Author' own

The table 2 presents a PCA-rotated component matrix with varimax rotation, simplifying component interpretation by maximizing variance in squared loadings. It helps identify key relationships between statements and underlying factors.

Demographic Variables:

Table 3 shows descriptive statistics for 101 respondents like Gender, Designation, Marital Status, and others.

Table 3: Descriptive Statistics

	N	Mean	Std. Deviation	Std. Error Mean
Gender	101	5.0698	.77465	0.11162
Designation	101	2.5177	.39302	.03911
Marital	101	2.3648	.32236	.03208

Source: Author' own

Status				
Qualification	101	2.3648	.32236	.03208
Experience	101	2.3648	.32236	.03208
Salary	101	2.5177	.39302	.03911
Family Size	101	2.5177	.39302	.03911
Working Hours	101	2.3678	.32244	.03208
No. of Dependents	101	2.3648	.32236	.03208

Table 4: Hypothesis Testing

Demographic Variable	T-value	P-value	Result
Age	1.518	.224	Insignificant
Gender	7.148	.009	Significant
Employment Status	1.381	.256	Insignificant
Marital status	.342	.711	Insignificant
Educational Qualification	.513	.674	Insignificant
Experience	1.647	.184	Insignificant
Salary	1.595	.196	Insignificant
Family Size	.842	.474	Insignificant
Working Hours	.723	.488	Insignificant
No. of Dependents	1.835	.165	Insignificant

Source: Author' own

The table 4 shows t-test results for demographic variables. Only Gender is significant (p = 0.009), while all other variables (Age, Employment Status, Marital Status, etc.) are insignificant (p > 0.05).

Scope of the Study

The study examines occupational stress among banking employees in the NCR region, focusing on six key stressors: workload, role ambiguity, lack of autonomy, workplace culture, working conditions, and career growth. It explores how these factors affect employee performance, well-being, and job satisfaction, offering actionable insights for banks to design targeted interventions to reduce stress and enhance productivity. While centered on the banking sector in NCR, the findings contribute to the broader understanding of workplace stress, paving the way for future research on stress management and organizational development.

Conclusion

This study identifies the job stressors as workload & Job demand, Role Ambiguity and Conflict, Lack of control &Autonomy, Workplace Culture and Support, Strenuous Working Condition, Strenuous Working Condition, Career Growth and Advancement.

Limitation of the Study

It may be difficult to extrapolate the results to a larger population if the sample size is too small or not representative of the population. The sample might be biased due to non-random selection methods, resulting in outcomes that are not fully reflective of the group being investigated. This scale, despite its limitations, will contribute to the occupational stress literature and give valuable empirical insights to inspire future attempts.

Acknowledgement

Reference

1. Balraj, Dr N. "Role of Stress among employees in Public and Private Sector banks." Asia Pacific Journal of Research 1 (2016).

2. Yadav, Rohit. "A study on stress among employees in banking industry." International Journal of Research in Humanities & Soc. Sciences 5, no. 7 (2017): 8-13.

3. Sambrani, Smitha, and Behrouz Ansari Tavana. "Job Stress among the Employees at HDFC Bank of Hyderabad." International Journal of Indian Psychòlogy 6, no. 3 (2018). https://doi.org/10.25215/0603.025

4. Basu, Sudip, Sumati Ray, and K. C. Paul. "A study on stress in public and private sector bank employees in West Bengal." International Journal of Research and Scientific Innovation (IJRSI) 6 (2019). https://www.rsisinternational.org/journals/ijrsi/digitallibrary/volume-6-issue-12/93-97.pdf

5. Ehsan, Muhammad, and Kishwar Ali. "The impact of work stress on employee productivity: Based in the banking sector of Faisalabad, Pakistan." International Journal of Innovation and Economic Development 4, no. 6 (2019): 32-50.

6. Manjunatha, M. K., and T. P. Renukamurthy. "CAUSE OF STRESS AMONG PRIVATE BANK EMPLOYEES: AN ANALYSIS." (2020). http://ijream.org/papers/IJREAMV06I1272043.pdf

7. Mammen, Aksa Ann, and Vigraanth Bapu KG. "Emotion Regulation and Occupational Stress among Bank Employees." International Journal of Indian Psychòlogy 9, no. 2 (2021).

8. Verma, Ekta. "An Empirical Study of Factors affecting Occupational Stress Among Bank Employees during COVID-19." Available at SSRN 4072142 (2022).

9. Elsafty, Ashraf, and Lydia Shafik. "The impact of job stress on employee's performance at one of private banks in Egypt during COVID-19 pandemic." International Business Research 15, no. 2 (2022): 24-39.