

A STUDY EMPIRICAL OF PRIVATE SECTOR BANK WORKERS ON HANDLING WORKPLACE STRESS AND PERSONAL WELL-BEING

Prof. Anupriya Talukdar

Assistant Professor

Management

Institute of Strategic Business Management

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Abstract

This research aims to assess the effects of occupational stress on the health and productivity of private sector bank employees in India. This study aims to examine occupational stress levels, how it affects worker performance, and workers' overall health and happiness. Utilizing a descriptive research methodology and a quantitative technique, the study will investigate these topics. Additionally, secondary data from government papers and scholarly sources were used to enhance the data that was acquired through the use of structured questionnaires that were distributed to a total of 120 bank workers. According to the findings of the study, important stressors include long working hours, pressure from management, and a lack of cooperation from higher authorities. High mean scores indicate that these factors have a big influence on employees. On the other hand, variables such as conflict and role uncertainty are classified as mild stressors. In areas such as communication with management and role clarity, employee performance indicators demonstrated rather high levels of performance. There was a notable increase in employee satisfaction with relation to transparent policies and timely promotions; however, there is room for development in areas such as listening to employees and being fair. Personal well-being was generally good, particularly in terms of job engagement and prospects for career advancement; nevertheless, emotional tiredness and the management of mental health were indicated as mild issues. The findings of this study highlight the importance of implementing targeted interventions in the banking industry to address high-stress regions and improve the overall well-being of employees from the sector.

Keywords: Workplace Stress, Personal Well-being, Private Sector Banks, Employee Stress Management, Work-Life Balance, Occupational Health.

1. INTRODUCTION

1.1. Overview of Workplace Stress in the Banking Sector

The stress that employees experience in the workplace is a serious problem that is caused by a distinct collection of circumstances that have an effect on both their mental and physical well-being. An environment that is high-pressure, performance targets that are rigorous, and a work culture that is fast-paced are all characteristics of the banking industry. Employees frequently have to deal with heavy workloads, stringent deadlines, and the ongoing requirement to reach financial targets, all of which can contribute to an atmosphere that is conducive to stress when it is present. There is also a significant amount of engagement with customers in this industry, and staff are required to deal with a wide variety of client requirements, which can be difficult at times. This contributes to the employees' levels of stress. A further factor that may contribute to job insecurity and anxiety among workers is the demand for tight compliance with regulatory regulations, as well as the possibility of volatility in the financial market. Burnout, decreased job satisfaction, and unfavorable health consequences are all potential results that might be brought about by the cumulative interaction of various stressors. The development of successful methods to support employee well-being and enhance organizational performance requires a fundamental understanding of the nature of stress in the workplace, which is particularly important in the banking industry.



Figure 1: Work Place Stress

1.2. Impact of Stress on Personal Well-Being

The influence that stress has on an individual's well-being is significant and multi-faceted, and it can have an effect on a variety of varied aspects of their life. There is a correlation between chronic stress in the workplace, which is common in high-pressure environments such as private sector banks, and major losses in both mental and physical health. Anxiety, despair, and emotional tiredness are all mental manifestations that can occur as a result of extended stress. These mental manifestations can reduce an individual's ability to deal with the challenges that they face on a daily basis and have a negative affect on their general mood and outlook on life. Cognitive skills are impaired by stress, which results in decreased concentration, decision-making ability, and memory retention. This further exacerbates the negative effects of stress on job performance and personal happiness. Insomnia, headaches, and gastrointestinal disorders are just some of the physical symptoms that can be brought on by stress. However, the impacts of stress are as harsh on the body. Alterations in the stress response system of the body, which are brought on by stress, can also bring about more serious disorders such as hypertension and cardiovascular diseases. Individuals who are under a lot of stress may find themselves in a position where their relationships with their coworkers, family members, and friends become strained. This is because impatience and disengagement become popular coping techniques. In addition, stress can undermine the equilibrium between work and personal life, which can result in a lessened sense of personal accomplishment and fulfillment. To effectively address the effects of stress on personal well-being, a holistic approach is required. This approach should include the implementation of effective stress management practices, the provision of organizational support, and the cultivation of a working environment that encourages mental health and resilience. The establishment of a workplace that is both balanced and supportive can be of assistance in mitigating these negative consequences and improving overall human well-being, which ultimately results in a workforce that is healthier and more productive.

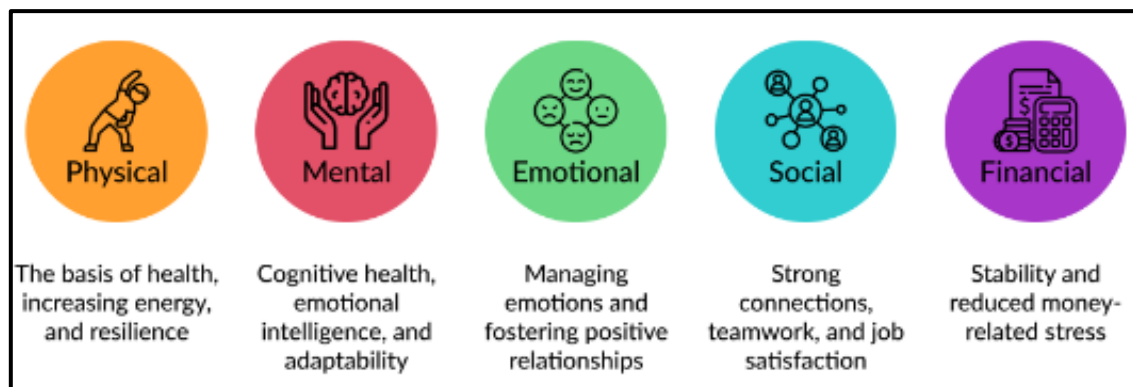


Figure 2: Stress on Personal Well-Being

1.3. Strategies for Managing Workplace Stress

An approach that takes into account both the organizational environment and the well-being of the individual is required in order to effectively manage stress in the workplace. Creating a supportive work culture, encouraging open communication, and making sure that workloads are manageable are all methods that may be implemented at the strategic level of a business. Staff members report less stress when given more leeway to manage their work and personal life independently via options like flexible scheduling and telecommuting. Wellness programs, employee support programs, and stress management tools can all contribute to better mental health. Employees can benefit on an individual level from adopting skills like as mindfulness and relaxation techniques, as well as exercising time management, creating objectives that are attainable, and developing coping skills. In order to further build resilience, it is possible to encourage regular breaks, promote physical activity, and seek social support from coworkers. An overall healthier and more productive workplace is the result of a concerted effort to address both the structural and personal aspects of stress.

1.4. Significance of the Study

The significance of this study rests in the fact that it has the potential to uncover important insights into the ways in which employees of private sector banks deal with stress in the job and preserve their own personal well-being. It is essential to have a solid understanding of stress management tactics and the influence that these strategies have on the mental and physical health of employees, given the high-pressure atmosphere that is typical of the banking sector. Through the provision of an empirical examination of stress management strategies that

are unique to this business, the purpose of this study is to address a gap in the existing body of research. It is possible that the findings will assist in the development of tailored treatments to improve employee satisfaction and productivity. This will be accomplished by analyzing the relationship between stress management methods and personal welling. Furthermore, the findings of the study might serve as a guide for management at banks to create work cultures that are supportive, which will ultimately lead to an improvement in overall organizational performance and a reduction in employee turnover rates. It is also possible for the findings to make a contribution to the larger conversation about wellbeing in the workplace by offering recommendations that can be implemented in other high-stress industries.

1.5. Objectives of the study

The goal of this study is to determine the degree of workplace stress and how it affects workers' performance. In order to accomplish this goal, the study looks into the following three relevant research issues.

1. To what extent do workers in India's private sector banks experience stress at work?
2. What elements, such as stress, are influencing their performance?
3. Is there a connection between employees' performance and workplace stress?

2. LITERATURE REVIEW

Salman, M., et.al.(2020) employed a cross-sectional study strategy based on convenience sampling to gather data from a structured questionnaire. This study examines the impact of staff talents on organizational performance using a sample of 325 managerial and non-managerial employees from public and private sector banks in India. The research is based on the resource-based paradigm. collected data using a structured questionnaire using a convenience sample strategy as part of a cross-sectional research design. The reliability and validity of the dimensions were examined using confirmatory factor analysis, and the suggested hypotheses were examined through the application of structural equation modeling. With the exception of self-competence, which had a negligible and negative influence, the results demonstrated that a few key staff competences had a positive and considerable impact on organizational performance. The research has significant promise for assisting policymakers

and decision-makers in the Indian banking sector in formulating and executing plans aimed at augmenting personnel skills. These initiatives ultimately contribute to the improvement of organizational performance. This research represents a novel attempt to investigate the relationship between several employee competence aspects and organizational success, with a focus on the Indian banking sector.

Jeni, F. A., & Al-Amin, M. (2021) The literature on human resources management views training as the lifeblood of any company since it is an organization's personnel that plays a critical role in achieving its goals and objectives. Because of this, companies ought to spend money on staff training in order to improve both individual and organizational performance. However, some businesses view training as a waste of money and consistently reduce training budgets to boost their bottom line at the expense of the welfare of their workers, as this leaves workers ill-prepared to deal with an ever-changing workplace and unpredictable circumstances brought on by, among other things, organizational change and rapid technological advancement. This study aimed to examine the effects of training on job satisfaction, employee motivation, and performance in the banking sector at the Private Bank of Noakhali region in Bangladesh. It utilized a self-administered questionnaire and a stratified sampling technique to select a sample of 60 employees from a population of 70. Training and development outside of work tended to have an average between 2.36 and 4.05. Training and development that occurs on the job often falls somewhere in the range of 3.23 to 4.4 on average. The average effect of training and development, according to employees of private banks in the Noakhali area, is 3.54, with a standard deviation of 0.95. Workers at a private bank in the Noakhali area have come to the conclusion that training and development have a substantial effect on productivity and performance based on these numbers. Training has a positive effect on employees' motivation and job satisfaction in Bangladesh's private banking industry, according to the study's overall conclusions. Consequently, the banking sector in Bangladesh should consistently provide funds for staff training according to recognized skill deficiencies in order to boost morale and job satisfaction, as well as to equip workers to cope with the ever-changing nature of the workplace and unforeseen circumstances.

Ali, B. J., & Anwar, G. (2021) Due to the fact that people and their expertise are the primary factors influencing an organization's productivity, human resource management is becoming

increasingly crucial in business. An important part of human resource management is measuring employee happiness. Businesses must prioritize worker happiness in order to increase output, responsiveness, quality, and recognition of services. The purpose of this thesis is to examine the factors that motivate and satisfy workers. We also go over how culture affects employee satisfaction. Within the theoretical context of this thesis are the concepts of job satisfaction, motivation, and reward discrepancies. One of the company's key characteristics is the relationship and idea exchange between management and staff.

Makkar, S., & Basu, S. (2019) examined how workers' behavior in the Indian banking industry was affected by their emotional intelligence (EI). The banking industry was selected for this study because it is a dynamic field that demands personnel to be resilient and compatible with one another. The study aimed to ascertain whether emotional intelligence (EI) had a noteworthy influence on the workplace conduct of bank workers in both the public and private sectors. Additionally, the study sought to ascertain whether the impact of EI was greater in one sector than the other. Data were gathered using the Emotional Competence Inventory (ECI) and Goleman's EI framework (1995). Six banks were chosen for this study, with three coming from the public and three from the private sectors, representing Mumbai as the sample. The study's conclusions demonstrated a substantial correlation between employees' work behavior and emotional intelligence (EI) in the banking industry, as well as a distinction between the effects of EI on workplace behavior in private and public banks. The result has important ramifications for both future research and bank management policies.

3. RESEARCH METHODOLOGY

3.1. Research Design

The purpose of this study is to investigate the impact of stress in the workplace on the performance of employees and their personal well-being in private sector banks in India. The research design utilized in this evaluation is descriptive. Because the purpose of this study is to provide a full picture of the levels of occupational stress, its impact on employee performance, and overall personal well-being, descriptive research is an appropriate method to use for this study. Through the use of standardized questionnaires, the design makes it possible

to collect quantitative data, which can then be analyzed to reveal patterns and links between stress in the workplace, employee performance, and personal well-being.

3.2. Research Approach

A quantitative research methodology was selected for this examination. By streamlining the application of statistical methodologies, this strategy facilitates the measurement of workplace stress, employee performance, and personal well-being, among other variables. This study aims to use numerical data and statistical analysis to objectively evaluate workplace stress, its effects on employee performance and well-being, and the state of stress in the workplace generally. Additionally, the quantitative technique makes it possible to generalize the findings to the entire population of employees working in private sector banks in India.

3.3. Research Method

The technique of research that was implemented in this study was a survey method, which entails the distribution of structured questionnaires to workers of private sector banks in order to collect primary data. The survey method is an efficient means of gathering information about the perceptions and experiences of workers in relation to stress in the workplace, as well as the effects that stress has on their performance and well-being. The questionnaires are meant to collect data on a variety of indications of stress in the workplace, including employee performance, employee happiness, and personal well-being. This data is then examined in order to address the research objectives and questions.

3.4. Data Collection Tools

Specifically, structured questionnaires and secondary data sources are the two primary instruments that are utilized in the process of data collecting for this study. The structured questionnaires are constructed in order to measure the variables of interest, which include stress in the workplace, employee performance, employee satisfaction, and personal well-being. The survey contains items based on the Likert scale, which allows respondents to quantify their replies about various facets of job stress and the impact it has. Additionally, secondary data is gathered from many sources, such as government papers, academic journals, and industry publications, in order to assist in providing contextual information and supporting the findings of the primary data.

3.5. Data Sources

There are both primary and secondary sources from which this study's data was gathered. Using questionnaires that were sent out to a total of 120 individuals working for various private sector banks in India, primary data was obtained. We chose this particular sample size to guarantee that we have a comprehensive view of the population as a whole and to provide trustworthy insights into the effects of stress in the workplace. Primary data is supplemented with secondary data, which is gathered from reliable sources such as government websites, industry reports, and academic research. The purpose of secondary data is to provide a more comprehensive scope for the study. The utilization of both primary and secondary sources of information contributes to the robustness of the outcomes of the research and bolsters an all-encompassing comprehension of the variables under investigation.

4. DATA ANALYSIS

Statistics that are Descriptive Four primary factors, including job stress, employee performance, employee happiness, and personal well-being, were investigated, and the descriptive data obtained from the study are shown in the following paragraphs:

Table 1: Descriptive statistics of Work place stress

Variables/ Indicators	Mean	Description
Work Place Stress		
Long working Hour	4.58	High
High workload	3.25	Very High
Management Pressure	4.15	High
Less Co-Operation form higher authority	4.69	High
Job security	3.52	Very High
Cross-Functional work	4.20	Medium
Role ambiguity	4.30	Medium
Role conflict	4.00	High

Interpretation: The descriptive statistics for stress in the workplace demonstrate the diverse levels of stress that employees experience depending on a variety of factors from different variables. According to the findings, "Long Working Hours" has a mean score of 4.58, which places it in the category of a high stressor within the system. Similarly, "Management Pressure" and "Role Conflict" are both evaluated as high stressors, with mean ratings of 4.15 and 4.00, respectively. Both of these factors are considered to be high stressors. With a mean score of 4.69, which is considered to be high, the "Less Cooperation from Higher Authority" is yet another important stressor that has been identified. On the other hand, people have stated that "High Workload" and "Job Security" are very high stressors, with mean ratings of 3.25 and 3.52, respectively. While this is going on, "Cross-Functional Work" and "Role Ambiguity" are categorized as medium stressors, with mean ratings of 4.20 and 4.30, respectively. This variety in stress levels is a reflection of the various nature of stressors in the workplace and the influence they have on employees. It highlights the necessity of focused interventions in order to successfully address high-stress regions.

Table 2: Descriptive Statistics of Employees Performance

Variables/ Indicators	Mean	Description
Employee Performance		
Balanced Working hour	4.50	High
Balanced Workload	3.50	Very High
Effective Communication with management	4.58	Very High
Personalisation	4.18	Very High
No Role ambiguity	4.80	Very High
No role conflict	3.80	Very High

Interpretation: A number of high and very high ratings are found across a variety of performance metrics, as revealed by the descriptive statistics for employee performance. Particularly noteworthy is the fact that "No Role Ambiguity" had a mean score of 4.80, which indicates an exceptionally high level of performance in this particular domain. Furthermore, "Effective Communication with Management" and "Balanced Workload" both obtain extremely high evaluations, with mean scores of 4.58 and 3.50, respectively, suggesting strong

performance in these aspects. Both of these elements are rated as "very high." It is also evaluated very highly, with a mean score of 4.18, which reflects the good impact that "Personalization" has on performance. It is suggested that "Balanced Working Hours" has a strong but slightly less pronounced effect in comparison to other indicators, since it has been assessed as high and received a mean score of 4.50. Last but not least, "No Role Conflict" receives a mean score of 3.80, which places it in the category of having really high performance. These figures, taken as a whole, demonstrate that employees have a tendency to perform very well in areas linked to the clarity of their roles, communication, and the management of their workloads, all of which are essential for effective overall performance optimization.

Table 3: Descriptive Statistics of Employees Satisfaction

Variables/ Indicators	Mean	Description
Employees Satisfaction		
Better working condition	3.80	Very High
High pay	4.25	Very High
Listen to your employees	4.69	High
Fairness	1.33	High
Transparent Policy	4.95	High
Timely promotion	4.52	Very High

Interpretation: According to the descriptive data on employee happiness, there are a number of important aspects that contribute to general enjoyment in the workplace. After receiving a mean score of 4.95, "Transparent Policy" emerges as the indicator that receives the highest rating. This indicates that employees are extremely satisfied with this particular aspect of the company. "Timely Promotion" also receives very high scores, with a mean of 4.52, highlighting the substantial importance it plays in ensuring that employees are satisfied with their jobs. Not only was "High Pay" and "Better Working Condition" rated as very high, but they also received mean scores of 4.25 and 3.80, respectively, indicating that employees place a great emphasis on these aspects of their employment. On the other hand, "Listen to Your Employees" and

"Fairness" both obtain good ratings, with means of 4.69 and 1.33, respectively. This indicates that even while employees believe their concerns are being addressed and fair policies are in place, there is still potential for growth within these elements. These figures, taken as a whole, demonstrate that in order to ensure employee happiness, it is essential to have policies that are open and transparent, promotions that are timely, and remuneration that is competitive. Additionally, there is a hint that listening to employees and ensuring fairness could be areas that require additional focus.

Table 4: Descriptive Statistics of Personal well being

Variables/Indicators	Mean	Description
Personal well being		
Work-Life Balance	3.90	High
Job Satisfaction	4.20	High
Emotional Exhaustion	3.75	Medium
Physical Health (due to work demands)	4.05	High
Mental Health (stress management)	3.60	Medium
Social Support from Colleagues	4.25	High
Autonomy at Work	3.80	Medium
Job Engagement	4.35	Very High
Opportunities for Career Advancement	4.10	High
Financial Well-Being	4.00	High

Interpretation: The descriptive statistics for personal well-being shed light on a number of elements that contribute to the overall satisfaction and health of employees. Out of all the categories, "Job Engagement" stands out with a mean score of 4.35, which indicates that employees are extremely involved in the responsibilities that they are assigned. A number of other domains, such as "Job Satisfaction" and "Social Support from Colleagues," also exhibit high levels of personal well-being, with mean scores of 4.20 and 4.25, respectively. Both "Opportunities for Career Advancement" and "Financial Well-Being" have received excellent ratings, with means of 4.10 and 4.00, respectively, indicating that people have a favorable

impression of these aspects of life. On the other hand, "Emotional Exhaustion" and "Mental Health (Stress Management)" are classified as medium, with mean scores of 3.75 and 3.60 respectively, indicating that these characteristics are of moderate concern. According to the results, "Work-Life Balance" and "Autonomy at Work" are also classified as medium, with scores of 3.90 and 3.80, respectively. In general, employees report high levels of satisfaction and engagement; nevertheless, there are modest concerns regarding emotional and mental well-being, which indicates that there may be areas in which additional support is required.

5. CONCLUSION

The findings of this study offer a complete overview of the current status of stress in the workplace and the implications that it has for financial institution personnel working in the private sector in India. Based on the statistics, it can be observed that employees suffer varied degrees of stress, with important factors including extended working hours, pressure from management, and inadequate support from higher authorities. The performance of employees is generally high in areas relating to role clarity, communication, and task management. These stressors have a significant impact on employee performance which is generally high. Nevertheless, the stress that is associated with job stability and a heavy workload continues to be a worry. Although there is room for development in areas such as employee feedback and fairness, there is a beneficial influence on employee satisfaction that may be attributed to policies that are transparent and promotions that are timely. However, moderate levels of emotional weariness and mental health issues highlight areas in which extra assistance is required. Personal well-being is generally positive, with high job engagement and chances for career progression. However, there are areas in which additional support is required. Taking the whole thing into consideration, the research highlights how important it is to treat stress in the workplace by implementing efficient management tactics and supporting measures in order to improve employee performance as well as personal well-being.

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