



IMPACT ON OCCUPATIONAL PRESSURE EFFECT ON PERFORMANCE OF PUBLIC SECTOR EMPLOYEES WITH SPECIAL REFERENCE TO MADURAI

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ABSTRACT :

Bank acts as background of modern competitive economy. It overlay ways for growth and development of modern economy. It also has major responsibility towards the efficient functioning of an economy. So, employees in banking sectors has to play major role in competitive environment. They have to face lot of pressure in their day to day activities. Each and every employees may undergo pressure. Occupational Pressure plays vital role in banking sector. Nowadays, everything have become computerised and employees also very much pressurised in completing their work within stipulated time. This study mainly to know about stress level of public sector employees. Nearly 21 public sector banks are in Madurai (Dt).out of which 6 banks have chosen based on large number of transaction. Sample size chosen for this study was 120 respondents. Chi-square test used to test the hypothesis.



KEYWORDS : Bank , Employees , Pressure , Strategies.

INTRODUCTION

Pressure is an adaptive response to ecological strains or pressors that generates a flying response. This reaction generate hormonal changes that activate the body for unusual strains. Stress has become usual part of our life, some person can effectively avoid it. Pressure as the design of responsive conditions and functional responses happening in reaction to strains from internal or external organisations. Employees develop responsive or physical problems as a result of stress. The difficulties may be short-term or stable and they may be triggered by causes at work or out of the place of work. No one is protected from Pressure, for it can distress employees at all stages of the organisation. Pressure is universal term realistic to burdens people feel in life. The existence of Pressure at work is nearly unavoidable in many works. However, different adjustments main reason for a wide range of reaction to Pressure. When burden starts to build-up, it can cause contrary stress on person's emotions, thought, processes and physical condition. When Pressure develop extremely, employees feel many signs of mental emotions that can affect their job performance and health and threaten their skill to manage with the situation. People who are strained may become panicky and frequently troubled. They are easily triggered to irritation and are inept to ease.

EXTREME PRODUCTS OF STRAIN:

Strain be either short term or permanent which range from small to large. It mostly depend on which it continues, person able to handling stress.

1. Burnout:

Burnout refers to feeling empty and fully exhausted mentally. Environment in which employees are very sensitive, frustrated over work and able to achieve organisational objectives. It ultimately reduce productivity and suck all energy of individual. It usually arises in long term.

Sign and symptoms of Burnout:

- Burnout is slow poison it doesn't happen overnight.
- Always feel tired and total time exhausted.
- Frequent headaches, low immunity power, often fell into sick.
- They feel anaemic.

Emotional sign:

- They don't have self-confidence
- Lack of motivation
- Feel lonely
- Pessimistic
- Don't be satisfied and sense of accomplishment

Behavioural sign:

- Not accepting responsibility
- Be isolated
- Taking longer time to complete work
- Frustrated on others
- Avoid doing work coming late and early in morning

2. TRAUMA:

Another simplecreation of stress named trauma,happensowing to a maindanger to one's safety. The occasion could be a usualtragedy, andstructuraldisaster,affectedoperativeexploitation by the employer or personal job loss.

REVIEW OF LITERATURE:

"Amir shani and Abrahampizam" aimed in their study to know the depression of work among hotel employees in central Florida. From this, it was concluded that there was an association between occupational stress and work.

"ViiJeonJ.P. and Rothmann" entitled in their study that there was association between occupational strain, illhealth and organisational commitment. The result was concluded that stressors significantly contributed to ill health and they have low organisational commitment. As there were no security in job it has adversely affected both physical and psychological ill health. Each and every individual committed towards organisation was very low and it was predicted by five stressors namely worklife balances,overload,control,job aspect and pay.

"Bordia pat.el" in his researchwork opined that due to rumors they faced strain a lot. Researcher concluded the study byoffering temporary idea which was verbal symbols of psychological environment which prevails within an organisation.

"Clarke.E" (2006) in his research article titled "Pressure soars strain management" had more influence of strain in workplace and also to determine the extent to which strategies to be adopted by companies to relieve from strain. From this study,it was found that behaviour of manager helped to reduce the work related strain.

"S.Collins and B.Parry Jones(2000) researched that satisfaction of employees,high pressure and stress among social work in the united kingdom. The data was obtained from data analysis and it was correlated with social workers and particular academics in general.

SCOPE OF THE STUDY:

The study was to know the stress level of employees which inversely affect the output of employees. The study was mainly to know the level of Occupational Pressure and the strategies used to overcome it. The study was conducted among public sector bank employees in Madurai (Dt).

OBJECTIVES OF THE STUDY:

- To observe the several reasons for Pressure among bank employees
- To identify the indications of strain which habitually have emotional impact of the performance of employees.
- To know the tactics used to overcome stress

HYPOTHESIS

H_0 : There is no association between age and causes of strain.

H_a : There is association between age and causes of strain.

DATA COLLECTION:

This study is an analytical one and comprises of both primary and secondary data. Primary data are collected through questionnaire which was given to public sector bank employees. Secondary data are collected from books, journals and from various internet sources.

SAMPLING TECHNIQUE:

A Multistage sampling has been followed to find out the Occupational pressure level of employees. The first stage is the selection of a district, Madurai (dt) has been chosen for the study. The second stage is to choose from public sector bank employees. The third stage is to select the respondents from total population of public sector bank employees.

SAMPLE SIZE:

In Madurai (Dt) there were 21 public sector banks, out of which 6 banks has taken for study. It was chosen based on more number of branches and transaction also more. 120 respondents have been chosen for this study.

STATISTICAL TOOL:

Tool used for this study was chisquare test which helped to find out the association between variables.

ANALYSIS AND INTERPRETATION OF THE STUDY:

Table 1: Gender wise Classification of the Respondents

Gender	No. of Respondents	Percentage
Male	83	69.17
Female	37	30.83
Total	120	100

Source: Primary Data

INTERPRETATION:

From the above table, it is clear that out of 120 respondents, 69.17% of the respondents are male and 30.83 % of the respondents are female. Majority of the respondents are male.

AGE WISE CLASSIFICATION OF THE RESPONDENTS

Age	No.of Respondents	Percentage
25-30 years	33	27.50
30-35 years	32	26.67
35-40Years	15	12.5
40-45 Years	15	12.5
Above 45 Years	25	20.83
Total	120	100

Source: Primary Data

INTERPRETATION:

The above table depicts that out of 120 respondents, 27.5% of the respondents belong to the category of 25- 30 years, 26.67% of the respondents belong to the 30-35 years,12.5% of the respondents belong to 35-40 years,12.5% of the respondents belongs to 40-45 years and25% of the respondents belongs to above 45 years.Majority of the respondents come under the age group of 25-30 years.

INCOME WISE CLASSIFICATION

Income (Rs)	No.of Respondents	Percentage
Less than 20,000	30	25.00
20,001-30,000	40	33.33
30,001-40,000	24	20.00
Above 40,001	26	21.67
Total	120	100.00

Source: Primary Data

INTERPRETATION:

Above table shows that 25% of respondents get less than Rs.20,000, 33.33% of the respondents get 20,001-30,000,20% of respondents get 30,001-40,000 and 21.67% of respondents get above 40,001 of salary.Majority of the respondent get 20,001 -30,000 of salary.

CAUSES OF STRESS:

Causes of stress	No.of Respondents	Percentage
Work load	45	37.5
Poor salary	20	16.67
Time pressure and deadline	25	20.83
Frequent Travel	20	16.67
Poor and Unplanned work	10	8.33
Total	120	100

Source: Primary Data

INTERPRETATION:

The above table shows that 37.5% of the respondents felt over work load, 20.83% of the respondents opined for time Pressure and deadline, 16.67% of the respondents felt for frequent travel and

8.33% of the respondents opined for poor and unplanned work. Majority of the respondents felt that they have over workload.

STRESS SYMPTOMS:

Reason	No.of Respondents	Percentage
Reserved	30	25.00
Easily Irritable	20	16.66
Getting anger easily	25	20.83
Biting nails	20	16.66
Getting Nervous	5	4.16
Low level of Confidence	10	8.33
Over/Under weight	10	8.33
Total	120	100

Source: Primary Data

INTERPRETATION:

From the table it is inferred that 25% of the respondents felt reserved, 20.83% of the respondents getting anger easily, 16.66% of the respondents felt they are easily irritable and have the habit of biting nails, 8.33% felt that their level of confidence become low and over and underweight. Majority of the respondents felt that they are reserved.

COPING STRATEGIES

Coping Strategies	No.of Respondents	Percentage
Yoga	30	25
Physical exercise	30	25
Optimistic	25	20.83
Time Management	25	20.83
Smoke/drink/Alcohol	10	8.34
Total	120	100

Source: Primary data

INTERPRETATION:

From the above table, it shows that 25% of the respondents felt that they use Yoga and Physical exercise, 20.83% for Optimistic and Time Management, 8.34% for smoke, drink and alcohol. Majority of the respondents used yoga and Physical exercise as their coping strategies.

ASSOCIATION BETWEEN AGE AND CAUSES OF STRESS

The association between age and cause of stress is analysed and the results were given in the following table.

Cause of stress	Age				Total
	25-30 Years	30-40 Years	40-45Years	Above 45 Years	
Work Load	30	10	10	5	55
Poor Salary	03	02	02	3	10
Time pressure and Deadline	10	10	03	2	25
Frequent Travel	05	08	01	1	15

Planned & unplanned work	03	07	03	2	15
Total	51	37	19	13	120

H₀: There is no association between age and causes of stress.

H₁: There is association between age and causes of stress

Chi-Square Test:

	Calculated Value	Df	Table Value
Pearson Chi-Square	10.6	12	21.0

The chi square result shows that the at 5% level of significance, Calculated value is less than table value hypothesis is accepted. There is association between age and causes of stress

FINDINGS:

- 27.50% of respondents belong to age group of 25 -30 years
- 69.17% of the respondents are male
- 33.33 % of the respondents are getting salary in between 30,001-40,000
- 37.5% of the respondents felt that excess workload was the major cause of stress.
- 25% of the respondents felt that they are reserved with other employees.
- 20.83% of the respondents engaged themselves with managing time and be optimistic.

CONCLUSION:

Managing pressure is very difficult task for the employees. Due to high level of pressure performance of employees get affected. There are number of factors which leads to pressure. Most of the employees not able balance the work and life. It ultimately affect their personal life. Employees should engage themselves by yoga, meditation, Physical exercise, and also by means of entertainment. At same time employees should not always engage in work and they must have some relaxation which helps to lead peaceful life.

SUGGESTION:

Most of the bank employees are in pressurised environment. They find difficult to cope with fastest technological environment. Many camps and awareness programmes should also be conducted. Whenever employee feel frustrated they should be motivated and encouraged to do their work. Games to be conducted to relax and relief from stress.

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