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OCCUPATIONAL STRESS ON EMPLOYEES AND
ITS IMPACT ON THEIR PERSONAL LIFE: AN
EMPIRICAL STUDY ON EMPLOYEES OF
ANDHRA BANK, HYDERABAD

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ABSTRACT

The common fact which suffers a lot in every one's life in now-a-days is "STRESS". When a person is looking for a help, it indicates that he is physically and psychologically disabled. Since past decades the nature of working has been changed widely, and still all these changes are still in progress. Among the various factors of stress, most commonly and frequently occurring stress in an individual's life is Workplace Stress. Here, it is mentioned as a change in one's physical or mental state in response to their workplaces which may become a threat to that employee even in his/her personal life. This research shows that the employees increasing stress levels and their reflection in their personal life. Due to this work place stress employees are facing some physical and psychological problems even at their home, where they can't participate/inculcate along with their family members in their family events. Also this study explores the various measures/precautions adopting by employees to avoid or at least to reduce their stress levels and strengthen their family relations. The employees of various branches of Andhra Bank located in Hyderabad are taken as the sample for this research.

KEY WORDS: Stress, Work Place, Work place stress, Family Relations.

I. INTRODUCTION

Stress is an inevitable concomitant of human beings life. Stress at work is a relatively new phenomenon of modern lifestyles. The nature of work has gone through drastic changes over the last century and it is still changing at whirlwind speed. In present days each and every individual is facing stress like kids of kindergarten, students of universities and colleges, home makers and everyone in the academic and professional field experiences stress. The term "stress" has been derived from the Latin word "Stringer" which means 'to clutch', 'compress', or 'bind'. The concept of stress was first introduced in Life Sciences by Hans Selye in 1936. There are different views of different persons on the basis of their personal experiences. For some businessmen it is a frustration or emotional tension. Some suggest that it is a physical or mental pressure. However, stress restricts and acts as a hindrance in the performance of an individual. It is a kind of pressure that people feel in life due to their reaction to situation.

I.1. OCCUPATIONAL STRESS

Occupational stress has become a common problem throughout the industrial world. Over the years its prevalence has increased, thus affecting the individual's mental health and wellbeing. Occupational stress poses a threat to physical health. Occupational stress can be defined as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the worker. Selye [1936] defines stress as "a dynamic activity wherein an individual is confronted with an opportunity, constraint or demand".

I.2. IMPACT OF STRESS ON EMPLOYEES

Both physical and psychological stressors have a tremendous impact on not only

the employees' health, but also the organization's. Some of the impacts of employee stress are:

Absenteeism, Loss of Judgement, Employee, Workplace Accidents

II.1. REVIEW OF LITERATURE

Tilottama Azad explored that majority of the bank employees' face severe stress-related ailments and a lot of psychological problems. He felt that the management must take several initiatives in helping their employees to overcome its disastrous effect. Since stress in banking sector is mostly due to excess of work pressure and work life imbalance, the organization should support and encourage taking up roles that help them to balance work and family.

G. Radha, states that the productivity of the workforce is the most decisive factor as far as the success of an organization is concerned. The productivity in turn is dependent on the wellbeing of the employees. The well-being is influenced by occupational stress and job satisfaction. She concluded that in an age of highly dynamic and competitive world, employees are exposed to all kinds of stressors that can affect them on all realms of life. She says that Stress can be managed by practising simple and easy techniques. The first step is to prevent stress and then to identify early signs of stress.

Dr. A.V.V. Siva Prasad concluded that yoga is a very important technique to control stress in job and also it is an answer for healing or reducing stress among male and female employees in their job roles. He suggested that the insurance companies should spend some time and resources to implement stress reduction programmes like 'Yoga' for their employees to make them to reduce their stress and everyone would agree with his saying that the insurance companies should always focus on "maintenance", rather than "repair".

Ayyappan, M.Sakthi Vadivel, concludes that due to the technological growth there is a huge revolution occurred in the nature of working processes in banking sector and also the competition is globalised because of the economy conditions. Due to these drastic changes, the employees in the banking sector are also facing increased level of stress when compared to previous work conditions. So the banking sector employees should adopt new strategies to reduce stress and for maintaining good physical and mental condition which will improve productivity level of bank.

II.2. RESEARCH GAP

Majority of the research studies have focused on the job stress and its impact on productivity of the organization. Limited studies were undertaken on the job stress and its impact on personal life. So, the researcher wants to explore on this area and try to fulfil the presumed research gap.

III.1. OBJECTIVES OF THE STUDY

The following are the objectives of the study:

1. To explore the individual stressors contributing to overall stress both from occupational as well as from family.
2. To measure the level and impact of job stress on the personal life of bank employees.
3. To explore the significant differences between male and female respondents regarding the impact of job stress on their personal life.

III.2. SIGNIFICANCE OF THE STUDY

The word 'stress' has been repeatedly used in the recent years as a way to describe many symptoms seen in working individuals. The studies suggest that work-stress may increase a person's risk for cardiovascular disease, psychological disorders, workplace injury and other health problems. Stressful working conditions are also associated with increased

absenteeism, tardiness, disability claims, and other factors that reduce a company's productivity and competitiveness. The risk for the job stress can be reduced through smart strategic action. Under these circumstances a study on stress management to suggest measures to reduce the impact of stress is very much important.

III.3. SCOPE OF THE STUDY

Mostly, the organizations focus on the reduction or management of the job-related stressors only. But the impact of personal stressors like family and social commitments which have a bearing on the emotional stability and physical ability of the employees has not been taken care of by these organizations. The scope of the study is extended to include the personal stressors also. It is just not enough to treat the causes but the consequences of stress on physical, emotional and behavioural areas also require due attention. This study focuses on the identification of the consequences of stress with a view to enable the employees in the better management of their response to stress.

IV. RESEARCH METHODOLOGY

IV.1. Research Design: A research design is the basic framework or plan for a study that guides the collection of data and analysis of the data. The present study is descriptive in nature.

IV.2. Sampling Design: As stated above, the employees of Andhra bank from various branches located in Hyderabad have been taken as a sample. The sample size is restricted to the size $n=100$, but due to in-appropriate responses from some respondents the sample size has been downsized to 85 only.

IV.3. Sampling Technique: The actual respondent from the sample frame for the present study was selected using convenience sampling method.

IV.4. Statistical Tools For Analysis: In the present study, Karl Pearson's Correlation Coefficient has been used for analysing the significance of responses given by the male and female respondents.

V. DATA ANALYSIS & INTERPRETATION

Table-V.1: Supportive Work Culture in Organization

Q.No	Options	Gender		Total	Percentage	
		Male	Female		M-%	F-%
V.1	Mostly	14	9	23	25.45	30.00
	Rarely	18	15	33	32.73	50.00
	Frequently	17	6	23	30.91	20.00
	Not At All	6	0	6	10.91	0.00
	Total	55	30	85	100.00	100.00
Correlation Coefficient				0.84	Positive	

Source: Questionnaire

Interpretation: From the above table-V.1. Presents that Karl Pearson's Correlation Coefficient is a positive type of correlation ($r = 0.84$) between male and female regarding supportive work culture providing by their organization. The detail analysis shows that work culture is rarely positive as said by both Male and female respondents. Making comparative analysis majority percentage of respondents who said rarely are women (50%) when compared to Men (32.73%).

Table-V2: Frequency of Stress facing situations

Q.No	Options	Gender		Total	Percentage	
		Male	Female		M-%	F-%
V.2	Mostly	16	13	29	29.09	43.33
	Rarely	27	13	40	49.09	43.33
	Frequently	9	4	13	16.36	13.33
	Not At All	3	0	3	5.45	0.00
	Total	55	30	85	100.00	100.00
Correlation Coefficient				0.90	Positive	

Source: Questionnaire

Interpretation: From the above table-V.2 presents that Karl Pearson's Correlation Coefficient is a positive type of correlation ($r = 0.90$) between male and female who face stress situation in their organization. The detail analysis shows that the employees face stress situation rarely positive as said by both Male and female respondents. Making comparative analysis majority percentage of respondents who said rarely are men (49.09%) when compared to Women (43.33%).

Table-V.3: Necessary steps to reduce Occupational Stress

Q.No	Options	Gender		Total	Percentage	
		Male	Female		M-%	F-%
V.3	Mostly	18	8	26	32.73	26.67
	Rarely	23	18	41	41.82	60.00
	Frequently	8	4	12	14.55	13.33
	Not At All	6	0	6	10.91	0.00
	Total	55	30	85	100.00	100.00
Correlation Coefficient				0.95	Positive	

Source: Questionnaire

Interpretation: From the above table-V.3 presents that Karl Pearson’s Correlation Coefficient is a positive type of correlation (r = 0.95) between male and female in taking necessary steps to avoid workplace stress which disturbs their family life. The detail analysis

shows that the employees are rarely taking necessary steps to reduce their stress as said by both Male and female respondents. Making comparative analysis majority percentage of respondents who said rarely are women (60%) when compared to Men (41.82%).

Table-V.4: Working Environment and time without any interruption

Q.No	Options	Gender		Total	Percentage	
		Male	Female		M-%	F-%
V.4	Mostly	15	5	20	27.27	16.67
	Rarely	20	11	31	36.36	36.67
	Frequently	11	11	22	20.00	36.67
	Not At All	9	3	12	16.36	10.00
Total		55	30	85	100.00	100.00
Correlation Coefficient				0.51	Positive	

Source: Questionnaire

Interpretation: From the above table-V.4 presents that Karl Pearson’s Correlation Coefficient is a positive type of correlation (r = 0.51) between male and female regarding availability of time to do their work without interruption. The detail analysis shows that t

here is a rare time to do their work without interruption as said by both Male and female respondents. Making comparative analysis majority percentage of respondents who said rarely are women (36.67%) when compared to Men (36.36%).

Table-V.5: Affect of occupational stress on family interests of employees

Q.No	Options	Gender		Total	Percentage	
		Male	Female		M-%	F-%
V.5	Mostly	12	6	18	21.82	20.00
	Rarely	20	8	28	36.36	26.67
	Frequently	16	9	25	29.09	30.00
	Not At All	7	7	14	12.73	23.33
Total		55	30	85	100.00	100.00
Correlation Coefficient				0.58	Positive	

Source: Questionnaire

Interpretation: From the above table-V.5 presents that Karl Pearson’s Correlation Coefficient is a positive type of correlation (r = 0.58) between male and female which says that stress in workplace affects their family interests.

The detail analysis shows that the majority of men respondents (36.36%) say rarely whereas majority of women respondents (30%) says frequently regarding impact of workplace stress on their family interests.

Table-V.6: Availability of time spending with children to reduce occupational stress

Q.No	Options	Gender		Total	Percentage	
		Male	Female		M-%	F-%
V.6	Mostly	8	8	16	14.55	26.67
	Rarely	21	10	31	38.18	33.33
	Frequently	12	6	18	21.82	20.00
	Not At All	14	6	20	25.45	20.00
Total		55	30	85	100.00	100.00
Correlation Coefficient				0.56	Positive	

Source: Questionnaire

Interpretation: From the above table- V.6 presents that Karl Pearson's Correlation Coefficient is a positive type of correlation ($r = 0.56$) between male and female in spending their time in playing with their children to reduce their stress. The detail analysis shows

that male and female respondents rarely spend their time playing with their children to reduce their workplace stress. Making comparative analysis majority percentage of respondents who said rarely are Men (38.18%) when compared to women (33.33%).

Table-V.7: Physical/Psychological problems with occupational stress

Q.No	Options	Gender		Total	Percentage	
		Male	Female		M-%	F-%
V.7	Mostly	0	0	0	0.00	0.00
	Rarely	0	0	0	0.00	0.00
	Frequently	0	0	0	0.00	0.00
	Not At All	55	30	85	100.00	100.00
Total		55	30	85	100.00	100.00
Correlation Coefficient				1.00	Perfect +Ve	

Source: Questionnaire

Interpretation: From the above table-V.8 presents that Karl Pearson's Correlation Coefficient is a perfect positive type of correlation ($r = 1.00$) between male and female in facing physical/psychological stress at their workplace stress. The detail analysis shows that both Male and female respondents are not at all facing any physical/psychological problems in affected by stress at their workplace. Making comparative analysis there is equal percentage (100%) of response who said 'not at all'.

CONCLUSION

Due to rapid growth of hefty workload and increasing working hours the employees of banking sector are effected with workplace stress to reach their job as well as bankers' goals. But, now-a-days this occupational stress leads to affect the employees' personal life. In this study, the researcher has explored that there is a positive type of correlation between male and female employees of Andhra Bank regarding occupational stress and its impact on their family. It is also clearly defined that both male and female employees are feeling that their organization rarely provides a stress free environment for them to reduce their

stress and spend sufficient time with their family. Also they feel that the occupational stress shows some impact on their personal life and on their family members. But it is still a good to hear that the male and female employees of Andhra bank do not face any physiological/psychological problems due to occupational stress.

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