

Effect of Occupational Stress on Well-Being and Job Satisfaction among Government and Private Bank Employees

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ABSTRACT

Occupational stress is one of the major issue related to one's job. Occupational stress often stems from unexpected responsibilities and pressures that do not align with a person's knowledge, skills, or expectations, inhibiting one's ability to cope. In this regard the present study is focused on studying the effect of occupational stress on well-being and job satisfaction of the bank employees who are working in public and private sectors. The purposive random sampling technique was adopted in the present study. The participants (N=100, Govt. Sector Banks=50, Private Sector Banks=50) were administered Occupational Stress index (developed by Srivatsava and Singh, 1981), Subjective well-being (developed by Nagpal and Sell, 1992) and Job satisfaction scale (developed by B.C. Muthyaa, 1973). Pearson Product Moment Method statistical technique was used to find out the interrelationship between occupational stress, subjective well-being and job satisfaction. The result of the present study indicate that there is a significant relationship between occupational stress, well-being and Job satisfaction among the bank employees. The paired sample t-test results found that there is a significant difference between bank employees of public sector and private sector ion their level of occupational stress, well-being and job satisfaction.

Key Words: *Bank Employees, Job satisfaction, Occupational Stress, Well-being.*

INTRODUCTION:

OCCUPATIONAL STRESS:

Working in Banking sector is for the most part seen as stressful and demanding profession. It is both physically and mentally challenging. There is significant proof that working in banking sector is a stressful occupation, which can prompt interruptions in both psychological and physical wellbeing and can disable professional practice:

1. Stress is a pervasive and tricky piece of daily life and in the workplace. It is a typical topic in nursing.

2. There is a developing collection of proof, which accept that health care providers especially nurses experience stress throughout doing their work. Work related stress is characterized as the destructive physical and emotional reactions that happen when the prerequisites of the employment don't coordinate the capacities, reactions, or need of the worker.
3. Work place stress or job stress is characterized as any normal for the occupation environment that represents a risk to the individual, either over the top requests or lacking supplies to address the issue and lead to rising tension in a man.
4. Occupational stress exists in all professions. But, nursing has all the earmarks of being especially upsetting. In an review of more than 100 occupations, utilizing stress rating scale to look at work weights, nursing had one of the most elevated scores among the administration occupations.

Sources of stress for bank workers can be categorized into four zones: workload, pressure from the organizations, interpersonal communications, and professionalism. In reality it is uncommon that only one source of stress is actually present in the circumstances. Sources of stress are much of the time interrelated and synergistic impacts are seen because of many of sources of stress. For instance, interpersonal conflicts might be because of organizational and administration issues. Recent studies have exhibited that Sources of work related stress among bank workers fluctuate between regions, nations, organizations, divisions, banking specialties and people. This has been credited to the diverse health systems, their culture, availability of resources, nature of work, distinctive educational levels, age, business contract, work experience and personality attributes (Lee and Wang, 2002; Lindholm, 2006; Peterson and Wilson, 2002).

SUBJECTIVE WELL BEING:

Subjective well-being (SWB) refers to how people *experience* and *evaluate* their lives and specific domains and activities in their lives. Over the past decade, interest in information about SWB (also called "self-reported wellbeing") has increased markedly among researchers, politicians, national statistical offices, the media, and the public. The value of this information lies in its potential contribution to monitoring the economic, social, and health conditions of populations and in potentially informing policy decisions across these domains (Krueger et al., 2009; Layard, 2006).

JOB SATISFACTION:

Job satisfaction is characterized as the level or degree to which employees like their works (Spector, 1997). Various segments of job satisfaction have been distinguished counting incorporating satisfaction with pay, potential for innovativeness, self-sufficiency, assignment personality, satisfaction with organizational promotion approach and their individual promotions, satisfaction with associates, and accessible proceeding with education openings. Past researchers have revealed a reverse or negative relationship between perceived stress and job satisfaction, that is, as job satisfaction increases, stress decreases (Flanagan and Flanagan, 2002; Sveinsdottir, et al., 2006; Zangaro and Soeken, 2007).

Job Satisfaction is an affective orientation that a worker has towards their work (Price, 2001). What makes a job fulfilling or uninspiring does not depend just on the nature of the occupation, additionally on the desires that people have of what their employment ought to give (Spector, 1997). Most published research from different nations shows that job satisfaction is a noteworthy indicator of nursing absenteeism, burnout, turnover and intention to quit (Cavanagh, 1990, Siu 2002, Yin and Yang 2002.). Thus recognizable proof of the components identified with job satisfaction and investigation of their consequences for job satisfaction can possibly help the development of employment strategies to enhance maintenance and decrease turnover.

OBJECTIVE OF THE STUDY:

- To study the effect of occupational stress on Subjective Well-being and Job satisfaction among Government and Private Bank Employees.
- To study the difference between Government and Private Bank Employees in their level of occupational stress, Subjective Well-being and Job satisfaction.
- **HYPOTHESIS OF THE STUDY:**
- There will be a significant relationship exists between occupational stress, Subjective Well-Being and job satisfaction.
- There will be a significant difference between government bank employees and private bank employees in their level of occupational stress, subjective well-being and job satisfaction.

TOOLS USED:

Demographic data sheet

A semi structured questionnaire developed by the researcher was administered to the selected sample to collect the necessary information such as, the participant's name, gender, age, class, religion, education level of both parents, socio-economic status of the family etc.

Occupational Stress Index (OSI):

Occupational Stress Index (OSI) was used to measure occupational stress of bank employees prepared by Prof. S. K. Srivastava and Prof. A. P. Singh of Department of Psychology, Banaras Hindu University, Varanasi. This standardized questionnaire has the reliability coefficient ascertained by Split half (odd-even) method and Cronbach's alpha- coefficient for the scale as a whole were found to be 0.937 and 0.90 respectively.

Subjective Well Being:

Subjective Well-Being Inventory developed by Nagpal and Sell (1992) is a self report questionnaire consisting of 40 items designed to measure an individual's mental status regarding overall feeling about life. The inventory gauges eleven factorial dimensions namely-Positive affect, Expectation-Achievement congruence, confidence in coping, Transcendence, Family group support, Social support, Primary group concern, Inadequate mental mastery, Perceived ill-health, Deficiency in social contacts and General wellbeing negative affect. For positive items, score is 3, 2 and 1 respectively and vice-versa for the negative items. The sum of all 40 items gives overall Subjective Wellbeing score. Higher the score, shows better the Subjective Well Being and vice-versa. The scale has been found to have high inter-rater, inter-scorer, and test-retest reliability and has proved its validity through many experiments (Grandall, 1976; Huisman. 1981) and was therefore considered appropriate for this study.

Job satisfaction scale.

Job Satisfaction Scale developed by C.N. Daftuar consisting of 19 items including 2 which measure separately overall satisfaction with the company and overall satisfaction with the work was used for the purpose. The respondents were asked to rate each statement on a five point scale ranging from 5 (strongly agree) to 1 (strongly disagree).

The subject is asked after good rapport formation to attempt answering all statements. They were asked to give their responses on five point scale from strongly agree to strongly disagree. Instructions are printed on the cover page of the test booklet. It is good to reinforce instructions by orally reiterating that the examinee will be doing himself and must be good by

being frank and honest in describing himself. In the present study all the subjects were literate. So they can read instructions easily.

Scale with the range of strongly agree to strongly disagree responses which are scored 5 to 1 and summed, the possible range of score was between 19 and 95. Higher score naturally indicates a higher level of job satisfaction.

PROCEDURE :

A total of 100 participants were selected for this study. They were drawn from different government banks sectors (N = 50, Males = 25 and Females = 25) and Private bank sectors (N = 50, Males = 25 and Females = 25) across Bangalore, Tumkur, Kolar, Shimoga and Mysore districts of Karnataka state.

Initially the investigator established rapport with the authorities and employees and taken consent for their involvement in the proposed research. They were briefed about their participation and requested to fill up the bilingual research instruments under study. They were administered Occupational stress index, Subjective well-being and Job satisfaction questionnaires. During the process of administering the research questionnaires doubts were clarified.

After the data gathered from the participants, scoring was done according to the norms developed by the authors of the questionnaires. Later, the researcher found the relationship between occupational stress, subjective well-being and job satisfaction of bank employees working in government and private sectors.

DATA ANALYSIS:

The obtained data were scrutinized, scored according to the scoring keys respectively and subjected to the following statistical techniques to find out the relationship between the variables.

- The correlation between occupational stress, coping strategies and job satisfaction was found out by using Pearson's Product Moment Correlation.
- Independent Sample t-test was used to find out the difference between Government Bank employees and Private bank employees.

RESULT ANALYSIS:

The data gathered from the participants about their level of occupational stress, coping strategies and job satisfaction are analyzed to find out the inter relationship between these variables. The following section of this chapter reveals the relationship between the variables of the present study.

Table 1. Correlation between the variables

Variables	Subjective Well-being	Job Satisfaction
Occupational Stress	-.528	-.472
	.001**	.001**
Subjective Well-Being		.430
		.001**

*significant @ 0.05, **significant @ 0.01

As shown in table 1, occupational stress has a significant negative relationship with subjective well-being ($r = -.528$, $p = 0.001 < 0.01$) and job satisfaction ($r = -.472$, $p = 0.001 < 0.01$). The results of the study also indicates that Subjective well-being has a significant positive relationship with job satisfaction ($r = .430$, $p = 0.001 < 0.01$).

Table 2. Mean scores and Standard Deviation scores of occupational stress and its subscales of employees of Government and Private Bank Sectors and results of independent sample 't' test.

Occupational stress Subscales	Group	Mean	SD	t- value	p-value
Role Overload	Govt. Bank Employees (N=50)	12.96	4.24	6.152	.001**
	Private Bank Employees (N=50)	17.86	4.59		
Role ambiguity	Govt. Bank Employees (N=50)	6.37	2.63	4.800	.001**
	Private Bank Employees (N=50)	10.83	2.56		
Role Conflict	Govt. Bank				

	Employees (N=50)	9.27	2.41	4.507	.001**
	Private Bank Employees (N=50)	12.86	2.96		
Unreasonable group & Political pressures	Govt. Bank Employees (N=50)	8.15	2.64	4.769	.001**
	Private Bank Employees (N=50)	11.89	3.18		
Responsibility for persons	Govt. Bank Employees (N=50)	7.62	2.30	3.255	.001**
	Private Bank Employees (N=50)	9.54	3.08		
Under participation	Govt. Bank Employees (N=50)	8.72	3.20	8.781	.001**
	Private Bank Employees (N=50)	10.15	1.62		
Powerlessness	Govt. Bank Employees (N=50)	8.04	2.73	8.592	.001**
	Private Bank Employees (N=50)	10.08	.95		
Poor peer Relations	Govt. Bank Employees (N=50)	9.34	2.12	.338	.001**
	Private Bank Employees (N=50)	11.27	1.59		
Intrinsic impoverishment	Govt. Bank Employees (N=50)	10.55	2.28	2.973	.001**
	Private Bank Employees (N=50)	12.04	2.03		
Low status	Govt. Bank Employees (N=50)	8.83	2.04	3.103	.001**
	Private Bank Employees (N=50)	10.81	1.23		
Strenuous working conditions	Govt. Bank Employees (N=50)	9.74	2.40	4.421	.001**
	Private Bank Employees (N=50)	12.17	2.78		
Unprofitability	Govt. Bank Employees (N=50)	6.70	1.89	3.002	.001**
	Private Bank Employees (N=50)	6.05	1.87		
Overall Occupational Stress	Govt. Bank Employees (N=50)	123.34	12.47	4.934	.001**
	Private Bank Employees (N=50)	131.58	20.23		

As shown in above table 2, there is a significant difference found between government bank employees and private bank employees in their level of occupational stress and sub scales of occupational stress ($t = 4.934$, $p = .001 < .01$).

Table 3 Mean scores and Standard Deviation scores of Subjective Well-Being of employees of Government and Private Bank Sectors and results of independent sample 't' test.

Variable	Groups	N	Mean	SD	t	p (Sig)
Subjective Well-Being	Govt. Bank Employees	50	85.48	4.58	8.542	.001**
	Private Bank Employees	50	62.73	6.29		

As shown in above table, there is a significant difference found between government bank employees and private bank employees in their level of Subjective well-being ($t = 8.542$, $p = .001 < .01$).

Table 4 Mean scores and Standard Deviation scores of Job Satisfaction of employees of Government and Private Bank Sectors and results of independent sample 't' test.

Variable	Groups	N	Mean	SD	t	p (Sig)
Job Satisfaction	Govt. Bank Employees	50	65.28	6.25	5.712	.001
	Private Bank Employees	50	55.19	8.18		

As shown in above table, there is a significant difference found between government bank employees and private bank employees in their level of job satisfaction ($t = 5.712$, $p = .001 < .01$).

DISCUSSION:

One of the main objectives of the study is to find out the relationship between occupational stress, subjective well-being and job satisfaction. This hypothesis was formulated based on the entire population's results which have been taken for the study states that '**There will be significant relationship exists between occupational stress, subjective well-being and job satisfaction**'. The findings of the study revealed that significant relationship found between occupational stress, subjective well-being and job satisfaction. It has been indicated that occupational stress has a significant negative relationship with job satisfaction. It shows that when there is an increase in occupational stress it gradually reduces the job satisfaction among the bank employees. Because, the situation which increases occupational stress affect negatively on performance of the workers in the workplace and finally reduces the level of performance and job satisfaction in the workers. On the other hand, when there is a decrease in occupational stress it increases the job performance and job satisfaction. Some of the factors in occupational stress which effect on job satisfaction of the bank employees are Role Overload, Role Conflict, under participation, Powerlessness, Intrinsic impoverishment, Unprofitability, Role ambiguity, Unreasonable group & Political pressures, Responsibility for persons, Poor peer Relations, Low status and Strenuous working conditions.

The results also shown that occupational stress has significant positive relationship with subjective well-being. The statistical analysis of Pearson Product moment method has revealed each of the subjective well-being is significantly negatively correlated with occupational stress. The relationship between occupational stress and subjective well-being indicates that when there is an increase in occupational stress the well-being of the employees getting low and the employees are not able to cope up with the circumstances of their working conditions. They may not be able to take proper actions and confront with the problems. On the other hand, when there is decrease in occupational stress they may take proper actions to confront with the problem and subjective well-being will increased.

CONCLUSION:

Working in the bank sectors is the most challenging job in the present context. In this context lot of factors will affect the nature of work of the bank employees. In which occupational stress is the most important one which will affect negatively on working performance. The present study was tried to explore the relationship between occupational stress, subjective well-being and job satisfaction among Govt. bank employees and Private bank employees. It

has been said that the occupational stress they experience in the organizational settings, well-being of the employees which can be useful in reduction of occupational stress or problems and the level of job satisfaction they experience in the work they do influence each other and significant positive relationship has shown.

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