

# A Study on the Level of Stress among Employees of Private Sector and Public Sector Banks

Dr. Anil Kanwa<sup>1</sup>, Mr. Pardeep Yadav<sup>2</sup>

<sup>1</sup>Professor, Faculty of Management and Commerce, Baba Mastnath University, AsthalBohar, Rohtak

<sup>2</sup>Research Scholar, Faculty of Management and Commerce, Baba Mastnath University, AsthalBohar, Rohtak

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## ABSTRACT

Stress is how we react when we feel under pressure or threatened. It usually happens when we are in situation that we don't feel we can manage or control. Stress is a feeling of emotional or physical tension. It can come from any event or thought that makes you feel frustrated, angry, or nervous. The main aim of the research paper is to study the level of stress among employees of private sector and public sector banks. The required data collected from 600 respondents who working in private and public sector banks of ten administrative districts of Madhya Pradesh State through questionnaire. The results of the study indicate that male and female employees of private sectors bank were found in more stress as compare to public sector banks.

**Keywords:** - Stress, private sector Banks, public sector banks and etc.

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## INTRODUCTION

Stress is how we react when we feel under pressure or threatened. It usually happens when we are in situation that we don't feel we can manage or control. Stress is a feeling of emotional or physical tension. It can come from any event or thought that makes you feel frustrated, angry, or nervous.

In Human Resource Management, Stress is defined as a state of mental and emotional pressure or strain, caused by challenging or unfavourable circumstances. It is an outside force that rules an individual's feelings and behaviour.

Work-related stress has become a critical issue in the banking industry. Employees in both public and private sector banks face pressure from increasing workloads, technological changes, and customer expectations. However, the nature and intensity of stress may vary between these sectors. Public sector banks often provide job security and structured working conditions, yet employees may experience stress due to bureaucratic procedures, customer demands, and rigid operational frameworks. On the other hand, private sector banks operate in a highly competitive environment where employees face intense performance targets, long working hours, and job insecurity. The psychological and physical effects of workplace stress can impact employee productivity, job satisfaction, and overall well-being. Therefore, it is essential to understand the key stress factors and their impact on employees across both sectors.

### Types of Stress

Stress can be categorized into different types based on its duration, cause, and impact on an individual.

- **Acute stress** is short-term and often results from immediate pressures or demands, such as an approaching deadline or a sudden argument. While it can be intense, it usually subsides quickly once the situation is resolved.
- **Episodic acute stress** occurs when someone frequently experiences acute stress due to a chaotic lifestyle, over commitment, or excessive worrying. This can lead to ongoing tension and anxiety, potentially affecting health over time.
- **Chronic stress**, on the other hand, is long-term and arises from persistent problems such as financial difficulties, an unhappy marriage, or job-related pressures. Unlike acute stress, chronic stress can have serious health consequences, including cardiovascular disease, depression, and a weakened immune system.

- **Traumatic stress**, which stems from extreme events such as natural disasters, abuse, or life-threatening situations. This form of stress can lead to post-traumatic stress disorder (PTSD) and requires professional intervention. Understanding these different types of stress can help individuals recognize and manage their stressors more effectively.

#### Causes of Stress:

The most frequent reasons for “stressing out” fall into three main categories:

- **Heavy Workload:** Bank employees handle numerous transactions daily, along with meeting sales targets and customer service demands. The pressure to complete tasks efficiently within tight deadlines adds to their stress levels.
- **Long Working Hours:** Employees often work beyond their scheduled hours, especially during peak financial periods like month-end, year-end, or festive seasons. This extended workload affects their work-life balance and overall well-being.
- **Job Insecurity:** With increasing automation, digitization, and frequent organizational changes, bank employees face uncertainty about job stability. Mergers, acquisitions, and cost-cutting measures further increase the fear of layoffs.
- **Customer Pressure and Expectations:** Handling customer queries, complaints, and loan processing requires patience and efficiency. Dealing with difficult or dissatisfied customers adds to emotional and mental stress.
- **Strict Regulatory Compliance:** Banks operate under strict government regulations, and employees must ensure accuracy in financial transactions. Even minor errors can lead to penalties, audits, or even job termination, making compliance a stressful aspect of the job.
- **Frequent Changes in Policies and Technology:** The banking industry is constantly evolving with new policies, software, and digital banking platforms. Employees must continuously adapt to these changes, increasing their workload and stress levels.
- **High Competition and Performance Pressure:** Many banking roles are target-driven, requiring employees to achieve sales goals for products like loans, credit cards, and investment plans. The pressure to meet these targets leads to intense workplace competition and stress.
- **Risk of Fraud and Mistakes:** Banks deal with sensitive financial transactions, and employees are responsible for preventing fraud and errors. A single mistake can lead to financial losses or disciplinary action, creating constant anxiety.
- **Limited Career Growth Opportunities:** Employees may feel stuck in repetitive roles with limited opportunities for promotions or skill development. This lack of career progression leads to job dissatisfaction and stress.
- **Workplace Relationships and Organizational Politics:** Conflicts with colleagues, favoritism, and office politics create a toxic work environment. Lack of support from management or unfair evaluations can further demotivate employees, leading to workplace stress.

#### Symptoms of Stress:

Symptoms of stress fall into three general, but interrelated, categories—physical, mental, and emotional. Review this list carefully. If you find yourself frequently experiencing these symptoms, you are likely feeling distressed:

- Headaches
- Fatigue
- Gastrointestinal problems
- Hypertension (high blood pressure)
- Heart problems, such as palpitations
- Inability to focus/lack of concentration
- Sleep disturbances, whether it's sleeping too much or an inability to sleep
- Sweating palms/shaking hands
- Anxiety
- Sexual problems.

## REVIEW OF LITERATURE

**Anushree Karaniet. al. (2023)** explored that bank employees feel the breach of psychological contract which induced job stress. Further, job stress negatively impacts their psychological empowerment and psychologically empowered employees exhibit increased innovative behaviour and well-being. The authors also found that job stress and psychological empowerment mediated the relationship between PCB and outcome variables, and learned helplessness moderates this relationship. The current study captures the psychological response of employees during the pandemic era.

**Gede (2019)** led a study that discovered the connection between the work related stressors and the representative's execution and he arrived at the conclusion that these stressors can psychologically affect the specialists. Stress causes wellbeing issues, for example, strong agony, heart infections, gloom and can influence worker profitability adversely. Workers who are worried begin smoking and they become dependent on it. At the point when employees are not being given prizes, they have less control over their work, administration doesn't give satisfactory backing to them when they are confronting genuine wellbeing issues, for example, hypertension, heart assaults etc and this consequently diminishes their dedication towards the company.

**John K et al. (2018)** found that stress affects employees all across the world, according Occupational stress is caused by a variety of circumstances. The purpose of this study was to see if there was a link between employees' positive and negative attitudes. It was discovered that employees have a less beneficial association between organisational citizenship behaviours and occupational stress, resulting in lower employee performance and a lack of good relationships between employees in the workplace. As a result, it was recommended to the higher-level management to generate positive capital among the employees in order to boost employee output for the benefit of the company while also reducing stress.

**Joshi & Chaturvedi (2018)** explores that inspiration maintains individual progress towards a goal or objective. However compensation is an unpredictable idea where cash is considered. The most critical component of authoritative development is inspiration which furnishes people with a suitable domain which makes them feel good to contribute to the hierarchical objectives.

The inspiration guarantees representative's commitment for their obligation, diligent work, accomplishment, and creates some development opportunities. Interestingly with motivational hypothesis, prizes are given for the work execution and there are two sorts of prizes, for example, money related and non-budgetary prizes. Budgetary prizes are those which are given in view of the pay framework, for example, pay rates, rewards and so on and non-monetary prizes are the incidental advantages or the advantages offered to the representatives.

A connection exists between motivational hypothesis and prize frameworks as prizes are offered to expand representative's inspiration and for long haul impact on workers. It is the association's obligation to give accessible assets and prizes to representatives keeping in mind the end goal to rouse them which thus will help them to contribute towards authoritative advancement and accomplishment.

**Noman et al. (2018)** based on the link between extraversion, conscientiousness, and OCB. Employee behaviour not uniform and varied from person to person, according to the findings. They used two personality factors that increase OCB in this investigation. It has been proven that when employees have good personality qualities, their stress levels decrease and their productivity rises. It was determined that management should assess personality qualities at an early stage and attempt to create good personality traits in employees through training and counselling.

### Research Objectives

- To study the level of stress among the employees of private sector and public sector banks.

## RESEARCH METHODOLOGY

The descriptive research design is used to study the stress level of employees working in the private and public sector banks. The 600 respondents have been selected from ten districts of Madhya Pradesh (60 respondents from each sampled districts) through purposive sampling technique. To obtain the aim of study data collected from sampled employees with the help of structured questionnaire. After gathering the information, for analyzing the information various tools and techniques used by the researcher such as mean, standard deviation and t-test by using SPSS software.

### Reliability of Scale

Before analyzing the objectives of the study, reliability of questionnaire is checked with the help of Cronbach's alpha which is commonly used as an estimator of the internal consistency reliability of a scale. The score of Cronbach's alpha of the questionnaire on expectation is 0.791. If the alpha value is 0.7 or more, it is usually considered a good scale and the measurement of the variables are valid and reliable.

### Data Analysis and Interpretation

The collected data related to the stress of bank employees were edited, coded, tabulated, and grouped in MS-Excel. The statistical techniques such as mean, standard deviation and t-test applied for analysing the collected data with the help of SPSS 23 (Statistical Package for Social Sciences).

**Table No. 1 Showing the Comparison of Mean Scores of private bank and public bank on Gender Based (Male)**

Factors of level of stress among private sector and public sector banks	Private Bank		Public Bank		t-value	p-value
	Mean	SD	Mean	SD		
I know how to do my job getting well done	3.59	0.885	3.81	0.801	3.1923	0.069
I have unachievable deadlines at my job	3.61	0.737	3.46	0.731	2.5029	0.06
If work gets difficult, my colleagues will help me	3.62	0.798	3.65	0.775	0.4671	0.064
There is an effective system for reporting and repair of defects	3.51	0.742	3.46	0.712	0.8421	0.059
I give supportive feedback on the work I do	3.88	0.678	3.82	0.622	1.1295	0.053
I receive compliments for a job well done	3.66	0.741	3.52	0.693	2.3901	0.059
I am clear what my duties and responsibilities	3.87	0.640	3.81	0.615	1.1708	0.051
Health and safety procedures need to be followed to get the job done	3.53	0.794	3.43	0.650	1.688	0.059
I am expected to take risk to do the job for my colleagues when they take leave	3.82	0.646	3.80	0.590	0.396	0.051
I am clear about the goals and objectives for my department	3.60	0.728	3.57	0.700	0.5145	0.058
There is friction or anger between colleagues at work	3.82	0.622	3.76	0.540	1.2617	0.048
I am expected to work long hours to finish my work	3.50	0.793	3.54	0.721	0.6464	0.062
I have sufficient opportunities to question managers about change at work	3.85	0.630	3.79	0.634	2.9068	0.052
I request training to enable me to be more competent in my position	3.64	0.828	3.54	0.722	1.5766	0.063
I find working procedures easy and logical to follow	4.00	0.621	4.06	0.599	1.2045	0.05
I feel the work I do consumes my energy	3.67	0.800	3.52	0.759	2.356	0.064
<b>Overall</b>	<b>3.70</b>	<b>0.083</b>	<b>3.66</b>	<b>0.074</b>	<b>6.2305</b>	<b>0.006</b>

Source: Primary data

The table 1 shows Comparison of Mean Scores on Gender Based (Male) of private bank and public bank. Table 1 indicated mean score of the statement I know how to do my job getting well done in private bank 3.59 and in public bank 3.81 with t-value = 3.1923 and relationship with statements were found non-significant at 5% level of significance because the p-value is 0.069 which is higher than the table value. Mean score of the statement I have unachievable deadlines at my job in private bank 3.61 and in public bank 3.46 with t-value = 2.5029 and relationship with statements were found non-significant at 5% level of significance because the p-value is 0.060 which is higher than the table value. Mean score of the statements If work gets difficult, my colleagues will help me in private bank 3.62 and in public bank 3.65 with t-value =

0.4671 and relationship with statements were found non-significant at 5% level of significance because the p-value is 0.064 which is higher than the table value. Mean score of the statements There is an effective system for reporting and repair of defects in private bank 3.51 and in public bank 3.46 with t-value = 0.8421 and relationship with statements were found non-significant at 5% level of significance because the p-value is 0.059 which is higher than the table value. Mean score of the statements I give supportive feedback on the work I do in private bank 3.88 and in public bank 3.82 with t-value = 1.1295 and relationship with statements were found non-significant at 5% level of significance because the p-value is 0.053 which is higher than the table value. Mean score of the statements I receive compliments for a job well done in private bank 3.66 and in public bank 3.52 with t-value = 2.3901 and relationship with statements were found non-significant at 5% level of significance because the p-value is 0.059 which is higher than the table value. Mean score of the statements I am clear what my duties and responsibilities in private bank 3.87 and in public bank 3.81 with t-value = 1.1708 and relationship with statements were found non-significant at 5% level of significance because the p-value is 0.051 which is higher than the table value. Mean score of the statements Health and safety procedures need to be followed to get the job done in private bank 3.53 and in public bank 3.43 with t-value = 1.6880 and relationship with statements were found non-significant at 5% level of significance because the p-value is 0.059 which is higher than the table value.

Mean score of the statements I am expected to take risk to do the job for my colleagues when they take leave in private bank 3.60 and in public bank 3.57 with t-value = 0.5145 and relationship with statements were found significant at 5% level of significance because the p-value is 0.058 which is higher than the table value. Mean score of the statements I am clear about the goals and objectives for my department in private bank 3.82 and in public bank 3.76 with t-value = 1.2617 and relationship with statements were found non-significant at 5% level of non-significance because the p-value is 0.048 which is less than the table value. Mean score of the statements There is friction or anger between colleagues at work in private bank 3.50 and in public bank 3.54 with t-value = 0.6464 and relationship with statements were found non-significant at 5% level of significance because the p-value is 0.062 which is higher than the table value.

Mean score of the statements I am expected to work long hours to finish my work in private bank 3.85 and in public bank 3.79 with t-value = 2.9068 and relationship with statements were found significant at 5% level of significance because the p-value is 0.052 which is higher than the table value. Mean score of the statements I have sufficient opportunities to question managers about change at work in private bank 3.64 and in public bank 3.54 with t-value = 1.5766 and relationship with statements were found significant at 5% level of non-significance because the p-value is 0.063 which is higher than the table value. Mean score of the statements I request training to enable me to be more competent in my position in private bank 4.00 and in public bank 4.06 with t-value = 1.2045 and relationship with statements were found non-significant at 5% level of significance because the p-value is 0.050 which is higher than the table value. Mean score of the statements I find working procedures easy and logical to follow in private bank 3.98 and in public bank 4.06 with t-value = 1.5794 and relationship with statements were found non-significant at 5% level of significance because the p-value is 0.051 which is higher than the table value and Mean score of the statements I feel the work I do consumes my energy in private bank 3.67 and in public bank 3.52 with t-value 2.3560 and relationship with statements were found non-significant at 5% level of significance because the p-value is 0.064 which is higher than the table value. And overall mean score of all the statements in private bank 3.70 and in public bank 3.66 with t-value 6.2305 and relationship with statements were found significant at 5% level of significance because the p-value is 0.006 which is less than the table value.

**Table No. 2 Showing the Comparison of Mean Scores of private bank and public bank on Gender Based (Female)**

Factors of level of stress among private sector and public sector banks	Private Bank		Public Bank		t-value	p-value
	Mean	SD	Mean	SD		
I know how to do my job getting well done	3.63	0.914	3.81	0.803	2.5625	0.07
I have unachievable deadlines at my job	3.62	0.833	3.46	0.733	2.4976	0.064
If work gets difficult, my colleagues will help me	3.65	0.811	3.65	0.773	0.0000	0.065
There is an effective system for reporting and repair of defects	3.53	0.751	3.46	0.710	1.1731	0.06
I give supportive feedback on the work I do	3.91	0.695	3.82	0.627	1.6654	0.054
I receive compliments for a job well done	3.68	0.738	3.53	0.696	2.5611	0.059
I am clear what my duties and responsibilities	3.89	0.658	3.82	0.615	1.3462	0.052
Health and safety procedures need to be followed to get the job done	3.44	0.797	3.43	0.648	0.1686	0.059



I am expected to take risk to do the job for my colleagues when they take leave	3.84	0.665	3.81	0.598	0.581	0.052
I am clear about the goals and objectives for my department	3.63	0.750	3.57	0.702	1.0059	0.06
There is friction or anger between colleagues at work	3.85	0.634	3.77	0.548	1.6535	0.048
I am expected to work long hours to finish my work	3.53	0.803	3.54	0.719	0.1607	0.062
I have sufficient opportunities to question managers about change at work	3.88	0.638	3.79	0.637	1.7291	0.052
I request training to enable me to be more competent in my position	3.68	0.733	3.55	0.723	2.817	0.059
I find working procedures easy and logical to follow	4.02	0.633	4.07	0.597	0.9953	0.05
I feel the work I do consumes my energy	3.69	0.802	3.92	0.760	3.6055	0.064
<b>Overall</b>	<b>3.72</b>	<b>0.083</b>	<b>3.69</b>	<b>0.073</b>	<b>4.7009</b>	<b>0.006</b>

Source: Primary data

The table 2 shows Comparison of Mean Scores on Gender Based (Female) of private bank and public bank. Table 2 indicated mean score of the statement I know how to do my job getting well done in private bank 3.63 and in public bank 3.81 with t-value = 2.5625 and relationship with statements were found non-significant at 5% level of significance because the p-value is 0.070 which is higher than the table value. Mean score of the statement I have unachievable deadlines at my job in private bank 3.62 and in public bank 3.46 with t-value = 2.4976 and relationship with statements were found non-significant at 5% level of significance because the p-value is 0.064 which is higher than the table value. Mean score of the statements If work gets difficult, my colleagues will help me in private bank 3.65 and in public bank 3.65 with t-value = 0.0000 and relationship with statements were found non-significant at 5% level of significance because the p-value is 0.065 which is higher than the table value. Mean score of the statements There is an effective system for reporting and repair of defects in private bank 3.53 and in public bank 3.46 with t-value = 1.1731 and relationship with statements were found non-significant at 5% level of significance because the p-value is 0.060 which is higher than the table value. Mean score of the statements I give supportive feedback on the work I do in private bank 3.91 and in public bank 3.82 with t-value = 1.6654 and relationship with statements were found non-significant at 5% level of significance because the p-value is 0.054 which is higher than the table value. Mean score of the statements I receive compliments for a job well done in private bank 3.68 and in public bank 3.53 with t-value = 2.5611 and relationship with statements were found non-significant at 5% level of significance because the p-value is 0.059 which is higher than the table value.

Mean score of the statements I am clear what my duties and responsibilities in private bank 3.89 and in public bank 3.82 with t-value = 1.3462 and relationship with statements were found non-significant at 5% level of significance because the p-value is 0.052 which is higher than the table value. Mean score of the statements Health and safety procedures need to be followed to get the job done in private bank 3.44 and in public bank 3.43 with t-value = 0.1686 and relationship with statements were found non-significant at 5% level of significance because the p-value is 0.059 which is higher than the table value. Mean score of the statements I am expected to take risk to do the job for my colleagues when they take leave in private bank 3.84 and in public bank 3.81 with t-value = 0.5810 and relationship with statements were found significant at 5% level of significance because the p-value is 0.052 which is higher than the table value. Mean score of the statements I am clear about the goals and objectives for my department in private bank 3.63 and in public bank 3.57 with t-value = 1.0059 and relationship with statements were found significant at 5% level of significance because the p-value is 0.060 which is higher than the table value. Mean score of the statements There is friction or anger between colleagues at work in private bank 3.85 and in public bank 3.77 with t-value = 1.6535 and relationship with statements were found non-significant at 5% level of significance because the p-value is 0.048 which is less than the table value.

Mean score of the statements I am expected to work long hours to finish my work in private bank 3.53 and in public bank 3.54 with t-value = 0.1607 and relationship with statements were found significant at 5% level of significance because the p-value is 0.062 which is higher than the table value. Mean score of the statements I have sufficient opportunities to question managers about change at work in private bank 3.88 and in public bank 3.79 with t-value = 1.7291 and relationship with statements were found significant at 5% level of non-significance because the p-value is 0.052 which is higher than the table value. Mean score of the statements I request training to enable me to be more competent in my position in private bank 3.68 and in public bank 3.55 with t-value = 2.8170 and relationship with statements were found non-significant at 5% level of significance because the p-value is 0.059 which is higher than the table value. Mean score of the statements I find

working procedures easy and logical to follow in private bank 4.02 and in public bank 4.07 with  $t$ -value = 0.9953 and relationship with statements were found non-significant at 5% level of significance because the  $p$ -value is 0.050 which is higher than the table value and Mean score of the statements I feel the work I do consumes my energy in private bank 3.69 and in public bank 3.92 with  $t$ -value 3.6055 and relationship with statements were found non-significant at 5% level of significance because the  $p$ -value is 0.064 which is higher than the table value. And overall mean score of all the statements in private bank 3.72 and in public bank 3.69 with  $t$ -value 4.7009 and relationship with statements were found significant at 5% level of significance because the  $p$ -value is 0.006 which is less than the table value.

### Finding of the study

1. It is found overall Factors of mean score of the statement level of stress among private sector and public sector banks was obtained according to Gender Based (Male) of Private Bank and public bank, it was found in the employees of Private Bank ( $X=3.70$ ) and Public Bank ( $X=3.66$ ) were found significant at 5% level of significance with  $t$ -value = 6.2305 and  $P$ -value = 0.006 (given in table-1).
2. It is found overall Factors of mean score of the statement level of stress among private sector and public sector banks was obtained according to Gender Based (Female) of Private Bank and public bank, it was found in the employees of Private Bank ( $X=3.72$ ) and Public Bank ( $X=3.69$ ) were found significant at 5% level of significance with  $t$ -value = 4.7009 and  $P$ -value = 0.006 (given in table-2).
3. The results of the study indicate that male and female employees of private sectors bank were found in more stress as compare to public sector banks.

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