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ABSTRACT

Role stress is the stress experienced by the persons because of their role (job) in the organization. They assume a role based on the expectation of the self and others at work place. Organizations are an important source of stress, and employees' workloads and professional deadlines have increased manifold. The employees in public sector and private sector banks are experiencing role stress at the work place. Main objective of the study is to compare the factors causing stress among employees in public and private sector banks.

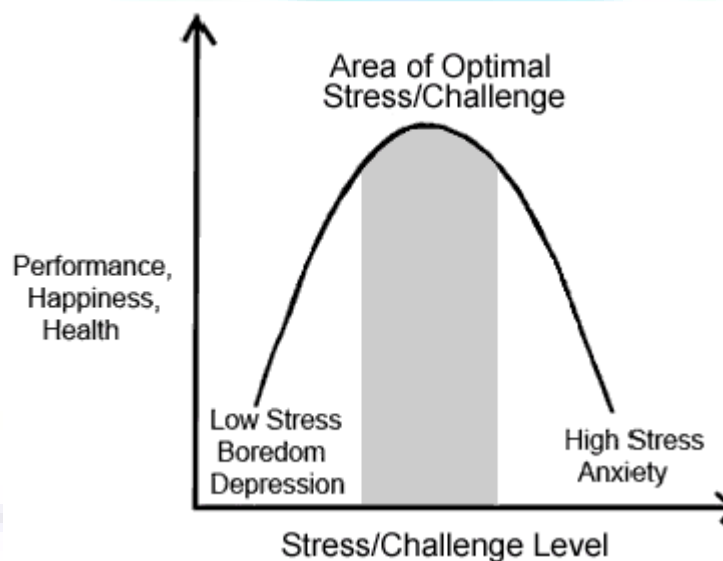
KEYWORDS

Role stress, Job rigidity, Job ambiguity.

INTRODUCTION

The term "stress" was first used by Selye (1936) in the literature on life sciences, describing stress as "the force, pressure, or strain exerted upon a material object or person which resist these forces and attempt to maintain its original state." Stress can also be defined as an adverse reaction that people experience when external demands exceed their internal capabilities. Stress has become a very common phenomenon of routine life, and an unavoidable consequence of the ways in which society has changed. After computerization bank employees both in public and private sector have faced heavy stress.

FIGURE 1



(Source : Business Today , April, 2013 issue)

Stress in addition to being itself, was also the cause of itself, and the result of itself. Stress is caused by a poor match between the individual and work, conflicts between the roles at work and outside of it by not having a reasonable degree of control over work.

REVIEW OF LITERATURE

Richard S Lazarus, "Stress is a condition or feeling experienced when a person perceives that demands exceed the personal and social resources the individual is able to mobilize."

Bernik, Brazilian psychiatrist, 1997, "Stress designates the aggression itself, leading to discomfort, or the consequences of it. It is our organism's response to a challenge, be it right or wrong."

Sauter and Murphy, 1999, 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 need of the worker".

T. Cox (1998) and Basingstoke Macmillan, Stress, it is argued, can only be sensibly defined as a perceptual phenomenon arising from a comparison between the demand on the person and his or her ability to cope. An imbalance in this mechanism, when coping is important, gives rise to the experience of stress, and to the stress response.

S. Palmer (1989), Stress is the psychological, physiological and behavioral response by an individual when they perceive a lack of equilibrium between the demands placed upon them and their ability to meet those demands, which, over a period of time, leads to ill-health

Macmillan Education, Stress is defined as an organism's total response to environmental demands or pressures. When stress was first studied in the 1950s, the term was used to denote both the causes and the experienced effects of these pressures. One recurrent disagreement among researchers concerns the definition of stress in humans.

Psychology, Stress can be defined as a cause: mental, physical, or social, force or pressure that puts real or perceived demands on the body, emotions, mind, or spirit, and which, when it exceeds the stress-handling capacity of the individual lead to a breakdown. As an effect: physiological effect produced in an organism in its attempts to cope called adaptive response with the demands created by a stressor.

Butler & Constantine, (2005) Role conflict is important job stressor that is faced due to the multiple roles (Butler & Constantine, 2005). Role conflict may start when two or more concurrent and unsuited expectations exist in such a way that in agreement with a given role compromises fulfilling other roles (Drury, 1984; Thompson & Powers, 1983). Role conflict decreases job satisfaction among both men and women (Coverman 1989). Work role conflict has a greater impact on job satisfaction in those workers who have a high centrality of the family role (Carlson and Kacmar, 2000). Role conflict involves contradiction in expectations of an employee sales position. This may occur when a sales person is given a variety of contrary orders or is given a range of responsibilities that cannot be completed all together (Brashear et al., 2003, p. 973).

Caplan & Jones 1975 and Hall & Gordon (1973). Role conflict is a stressor that affects job satisfaction (Caplan & Jones 1975 and Hall & Gordon 1973). Role conflict is generally defined as the simultaneous occurrence of two or more sets of pressures, such that compliance with one would make compliance with the other more difficult (House and Rizzo, 1972; Kahn et al., 1964; Pandey and Kumar, 1997). Moreover a study on physical education teachers in Greece explored inverse relationship between role conflicts on the one hand, and job satisfaction on the other (Athanasios Koustelios, Nicholas Theodorakis and Dimitris Goulimaris, 2004). A study of professional accountants revealed that role conflict was associated with low job satisfaction and high propensity to leave. (Steven S. Lui, Hang-Yue Ngo, Anita Wing-Ngar Tsang, 2010).

RESEARCH METHODOLOGY

Research methodology shows various steps that are generally adopted by a researcher in studying his research problem along with the logic behind them. It is a science of studying how research is done scientifically. Research methodology helps to understand not only the products of scientific inquiry but the process itself. It is necessary for the researcher to design research methodology for his problem as the same may differ from problem to problem. The section would contain five distinct phases including population & sampling, description of the sample, instrumentation, data collection and data analysis.

OBJECTIVES OF THE STUDY

1. To identify the cause of role stress among public sector and private sector bank employees
2. To compare the various determinants of stress among public and private sectors bank employees.
3. To suggest techniques for overcoming role stress.

RESEARCH DESIGN

Research design is a catalogue of the various phases and facts relating to the formulation of a research effort. It is an arrangement of the essential conditions for collection and analysis of data in a form that aims to combine relevance to research purpose with economy in the procedure. Research design aids the researcher in the allocation of limited resources by posing crucial choices in methodology. In other words it is the plan, structure and strategy of investigation conceived so as to obtain answers to research questions and control variance. The descriptive research design is being used to study the formulated problem. Descriptive research is designed to describe the characteristics of a population.

SAMPLING METHOD

The sampling design provides detailed explanation of the target population and the sampling method used for this research. The sampling procedure followed for the selection of the sample is convenience. Convenience sampling is a non-probability sampling technique where subjects are selected because of their convenient accessibility and proximity to the researcher.

SAMPLE SIZE

Size of sample means the number of sampling units selected from the population for investigation. The sample size is typically denoted by n and it is always a positive integer. Large sized sample leads to increased precision in estimates of various properties of the population. Sample size should neither be too small nor too large. It should be optimum size. It should fulfil the requirement of efficiency, representativeness, reliability and flexibility. The final sample consist of 600 respondents comprising employees of Public sector bank and private sector bank employees.

METHOD OF DATA COLLECTION

Data are distinct pieces of information, usually formatted in a special way. Data may be obtained either from the primary source or the secondary source. Primary data is a type of information that is obtained directly from first-hand sources by means of surveys, observation or experimentation. Secondary data is the data that have been already collected by and readily available from other sources. Both the primary and secondary sources of data were used in this study. Primary data was collected through a structured questionnaire. Five-point Likert scale was used in designing the questionnaire. Questionnaire consists of both open and close ended questions. Secondary data was collected from the internet, published reports and books, magazines, and websites etc.

DATA ANALYSIS

The data, after collection, has to be processed and analyzed in accordance with the outline laid down for the purpose at the time of developing the research plan. It consist of two parts first is processing of data and second is analysis of data. Processing implies editing, coding, classification and tabulation of collected data so that they are amenable to analysis. The term analysis refers to seeing the data in the light of hypothesis of research questions and drawing conclusion. Qualitative data was descriptively analyzed while quantitative data was analyzed using a statistical package (SPSS) and Microsoft office Excel. ANOVA, Chi square test was used to test the hypothesis. Analytical tools such as pie chart, bar diagram, line chart, cumulative percentage etc were used to analyze the data.

ANALYSIS & INTERPRETATION

RESULT OF ANOVA

Type of Bank	R Square	ANOVA	P - value
Private	.879	62.8	.000
Public	.829	147.7	.000

Here the stress level is taken as the dependent variable and all other factors causing stress taken as independent variables.

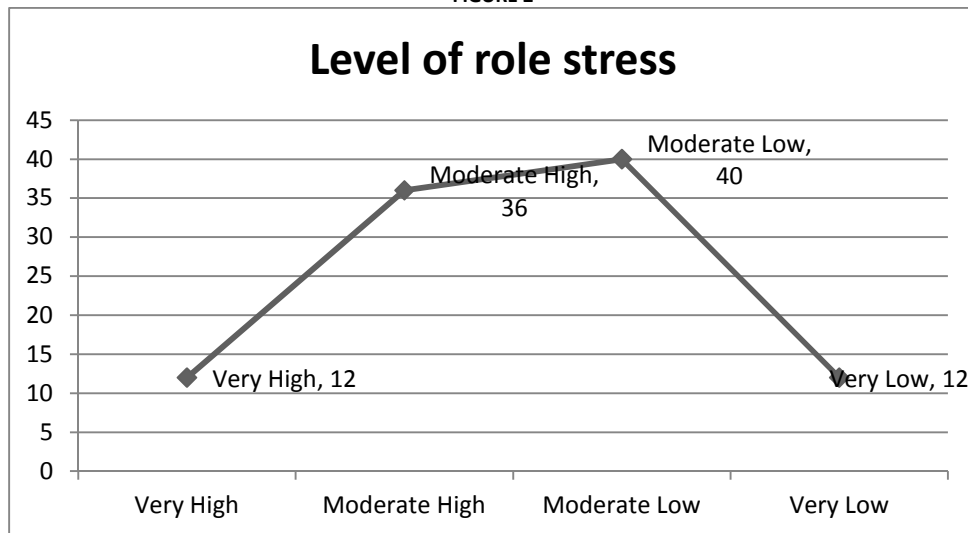
RESULT OF CHI SQUARE TEST

A chi square (χ^2) statistic is used to investigate whether distributions of categorical variables differ from one another. Basically categorical variable yield data in the categories and numerical variables yield data in numerical form. The Chi Square (χ^2) test is undoubtedly the most important and most used member of the nonparametric family of statistical tests. Chi Square is employed to test the difference between an actual sample and another hypothetical or previously established distribution such as that which may be expected due to chance or probability. Chi Square can also be used to test differences between two or more actual samples.

$$\chi^2 = \sum \frac{(\text{Observed frequency} - \text{Expected frequency})^2}{\text{Expected frequency}}$$

Chi square test was used to test the hypothesis that 'employees of private banks experience more stress than public sector bank employees'. The test stated that there is no significant difference between public and private sector banks with respect to the level of stress experienced with the demands of the work as $\chi^2=3.342$, $p=0.188$.

FIGURE 2



(Source: Primary data)

CONCLUSION

Stress is further defined as a condition arising from the interaction of people and their jobs, and characterized by changes within people that force them to deviate from their normal functioning. It can be concluded that employees in both the public and private sectors face moderate levels of stress, of which they are subject to role erosion the most and resource inadequacy the least.

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