PREFACE

Banking Industry is the backbone of economy of a country. Banks are custodians of the financial assets of the country and they channelize it to different needy areas. Banking is service oriented industry. The prosperity of the Banks depends on the efficient banking operations as well as on customer satisfaction. In the present era of liberalisation, privatisation and globalisation, (LPG) there is an urgent need that the banks improve their customer services so that they can compete with other private and foreign banks, nationally and globally.

There is a change in the objective of Nationalised Banks from deploying credit to maximize profits which has led to a change in the structure of Banking Industry. Besides the organisational framework the people working in banks also require requisite technical competence and unwillingness to face cut throat competition from private sector. With this change in competitive work environment, stress level is increasing in workers and managers. As a result more and more managers are showing signs of stress, in the form of chronic fatigue and turnout. Researches have shown that stressed out managers are not good for the organisation. In most cases stress leads to reduced efficiency in the best of individuals which leads to low productivity. Stress is a problem in almost all countries of the world. Thus understanding causes and cures of Job Stress
becomes essential, because today we do not want managers, who are “MISFIT” having (peon like qualities), but we want managers who are “BESTFIT” having (officers like qualities). In BEST, B stands for Behavior, E stands for Efficiency, S stands for Strategic and T stands for Technologically updated.

On the top of it we cannot afford to allow the “BESTFIT” managers to languish like a terminal patient because of stress oriented problems, hence they need to be rehabilitated back to their normal health, through counseling, yoga, meditation and other psychiatric therapy. So what is important for employees of Banking Industry (managerial as well as non managerial) is to derive optimal level Job Satisfaction and discard Job Stress Conditions, in order to remain healthy and cheerful throughout.