CONTENTS

CHAPTER I
THE STRESS SYNDROME:
A CONCEPTUAL OVERTURE 1.1- 1.21
1. INTRODUCTION
2. DEFINITIONS
3. JOB STRESS IN CORPORATE BANKING SECTOR
4. IMPACT OF WORKPLACE STRESS
5. CONSEQUENCES
6. REFERENCES

CHAPTER II
FACTORS AFFECTING STRESS 2.1-2.28
1. UNDERSTANDING IMPORTANCE OF OPTIMUM STRESS LEVELS
2. JOB SATISFACTION AND ITS IMPACT ON STRESS
3. CAUSES OF STRESS AT WORKPLACE; HOME
4. BURNOUT STAGE
5. REFERENCES

CHAPTER III
RESEARCH METHODOLOGY 3.1-3.20
1. NATURE OF STUDY
2. OBJECTIVE OF STUDY
3. RESEARCH METHODOLOGY,
   a) POPULATION
   b) SAMPLING
   c) TOOL OF DATA COLLECTION
4. HYPOTHESIS
5. REVIEW OF LITERATURE
6. LIMITATIONS OF STUDY
7. REFERENCES
8. ANNEXURE 3A
CHAPTER IV
BANKING INDUSTRY IN INDIA
1. HISTORY AND EVOLUTION
2. STRUCTURE OF BANKING INDUSTRY AND
   CHALLENGES FACED BY IT
3. IMPACT OF COMPUTERISATION ON THE
   WORKFORCE
4. FEATURES OF LIBERALISATION
5. IMPACT OF LIBERALISATION POLICIES ON BANKING
   INDUSTRY
6. REFERENCES

CHAPTER V
COMPUTERISATION IN BANKING
OPERATIONS
1. USE OF COMPUTERS IN BANK OPERATIONS
2. SOFTWARE PACKAGES USED IN COMPUTERIZATION
   IN BANKS
3. AREAS FOR COMPUTERIZATION AND
   MECHANISATION
4. LIMITATION OF COMPUTERIZATIONS
5. IMPACT OF COMPUTERIZATION ON THE WORK
   FORCE
6. SOCIAL IMPACT OF COMPUTERIZATION
7. REFERENCES

CHAPTER VI
NATIONALISED BANKS: AN OVERVIEW
1. COMMERCIAL BANKING IN INDIA
2. COMMERCIAL BANKS – AN OVERVIEW
3. TYPES OF COMMERCIAL BANKS
4. TRADITIONAL AND ANCILLARY SERVICES OF
   COMMERCIAL BANKS
5. CO-OPERATIVE BANKS
6. RURAL BANKS
7. REFERENCES
8. ANNEXURE 6A
CHAPTER VII
DATA ANALYSIS AND INTERPRETATION 7.1-7.53
A) DATA ANALYSIS AND FINDINGS
   1. CONCEPTS
   2. STATISTICAL ANALYSIS AND GRAPHICAL PRESENTATIONS
   ANNEXURE 7A SURVEY QUESTIONNAIRE
B) INTERPRETATION
   ANNEXURE 7B RESULTS OF SURVEY

CHAPTER VIII
CONCLUSIONS AND SUGGESTIONS 8.1-8.19
   1. CONCLUSIONS
   2. RECOMMENDATIONS
   3. COPING STRATEGIES

SUMMARY 9.1-9.17

ANNEXURES
i TERMINOLOGY
ii LIST OF TABLES
iii LIST OF GRAPHS

BIBLIOGRAPHY
PUBLICATIONS 11.1-11.4