CHAPTER - II

Review of Literature
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Regarding stress management the various researcher found out in various stress in Bank Employees are as follows:

AMODIO (1981) from his study of 181 samples found 80% suffered from stress. Employees customer, Employee-administrator and Employee-administrator rules and regulations were the most significant factors related to stress. Other important factors were customer characteristics, administrative incompetence and inflict and professional disillusionment and isolation.¹

BEECH H.R. BURNS L.E. (1984) have noted four basics approaches to stress measurement. They are self-report, performance based measurement, psycho-physiological and Biochemical measurements. The self-reports measures of stress from the major source of information. Heavy reliance placed on self-reported measures is because they (1) Provide economy of professional effort, (2) Are amenable to actual scoring procedures (3) Are brief and cost affective and (4) Provide the only data from the person as to how he/she experiences the stress.²

BOOTH, ALLENE B (1987) interviewed 25 Bank Employees to identify factors which lead to employee's stress. Twelve categories emerged from the study as stressors that pushed employees to moderate and high levels of stress.

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The twelve categories were grouped as interpersonal stressors, intra personal stressors and environmental stressors.\(^3\)

COX TOM (1977) have reported the results of a study comparing 10 banks employees with 100 semi professionals matched for sex age and marital status. This study was conducted in the Nottinghamshire and Derhyshire areas. In response to the open ended question,\(^4\) where are the main sources of stress in your life. 79% of the Bank employees mentioned were only 38% of the non employees did so.

CLARK (1980) found in a study conducted on 391 bank employee of Auburn, that stress was a multidimensional concept composed of five factors (1) feeling of professional inadequacy (2) superior relationship (3) collegial relationships (4) group interaction (5) Job overload.\(^5\)

Dhanam (1976) has reported the results of his investigation of Bank employees stress, based or an analysis of data which included the reports of 658 Employees in private and Govt. bank in the U.K. He stated that the two major conclusive of his survey were that, more employees were experiencing stress and severe stress is being experienced by more employees. He also says that his investigation indicates that employee's stress can no longer be dismissed as a short term characteristic of adjustment problems during the probationary year or immediately following promotion.\(^6\)

\(^4\) Cox Tom (1977 'stress' the Macmillan Press Ltd. Hong Kong
\(^6\) Stress Situations and responses in Nas/WWT, stress in Bank Employees

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DUNHAM J (1978) identified two main types of common stress responses among employees. The first according to him is frustration, and associated with headaches, stomach upsets, sleep disturbances, hyper-tension and body reashes, and in prolonged cases depressive illness. The second is anxiety, and is associated with feelings of inadequacy, loss of confidence, confusion in thinking and occasionally panic.

FRENCH, NANCY K (1987) investigated on stress among bank managers in Colorado. 223 Managers responded to the questionnaire. Statistical analysis of the data revealed the managers in Colorado experienced moderate amounts of stress associated with bank related events and circumstances. However, bank employees regarded the pressure to include more and more into the bank employees' day as a circumstance associated with extremely high levels of stress.

FRIEDMAN M. (1974) recognized that in both males and females severe sustained stress can effect deficits in sexual and reproductive functions which appear to mediate through central control of endocrine rhythms or responses.

HODGES (1976) has reported the number of male employees dying while approaching the end of a career in management had doubled in the previous ten years and the number qualifying for a breakdown pension had more than trebled.

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7 Dunham J (1978) 'Reduction of Stress' in NAS/WHT stress in employees, NAS/WHT Hemel Hempsted.
KYRIACOU and SVTCLIFFE's findings (1978) on Employees in the united kingdom revealed that factors of pupil behaviour were must stressful. They identified three other clusters of stressful events, including poor working conditions, time pressures and Rigid organizational ethos. Job security, Employees victimization and role conflict were specific problems employees were experiencing.  

LAZARUS (1981) suggests that coping requires the use of positive factors which he calls uplifts. He lists 10 uplifts which are most frequently used relating well with spouse, relating well with friends, completing a task; feeling healthy; getting enough sleep, eating out, meeting responsibilities, visiting, telephoning or writing to some one, spending time with one's family, having pleasurable activities at home.  

MARGOLIS .H (1974) have found a number of significant relationship between symptoms or indicators of physical and mental ill health with role ambiguity in their representative national sample (n = 1496). The stress indicators related to role ambiguity were depressed mood, lowered self-esteem, life dissatisfaction, job dissatisfaction, low motivation to work, and intention to leave job. These were not very strong relationships but, nevertheless, statistically significant and they do indicate that "lack of role clarity" may be one among many potential stressors at work.

MASLOW (1968) proposed a hierarchy of needs or drives, in order of decreasing priority or potency. (1) Physiological needs (2) Safety needs (3) Belonging needs and love (4) Esteem needs (5) Self actualization. Maslow presented evidence for his view in a study of “Self actualizing people” – ie. a group of normal, successful and superior people. Some were famous people like Lincoln, Rousevelt, Einstein others were chosen from among his own friends. Briefly, he found that the self actualizing people showed superior perception of reality, greater acceptance of self, others and nature, more profound interpersonal relations, more democratic character structure and richness of feeling etc. (such behaviour is inversely proportional to experience of stress).\(^{14}\)

MATHEWS K.A (1986) analysis showed that eventhough type – ‘A’ construct grew out of research implicating stress and negative feeling in coronary Heart disease, these have often been ignored in studies of Type ‘A’. Being Type ‘A’ does seem to place one at higher risk for injury or death from stroke and from physical trauma but the evidence linking Type ‘A’ to other stress related disease is weak and mixed.\(^{15}\)

MSICCHENHAUM (1974) studies on 200 randomly-selected, bank employees and he indicated that they are (a) under considerable stress, (b) Disillusioned with their career choice, and (c) are actively seeking a career change.\(^{16}\)

PANDEY (1987) found interpersonal relations as the with Higher official, colleagues and Employees as the most stressful factors. Other causal stress factors were lack of other's co-operation in solving work problems, backbiting by colleagues, non-availability of opportunities to use one's abilities and inadequate knowledge provide by the Banks.\(^\text{17}\)

PARROTT J. (1971) in his study of 124 private Bank Employees reported a significant association between perceived stress reported by the employees an index of mental ill health. A high score on the general health Questionnaire indicates the probability of psychiatric illness.\(^\text{18}\)

TAYLOR conducted a postal questionnaire survey of 3558 Bank Employees in England and Wales. Thus were asked to tick upto the time from a list of eight, those personal problems, 'which you feel to be particularly to your present situation'. The item 'General feeling of being under the stress of adapting to Bankers was liked by 36% them.\(^\text{19}\)

\(^{17}\) Pandey (1987) "The measurement of stress and strain in measurement of man at work", Taylor. ..... Francis, London.


\(^{19}\) Taylor R.(1974) 'Stress and work' New society 30,140.