ABSTRACT

Job Stress And Coping Behaviour Among Managers:  
A Study Of Public And Private Sector Banks In Punjab

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In today’s competitive environment there are considerable reasons to believe that people who are working in banking sector are significantly at risk of poor health because the jobs in banking industry are becoming more and more stressful. There are a variety of factors which may be sources of stress for the people working in this industry. In an age of highly dynamic and competitive world, man is exposed to various kinds of stressors that can affect him on all realms of life. The situation overtaxes a person that robs his ability to function well and sometimes takes away the ability to function at all. The modern world is not only a world of achievements, but also a world of stress. It has been acknowledged that individual well-being is influenced not only by the amount of stress experienced by the individual but also by how an individual copes with stress. The present study is an attempt to investigate and to compare the level of job stress and experience stress related problems among managers of the public sector banks and private sector banks in Punjab. Although certain limitations were met with study, every effort has been made to make it much comprehensive. The objective of the present study is to ascertain the level of job stress among the managers of public and private sector banks. The study further aims to study the relationship (if any) between organisational factors & stress symptoms, to study the level of stress among male and female managers, to study the role of age in job stress and to study the role of various coping strategies. Data had been collected from three hundred respondents (managers) (one hundred fifty from public sector banks and remaining one hundred fifty were from private sector banks in Punjab). The sample of the study consisted five public sector banks and three private sector banks selected purely on random basis. The data for the present study had been collected by personally interviewing the selected bank managers with the help of a standardized pre-tested questionnaire. The results of the study stated that out of total 80 (26.67%)
bank managers fall in low stress category, 72 (24.00%) bank managers fall in medium stress category and 148 (49.33%) bank managers fall in high stress category. Thus more than half of the respondents (73.33) were suffered from medium to high degree of stress. The results of the study stated that there are various organizational dimensions which were the greater source of stress for the bank managers of both the categories. But Private sector bank managers were suffered with greater amount of stress as compared to the public sector bank managers. The increasing pressures on employees to deal with role, structure, climate, relationship, factors intrinsic to job and extra organizational factors and still contribute to the level of excellence had caused the stress to manifest in the form of absenteeism, lower morale, health problems, accidents at work place etc. The results of the study stated that female bank managers were more vulnerable to the effects of stress and were exposed to a greater magnitude of work stress than male bank managers in both public and private sector banks. Female bank managers felt overloaded with work due to their dual roles as a professional as well as a home maker and the responsibilities they had to perform at both the fronts. Policies and programs need to be developed that are preventive in focus in order for women to maximize their career potential, and for organizations to benefit from the rich resources that women bring to the work force. The results of the study stated that younger age bank managers were more stressed as compare to the middle and senior age group bank managers. The younger employees due to late promotions and under or over utilization of capacity feel more stressed. The results of the study stated that “Problem Solving”, “Escape” and “Social Support” coping had been found being used mostly by the managers. “Symptom Management” strategy had been found to be used in both the ways as “Positive Symptom Management” and “Negative Symptom Management”. The respondents had been using “Positive Symptom Management” strategies more as compare to “Negative Symptom Management” strategies to reduce job related tensions. In each and every organization, employees have to be kept fully satisfied, happy and motivated so that productivity, efficiency and performance will be at its peak level. By this employees may understand the organization and start functioning in optimum efficiency. One of the most significant ways to achieve the organizational efficiency is to identify the reasons or causes of “stressors” and the way to cope with it.