Title of the Study:

Work Place Stress and Performance of the Women Employee's in Public and Private Sector Banks: A Comparative Study.

Main Objective of the study:

The main objective of the study is to understand the level of stress among the women employees of the public sector and private sector banks and the impact of stress on performance and wellbeing of the employees.

Specific Objectives of the Study

Specific objectives of the present study are as follows:

1. To find out the level of stress prevailing among the women employees in the public & private sector banks.
2. To find out reasons for stress among the women employees in different public & private sector banks.
3. To study the impact of stress on performance rating and wellbeing of employees.
4. To make suitable suggestions for overcoming job-related stress.

**Hypotheses**

In the light of this backdrop of the present study, following hypotheses have been formulated and tested:

1. There is a significant difference in the stress level of women employees working in the public sector and private sector bank.
2. There are significant differences among different age groups of bank employees in experiencing stress.
3. There are significant differences among different income groups of bank employees in experiencing stress.
4. There are significant differences among different experience groups of bank employees in experiencing stress.
5. There is a significant relationship between stress and performance of the employees.
6. There is a significant relationship between stress and wellbeing of the employees.

**Sampling**

The sampling population of this research includes 400 women employees of public and private sector banks located in Delhi. Delhi has been divides into five zones i.e. North Delhi, South Delhi, East Delhi, West Delhi and Central Delhi. From each zone two private and two public sector banks are selected. Convenient sampling method was used to collect the data. This way a total of 200 women employees from public sector and 200 women
employees from private sector were contacted and their responses were recorded. For getting the responses for the employee performance branch managers were asked to fill up the Performance Appraisal Scale.

**Tools of Data Collection**

Questionnaire method was used to collect data from the respondents. Three questionnaires were used to elicit responses from the respondents. The questionnaires are: Occupational Stress Index, Employee Well being questionnaire and Performance Appraisal Scale.

1. Occupational Stress Index questionnaire was used to collect data. OSI was developed by A.K. Srivastava and A.P. Singh. The questionnaire has 46 statements and each statement is rated against a five point scale. The sub-scales are- role overload, role ambiguity, role conflict, unreasonable groups, and political pressure, responsibility for persons, under participation, powerlessness, poor peer relations, intrinsic impoverishment, low status, strenuous working condition, unprofitability etc.
2. Employee Wellbeing Questionnaire: This questionnaire has twenty five items under five dimensions. The dimensions are: Influence at work, Possibilities for development, Degree of freedom at work, Predictability, Role-clarity, Social support, Feedback at work and Sense of community. Each item is rated against a five point scale.

3. Performance Appraisal Scale: The questionnaire is developed by A. K. Srivastava(1997). It has twenty items. Each item is rated against a five point scale.

**Statistical Tools**

Statistical techniques like t-test, ANOVA and Co-relations are used to analyse the data. Data are analyzed by taking the help of SPSS.