PREFACE

Work on occupational stress is generally based on the need of employees to be part of organization which, in turn, sometimes affects their life in negative way too and also level of job satisfaction among them. The study undertaken on this subject is important and justifies because it receives a considerable importance in the life of human beings. Here it becomes important to have a look upon the determinants of job satisfaction as well as occupational stress.

Although people like to have mentally challenging work, equitable rewards, good working conditions and co-operative peers. It has been found in the study that respondents employed in financial sector were having considerable level of stress. There are different variables under study which directly or indirectly increase or decrease the level of occupational stress.

The present work has been divided into 6 chapters. First chapter is about the introduction of the topic which throws the light upon basic features of stress, sources of stress, coping strategies and the due attention has been given to occupational stress in banks as well as insurance sector. Occupational stress is a complex and dynamic process. It can also be perceived as the imbalance between occupational demands and person’s ability to cope with these demands.

Second chapter is all about the previous studies undertaken in the field of occupational stress in financial sector. A comparison has also been made with other studies carried out in the same area.

Third chapter is all about research methodology in which description about sampling data collection, objectives and hypothesis has been provided. The main purpose of this investigation was to study the level of occupational stress in banking as well as insurance sector. In addition, an effort has been made to find out whether there are differences with respect to the various dimensions of occupational stress.

Fourth chapter revealed the various methods which were undertaken Hypothesis of the study was stated in null form for testing in this research which were also tested by applying suitable statistical techniques. Subsequent chapter discussed about the
findings of the study which depicted that respondents on the basis of age, gender, and designation have similar or dissimilar attitude towards various statements which were included in the questionnaire.

Afterwards conclusions were also made based on the findings of the study and suggestions have also been put forward. In the annexure section, details of different literature, like, books, journals, websites have been compiled and then questionnaire has also been attached in which there various statements for which respondents were had to indicate their responses.