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JOB STRESS AMONG WOMEN EMPLOYEES WORKING IN BANKING SECTOR

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Abstract

Modern living has brought with it, not only innumerable means of comfort, but also a plethora of demands that tax human body and mind. Nowadays, everyone talks about stress. Not only just high level executives are its key victims but also the laborers, slum dwellers, working women, businessmen, professionals and even children are pressurized due to stress. Stress is an inevitable and unavoidable component of human life due to increasing complexities and competitiveness in living standards. The speed at which change is taking place in the world today is certainly overwhelming and breathe taking. In the fast changing world of today, no individual is free from stress and no profession is stress free. Everyone experiences stress, whether it is within the family, business, organization, study, work or any other social or economical activity. Thus in modern time, stress in general and job stress in particular has become a part of the life and has received considerable attention in recent years. Stress has become the core concern in the life of everyone, but everybody wants stress - free life. Stress is a subject which is hard to avoid. Stress is a part of day-to-day living. Every individual is subjected to stress either knowingly or unknowingly. Stress, a long considered alien to Indian lifestyle is now a major health problem.

Key words: Job Stress, Women Employees and Banking Sector.

1. Introduction

The concept of stress was first introduced in the life sciences by Selye Hans in 1936. It was derived from the Latin word 'stringere'; it meant the experience of physical hardship, starvation, torture and pain. Selye Hans (1936) defined stress as "the non-specific response of the body to any demand placed upon it". Further, stress was defined as "any external event or internal drive which threatens to upset the organismic equilibrium" (Selye Hans, 1956). Another definition given by Stephen Robbins (1999) stress

has been stated as "a dynamic condition in which an individual is confronted with an opportunity, constraint or demand related to what he / she desires and for which the outcome is perceived to be both uncertain and important". The objective of the present study was to evaluate the level of role stress among the women employees working in banking sector.

Shukla (2007) stated in his research on "The 4-lane express way to stress management" that stress defined as a form of tension or strain in the body or the mind for which there is no release or outlet. When one person is caught under the bondage of stress, he is like a car in the neutral

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gear with the accelerator on, trying to exert internally, but unable to do so. Flaa *et al.* (2007) on the study on “Study on personality may influence reactivity to stress” stated that stress represents situations that evoke negative thoughts and feelings in a person. The same situation is not evocative or stressful for all people. Individual personality traits and behavior affects the way we react to different situations in life. Stress reactivity is dependent on different personality traits without any single trait being clearly dominant. Hunter *et al.* (2007) in their study examined the relationship between bank employee’s (branch) felt job stress, organizational commitment, job experience and performance. Their findings are consistent with the attention view of stress. Employees with higher levels of affective commitment and higher levels of job experiences channeled ‘felt stress’ more into sales performance. ‘Felt stresses’ had neutral to negative effects on performance for employees with lower levels of commitment and job experience. Commitment and stress were more strongly related to performance when employees had more job experience. The results suggested that considerations on.

2. Data Analysis and Interpretation

Role of Stress among the Employees – Mean Score Analysis

An attempt has been made to know the level of stress among the women bank employees. For the purpose of this study, role stress activities has been categorized into nine heads viz., self role distance, inter role distance, role stagnation, role isolation, role ambiguity, role expectation, role overload, resource inadequacy and personal inadequacy and have been measured by using mean score analysis.

Table – 1: Self Role Distance

No.	Statements	Mean Score
1	The role tends to interface with the family life	2.15
2	Have various other interest which remain neglected be consequences they do not get time to attend to those	2.63

3	The role does not allow them enough time for their family	2.27
4	Organizational responsibilities	2.18
5	Interface with extra organizational role	3.13

It was found from the above table that maximum of the women employees are experienced stress at the high level when they interface with extra organizational role in the organization with the mean score of 3.13 points and they have less stress when interface with their family life with the mean score of 2.15 points.

Table – 2: Role Expectation

No.	Statements	Mean Score
1	They are not able to satisfy conflict demands of various people	2.73
2	The expectations of their superiors conflict with those of them.	2.91
3	Bothered about the contradictory expectations that different people have	2.22

It was analyzed from the above table that the maximum of the women employees are having stress at the high level when the expectations of their superiors conflict with those of them with the mean score of 2.91 points and they have less stress when bothered about the contradictory expectations that different people have with the mean score of 2.22 points.

Table – 3: Role Overload

No.	Statements	Mean Score
1	Workload is too heavy	2.27
2	The amount of work they have to do interface with the quality they want to maintain	3.23
3	They have been given too many responsibilities	2.34
4	Feel over burdened in their role	3.14

From the above table it was found that maximum of the women employees are having stress at the high level when the amount of work they have to do interface with the quality they



want to maintain with the mean score of 3.23 points and they have less stress when workload was too heavy with the mean score of 2.27 points.

Table – 4: Resource Inadequacy

No.	Statements	Mean Score
1	They do not get the information needed to carryout responsibilities assigned to them	2.80
2	They do not get enough people to work with them in their role	3.14
3	They do not get enough resources to be effective in their role	2.60
4	They are rather worried that they lack the necessary facilities needed in their life	3.08
5	They wish they had more financial resources	2.27

It could be found from the above table that maximum of the women employees are having stress at the high level when they do not get enough people to work with them in their role with the mean score of 3.14 points and they have less stress when they wish they had more financial resources with the mean score of 2.27 points.

Table – 5: Personal Inadequacy

No.	Statements	Mean Score
1	They do not have adequate knowledge to handle the responsibilities in their role	2.36
2	They wish they had more skills to handle the responsibilities in their role	2.37
3	They have to have the right training for their role	2.40
4	They wish they had prepared their self well for their role	2.47

It was identified from the above table that maximum of the women employees are having stress at the high level when they wish they had prepared their self well for their role with the mean score of 2.47 points and they have less stress when they do not have adequate knowledge to handle the responsibilities in their role with the mean score of 2.36 points.

Table – 6: Overall Mean Score of Role Stress

No.	Role stress	Mean Score
1	Self role distance	2.471
2	Inter role distance	2.826
3	Role stagnation	2.443
4	Role isolation	2.723
5	Role ambiguity	2.973
6	Role expectation	2.620
7	Role overload	2.744
8	Resource inadequacy	2.780
9	Personal inadequacy	2.400

The above table discussed about the overall mean score of the role stress among the women bank employees. It is identified from the above table that among the nine role stress activities, maximum of the women employees are experienced stress at the high level in role ambiguity character with the mean score of 2.973 points and they have less stress in personal inadequacy character with the mean score of 2.400 points.

3. Findings of the Study

Mean Score Analysis – Role Stress

While considering the role stress activities, it was found that maximum of the women employees are experienced stress at the high level when they interface with extra organizational role in the organization with the mean score of 3.13 points, there are not enough interactions between the role and other role in the organization with the mean score of 3.21 points, they feel stagnant in the life with the mean score of 2.83 points, they have experience a conflict between values and what they have to do in their role with the mean score of 2.83 points, they do not know what the people they work with expect of them with the mean score of 3.25 points, the expectations of their superiors conflict with those of them with the mean score of 2.91 points, the amount of work they have to do interface with the quality they want to maintain with the mean score of 3.23 points, they do not get enough people to work with them in their role with the mean score of 3.14 points and they had prepared their self well for



their role with the mean score of 2.47 points. In overall, the selected sample women bank employees are having high stress when they have to play with role ambiguity character with the mean score of 2.973.

4. Conclusion

The women employees working in the banking industries are trained to tackle the clients and customers. This calls not only for a sense of commitment and dedication, but also needs high intellect. Banking industry is a service oriented industry. Hence, banks have to be highly responsive and adaptive to the exact demands of the customers and gear themselves to self-propelling growth for their successful survival.

5. References

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