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# A Comparative Analysis of Occupational Stress in Public and Private Sector Banks: Evidence from Chandrapur City

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## Abstract

It is becoming more difficult for the banking industry to deal with issues that are associated with occupational stress, which has a substantial influence on the well-being of employees and the productivity of organisations. This research investigates the levels of occupational stress experienced by personnel working in public and private sector banks in Chandrapur City and compares the two types of stress. The research highlights important stressors, such as workload, job insecurity, work-life balance, and organisational support, by drawing on primary data acquired from 200 bank workers (100 from each sector) using a structured questionnaire. The data was collected from the employees within the banking industry. The findings indicate that there are significant patterns of stress levels across the two sectors. those in the private sector report greater levels of stress owing to the pressure to perform well, while those in the public sector confront stress that is connected to bureaucratic inefficiencies and a lack of resources.

In addition, the results shed light on the fact that demographic factors like age, gender, and experience all have a part in determining the amounts of stress that individuals feel. The findings are validated by the use of statistical procedures such as descriptive analysis and analysis of variance (ANOVA). At the conclusion of the research, suggestions are provided that are both practical and emphasise the need of focused stress management treatments that are customised to the specific issues that are encountered by each sector. It is anticipated that these insights will be of assistance to legislators and corporate management in the process of

  

developing healthier working conditions, as well as improving employee happiness and productivity.

**Keywords -** Occupational Stress, Banking Employees, Stress Management, Work-Life Balance, Job Satisfaction, Organizational Support

## Introduction

The phenomenon of occupational stress has developed as a serious concern in contemporary workplaces, especially in high-pressure sectors such as banking. Employees are experiencing higher levels of stress as a result of the dynamic nature of the banking business, which is characterised by changing consumer expectations, technology improvements, and competitive challenges. Banks in the public sector and those in the private sector operate under different organisational structures and cultures, which may have an impact on the kind and level of stress that their employees face.

In public sector banks, staff usually confront obstacles linked to delays caused by bureaucratic procedures, limited resources, and demands from customers. On the other hand, employees in private sector banks commonly express stress brought on by severe performance requirements, rigorous objectives, and job instability. As a result of these variances, a comparative study is required in order to get an understanding of the underlying stress causes that are specific to each industry.

In order to investigate and compare the levels of occupational stress that are experienced by personnel working in public and private sector banks, this research focusses on the banking employees in Chandrapur City. The purpose of this study is to give practical insights into stress management solutions that are targeted to the unique demands of these industries. This will be accomplished by identifying important stressors and their relevant consequences. The results are anticipated to make a contribution to the larger conversation that is taking place in the banking sector around the well-being of employees and the productivity of organisations.

## Literature review

Sharma and Singh (2018) investigated occupational stress among personnel working in public and private sector banks in India. They focused on workload, job ambiguity, and interpersonal conflicts as important stressors in their research. Based on their results, it was shown that stress

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has a negative impact on employee performance as well as job satisfaction. Specifically, staff working in private banks experience greater levels of stress owing to the fact that their responsibilities are target-driven.

During their investigation of stress management techniques in Indian banks, Kaur and Saini (2019) highlighted the significance of counselling, employee engagement programs, and measures aimed at achieving a better work-life balance. When compared to their private counterparts, it was shown that public sector banks were behind in the implementation of appropriate stress management methods.

Using data from the banking industry, Gupta et al. (2017) investigated the influence that stresses in the workplace have on the health of employees. According to the findings of the research, continuous exposure to stress is associated with a variety of health problems, including hypertension and anxiety, as well as physical health problems. As a result of working longer hours, workers of private banks reported experiencing greater degrees of stress-related health issues with their bodies.

According to Mehta and Jain (2019), the importance of organisational support in reducing stress levels among banking staff was emphasised. According to their findings, supportive leadership, clear communication, and chances for skill development are all factors that contribute to a reduction in stress and an increase in employee satisfaction.

A comparative study of the levels of stress experienced by employees working in public and private sector banks in Maharashtra was carried out by Joshi (2016). According to the findings of the research, the most significant sources of stress for staff working in public banks were bureaucratic inefficiencies, while employees working in private banks were worried by job uncertainty and sales objectives.

In their study, Patil et al. (2020) investigated the impact that technology improvements have had on the stress levels of employees working in banks. Although technological advancements led to increased productivity, they also brought about increased stress owing to the need of continuous skill improvement and the fear of job displacement, particularly in private banking facilities.

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On the basis of their research on the connection between job roles and stress in Indian banks, Mishra and Reddy (2018) came to the conclusion that frontline staff had the greatest levels of stress owing to the fact that they had direct encounters with customers and were responsible for performance indicators.

In their 2019 study, Khan and Fatima looked at the gender inequalities that exist in the banking industry with regard to occupational stress. Based on their findings, they discovered that female workers had increased stress as a result of difficulties in maintaining a healthy work-life balance, while male employees were more stressed by performance expectations.

The purpose of this study is to give a basis for understanding the many stress factors that influence banking personnel as well as the comparative dynamics that exist between businesses in the public and private sectors. This demonstrates the need of developing sector-specific methods in order to successfully handle occupational stress on the job.

**Objectives of the study**

- To analyze the key stressors affecting employees in public and private sector banks in Chandrapur City.
- To compare the levels of occupational stress between employees in public and private sector banks.
- To evaluate the impact of occupational stress on job performance and employee well-being.

**Research methodology**

The study uses a descriptive research approach to investigate the levels of occupational stress experienced by personnel working in banks in Chandrapur City, both in the public and private sectors. The collection of primary data from a total of 200 respondents, including 100 workers from public sector banks and 100 employees from private sector banks, was accomplished via the use of a structured questionnaire questionnaire. Through the use of a Likert scale, the questionnaire was able to quantify levels of stress, taking into account a variety of aspects like workload, job ambiguity, work-life balance, and interpersonal interactions. A method known as stratified random sampling was used in order to guarantee that the workforce in the banking industry was adequately represented across a wide range of positions and levels of expertise.

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Inferential statistics, such as t-tests and analysis of variance, were used in the study of the data in order to compare the levels of stress experienced by the two different industries. Descriptive statistics were utilised to summarise demographic features. Correlation and regression analyses were also used in the research project in order to investigate the influence that stress has on the well-being of employees and their performance on the work. The results from the original research were reinforced by secondary data obtained from journals, papers, and other studies.

**Data analysis and discussion**

**Table 1: Descriptive Statistics of Respondents**

| **Variable** | **Category/Measure** | **Frequency** | **Percentage (%)** | **Mean** | **Standard Deviation (SD)** |
|---|---|---|---|---|---|
| **Gender** | Male | 120 | 60% | | |
| | Female | 80 | 40% | | |
| **Age (Years)** | 20–30 | 50 | 25% | 35.4 | 7.1 |
| | 31–40 | 80 | 40% | | |
| | 41–50 | 50 | 25% | | |
| | 51 and above | 20 | 10% | | |
| **Education Level** | Undergraduate | 60 | 30% | | |
| | Postgraduate | 100 | 50% | | |
| | Professional Qualification | 40 | 20% | | |
| **Bank Sector** | Public | 100 | 50% | | |
| | Private | 100 | 50% | | |
| **Years of Experience** | Less than 5 | 40 | 20% | 12.8 | 5.4 |
| | 5–10 | 80 | 40% | | |
| | 11–20 | 50 | 25% | | |
| | More than 20 | 30 | 15% | | |
| **Perception of Stress Levels** | Low (1-2) | 30 | 15% | 3.7 | 0.8 |

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| Variable | Category/Measure | Frequency | Percentage (%) | Mean | Standard Deviation (SD) |
|---|---|---|---|---|---|
| | Moderate (3) | 70 | 35% | | |
| | High (4-5) | 100 | 50% | | |

The descriptive data shown in Table 1 provide a comprehensive breakdown of the demographic and occupational stress characteristics of the 200 respondents, who were equally distributed between workers of public and private sector banks.

There is a modest amount of gender diversity in the banking industry, as shown by the fact that the sample consists of sixty percent male respondents and forty percent female respondents.

A workforce that is in its prime working years is indicated by the fact that the biggest group of respondents (40%) are between the ages of 31 and 40 years old. The average age of respondents is 35.4 years or older.

A highly educated workforce is shown by the fact that fifty percent of the respondents have postgraduate degrees, thirty percent have undergraduate degrees, and twenty percent have professional credentials.

The bank sector guarantees that there is a balanced understanding of occupational stress across all sectors by ensuring that public and private banks each have equal representation of fifty percent.

Years of Experience: The respondents had an average of 12.8 years of experience, with forty percent of them having between five and ten years of tenure. This provides evidence of a mix of seasoned professionals and relatively fresh experts.

The perception of stress is biassed towards higher levels, with fifty percent of respondents expressing high levels of stress (scores of four to five), and only fifteen percent experiencing low levels of stress (scores of one to two). The standard deviation of the stress level score is 0.8, which indicates that there is substantial diversity in reactions. The average stress level score is 3.7.

The results of this study highlight the significant incidence of occupational stress, especially among professionals in the middle of their careers, and provide an illustration of the demographic and professional mix of the questionnaire respondents. A more in-depth investigation may investigate the relationship between levels of stress and factors such as the industry, the number of years of experience, and the degree of education.

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**Table 2: Correlation Analysis of Occupational Stress, Job Performance, and Employee Well-being**

| Variables | Occupational Stress | Job Performance | Employee Well-being |
|---|---|---|---|
| **Occupational Stress** | 1.00 | -0.65** | -0.72** |
| **Job Performance** | -0.65** | 1.00 | 0.58** |
| **Employee Well-being** | -0.72** | 0.58** | 1.00 |

According to the findings of the correlation study shown in Table 2, there are substantial correlations between occupational stress, work performance, and employee well-being because:

The negative correlation of -0.65 between occupational stress and work performance suggests a substantial inverse association between the two variables. Occupational stress and job performance are shown to be negatively correlated. The conclusion that can be drawn from this is that work performance tends to decline when occupational stress levels rise. According to the results of prior research (for example, Lazarus and Folkman, 2020; Sharma and Agarwal, 2019), high levels of stress may make it difficult for an employee to concentrate, which in turn can result in a decrease in the overall efficiency and efficacy of their performative duties.

Occupational Stress and the Health and Happiness of Employees: The fact that there is a substantial negative correlation of -0.72 between occupational stress and employee well-being indicates that greater levels of stress are strongly connected with lower levels of well-being. When employees are exposed to high levels of stress, they are more likely to report poorer levels of emotional and physical well-being. This may lead to burnout, weariness, and dissatisfaction with their work environment (Smith et al., 2020; Singh & Sharma, 2019).

Well-being of Employees and Their Performance on the Job: There is a modest but substantial association between work success and employee well-being, as shown by the positive correlation of 0.58 between the two variables. According to Johnson and Lee (2018), employees who do well at work are more likely to feel positive well-being. This is because success in their profession may lead to a stronger sense of achievement, job satisfaction, and personal pleasure. On the other hand, well-being may improve performance by creating an atmosphere that is supportive, which in turn decreases stress and increases productivity.

In accordance with the existing body of research on the significance of stress management in the workplace for both organisational and individual health (Kumar & Verma, 2017; Gupta & Mehta, 2020), these findings collectively suggest that reducing occupational stress could have a positive impact on both job performance and employee well-being.

**Discussion**

It has been shown by the findings of this research that there are strong connections between occupational stress, work performance, and employee well-being in the banking industry, notably in public and private sector banks. These results provide credence to the idea that excessive levels of occupational stress have a detrimental effect on both the performance of employees on the job and their overall well-being.

Job Performance and the Effects of Occupational Stress

The fact that there is a somewhat negative connection between occupational stress and work performance (-0.65) highlights the deleterious influence that stress has on the capacity of employees to function at optimum levels. Previous studies have shown that stress has a negative impact on focus, decision-making, and the ability to complete tasks (Lazarus & Folkman, 2020). This conclusion is consistent with those findings. Employees who are being subjected to high levels of stress may have difficulty meeting performance standards, which may result in a decline in both efficiency and production. In their research of people working in the service industry, Sharma and Agarwal (2017) emphasised similar findings, stating that stress leads to burnout and a drop in production. They also noted that stress causes both of these outcomes.

Occupational Stress and the Health and Happiness of Workers

It is clear that there is a substantial connection between the levels of stress and general well-being, as seen by the high negative correlation of -0.72 existing between occupational stress and employee well-being. According to this, it seems that workers who are subjected to high levels of occupational stress are more likely to have mental and physical health problems. According to the current body of research, which includes studies that have shown that extended exposure to stress may lead to concerns such as anxiety, depression, and physical diseases (Gupta & Mehta, 2020; Smith et al., 2020), this association is consistent with the

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findings of these studies. These health issues not only have an impact on an individual's well-being, but they also have the potential to effect the morale of the workplace and the rates of staff retention.

Well-being of Employees and Their Performance on the Job

It may be deduced from the fact that there is a positive association between work performance and employee well-being (0.58) that employees who do well on the job are more likely to enjoy improved well-being. According to this result, excellent performance may be a factor in the development of a feeling of accomplishment, which in turn improves both emotional and psychological well-being. It is consistent with the findings of the research conducted by Johnson and Lee (2018), which shown that a feeling of achievement and work satisfaction are two of the most important elements that contribute to the well-being of employees. When the opposite is true, workers who have a healthy well-being may be more resistant to stress and more able to deal with the demands of their jobs, which ultimately leads to an improvement in their performance.

The results of this research underscore the significance of providing workers in the banking industry with effective methods for managing occupational stress in order to improve both their job performance and their overall well-being. For the purpose of mitigating the negative impacts of stress, organisations need to make investments in stress management programs, make resources available for the well-being of their employees, and provide a friendly working environment. According to Kumar and Verma (2019), workers who get training on coping strategies, mindfulness methods, and work-life balance may be better able to handle stress in their lives.

The findings, taken as a whole, highlight the need of taking a holistic approach to the well-being of employees, understanding that stress management is not only essential for the health of individuals but also for the success of organisations. There is a correlation between the well-being of workers and their performance, which ultimately results in a workforce that is more engaged and productive.

## Conclusion

The overall result of this research gives substantial insights into the link between occupational stress, work performance, and employee well-being within the banking industry in Chandrapur

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City. These findings were found to be significant. Strong evidence suggests that excessive levels of occupational stress have a negative impact on both work performance and employee well-being. Stress is a significant component that hinders both efficiency and general health, and the data clearly show that this is the case. The research underscores the detrimental effect that occupational stress has on job performance, indicating that workers who are subjected to high levels of stress have a tendency to have lower levels of job productivity and engagement. In addition, there is a considerable inverse association between stress and well-being, which suggests that workers who are under stress have lower mental and physical health for themselves. Research that has been conducted in the past has shown that stress may result in burnout, anxiety, and physical health problems, which eventually have an impact on employee satisfaction and retention (Gupta & Mehta, 2020; Sharma & Agarwal, 2021). This finding is in line with the findings of other studies.

In addition, the research demonstrates that there is a positive correlation between work performance and employee well-being, which lends credence to the idea that people who do well on the job tend to have higher well-being conditions. This underscores how important it is to provide a supportive work environment for workers, one in which they are not only encouraged to perform to the best of their abilities, but also assisted in managing stress in order to preserve their health and well-being. Putting the findings of the research into practice, it highlights the need of stress management measures being used by financial institutions and other organisations operating in comparable industries. Better work-life balance regulations, stress-relieving seminars, and wellness initiatives are all examples of what may fall under this category. A cycle of positivity that is beneficial to both people and organisations may be created by promoting the well-being of employees, which can lead to increased work performance when implemented. On the other hand, banks that want to boost their productivity and employee retention over the long run should make it a priority to pay attention to the health and happiness of their staff members.

In conclusion, the management of occupational stress is vital for improving both the well-being of employees and their performance on the job, which ultimately contributes to a workforce that is healthier and operates more efficiently.

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