

## A Psychological Study of Occupational Stress Among the Bank Employees Due to Covid 19

<sup>1</sup>Prof Renu Jatana, <sup>2</sup>Manisha Nahar

<sup>1</sup>Professor (retd) Ex Dean and Faculty Chairman UCCMS, M L Sukhadia University, Udaipur (Raj)

<sup>2</sup>Junior Research Fellow (NFPwD) UCCMS, M L Sukhadia University, Udaipur (Raj)

### ABSTRACT

The COVID-19 epidemic could be the biggest challenge in almost a century for financial institutions. The impact of COVID-19 on banking, lower incomes and the halt in production, will severely reduce demand and badly disrupt the banks' businesses. Staff shortages, poor digital maturity, and the burden on existing infrastructure as companies struggle with COVID-19's impact on financial services are exacerbating the crisis. Many organizations throughout the world are shifting towards remote work to fight against the spread of COVID-19. A combination of work from home and disturbing news about the epidemic will undoubtedly have an impact on the mental health of many people who work from home. The COVID-19 pandemic has had the worst conceivable effects on the banking sector and its personnel (employees). This empirical study examines the effect of Covid-19 on the features of work stress. The results show that Covid-19 has a negative impact on bank staff's occupational stress, based on an analysis of responses from 100 employees in different public and private sector banks of Udaipur district. Analysis is done using frequency tables and graphs, as well as one way ANOVA to test the hypothesis. There are in-depth discussions of practical and theoretical applications.

**KEY WORDS:** Occupational Stress, Employees, Banks, causes anxiety, Work Place

### I. INTRODUCTION

The current Novel Corona virus (COVID-19), which has swept the world, is one such infectious disease that is harmful to public health. In addition, our strategies/existence is challenging. The World Health Organization and the Center for the Management of Diseases are the world's biggest hazards to health and work 24/7 to control and develop a vaccine against the ongoing COVID-19 epidemic. The COVID-19, on the other hand, has a psychological impact on the population. Disorder and fear of the disease can be overwhelming and elicit strong emotions in both adults and children (**Rahman, Ibrahim, & Masri, 2020**).

In every dimension of life, in all countries and in every industry, the Covid-19 epidemic has a global influence. Nobody knows how long the epidemic will impact on the global economy and how long it will persist. Many organizations throughout the world are shifting towards remote work to fight against the spread of COVID-19. Every day, many companies, large and small, switch, result in an increase in the number of remote workers. But the mental health of a great many people who start their home careers is certainly affected by this combination of working from home and the disturbing news about the pandemic. During these trying times, it's difficult for everyone, especially those affected by the COVID-19 epidemic, since they learn about it through various media, including television, social media, newspapers, family and friends, and other outlets. Everyone experiences fear, the most common of which is the fear of death. What can be done to reduce the risk of virus propagation in our communities, this time due to COVID-19, is to create social distance. However, social distance and self-isolation in society can be unpleasant (**Chamola, Hassija, Gupta, & Guizani, 2020**). Studies on occupational stress demonstrate that employee productivity decreases and absenteeism increases when employees suffer from stress due to the job. Their work and work pressure, their management and their working environment are in confrontation with their coworkers. Working stress is a health and organizational health concern. People who are highly stressed are more prone to becoming ill and less productive. Workplace stress is a significant problem for the organization as well as its employees. This study is aimed, after a review of literature and empirical data, at determining the effects of work on home stress, deriving from Covid-19.

## II. REVIEW OF LITERATURE

This article studies the influence on employees' career growth stress, psychic stress, relationship stress and economic stress of the corona virus (COVID 19) outbreak. The study design will be used to determine and quantify the amount of stress and the working environment in the workplace. It also concentrates on stress symptoms and stress management. Employee obstacles are increasing for many different professionals today as a result of changes in the working culture and new problems. At the same time, it is an issue that employees encounter when concentrating on their work. Employees must therefore deal with stress. Data for the study was obtained from 80 home workers during the COVID-19 epidemic through a questionnaire. A random foundation was used to choose and analyze the sample methodology utilizing a simple proportion statistical package and the chi square test. The sample size and limited geographical area were limitations of our investigation. We focused on Ahmedabad as our region. The longitudinal methodology can be used in future studies using a big sample from other parts of the world (**Hamouche, 2020**).

This study aims to explore the association between occupational stress and working quality among railway protection forces and government protection forces during the additional pressure caused by the Covid-19 pandemic. A questionnaire on the quality of work life is used to assess historical standards of living among respondents, blank personal details, and stress in employment and work. They showed that there is a substantial variation in the way this is done in groups, which shows that the Railway Protection Force is stressed more than other government forces. A correlation analysis also examined the significant association between the interviewees and showed that organizational stress and the quality of work life were not significantly connected (**Singh, 2020**).

Stress is now a global crisis, which is being felt by virtually everyone who is involved in the business system. It not only impacts employees' physical and mental health, but also diminishes the organization's competitiveness and production. Banking is one of the most stressful industries. The Health and Safety Executive's unwelcome response to enormous pressures or other requests. The United Kingdom is depressed, while the American Psychology Association attributes this to a tense mood, anxious thinking, and bodily changes such as blood pressure. The stressful working environment causes anxiety and is termed anxiety in relation to the workplace. Stress and anxiety can also lead to a lack of sleep. Anxiety commonly causes people to be sleep-deprived, because the regions of the brain responsible for excessive worrying and emotional processing are highly active during anxiety. The Indian banking industry is one of the pillars supporting the Indian economy. Banks are very stiff in nature, with lengthy work hours, inadequate remuneration schemes, and a lack of self-employment and role opportunities. The stress management of the financial sector is becoming more and more considered. There is nothing like that currently, especially in the case of stress-free work. In their work, everybody is subjected to tension and fear while they fulfill their tasks. The industry of banking is not a unique industry. There are a number of worrying problems with financial services, including high time pressure, workers with increasing ranks, demand for work, issues with ergonomics, what is considered an excessive relationship with customers and the growing number of cases of stress and violence, according to the international labor organization. According to research conducted by the National Institute of Occupational Safety and Health [NIOSH], stress levels were measured on a scale of one to 130. Banking came in 28th place. Employees who were constantly in control of their work and felt imprisoned in professions where they were considered machinery rather than individuals are common features of all stressful professions (**Yadav, 2017**).

A study carried out by **Rahman, Ibrahim, and Masri** focuses on measuring occupational stress and evaluating employee performance, in particular that pertaining to office hours, utilizing digital technology such as WhatsApp and Zoom. The study used a quantitative approach to research to collect numerical data by employing a questionnaire. The counting of actions is the focus of this study. This study answers how and when a particular occurrence occurs. There will be a large literature review, followed by the type of the survey distributed to the appropriate respondents for the subject. The study was targeted at lecturers, senior professors, faculty associates and professors at Malaysia's private universities. The information is analyzed with SPSS software version 26. The survey the findings show that the topic is very significant but, sadly, not properly considered. The proposed study would be one of the first trials to evaluate how work stress might have an important effect on employee efficiency through working hours with digital technological applications such as WHATSAPP and Zoom. It would raise policymakers' awareness of the actions that are required to assist children from single-mother homes with their academic progress. (**Rahman, Ibrahim, & Masri, 2020**).

The Indian banking industry is one of the pillars supporting the Indian economy. Banks are very stiff in nature, with lengthy work hours, inadequate remuneration schemes, and a lack of self-employment and role opportunities.

It is one of the industries with difficult workloads. Following the post-Covid-19 lockdown, only the banks were able to continue operating at nearly full capacity. The stress rate is high among bank staff, which in turn causes psychological effects, including anxiety and sleep deprivation. Stress also reduces the ROM in the neck and can diminish the quality of life as well. Tension, anxiety, sleep, and quality of life as well as neck stress were evaluated using corresponding questionnaires. Bank employees of PCMC region banks listed under the 25-35 year age range have been screened and randomly distributed to two groups and 30 interested participants have met the criteria of Group A and Group B. Recreational activities and aerobic workouts were provided for groups A and B. Results: For within-group analysis, paired t-tests were used, and for between-group analysis, unpaired t-tests were used. Conclusion: The study concluded that aerobics and recreational activities both contribute equally effectively to stress reduction, improvement of sleep quality, working-related quality of life and improvement of anxiety rather than aerobics (Shah, 2021).

### Research Questions

1. Is there any relationship between Covid-19 and occupational stress of bank employees?
2. Does Covid-19 impact level of occupational stress of bank employees?
3. What is the relationship between occupational stress (arise due to Covid-19) and bank employees' performance?

### Research Objectives

1. To determine the influence of occupational stress on employee's performance in the Covid-19 era.
2. To investigate the extent of occupational stress due to Covid-19

## III. RESEARCH METHODOLOGY

This empirical study examines the effect of Covid-19 on the characteristics of occupational stress. Data collection is done from 100 employees working in different public and private sector banks of Udaipur district using self-structured questionnaires. Questionnaire comprises of open and close ended questions. These employees are selected from all levels of banks to make study scope wider. Due to Covid-19 impact the survey questionnaire is shared and received via emails. Questionnaire is designed using google forms and analysis is done using frequency tables and graphs, as well as one way ANOVA to test the hypothesis. Conceptual framework of the study is decided on the basis of available literature. Occupational stress characteristics were identified on the basis of my on- going research work which assisted in identifying these characteristics through an extensive review of literature. Also, data collection is done using random sampling method, the responses collected were then decoded into frequency table of age.

Banks from which employees are selected are given below;

S. No.	Bank Name	Number of Employees
1	ICICI	25
2	HDFC	25
3	SBI	25
4	BOB	25

One Way ANOVA is applied to test the hypothesis because a one-way ANOVA is used for occupational stress characteristics data, to gain information about the relationship between the dependent (occupational stress) and independent variables (Covid-19).

### Research hypothesis

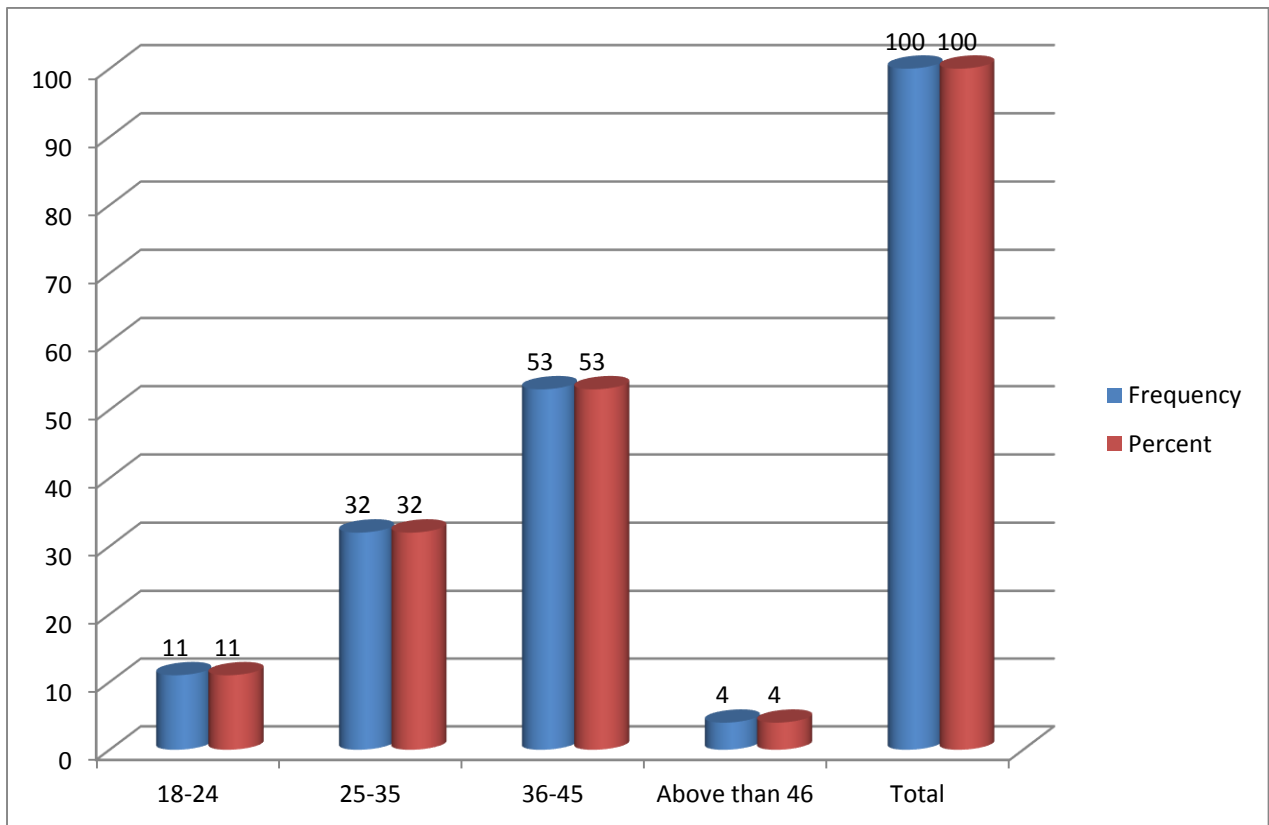
- H<sub>01</sub>: There is no significant impact of covid -19 on the Personality Characteristics of banks employees.**  
**H<sub>02</sub>: There is no significant impact of covid -19 on the Resistance for Change of banks employees.**  
**H<sub>03</sub>: There is no significant impact of covid -19 on Role Overload of banks employees.**  
**H<sub>4</sub>: There is no significant impact of covid -19 on the Role Conflict of banks employees.**  
**H<sub>05</sub>: There is no significant impact of covid -19 on the Role Authority of banks employees.**  
**H<sub>06</sub>: There is no significant impact of covid -19 on the Environment related Factors of banks employees.**  
**H<sub>07</sub>: There is no significant impact of covid -19 on the Family Issues of banks employees.**

**IV. ANALYSIS OF DATA**

**Table 1: Frequency table of age group**

Age Groups		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-24	11	11.0	11.0	11.0
	25-35	32	32.0	32.0	43.0
	36-45	53	53.0	53.0	96.0
	Above than 46	4	4.0	4.0	100.0
	Total	100	100.0	100.0	

**Graph 1: Frequency graph of age group**



Data given above display the age of the respondents taken for the analysis. From the data it can be seen that most for the employees taken for the study purpose are from the age group of 36-45 years.

**Table 2:- Descriptive statistics table of characteristics of Occupational Stress and level of agreement**

Descriptives								
	N	Mean	Std. Deviation	Std. Error	95% Confidence Interval for Mean		Minimum	Maximum
					Lower Bound	Upper Bound		

Personality Characteristics	Strongly Disagree	11	2.64	.809	.244	2.09	3.18	1	4
	Disagree	32	2.28	.958	.169	1.94	2.63	1	4
	Neutral	53	2.42	.663	.091	2.23	2.60	1	5
	Agree	4	3.75	.500	.250	2.95	4.55	3	4
	Total	100	2.45	.821	.082	2.29	2.61	1	5
Resistance for Change	Strongly Disagree	11	3.18	1.401	.423	2.24	4.12	1	5
	Disagree	32	2.03	.595	.105	1.82	2.25	1	4
	Neutral	53	2.75	.757	.104	2.55	2.96	1	4
	Agree	4	3.50	1.000	.500	1.91	5.09	2	4
	Total	100	2.60	.910	.091	2.42	2.78	1	5
Role Overload	Strongly Disagree	11	2.91	1.044	.315	2.21	3.61	1	4
	Disagree	32	3.09	1.254	.222	2.64	3.55	2	5
	Neutral	53	3.58	.908	.125	3.33	3.84	1	5
	Agree	4	5.00	.000	.000	5.00	5.00	5	5
	Total	100	3.41	1.102	.110	3.19	3.63	1	5
Role Conflict	Strongly Disagree	11	3.45	1.214	.366	2.64	4.27	1	5
	Disagree	32	3.94	.982	.174	3.58	4.29	2	5
	Neutral	53	3.13	.856	.118	2.90	3.37	1	5
	Agree	4	4.25	.500	.250	3.45	5.05	4	5
	Total	100	3.47	1.000	.100	3.27	3.67	1	5
Role Authority	Strongly Disagree	11	3.00	1.612	.486	1.92	4.08	1	5
	Disagree	32	3.41	.615	.109	3.18	3.63	3	5
	Neutral	53	3.34	1.270	.174	2.99	3.69	1	5
	Agree	4	4.00	.000	.000	4.00	4.00	4	4
	Total	100	3.35	1.123	.112	3.13	3.57	1	5
Environment related Factors	Strongly Disagree	11	3.00	1.612	.486	1.92	4.08	1	5
	Disagree	32	4.28	.924	.163	3.95	4.61	3	5
	Neutral	53	3.49	1.031	.142	3.21	3.77	1	5
	Agree	4	5.00	.000	.000	5.00	5.00	5	5

	Total	100	3.75	1.158	.116	3.52	3.98	1	5
Family Issues	Strongly Disagree	11	2.64	1.362	.411	1.72	3.55	1	4
	Disagree	32	3.19	1.281	.226	2.73	3.65	2	5
	Neutral	53	3.02	1.380	.190	2.64	3.40	1	5
	Agree	4	4.75	.500	.250	3.95	5.55	4	5
	Total	100	3.10	1.360	.136	2.83	3.37	1	5

Above table display the descriptive statistics for the characteristics of occupational stress. From table it can be seen that highest mean is recorded for variable role conflict.

**Table 3:-ANOVA table of characteristics of Occupational Stress**

ANOVA		Sum of Squares	df	Mean Square	F	Sig.
Personality Characteristics	Between Groups	8.118	3	2.706	4.431	.006
	Within Groups	58.632	96	.611		
	Total	66.750	99			
Resistance for Change	Between Groups	18.584	3	6.195	9.377	.000
	Within Groups	63.416	96	.661		
	Total	82.000	99			
Role Overload	Between Groups	17.694	3	5.898	5.524	.002
	Within Groups	102.496	96	1.068		
	Total	120.190	99			
Role Conflict	Between Groups	15.482	3	5.161	5.938	.001
	Within Groups	83.428	96	.869		
	Total	98.910	99			
Role Authority	Between Groups	3.144	3	1.048	.827	.042
	Within Groups	121.606	96	1.267		
	Total	124.750	99			
Environment related Factors	Between Groups	25.036	3	8.345	7.438	.000
	Within Groups	107.714	96	1.122		
	Total	132.750	99			
Family Issues	Between Groups	13.848	3	4.616	2.620	.035
	Within Groups	169.152	96	1.762		
	Total	183.000	99			

Table given above shows the results of the ANOVA test applied to test the hypothesis. From the analysis it can be observed that the sig value for all variables is less than .05. this implies that we reject the null hypothesis and accept the alternative stating that There is a significant impact of Covid-19 on the Personality Characteristics, Resistance for Change, Role Overload, Role Conflict, Role Authority, Environment related Factors and Family Issues of banks employees.

### V. CONCLUSION OF THE STUDY

The study measures employees' stress while they are at home. Occupational stress is a major issue for the staff during this pandemic. After speaking with bank specialists, we discovered that certain issues are related to stress. Concentration difficulties and working culture among employees were greatly stressed. The study found that Covid -19 had substantial effects on personality characteristics, resistance to change, overloading of roles, role conflict, environmental and family issues of bank personnel. Research shows that the COVID-19 epidemic has had a major impact on the mental discomfort of banking employees.

The literature study showed it was important to know the outbreak well. Our data show that during the COVID-19 pandemic, there was a lack of bank policies and insufficient workplace protection equipment, resulting in a significant increase in disease. As a precautionary measure, both federal and bank authorities must establish workplace rules to promote workplace safety and protect employees from COVID-19 pandemic exposure.

**PRACTICAL IMPLICATIONS:** For the specific institution, the outcomes of the proposed study should have both theoretical and practical relevance. The study will provide a further reference for other academies to devise measures to address the declining education levels of teachers during and following the Covid19 pandemic. While it would be crucial for all professors to be accountable and devoted to their socialization and learning process to help them achieve their knowledge, skills, and career advancement, it would also be essential for all professors to remain devoted to their courses. The research will finally give researchers the ability to do further research in the future.

**SUGGESTIONS;**

1. Bankers can better psychologically cope with the COVID-19 pandemic by becoming active in physical activities and ingesting nutritious meals to increase immunity.
2. In order to avoid mental health difficulties for bankers, the government should take the required action.
3. The government should consider a number of programs or online seminars for employees who want to relieve stress, anxiety, and despair.

**LIMITATIONS AND DIRECTIONS FOR FUTURE STUDY**

1. The sample was too small, since the study was carried out solely by those employees who worked at home during COVID-19.
2. One of the most significant constraints was the time frame.
3. A study area covering solely Udaipur district was the other limitation. Therefore, the results obtained may not be reliable when compared to other areas.
4. The data acquired from interviewees may be partial, as not everyone is interested in completing the questionnaire.

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