An analysis of physical problems faced by the employees due to peer relationship in public sector banks

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Abstract---Stress refers to the strain from the conflict between our external environment and us, leading to emotional and physical pressure. In our fast paced world, it is impossible to live without stress, whether you are a student or a working adult. Job stress level of permanent employees in private and public sector banks, results founded the public sector banks’ employees significantly affected more by stress due to no control on their jobs, social unsupported by the mangers, and mechanistic and strict organizational structure than the private sector bank’s employees. This article highlights physical problems faced by the employees in public banks in Cuddalore district.

Keywords---stress, job stress, emotional, physical pressure.

Introduction

In recent decades, moves to a global economy and deregulated markets have led to a series of large changes in the way financial services work and are sold, and this is particularly true of the organization and execution of work in the sector. There was enormous change in the way banks were organized and the effect on the working lives of employees of new technology and new structures was severe. Such changes have had relevant effects on bank employees, not just in the workplace but also in their daily lives. In fact, banking work, in which for at least a century there have been no major changes, has been completely redesigned. This process is inserted in a context of increased competition between national and international banks, institutional changes, implementation of
economic plans, and reduced inflationary rates (Silva and Navarro, 2012; Bozdo and Kripa, 2015).

Need for the Study

Stress, an integral part of the human existence, is said to have an immense influence over the lives of individuals and the organization. In the present era, the nature and intensity of stress is so turbulent that the present age has been "Age of Anxiety, Stress and Depression". As individuals spend most of their time at work, the workplace has been conceived to be a potent contributor and influencer of stress. At the workplace, various roles are performed which have to be in synchronization with the roles at home and other places. The stress induced due to roles performed by individuals as employees at workplace, has been one of the most persuasive organizational stressors, the outcomes of which have been found to be costly to the organization. The public sector banks have also witnessed relatively lack of efforts to analyse the role stress phenomenon exhaustively. The stress induced by the role of performed by the front line employees of commercial banks is a matter of worth attention too, as it is emphasized that role stress occurs in employees jobs that involve direct interaction with customers and such employees are prone to relatively greater level of role stress.

Review of Literature

Hostile or rejecting interactions with peers erode feelings of belonging. Indeed, research has found that hostile, rejecting, or detached friendship groups make adolescents feel lonely and alienated (Guay et al., 1999) and promote social anxiety and distress (La Greca & Lopez, 1998). Patterns of rejection can range from outward hostility (e.g., bullying) to more subtle forms of neglect (e.g., indifference).

Iyer (2010) explored chaotic, confusing, or unpredictable interactions with peers (e.g., telling lies, teasing, emotional outbursts, and exclusion) make it difficult for students to feel competent and in control in the classroom. For example, peer victimization (often experienced as unpredictable peer interactions) has been shown to interfere with students' ability to attain academic competencies, which leads to reduced classroom participation, inability to persist when facing academic challenges, and lower achievement.

"Hours don't affect health much—but unsupportive colleagues do" Johan Lehrer, (2011) observed in his article that the Israeli scientists found that the factor most closely linked to health was the support of co-workers: Less-kind colleagues were associated with a higher risk of dying. While this correlation might not be surprising, the magnitude of the effect is unsettling. According to the data, middle-age workers with little or no "peer social support" in the workplace were 2.4 times more likely to die.

Upadhyaya et al. (2001) studied the occupational stress among college and school teachers. The findings of the study revealed that poor relationship with
peer group is always a cause of stress to anyone. College teachers and high school teachers differed significantly on this factor.

**Research Methodology**

**Purpose of the Study**

The purpose of the study is to know as to what extent the Physical problems are affected due to Peer Relationship. The study aims at giving valuable suggestions and strategies to overcome their stress.

**Objectives of the Study**

The major objectives of the study is to identify the Physical problems due to peer relationship among the employees working in Public Sector Banks in Cuddalore District.

**Hypotheses**

The following hypothesis was framed based on the objectives:

There is no relationship between Peer Relationship and Physical Problems among the Bank Employees working in Public sectors.

**Sources of Data**

Primary Data are collected from Bank Employees working in Public Sector Banks in Cuddalore District. Secondary Data are collected from various publications including journals, magazines, reports, periodicals, newspapers, articles, research papers, web sites and intranet of libraries.

**Tools of Analysis**

The following statistical tools are used to analyze the primary data obtained from the Bank employees.

- Exploratory Factor Analysis
- Cluster Analysis
- Linear Multiple Regression Analysis

**Factor Analysis on Physical Problems faced by the Employees due to Peer Relationship**

The researcher formulated 7 variables of Peer relationship stress in Likert’s five point scale which ranges from strongly agree to strongly disagree. In order to reduce these 7 variables into predominant factors, the researcher applied Factor analysis by Principal Component method and the following results are obtained.
Table 1
KMO and Bartlett’s Test on Peer Relationship

| Kaiser-Meyer-Olkin Measure of Sampling Adequacy | .818 |
| Bartlett’s Test of Sphericity | Approx. Chi-Square | 1576.648 |
| | Df | 21 |
| | Sig. | .000 |

Source: primary data

The above table showing KMO and Bartlett’s test on Peer Relationship Stress shows that KMO measure of sampling adequacy is 0.818, Barlett’s test of Sphericity with the approximate chi-square value= 1576.648 are statistically significant at 5% level. This indicates all the 7 variables are normally distributed and suitable for data reduction process by ensuring the existence of adequate variance as seen in the following communalities table.

Table 2
Communalities on Peer Relationship

<table>
<thead>
<tr>
<th>Peer relationship stress</th>
<th>Initial</th>
<th>Extraction</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unnecessary Gossip</td>
<td>1.000</td>
<td>.612</td>
</tr>
<tr>
<td>Complexity</td>
<td>1.000</td>
<td>.627</td>
</tr>
<tr>
<td>Unnecessary interference</td>
<td>1.000</td>
<td>.559</td>
</tr>
<tr>
<td>Jealousy</td>
<td>1.000</td>
<td>.600</td>
</tr>
<tr>
<td>Unpunctuality</td>
<td>1.000</td>
<td>.725</td>
</tr>
<tr>
<td>Lack of mutual adjustment</td>
<td>1.000</td>
<td>.693</td>
</tr>
<tr>
<td>Groupism</td>
<td>1.000</td>
<td>.392</td>
</tr>
</tbody>
</table>

Source: primary data

From the above table 2, it is found that the 7 variables of Peer Relationship Stress have the variances ranging from 0.392 to 0.725. It shows that the 7 variables exhibit the variance ranging from 39.2% to 72.5%. The observation reveals that the tenth variable does not have sufficient variance. This variable is eliminated from the proceedings in the grouping of variables. The following total variance table clearly revealed the existence of predominant factors.

Table 3
Total Variance Explained on Peer Relationship

<table>
<thead>
<tr>
<th>Components</th>
<th>Initial Eigenvalues</th>
<th>Rotation Sums of Squared Loadings</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Total</td>
<td>% of Variance</td>
</tr>
<tr>
<td>Unnecessary Gossip</td>
<td>3.077</td>
<td>43.952</td>
</tr>
<tr>
<td>Complexity</td>
<td>1.132</td>
<td>16.174</td>
</tr>
<tr>
<td>Unnecessary interference</td>
<td>.752</td>
<td>10.737</td>
</tr>
<tr>
<td>Jealousy</td>
<td>.594</td>
<td>8.481</td>
</tr>
<tr>
<td>Unpunctuality</td>
<td>.498</td>
<td>7.109</td>
</tr>
</tbody>
</table>
From the above table 3, it is found that 7 variables are reduced into 2 predominant factors with cumulative variance 60.127%. The three factors also have their individual variances 34.656 and 60.127%. This leads to the grouping of variables in the Rotated Component Matrix.

Table: 4
Relationship between Peer Relationship and Physical Problems
Regression on Physical problems and Peer relationship

<table>
<thead>
<tr>
<th>Dependent Variable</th>
<th>R Square</th>
<th>F Value</th>
<th>Sig.</th>
<th>Independent variable</th>
<th>Beta</th>
<th>t value</th>
<th>Sig.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ulcer problem</td>
<td>.068</td>
<td>16.391</td>
<td>0.000</td>
<td></td>
<td>.033</td>
<td>.871</td>
<td>.384</td>
</tr>
<tr>
<td>Frequent Headache</td>
<td>.078</td>
<td>19.038</td>
<td>0.000</td>
<td></td>
<td>0.074</td>
<td>-1.270</td>
<td>.204</td>
</tr>
<tr>
<td>Affected by Blood Pressure</td>
<td>.135</td>
<td>35.030</td>
<td>0.000</td>
<td>PEER RELATIONSHIP</td>
<td>.022</td>
<td>.590</td>
<td>.555</td>
</tr>
<tr>
<td>Irregular Periods</td>
<td>.210</td>
<td>59.829</td>
<td>0.000</td>
<td></td>
<td>.36</td>
<td>1.101</td>
<td>.312</td>
</tr>
<tr>
<td>Giddiness</td>
<td>.268</td>
<td>82.325</td>
<td>0.000</td>
<td></td>
<td>.149</td>
<td>4.386</td>
<td>.000</td>
</tr>
<tr>
<td>Digestive Problem</td>
<td>.071</td>
<td>17.137</td>
<td>0.000</td>
<td></td>
<td>-.008</td>
<td>-.210</td>
<td>.834</td>
</tr>
<tr>
<td>Tiredness</td>
<td>.064</td>
<td>15.375</td>
<td>0.000</td>
<td></td>
<td>.007</td>
<td>.173</td>
<td>.863</td>
</tr>
</tbody>
</table>

Source: primary data

Peer relationship severely causes Problems among the Bank Employees and also creates frequent headache, giddiness, nervousness, irritation, as the Physical Problems.

Findings

- The Bank Employees strongly agree that unnecessary gossip, unnecessary interference, unpunctuality and lack of mutual adjustment are among the peers and they cause Physical problems to a certain extent.
- Factor Analysis on seven variables of ‘Peer Relationship’, is tested by Principle Component Method to find out the predominant factors. The Factors emerged are:
  - Internal Politics
  - Irritable Behaviour
The Bank Employees feel highly affected by Ulcer problem, Blood pressure, Irregular periods, Giddiness, Digestive problem, due to Peer Relationship.

Suggestions

- The Employees who are with peer relationship Problems are advised to be free of ego, to be free of complex, to keep them always humorous and to have friendly approach with peers.
- The Employees are also advised to involve themselves fully in the activities, celebrations and other functions conducted in their schools and they can work together for the development and wellbeing of the Public as well as the Country.

Conclusion

Now-a-days, no one leads life without stress. All are living in a world of full of stress-causing environment. So, it is necessary for the people of this 21st century to learn and to follow some strategies in order to cope with stress, to become free from stress or to minimize the amount of stress. Peer Relationship stress has clearly become a significant cause of ill health and is a serious risk factor for bank workers’ psychological and social well-being. This literature review has demonstrated an increasing diffusion of adverse health outcomes from Peer-related Problems in this sector. Future research should also evaluate changes in the different groups of bank employees resulting from actions taken in organization.

References