

CHAPTER 6
FINDINGS, SUGGESTIONS AND CONCLUSION

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FINDINGS, SUGGESTIONS AND CONCLUSION

6.1 Introduction

The researcher has attempted study of workplace stress faced by co-operative bank employees in Satara city. Researcher has arrived few findings may invite attention of co-operative banks and their management.

6.2 General Findings

Following are the general findings based on overall experience of researcher during personal interaction with respondents.

1. Majority of the co-operative banks are operating their branches in inadequate work space.
2. Majority of the employees working in co-operative banks are from middle age.
3. Employees working with co-operative banks don't get decision making power.
4. Majority of the employees of co-operative banks don't know their roles and responsibilities which may create problems for bank and employee.
5. Employees should try to reduce their stress on individual level with the help of meditation or yoga.

6.3 Specific Findings

Specific findings are drawn from the analysis are as follows:

Part I

1. 41.6% respondents are in the age group of 31-40 and 31% respondents are in the age group 41-50 and only 16.8% respondents are in the age group of 51 & above.(Table No 5.2.1.1)
2. 39.8% respondents are working on clerical post and 15.2% are working as officer.
(Table No 5.2.1.2)

Part II

3. Respondents have given 1st, 2nd and 3rd ranks to need to achieve targets, handling too many tasks at a time and work for long hours with mean 3.716814, 3.539823 and 3.39823 respectively. Work involve extensive traveling, custody of money, fear of theft and I feel that I am not able to do this job have means 2.309735, 2.168142 and 1.530973 respectively with ranks 9th, 10th and 11th respectively. (Table No 5.2.2.1)
4. Causes of workplace stress due to role demand are my job contents are clear to me, I am completing tasks with fewer resources and I face conflicting demands from others have ranked 1st, 2nd and 3rd having mean 4.424779, 4.212389 and 2.451327 respectively. I am not enjoying my work, my role is unclear to me and I am not ready to accept additional responsibility has means 1.858407, 1.849558 and 1.637168 with ranks 8th, 9th and 10th respectively. (Table No 5.2.2.2)
5. Causes of workplace stress due to physical demand are noise, poorly designed office and inadequate work surface have ranked 1st, 2nd and 3rd having mean 2.99115, 2.911504 and 2.752212 respectively. Poor lightening, polluted drinking water has means 1.99115, 1.823009 with ranks 5th and 6th respectively. (Table No 5.2.2.3)
6. Causes of workplace stress due to relationships are lack of communication with staff, conflicting personality of my boss and improper leadership style of my boss have ranked 1st, 2nd and 3rd having mean 2.070796, 2.017699 and 1.99115 respectively. Respondents face group pressure, Face harassment at workplace has means 1.893805, 1.557522 respectively with ranks 5th and 6th respectively. (Table No 5.2.2.4)

Part III

7. Progress of bank, ready to work more with this bank and feel proud that I am working with this bank have ranked 1st, 2nd and 3rd having mean 4.672566, 4.486726 and 4.433628 respectively. Respondents shown positive attitude towards

progress of their bank and they are ready to work more with their bank. Respondents have given 4th and 5th ranks to fair treatment by bank management and happy with job standards with means 4.230088, 4.141593 respectively.(Table No 5.2.3.1)

8. Respondent's satisfaction with job related conditions are colleagues, place at which they work have ranked 1st and 2nd with mean 4.159292 and 4.017699 respectively.(Table No 5.2.3.2)
9. Opportunities for promotion, rewards and leave policy of bank have ranked 1st, 2nd and 3rd with mean 4.017699, 3.884956 and 3.761062 respectively ,these are respondent's satisfaction with existing managerial practices of their bank. Respondents have given 4th and 5th ranks to recognition of skills & abilities and expression of grievances with means 3.513274 and 3.433628 respectively. (Table No 5.2.3.3)

Part IV

10. Majority of the respondents that is 77% are under medium stress level. 20.35% of the respondents are under high stress level. And only 2.65% respondents are under low stress level. (Table No 5.2.4.1)
11. Agreeableness of Sample Respondents for OSI, respondents have given 1st, 2nd and 3rd rank to The objectives of my work role are quite clear and adequately planned , officials do not interfere with my jurisdiction and working method and employees attach due importance to the official instructions & formal working procedures with weighted average 31.66, 30.73 and 30.6 respectively.(Table No 5.2.4.2)

Part V

12. Psychological Effect of Stress on Sample Respondents shows that tension, anger and anxiety have ranked 1st, 2nd and 3rd having means 3.495, 3.079 and 2.805 respectively. Low confidence, boredom and wrong decision making have means 1.955, 1.946 and 1.911 respectively with ranks 8th, 9th and 10th respectively. (Table No 5.2.5.1)

Part VI

13. Majority of the respondents that is 64.60% are having Type A Personality and 35.40% respondents are having Type B Personality. (Table No 5.2.6.1)

Part VII

14. 68.14% respondents mentioned that training is used as a coping strategy by their bank to reduce stress of the employees.(Table No 5.2.7.1)

Part VIII

15. Researcher found negative relationship between employees stress level and employees who work more than 8 hours per day. (Table No 5.2.8.1)
16. Researcher found positive relationship between employee stress level and number of times employees work more than 8 hours in a week. (Table No 5.2.8.2)
17. There is significant positive relationship between employees stress level and psychological effect i.e. Anger, Unease, Nervousness, Low confidence, Wrong Decision Making and Inability to Concentrate. (Table No 5.2.8.3, 5.2.8.4, 5.2.8.6, 5.2.8.8, 5.2.8.11, 5.2.8.12)
18. Researcher found employees with similar personality type don't face similar level of workplace stress.(Table No 5.2.8.13 & 5.2.8.14)

6.4 Suggestions

1. To reduce stress due to task demand co-operative banks should reduce work overload of employees. Also employees work longer and handle too many tasks at a time so co-operative banks should give adequate time to complete given tasks.
2. Co-operative banks should provide job contents to all the employees so that each employee should know his job details. Also banks should provide required resources to complete tasks and employees hard work should be appreciated.
3. Co-operative banks should provide training on leadership to their senior officers which will help senior officers in leading their department.
4. Co-operative banks should work on poorly designed offices and noise in banks which create workplace stress. Also co-operative banks are having inadequate work surface which should be redesigned.
5. It has been found that proper communication doesn't exist in co-operative banks; banks should provide opportunities for social interaction among employees, which can affect on morale of the employees.
6. As employees are not satisfied with job standards and treatment by bank management. Co-operative banks should concentrate on job standards and bank management should provide fair treatment to employees as these factors may create stress.
7. Employees shown dissatisfaction on factors like salary and employee welfare schemes. Less salary and lack of welfare schemes create stress in employee. Co-operative banks should restructure their salaries and welfare schemes through which employees may get motivated.
8. It has been found that respondent's skills and abilities are not recognised as it will create stress. So banks should recognise skills and abilities of respondents also banks should hear employees grievance.
9. It has been found that few respondents are under high stress, co-operative banks should try to reduce high stress by providing some guidance or counselling. Because high stress may harm respondents health and job performance.

10. Respondents face psychological effect of stress. Co-operative banks should provide sessions on meditation, exercise. Also job redesign can reduce stress of employees.
11. Co-operative banks should implement time management techniques through which employees can handle their workloads properly.
12. Frequent training programmes and workshops on how to reduce stress, should be given to the employees as training reduces the stress and creates confidence in employees.

6.5 Conclusion

This study has made an attempt to identify causes of workplace stress and identification of personality type of employees working in co-operative banks in Satara city. In demographic profile, Gender, Marital Status, Educational Qualification, Age, Experience and Income have been studied. To measure type of personality R.W.Bortners short rating scale is used. Through which Type A personality and Type B personality are identified. One hypothesis in this regard has been set to test to reach conclusion. It showed that employees with identical personality type don't face same level of stress.

Therefore, the study is important to find out factors which can create stress in co-operative bank employees and its effect on moral and job satisfaction of the employees. Nevertheless, it is hoped that the study findings will have some useful managerial implication for the Banking Industry.

**BARR. BALASAHEB KHARDEKAR LIBRARY
SHIVAJI UNIVERSITY, KOLHAPUR.**