



# Symptoms Experienced by The Employees as An Outcome of Stress: A Survey

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## Introduction

There is a vast variety of symptoms that may be caused by excessive stress, including mental, emotional, behavioral, and even physical ones. These symptoms might vary depending on the individual and the circumstances themselves.

We questioned middle-level executives whether they had experienced any health difficulties in the last four to six weeks as a result of stress. This was done so that we could have a better understanding of how stress presents itself in the lives of managers and executives. The "signs of stress" evaluation was used in order to achieve the organization of the data in accordance with the following categories.

- Chronic stress that is not healthy may present itself physiologically in a number of ways, including but not limited to an elevated heart rate, blood pressure, urination frequency, indigestion, and sweating.
- Some of the usual mental side effects of unhealthy or long-term stress include difficulties concentration, forgetfulness, and a general lack of brain activity. These are just some of the symptoms.
- Typical emotional outcomes of chronic or unhealthy stress include feelings of anxiety and depression, as well as an increased propensity to cry easy.
- The Typical Behavioural Effects of Chronic or Unhealthy Stress, which include, among other things, disrupted sleep patterns, reduced appetite or overeating, and increased alcohol use.

Using a scale of three points, workers were asked to rate the frequency with which these symptoms occurred: frequently, sometimes, or seldom. Following that, the data was analyzed by employing each of these categories in turn.

## Common Physical Effects of Prolonged/Unhealthy Stress

When we are confronted with anything that causes us to feel frightened or uneasy, our bodies begin to respond with stress. When we are under a lot of strain, our hearts beat faster, our muscles tighten up, our blood pressure rises, our respiration quickens, and our senses become more acute. After that, the employees were given the following symptoms and asked to score them on the aforementioned three-point scale in order to evaluate the physical symptoms that they were experiencing.

**Table: Physical symptoms experienced by the employees as an outcome of stress**

Physical symptoms	Public Banks (n-222)	Private Banks (n-78)	Total (n-300)
Pounding heart/palpitations			
Hardly ever	187(84.2)	72(92.3)	259(86.3)
Sometimes	26(11.7)	5(6.4)	31(10.3)
Frequently	9(4.1)	1(1.3)	10(3.4)
Chi sq.		3.466	
p-value		0.324	
High B.P			
Hardly ever	110(49.5)	53(67.9)	163(54.3)
Sometimes	62(28.0)	6(7.7)	68(22.7)
Frequently	50(22.5)	19(24.4)	69(23.0)
Chi sq.		14.11	
p-value		0.03*	
Headache/migraine			
Hardly ever	116(52.2)	22(28.2)	138(46.0)
Sometimes	61(27.5)	26(33.3)	87(29.0)



5 March 2023 (Sunday)



Frequently	45(20.3)	30(38.5)	75(25.0)
Chi sq.		22.76	
p-value		0.001*	
Tense/aching muscles			
Hardly ever	70(31.5)	15(19.2)	85(28.3)
Sometimes	75(33.8)	13(16.7)	88(29.3)
Frequently	77(34.7)	50(64.1)	127(42.4)
Chi sq.		22.17	
p-value		0.001*	
Inability to physically relax			
Hardly ever	28(12.6)	26(33.3)	54(18.0)
Sometimes	74(33.3)	23(29.5)	97(32.3)
Frequently	120(54.1)	29(37.2)	149(49.7)
Chi sq.		17.341	
p-value		0.000*	
Tiredness/lethargy			
Hardly ever	132(59.5)	30(38.5)	162(54.0)
Sometimes	45(20.2)	19(24.4)	64(21.3)
Frequently	45(20.3)	29(37.1)	74(24.7)
Chi sq.		11.86	
p-value		0.008*	

Note: Figures in parentheses represent percentage (\*p-value is significant at 0.05)

### **Pounding heart/palpitations**

With the exception of a small minority of individuals working for public banks (11.7 percent), the great majority of employees working for both private and public sector banks (86 percent) often exhibited symptoms of heart palpitations.

### **High blood pressure**

The symptoms of high blood pressure that were seen in the middle-level executives of the two sector banks are not obvious. It is possible that the symptoms are the consequence of age or the high levels of stress that they experience on the job. The p-value of 0.03 ( $P < 0.05$ ) indicates that there was a significant amount of variation between the two kinds of banks with regard to the amount of difference. The literature evaluation suggests that stress may be a factor in the development of hypertension.

### **Headache/migraine**

According to the analysis of the data, one-fourth of the sample of people working in the banking business reported experiencing headaches on a regular basis. Workers at private banks, as opposed to those working at public sector banks, claimed that this symptom occurred more often in their workplaces.

### **Tense/aching muscles**

Again, employees working in private banks were more likely to report experiencing symptoms of muscles that were either uncomfortable or tight. The fact that they remain seated for extended periods of time on a daily basis in the same posture at work could be the cause of their condition. A further indication of the significant disparity between the two sector banks was supplied by the chi-square value of 22.17 ( $P < 0.05$ ), which supported the aforementioned assertion.

### **Inability to physically relax**

Approximately 54% of public bank staff and 37% of private bank employees reported having trouble relaxing their bodies when they were asked about their ability to relax during physical activities. The reason for this might be because as individuals become older, their stamina begins to wane.

### **Tiredness/lethargy**

Another result that emerged from the examination of the data was that twenty-five percent of the staff members in the sample had frequent weariness. When the numbers are compared side



by side, it is evident that employees working in private banks are more likely to experience daytime fatigue than their colleagues working in the public sector. This is because private bank employees work longer hours. In terms of statistical significance, this difference is substantial ( $p = 0.008$ ).

It has been determined via the analysis of the relevant literature that there are several sorts of stressors and the consequences that they have on the studies. that both mental and bodily signs of stress are present at the same time. Chronic stress has been linked to a number of health problems, including decreased immunity, heart disease, erectile dysfunction, frequent headaches, tight muscles, and back discomfort. There are a number of potential effects, including having difficulty coping, being irritated, jumpy, feeling insecure, being weary, and having difficulty concentrating. Stress has the potential to activate or exacerbate behaviors such as excessive eating, smoking, and alcohol use.

### Common Mental Effects of Prolonged/Unhealthy Stress

How come? mostly due to the fact that when individuals are under stress, they often experience a variety of mental reactions, including a loss of attention and recall. The "signs of stress" checklist, which was established by Rutherford in 1998, was used to collect data on the psychological effects of persistent stress by having executives assess a variety of symptoms. A detailed analysis of this characteristic is presented in the following:

**Table: Mental symptoms experienced by the employees as an outcome of stress**

Mental symptoms	Public Banks (n-222)	Private Banks (n-78)	Total (n-300)
Symptoms of poor concentration			
Hardly ever	145(65.3)	53(67.9)	198(66.0)
Sometimes	47(21.2)	13(16.7)	60(20.0)
Frequently	30(13.5)	12(15.4)	42(14.0)
Chi sq.		0.791	
p-value		0.96	
Symptoms of forgetfulness			
Hardly ever	132(59.5)	61(78.2)	193(64.3)
Sometimes	53(23.9)	8(10.3)	61(20.3)
Frequently	37(16.6)	9(11.5)	46(15.4)
Chi sq.		10.52	
p-value		0.015*	
Symptoms of sense of being under constant time pressure			
Hardly ever	153(68.9)	39(50.0)	192(64.0)
Sometimes	45(20.2)	12(15.4)	57(19.0)
Frequently	24(10.9)	27(34.6)	51(17.0)
Chi sq.		37.24	
p-value		0.000*	

Note: Figures in parentheses represent percentage (\*p-value is significant at 0.05)

### Poor concentration

Regarding the problem of poor concentration, the majority of employees in both categories of financial institutions had low scores on the tests that were administered. Within the banking business, this was a problem that was experienced on a regular basis by just fourteen percent of the total workforce.

### Forgetfulness

In addition, when questioned about their tendency to have memory loss, 23.9% of employees working for public banks said that becoming older made it simpler for them to forget things. On the other hand, a far lower proportion of employees working at private banks reported suffering symptoms of forgetfulness. With a p-value of 0.015, the significance threshold ( $P < 0.05$ ) was established as the determining factor.





### Sense of being under constant time pressure

The percentage of employees working in private banks who reported feeling pressured to work under pressure was found to be 34.6%, whereas the percentage of employees working in public banks who reported feeling the same was 10.9%. Specifically, this is in reference to the feeling of being under constant time pressure. As a result of the high expectations that were put on them to work longer hours, employees working in private banks most certainly experienced feelings of stress and pressure.

### Common Emotional Effects of Prolonged/Unhealthy Stress

During the course of the research conducted in 1998 by Rutherford to investigate the effects of stress on the lives of middle-level executives, the following emotional symptoms were identified via the use of an instrument.

**Table: Emotional symptoms experienced by the employees as an outcome of stress**

Emotional symptoms	Public Banks (n-222)	Private Banks (n-78)	Total (n-300)
Symptoms of breaking into tears			
Hardly ever	199(89.6)	67(85.9)	266(88.6)
Sometimes	10(4.5)	7(9.0)	17(5.7)
Frequently	13(5.9)	4(5.1)	17(5.7)
Chi sq.	6.528		
p-value	0.08		
Symptoms of being over sensitive to criticism			
Hardly ever	215(96.8)	74(94.9)	289(96.4)
Sometimes	6(2.7)	4(5.1)	10(3.3)
Frequently	1(0.5)	0(0.0)	1(0.3)
Chi sq.	1.329		
p-value	0.429		
Symptoms of being very irritable and/getting angry quickly			
Hardly ever	157((70.7)	32(41.0)	189(63.0)
Sometimes	46(20.7)	30(38.5)	76(25.3)
Frequently	19(8.6)	16(20.5)	35(11.7)
Chi sq.	22.32		
p-value	0.000*		
Symptoms of having feelings of hostility/resentment/animosity			
Hardly ever	190(85.6)	62(79.5)	252(84.0)
Sometimes	27(12.2)	9(11.5)	36(12.0)
Frequently	5(2.2)	7(9.0)	12(4.0)
Chi sq.	6.939		
p-value	0.074		
Symptoms of panicking quickly/increased fears			
Hardly ever	212(95.5)	66(84.6)	278(92.6)
Sometimes	10(4.5)	12(15.4)	22(7.4)
Frequently	0(0.0)	0(0.0)	0(0.0)
Chi sq.	10.055		
p-value	0.001*		
Symptoms of depression/withdrawal			
Hardly ever	210(94.6)	72(92.3)	282(94.0)
Sometimes	10(4.5)	4(5.1)	14(4.7)
Frequently	2(0.9)	2(2.6)	4(1.3)
Chi sq.	1.278		
p-value	0.528		

Note: Figures in parentheses represent percentage (\*p-value is significant at 0.05)





### Breaking into tears easily

In light of the information that was gathered, it would seem that the majority of middle-level executives at both organizations seldom weep unless they are presented with really challenging circumstances.

### Over sensitive to criticism

The fact that almost no one on staff has ever acknowledged to being too sensitive to criticism is a testament to their positive outlook and their commitment to see things through in a constructive manner.

### Being very irritable and/getting angry quickly

The CEOs of private banks were shown to experience agitation and anger around twenty percent more often than their counterparts working for public sector banks. It is possible that this comes about as a result of the fact that these middle-level executives are expected to assign responsibilities to first-line executives in order to reach certain targets. This may be rather unpleasant when things do not go according to plan. The p-value revealed a discovery that was statistically significant.

### Having feelings of hostility/resentment/animosity

Anger, resentment, and hate were all investigated in the data, and the findings revealed that just four percent of the CEOs admitted engaging in hostile or violent conduct to their employees.

### Panicking quickly/increased fears

According to the information shown in table 4.8.3, the vast majority of executives did not display any signs of increased anxiety or rapid panicking. In addition, the workers said that the only time they experienced fear was when they were in really stressful situations.

### Depression/withdrawal

When questioned about depressed symptoms, both groups of bank workers were less likely to offer a positive answer than the other group.

### Common Behavioral Effects of Prolonged/Unhealthy Stress

An established truth regarding stress is that it may have a variety of impacts, including those on the body, the mind, the emotions, and the behavior. The investigator gathered information on the behavioral symptoms that were experienced by executives at the middle management level in order to monitor the degrees of stress experiencing by those executives.

**Table: Behavioural symptoms experienced by the employees as an outcome of stress**

Behavioural symptoms	Public Banks (n-222)	Private Banks (n-78)	Total (n-300)
Symptoms of poor sleeping patterns/insomnia			
Hardly ever	35(15.7)	26(33.3)	61(20.4)
Sometimes	49(22.1)	18(23.1)	67(22.3)
Frequently	138(62.2)	34(43.6)	172(57.3)
Chi sq.	22.276		
p-value	0.000*		
Symptoms of having nightmares			
Hardly ever	201(90.5)	69(88.5)	270(90.0)
Sometimes	19(8.6)	7(8.9)	26(8.7)
Frequently	2(0.9)	2(2.6)	4(1.3)
Chi sq.	1.237		
p-value	0.539		
Increased alcohol consumption/smoking/other drug use			
Hardly ever	193(86.9)	53(67.9)	246(82.0)
Sometimes	23(10.4)	8(10.3)	31(10.3)
Frequently	6(2.7)	17(21.8)	23(7.7)
Chi sq.	35.211		
p-value	0.000*		







Nervousness symptoms such as nail biting, hair pulling			
Hardly ever	219(98.6)	75(96.1)	294(98.0)
Sometimes	0(0.0)	2(2.6)	2(0.7)
Frequently	3(1.4)	1(1.3)	4(1.3)
Chi sq.	9.629		
p-value	0.02		
Social withdrawal /disengaging			
Hardly ever	197(88.7)	72(92.3)	269(89.7)
Sometimes	12(5.4)	4(5.1)	16(5.3)
Frequently	13(5.9)	2(2.6)	15(5.0)
Chi sq.	1.44		
p-value	0.696		

Note: Figures in parentheses represent percentage (\*p-value is significant at 0.05)

### Poor sleeping patterns/insomnia

A terrible sleep pattern was reported by 62.0% of public bank employees on a regular basis, which is much higher than the 43.6% of private bank employees who reported experiencing it. It's possible that their rising years are the cause. A p-value that was assessed to be very significant ( $P < 0.05$ ) was found.

### Having nightmares

The data make it quite evident that the majority of employees working in the financial business were not having nightmares. Nevertheless, across the board, just 8.7 percent of workers reported having nightmares on occasion. The problem might be caused by a lack of sleep, excessive amounts of tension, or worry and stress.

### Increased alcohol consumption /smoking/other drug use

Executives working in private banks were more likely to smoke, drink extensively, and engage in other behaviors when they were questioned about their habits. This may be a coping technique for the stress that they were facing, since almost 21 percent of them engaged in these behaviors. With a p-value of 0.000\*, there was a discovery that should be considered significant.

The findings of a research that was carried out by Stansfield and colleagues (2000) were comparable. It was shown that people were adversely affected by stress connected to their place of employment, which in turn led to the development of maladaptive behaviors such as smoking and drinking when these persons felt they were unable to manage the expectations placed upon them.

### Nervousness symptoms such as nail biting, hair pulling

One point three percent of middle-level banking executives acknowledged to gnawing their nails on a regular basis. This was done in response to the uncertainty that they were experiencing.

### Social withdrawal/disengaging

According to the information shown in table 4.8.4, the vast majority of bank employees (89.7 percent) have never disengaged or retreated socially. Only a small minority of respondents (5.1 percent) have reported a propensity for such withdrawal.

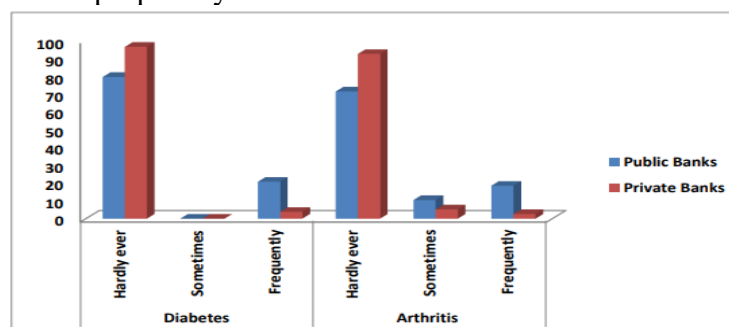


Fig.: Other symptoms experienced by the employees



When the investigator enquired about the other prevalent health concerns that were faced by the staff, it was discovered that twenty-seven percent of the employees working at the public bank contracted diabetes, and eighteen percent of them suffered from arthritis. It is possible that this is attributable to the fact that employees of public banks tend to be older, and diseases have a tendency to become more prevalent with increasing age (Fig. 4.9).

As stated in the article titled "Work Life Balance—Dilemma of Indian Bank Manager," managers of public sector banks in India are often of a more advanced age and are more likely to suffer from health hazards such as diabetes and hypertension.

### Conclusion

In conclusion, it is reasonable to state that employees at both public and private banks experienced stress in a variety of different ways. Workers of public banks were more likely to have health issues such as high blood pressure, diabetes, and irregular heartbeats. On the other hand, workers of private sector banks were more likely to report headaches, tardiness, and an overall sensation of being under pressure. It was common knowledge that employees working for private banks were irritable, big drinkers, and smokers. There is a possibility that their long and strenuous work hours are to blame. The banking business needs managerial discretion and rules that assist employees in striking a balance between their personal lives and their professional lives in order to address concerns over the gap that exists between the two.

Given the present state of events in the banking sector, it is absolutely necessary for the management of the organization to make the adoption of stress management measures a priority in order to increase the happiness and productivity of the workforce.

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