

THE STUDY ON THE LEVEL OF MOTIVATION
AND EMPLOYEES STRESS IN BANK, WITH SPECIAL
REFERANCE TO PEOPLES BANK BATTICALOA
DISTRICT

1066

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Abstract

Commercial organization that produced goods and services compete each other in marketing their products in the end. Marketing generally carried out using manpower resource. The success of an organization depends on the performance of its employees. The performance of such employees is affected by the stress level and motivation level of the employees. There is a negative relationship between motivation and stress. When increase the motivational activities of an organization it can reduce the stress of the employees. At the same time Bank staff are closely work with their customer, and therefore more stress in their working environment and should reduced. And it is important to consider more on stress level and motivation of the Bank employees. In this research intended to find out the level of motivation and stress for employees and find out the factors that contribute to level of motivation and stress.

For this research study a conceptualization five variables as individual factors, organizational factors, environmental financial motivation factors and nonfinancial motivation factors. These five variables are measured by eighteen appropriate dimensions.

Sample of 100 employees from the total population of 142 of the 7 branches has been randomly selected for this purpose. The structured questionnaire was used to collect primary data for this study from 100 respondents. Collected data was analyzed by univariate analysis and mean value of variables evaluated as low and moderate level of motivation and moderate and high level of stress.

The low and moderate levels of motivation create high level of stress. Working condition, social needs and salary have more influence of motivation level and political uncertainty, economic uncertainty and role of conflict have more contribution of employees stress level. The management, thereby making a few efforts to suggest some effective measures, which can alleviate the stress of bank employees and leads to their better adjustment within the Bank.

Therefore several ways have been suggested as recommendations at the end of the research to reduce the stress level and increase the motivation through these five variables for employees of people's bank Batticaloa district.

TABLE OF CONTENTS

Contents	Page No
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Acknowledgement	I
Abstract	II
Contents	I-X
List of table	VIII
List of figure	IX

CHAPTER - 01: INTRODUCTION	01- 05
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1.1 Background of the Research	01
1.2 Problem Statement	03
1.3 Research Question of this study	04
1.4 Objectives of Research	04
1.5 Scope of Research	04
1.6 Significant of the Research	05
1.7 Assumption of the Research	05
1.8 Limitation of the research	05

CHAPTER - 02: LITERATURE REVIEW	06- 31
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2.1.1 Introduction	06
2.1.2 Definition	07
2.1.3 The Nature of stress	10
2.1.3.1 The dual nature of stress	11
2.1.3.2 Inevitability of stress.	12
2.1.3.3 Personal reactions to stress	12
2.1.4 Causes of Stress	13
2.1.4.1 Extra organizational stressors	14
2.1.4.2 Organizational stressors	15
2.1.4.3 Group Stressors	17
2.1.4.4 Individual stressors	18
2.1.5 Stress at work	20
2.1.6 Causes of stress in the workplace	21

2.1.7 The effects of stress on health	21
2.1.8 Who is affected by stress?	22
2.1.9 Stress can be both good and bad	22
2.1.10 how can stress cause diseases?	23
2.1.11 Burnt	23
2.1.12 Performance	23
2.2 Motivation	24
2.2.1 Basic assumptions about motivation and motivating	24
2.2.2 Theories of motivation	26
2.2.2.1 A.H. Maslow's hierarchy of needs theory	26
2.2.2.2 McGregor's Theory X and Theory Y	28
2.2.2.3Frederick Herzberg's Two Factor Theory	28
2.2.2.3 Equity Theory	30
2.2.2.4 Expectancy theory	31
2.3 Summary	31
CHAPTER - 03: CONCEPTUALIZATION	33 – 38
3.1 Introduction	33
3.2 Conceptualization	33
3.3 Summary	38
CHAPTER - 04: METHODOLOGY	39 -46
4.1 Introductions	39
4.2 Methods of data collection and measures	39
4.2.1 Sources of data	39
4.2.2 Structure of the questionnaire	40
4.2.3 Sampling	43
4.3 Methods of data presentation and data analysis	45
4.4 Method of data evaluation	46
4.5 Summary	46

5.1. Introduction	47
5.2 Personal information	47
5.2.1 age distribution pattern	47
5.2. Gender	48
5.2.3 Marital status	49
5.2.4 Education level	49
5.2.5 Occupation	50
5.2.6 Monthly salary	51
5.2.7 Experience	52
5.3 Research Information	53
5.3.1 Financial motivation factors	53
5.3.1.1 Salary	53
5.3.1.2 Bonus	54
5.3.1.3 financial motivation factors	55
5.3.2 Nonfinancial motivation factors	57
5.3.2.1 Social needs	57
5.3.2.2 Medical facilities	57
5.3.2.3 Working condition	58
5.3.2.4 Autonomy	59
5.3.2.5 Responsibility	60
5.3.2.6 Promotion	61
5.3.2.8 Nonfinancial motivation factors	61
5.3.3 Motivation	63
5.3.4.1 Individual Factor	64
5.3.4.1.1 Family Problems	64
5.3.4.1.2 Economic Problems	65
5.3.4.1.3 Personality Problems	66
5.3.4.1.4 Individual factor	67
5.3.4.2 Organizational Factor	69
5.3.4.2.1 Role of conflict	69
5.3.4.2.2 Role of ambiguity	70
5.3.4.2.3 Less of Security	71
5.3.4.2.4 Work over load	71
5.3.4.2.5 Organizational factor	71

5.3.4.3 Environmental Factor	74
5.3.4.3.1 Economic Uncertainty	74
5.3.4.3.2 Political Uncertainties	75
5.3.4.3.3 Technological Uncertainty	76
5.3.4.3.4 Environmental factor	77
5.3.3.4 Stress	78
5.4 Summary	79

CHAPTER - 06: DISCUSSION ON FINDINGS	80 -100
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6.1 introductions	80
6.2 discussions on personal information	80
6.2.1 Age	80
6.2.2 Gender	80
6.2.3 Marital status	81
6.2.4 Education level	81
6.2.5 Occupation	81
6.2.6 Monthly salary	82
6.2.7 Experience	82
6.3 Discussion of research information	82
6.3.1 Financial motivation factors	83
6.3.1.1 Salary	84
6.3.1.2 Bonus	85
6.3.2 nonfinancial motivation factors	85
6.3.2.1 Social needs	86
6.3.2.2 Medical Facilities	87
6.3.2.3 Working Condition	87
6.3.2.4 Autonomy	88
6.3.2.5 Responsibility	88
6.3.2.6 Promotion	89
6.3.3 Individual factors	90
6.3.3.1 Family problems	91
6.3.3.2 Economic problems	92
6.3.3.3 Personality problems	93
6.3.4 organizational factors	94
6.3.4.1 Role of conflict	94

6.3.4.2 Role of ambiguity	95
6.3.4.3 Less security	96
6.3.4.4 Workloads	97
6.3.5 Environmental factors	97
6.3.5.1 Economic uncertainty	98
6.3.5.2 Political uncertainty	98
6.3.5.3 Technological uncertainty	99
6.4 Summary	100

CHAPTER - 06: CONCLUSION AND RECOMMENDATION 101 -113

7.1 Conclusion	101
7.2 Recommendations	102
7.2.1 Financial motivation factors	102
7.2.1.1 Salary	102
7.2.1.2 Bonus	103
7.2.2 Non financial motivation factors	103
7.2.2.1 Social needs.	103
7.2.2.2 Medical Facilities	104
7.2.2.3 Working environment	104
7.2.2.4 Autonomy	105
7.2.2.5 Responsibilities	105
7.2.2.6 Promotion	105
7.2.3 Individual factor	106
7.2.3.1 Family problems	106
7.2.3.2 Economic problems	106
7.2.3.3 Personality problems	107
7.2.4 Organizational factor	107
7.2.4.1 Role of conflict	107
7.2.4.2 Role of ambiguity	107
7.2.4.3 Lack of security	108
7.2.4.5 Role of workload	108
7.2.5 Environmental factor	109
7.2.5.1 Economic uncertainty	109

7.2.5.3 Technological uncertainty	110
7.3 Common Recommended strategies to eliminate or reduce stress	110
7.4 Over roll Stress management Strategies to eliminate or reduce stress	111
7.5 Summary	112
Reference	113
Questionnaire	i-iv

LIST OF TABLE

Table 2.1 Examples of some causes of stress	19
Table 2.21 Areas of management influence in the five need hierarchy categories	27
Table 3.1 Operationalization	38
Table 4.1 Population	44
Table 4.2 Sample	44
Table 4.2 Method of data evaluation	46
Table 5.1 Age distribution	47
Table 5.2 Gender pattern	48
Table 5.3 Marital status	49
Table 5.4 Education level	49
Table 5.5 Occupation	50
Table 5.6 Salary Scale	51
Table 5.7 Experience	52
Table 5.8 Salary	54
Table 5.9 Bonus	54
Table 5.10 financial motivation factors	55
Table 5.11 Statements of financial motivation factors 01	56
Table 5.12 Statements of financial motivation factors 02	56
Table 5.13 Social needs	57
Table 5.14 Medical facilities	58
Table 5.15 working condition	58
Table 5.16 Autonomy	59
Table 5.17 Responsibilities	60
Table 5.18 Promotion	61
Table 5.19 Nonfinancial motivation factors	62