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A COMPARATIVE STUDY OF PSYCHOLOGICAL PROFILE AMONG NATIONALIZED BANK AND INDIAN RAILWAY EMPLOYEES

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Abstract:

The present study was undertaken to investigate the psychological profile of young employees working in Nationalized Banks and Indian railway. For this purpose 100 samples (50 employee from bank and 50 from Indian railway age group 21-25) were selected. Eight state Questionnaire has been used for the collection of data. 't' Test has been used for the analysis of data. The results indicate that psychological profile of bank employees is stronger than Indian railway employees.

KEY WORDS-

Psychological profile, Nationalized Bank, Indian Railway, employee.

INTRODUCTION-

Psychological profile consist eight emotional states like stress, anxiety, depression, regression, fatigue, guilt, extraversion and arousal. Today depression, stress, anxiety, arousal and strain became so much pervasive in every society. Job Stress is the harmful physical and emotional response that occurs when there is a poor match between demands and the capabilities, resources, or needs of the worker (NIOSH 1999).

Many different things can cause psychological problem -- from physical (such as fear of something dangerous) to emotional (such as worry over your family or job.) Identifying what may be causing you problem is often the first step in learning how to better deal with your psychological problem stress, anxiety, depression, regression, fatigue, guilt, extraversion and arousal.

In the 21st century importance of mental health is an essential pre-requisite for improving professional performance of the youngsters and prevention of neuroticism and psychosis. In recent times, there is an increase in adjustment problems of young employees, which psychologists emphasize, are due to poor mental health (Kumar2012). Estimates of the prevalence of mild to severe depressive syndromes in adolescents typically range between 20-32% [H.H.S.1996].

Mental health problems and related issues especially concerning Young Employees have been a major problem among medical specialist, social scientists and Psychologists. Population explosion, industrialization, urbanization and modernization of life have been badly affecting the human beings both physiologically and psychologically [K.S.1993] (Kumar 2012). The emotional problems and other mental health problems like anxiety, depression, among Employees may lead to serious problems. These are the cause of psychological disorders, neurotic disorders like anxiety disorder, phobias, panic disorder, attention-deficient/hyperactivity, and antisocial behavior and psychotic disorder like paranoia and schizophrenia. Anxiety, stress, and mental health problems in young generation are a gift of cut-throat competitions. These Problems are infecting the present generation at a very high speed [Chaube 2002].

Mental health is positively correlated with personality mentally healthy and well adjusted person

have good personality but maladjusted person don't have good personality. Adjustment is based on emotional maturity one who can easily understand and control problems can adjust with environment but those who immature can't handle conditions. In railway station due to noise, pollution, crowd, and dirtiness employees faces more pressure on mind in compare to bank employees.

REVIEW OF LICTRETURE-

Doby victory (1995) Hypothesized that Job stresses that thee employed by reputation whit their supervisors and particularly likely to generate and anxiety symptoms that carry over from work at home 30 refers primarily working accountants identified job stressors as high or low on threat to reputation, indecently for accountants rated their own to these stressors and their anxiety at work at home as predicated the high threat stressors were the most lively to generate home experience anxiety and work expensed anxiety saved as a key mediator campus misericordia (1995) studied stress and anxiety associated with working in a hospital emergency room.

Gangadharrao(2012) Comparative Study Between Job Satisfaction And effectiveness In Teaching Of In-service Teacher Trainees. Result says that Age factor affects job satisfaction level and mental states of employees.

Karuppaiyan(2012) The aim was the study to identifying the Job stress of the employees among the sales executives. Finding says that both male and female sales executive feel job stress.

Pushpa (1997) she found that office staff had greater job satisfaction as compared to supervisors.

Shah (2003) found that bank employees feel problems only at work due to role stagnation, in adequacy of role authority and role dimension of jobs.

Saini(2012) "career maturity of adolescents in relation to their emotional maturity" The mean scores show that urban adolescents have more emotional maturity than rural adolescents. If person is emotionally mature then his psychological profile will be strong.

Schuler (1982) also identifies seven categories of work stressors in organizations: job qualities, relationships, organizational structure, physical qualities, career development, change and role in the organization. Shivane(2012)

VARIABLE-

Dependent variable- Dependent variable psychological profile consist eight dimensions, Stress is characterized as set of internal responses to the environment that leads to a state of imbalance (Rao 2012). Some of the most common sources of stress are: Survival Stress, Internal Stress, Environmental Stress, Fatigue and Overwork. Depression is a condition of mental disturbance, typically with lack of energy and difficulty in maintaining concentration or interest in life (free dictionary.com). Fatigue is any physical or emotional factor that causes bodily or mental unrest (Shailaja2012). Anxiety is major component of ill health, it is a physiological state characterized by cognitive, somatic, emotional and behavioral components. These components combine to create the feelings which are recognized as fear, apprehension or worry (Nivedha2012). Arousal is a state of responsiveness to sensory stimulation or excitability (free dictionary.com). Guilt is the fact of being responsible for the commission of an offense (free dictionary.com). Regression is the return to a former or less developed state. Extraversion means Interest or behavior directed toward others or one's environment rather than oneself.

Independent variable- Bank employees and Railway employees.

OBJECTIVE-

1. To study the difference of psychological profile of Nationalized Bank and Indian railway employees.
2. To study the difference of Anxiety between Nationalized Bank and Indian railway employees.
3. To study the difference of Stress between Nationalized Bank and Indian railway employees.
4. To study the difference of Depression between Nationalized Bank and Indian railway employees.
5. To study the difference of Regression between Nationalized Bank and Indian railway employees.
6. To study the difference of fatigue between Nationalized Bank and Indian railway employees.
7. To study the difference of guilt between Nationalized Bank and Indian railway employees.
8. To study the difference of Extraversion between Nationalized Bank and Indian railway employees.
9. To study the difference of Arousal between Nationalized Bank and Indian railway employees.

HYPOTHESIS-

In this study 8 Null hypothesis has been formulated.

1. "There is no significant difference between nationalized bank employees and Indian railway employees in relation to Anxiety".
2. "There is no significant difference between nationalized bank employees and Indian railway employees in relation to Stress".
3. "There is no significant difference between nationalized bank employees and Indian railway employees in relation to Depression".
4. "There is no significant difference between nationalized bank employees and Indian railway employees in relation to Regression".
5. "There is no significant difference between nationalized bank employees and Indian railway employees in relation to Fatigue".
6. "There is no significant difference between nationalized bank employees and Indian railway employees in relation to guilt".
7. "There is no significant difference between nationalized bank employees and Indian railway employees in relation to Extraversion".
8. "There is no significant difference between nationalized bank employees and Indian railway employees in relation to Arousal".

SAMPLE-

The sample consisted of 50 employees from Nationalized Banks and 50 from Indian railway (age group was 21 to25). The sample selection technique was purposive.

TOOLS-

The Eight State Questionnaire (8SQ: 1973) developed by S.M.kapoor and M. Bhargav was used. This test was developed for the measurements of 8 emotional states i.e. stress anxiety, depression, regression, fatigue, guilt, extraversion and arousal. This scale was consisted of 96 items. The Scale is divided equally into 8th sub-variables containing 12 items for each. The scoring was done as prescribed in the manual. This is a very useful tool for the measurement of personality.

STATISTICAL TECHNIQUE USED-

In this study Descriptive statistics like Mean, SD, t test are used.

RESULT TABLE-

Table 1- Means, SDs and 't' values of Anxiety

Variable	Group	N	Mean	SD	t-ratio	Signifi. level
Anxiety	Bank Employees	50	16.34	3.50	11.56	Sig. at 0.01
	Railway employees	50	24.32	3.4		

Table 1 shows that Null hypothesis "There is no significant difference between nationalized bank employees and Indian railway employees in relation to Anxiety". (t= 11.56, p<0.01) is rejected and Research hypothesis is accepted on the 0.01% level of significance. So there is significant difference between bank employees and railway employees in relation to Anxiety, railway employees are feeling more anxiety than bank employees.

Table 2- Means, SDs,'t' values of Stress

Variable	Group	N	Mean	SD	t-ratio	Signifi. level
Stress	Bank Employees	50	17.18	4.97	7.127	Sig. at 0.01
	Railway employees	50	24.25	4.95		

Table 2 shows that Null hypothesis “There is no significant difference between nationalized bank employees and Indian railway employees in relation to Stress”. ($t= 7.127, p<0.01$) is rejected and Research hypothesis is accepted on the 0.01% level of significance. So there is significant difference between bank employees and railway employees in relation to Stress, railway employees are feeling more Stress than bank employees.

Table 3- Means, SDs,'t' values of Depression

Variable	Group	N	Mean	SD	t-ratio	Signifi. level
Depression	Bank Employees	50	6.23	3.3	11.953	Sig. at 0.01
	Railway employees	50	15.8	4.6		

Table 3 shows that Null hypothesis “There is no significant difference between nationalized bank employees and Indian railway employees in relation to Depression”. ($t= 11.953, p<0.01$) is rejected and Research hypothesis is accepted on the 0.01% level of significance. So there is significant difference between bank employees and railway employees in relation to Depression, railway employees are feeling more Depression than bank employees.

Table 4- Means, SDs,'t' values of Regression

Variable	Group	N	Mean	SD	t-ratio	Signifi. level
Regression	Bank Employees	50	9.45	4.93	7.9044	Sig. at 0.01
	Railway employees	50	17.46	5.20		

Table 4 shows that Null hypothesis “There is no significant difference between nationalized bank employees and Indian railway employees in relation to Regression”. ($t= 7.9044, p<0.01$) is rejected and Research hypothesis is accepted on the 0.01% level of significance. So there is significant difference between bank employees and railway employees in relation to Regression, railway employees are feeling more Regression than bank employees.

Table 5- Means, SDs,'t' values of Fatigue

Variable	Group	N	Mean	SD	t-ratio	Signifi. level
Fatigue	Bank Employees	50	9.80	3.35	11.22	Sig. at 0.01
	Railway employees	50	17.94	3.80		

Table 5 shows that Null hypothesis “There is no significant difference between nationalized bank employees and Indian railway employees in relation to Fatigue”. ($t= 11.34, p<0.01$) is rejected and Research hypothesis is accepted on the 0.01% level of significance. So there is significant difference between bank employees and railway employees in relation to Fatigue, railway employees are feeling more Fatigue than bank employees.

Table 6-Means, SDs,'t' values of Guilt

Variable	Group	N	Mean	SD	t-ratio	Signifi. level
Guilt	Bank Employees	50	7.6800	3.1900	12.30	Sig. at 0.01
	Railway employees	50	17.0000	4.3000		

Table 6 shows that Null hypothesis “There is no significant difference between nationalized bank employees and Indian railway employees in relation to Guilt”. ($t= 12.30, p<0.01$) is rejected and Research hypothesis is accepted on the 0.01% level of significance. So there is significant difference between bank employees and railway employees in relation to Guilt, railway employees are feeling more Guilt than bank employees.

Table 7- Means, SDs,'t' values of Extraversion

Variable	Group	N	Mean	SD	t-ratio	Signifi. level
Extraversion	Bank Employees	50	8.26	3.288	13.51	Sig. at 0.01
	Railway employees	50	18.18	4.019		

Table 7 shows that Null hypothesis “There is no significant difference between nationalized bank employees and Indian railway employees in relation to Extraversion”. ($t= 13.51, p<0.01$) is rejected and Research hypothesis is accepted on the 0.01% level of significance. So there is significant difference between bank employees and railway employees in relation to Extraversion, railway employees are feeling more Extraversion than bank employees.

Table 8- Means, SDs,'t' values of Arousal

Variable	Group	N	Mean	SD	t-ratio	Signifi. level
Arousal	Bank Employees	50	7.58	3.709	9.56	Sig. at 0.01
	Railway employees	50	16.28	5.245		

Table 8 shows that Null hypothesis “There is no significant difference between nationalized bank employees and Indian railway employees in relation to Arousal”. ($t= 9.56, p<0.01$) is rejected and Research hypothesis is accepted on the 0.01% level of significance. So there is significant difference between bank employees and railway employees in relation to Arousal, railway employees are feeling more Arousal than bank employees.

RESULT AND DISCUSSION-

Table 1 to 8 shows that mean values of the Railway employees is high in compare to Bank employees in every dimension of Psychological profile i.e. anxiety, stress, depression, regression, fatigue, guilt Extraversion, Arousal. And all hypothesis are significant at 0.01 level of confidence. So result indicate that the psychological profile of railway employees is poor than bank employees. Every job entails stress, but some job have excessive stress, it can be direct result of job, its type, responsibilities and functions. Shivane(2012)

Pushpa (1997) support this study "she found that office staff had greater job satisfaction as compared to supervisors". Railway employee's works as a supervisor and they face crowd in compare to bank employees, so they experience more psychological problems.

Shah (2003) found that "bank employees feel problems only at work due to role stagnation, in adequacy of role authority and role dimension of jobs". But railway employees feel psychological problems after duty also because they don't feel stability in their life.

Jody (2005) found "the role ambiguity, role conflict and job satisfaction were interrelated significantly with the highest correlation between psychological problems like stress and role ambiguity, role conflict and job satisfaction". Railway employee's role is harder than bank employees so they feel not only psychological problem but also emotional and physiological problems. Singh (1993) also support this study.

CONCLUSION-

Conclusion says that the psychological profile of Nationalized Bank employees is strong than Indian railway employees. Railway employees are suffering from stress, anxiety, depression, regression, guilt, fatigue, extraversion and arousal. They should prevent themselves by making strategy otherwise in future they will be neurotic.

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