



FACTORS AFFECTING TO OCCUPATIONAL STRESS OF  
CUSTOMER SERVICE OFFICERS IN BANKING INDUSTRY

(WITH SPECIAL REFERENCES TO COLOMBO DISTRICT)

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## ABSTRACT

Occupational stress has become almost globalized and has the tendency to affect all professions and workers. The banking industry in Sri Lanka is one of the growing sectors in the economy. Bank employees suffer from numerous problems in their workplace and job environment which has serious consequences for employee performances. The studies focused on identify what creates the occupational stress of customer service officers in banking industry. Hence secondary objectives of researcher was to absorb the nature of occupational stress in banking industry and the most influential factors affect to occupational stress in banking industry. Sample consists of 300 customer service officers. A self-developed questionnaire was used to collect primary data. Descriptive statistics and factor analysis has been used to achieve research objectives. Study explores five factors that most influential factors affect to occupational stress in banking industry. Factors were named by the researcher as “Job requirements”, “Career development”, “Employee attitudes”, “Work related social support” and “Work-load and responsibility”. These are factors highly determined most significant factors that affect to occupational stress in banking industry. Management should consider these factors to reduce the stress level of the banking employees. It is suggested that management should give a high priority for their employee’s requirements and maintain them for a long term returns of both organization and employees.

***Keywords: Occupational stress, Job requirements, Career development, Employee attitudes, Work related social support, Work-load and responsibility***