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**Occupational Stress:
A Case Study of A Financial Institution**

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Abstract

This study is undertaken in response to the growing concern amongst organisation in addressing factors responsible for ill health in work place. The work place and the job itself can be a source of both accomplishment and stress for employees. Research indicates that stress, which is not properly managed, can affect employees' performance adversely. It also has damaging affect on an employee's physical health as well as mental well being. As a result it has serious implications for the employees, the organisations they work in and a spill over effect to the society and country.

This study is carried out in a local financial institution and a sample of 137 was chosen. It examines the various aspects and working condition of a financial institution in order to ascertain the factors that causes stress among managers and executives in this organisation. The empirical result shows that "responsibility to task", "identity", "conflict" and "support" were the main cause of job stress in the organisation. The regression analysis revealed 29 out of 70 items accounted for job stress.

The study also revealed male respondents perceived stress in coping with expectation, accountability, decision making and job security whilst their female counterpart comparatively faced greater stress in coping with conflict and support in the organisation. On the other hand managers and executives who are married experience less stress in coping with expectations, support, warmth and conflict compared to single managers and executives.

Therefore, there is a need for organisations to understand and take into account stress at work. Appropriate remedial actions need to be put in place to minimise adverse risks to employees individually and the organisation on the whole.