

RESEARCH PAPER

A Comparative Assessment of Psychological Wellness of Public and Private Bank Workers

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ABSTRACT

Purpose: The study aims to explore and evaluate the psychological among public and private bank employees. It also aims to find out the difference in among the two different sectors bank employees with respect to their demographic variables which helps in identifying the differences in terms of structural and functional based interventions among the different sectors of employees for sustainable HR practices.

Design/methodology/approach: The study evaluated 200 bank employees out of which 100 are public employees and other 100 are private employees. The data was collected from both rural and urban areas of Ongole in Andhra Pradesh, India. The Ed and Robert Biswas-Diener Flourishing Scale (January 2009) was applied. In accordance with the guidelines, the data was scored and examined.

Findings: The findings indicate that the psychological of private bank personnel is superior to that of public bank employees. The bank employees' mean scores varied significantly from one another. Regarding the demographic variables, there is no discernible variation in the mean scores' interactive effect across the various employee categories.

Practical implications: The study was conducted based on HR and psychology literature. This study contributes to the employee psychological for continued sustainable employee workforce practices. It is useful for HR to foster resilience and enhance employee for better employee commitment and engagement.

Originality/value: The current study is an integrated research model which combines employee psychological with various demographic aspects. From sustainable concept this research is unique. The study explores employees' psychological factors specifically optimism which is helpful in promoting sustainable organizational behaviour and development.

Keywords: Psychological wellbeing, public and private bank employees.

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1. INTRODUCTION

Since 1990s workplace stress and its effects have evolved as continuous challenges to tackle for HR professionals. Several research studies shows that stress at work place is strongly associated with higher absenteeism, low morale, loss of productivity as well as threat to efficiency. The HR Directors and managers have come up with numerous strategies to foster a positive workplace environment and promote well-being among employees. The support mechanism by which HR environment can build employees well-being is organizational identification (OID). OID is quoted as a "social cure" owing to its sound connection with employee health and well-being.

Employee wellbeing is rising as the top priority among organizations all over the world. As research shows the biggest risk to employee's health in service sector is psychological, so employers have the fundamental duty to

take care of physical as well as mental health of their workers.

The concept of well-being though modern is of ancient origin. Numerous favorable life outcomes, including prosperity, pleasure, and good job performance are linked to it (Ayyash-Abdo and Alamuddin, 2007; Deci and Ryan, 2008; Ryan and Deci, 2001; Weiss et al., 2008). "Well-being" is the primary factor in positive psychology, which creates an outlook for people to view the bad things and challenges they face in life from a positive perspective Yener and Çankı (2017). The absence of worry, uneasiness, depression, and other psychological diseases in a person's life is referred to as (Ryff, 1995). Good relationships with people and living a meaningful life are essential components of psychological (Salehinejad et al., 2020).

Among the service sectors the banking sector has undergone a myriad of changes since technological innovations and

globalization causing the employees to continuous adaptation and implementation of various services all of which could lead to burnout or stress. Therefore, it's a challenge for employers and the HR team to ensure a conducive work environment and adapt sustainable practices for maintaining employee well-being. Thus, it is important for any organization to measure employee wellness on a routine basis in order to tap the employees' potential to the most possible extent.

LITERATURE REVIEW

Various prospective studies have examined the psychological among the public and private sector employees. The finding of the study shows that psychological is higher in public sector bank employees as compared to private sector bank employees (Bashir & Zilli, 2015).

Private sector bank personnel have higher psychological capital than public sector bank employees, as demonstrated by Nayanika Singh and Ibadat Khan's (2013) findings. They also have better levels of satisfaction than public sector bank employees. According to Anjana Bhattacharjee's (2013) research, employees in the public sector—both men and women—feel happier than those in the private sector. Compared to their male colleagues, female employees were once more unhappy. A study by Nahar et al. (2013) looked into the relationship between mental health and workplace stress in both public and private sector workers. One hundred employees were included in the study; fifty of them were public employees and the other fifty were not. In their 2012 study, Alam, S. and Rizvi, K. examined the psychological of Indian bank workers in the public and private sectors. They found that employees in the public sector had a greater level of psychological than those in the private sector.

Objectives

- To evaluate the psychological health of bank workers in Ongole.
- To investigate the connection between demographic factors and psychological well-being.

Hypotheses

- Public and Private bank employees experience significantly different levels of psychological well-being.
- Public bank employees had better psychological scores than private bank employees.

METHODOLOGY

Sample

There were 200 bank employees in total in the study's sample, 100 of whom worked for public banks and 100 for private ones.

Research Design

A total sample of 200 bank employees equally distributed between the types of employees from Ongole were selected for the research study.

Variables for the study

Independent Variable: Type of Employees
 Dependent Variable: Score (Flourishing Scale)

Tools

Ed Diener and Robert Biswas-Diener, "The Flourishing Scale," January 2009. This concise 8-item summary assesses how successful the respondent believes they have been in relationships, self-esteem, purpose, and optimism, among other crucial areas. There is only one psychological score provided by the scale.

Procedure

For the purpose of data collection several banks were identified in the Ongole. Permission from authorities was obtained from the main branches of bank for distributing the Flourishing Scale. Questionnaires were administered individually to each participant during the working hours. When the questionnaires were completed, they were cross checked and collected.

Statistical Analysis

In MS Excel, the t-test, mean, and standard deviation were used to evaluate the data for this study.

RESULT AND DISCUSSION

200 bank employees participated in this study which had public bank (N = 100) and Private bank (N = 100). Table 1 shows that different age groups of employees were included, among them, 173 (86.5%) were married, while 27(18%) were unmarried. Further, 39% of the employees (n = 78) were graduates, 37% of them (n= 74) were post-graduates, 17% (n = 34) were professionally qualified and 7% (n=14) had other qualifications. 47% (n = 94) of the participants in the study fell under executive cadre while 27.5%(n=55) held Assistant Manager, whose psychological well-being score was largely derived.

Table 1: Descriptive Analysis of Participants (N=200) on the Demographic Variables (Age, Marital Status, Education, Designation, Total Experience in years, Monthly Income)

Variables		N	%
Age	Cat1-Below 25	5	2.5
	Cat2-26-35	75	37.5
	Cat3-36-45	42	21

	Cat4-46-55		41	20.5
	Cat5-Above 55		33	16.5
Marital Status	Married		173	86.5
	Unmarried		27	13.5
Education	Graduate		78	39
	PG		74	37
	Professional		34	17
	others		14	7
Designation	C- Clerks		21	10.5
	E-Executive		94	47
	AM-Assistant Managers		55	27.5
	SM-Senior Management		30	15
Total Experience	E1-Below 5yrs		55	27.5
	E2-6-10yrs		44	22
	E3-11-15yrs		28	14
	E4-16-20yrs		16	8
	E5-21-25yrs		12	6
	E6-Above 25yrs		45	22.5
Monthly Income Group	MI1-Below 20000		38	19
	MI2-20000-30000		71	35.5
	MI3-30000-40000		36	18
	MI4-40000-50000		24	12
	MI5-Above 50000		31	15.5

Table 2 shows that the mean score and SD score reveal that psychological wellbeing was higher among private bank employees ($M = 30.22, SD = 3.77$) than public sector bank employees ($M = 28.58, SD = 3.57$); further independent t-test was used for mean comparison. The psychological wellbeing result shows there is significant difference

between public and private sector bank employees $t(198) = -3.1587, p = 0.0018$. (See Fig. 1). This states that the feeling of psychological wellbeing is different among public and private bank employees. Thus, the null hypothesis is accepted.

Table 2 t-test for the difference between the Mean of Public and Private Bank Employees for psychological well-being

	Bank Type	N	Mean	St. Deviation	df	t	p
Flourishing Score	Public	100	28.58	3.57	198	-3.1587	0.0018
	Private	100	30.22	3.77			

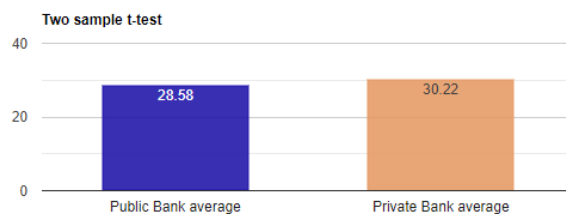


Fig. 1 Psychological wellbeing among Public and Private Bank Employees

Table 3 compares the Mean and SD of each item in the Flourishing Scale where the highest mean score was for the item Q7 (M=4.28) among Public Bank employees while Item Q2 (M=4.11) was highest among Private bank employees. This shows that private bank employees feel social relationships are supportive and rewarding and are very important for psychological well-being followed by item perception Q8 (M=4.01). It can also be seen that while Public sector bank employees feel item Q1(M=4.04) to be of great strength for well-being, the Private bank employees scored Q1(M=3.31) as the least. The table further displays

that Public bank employees score on item Q5(M= 2.9) to be very low whereas the same resource item Q5(M=3.95) for Private bank employees was the third highest scored one. Thus, it is evident that there is a significant difference in the psychological well-being scores of both sector bank employees. Further the one-tailed t-test shows that the p value is above 0.05 which can be interpreted that Private bank employees have significantly better psychological scores than Public bank employees dismissing the null hypothesis.

Table3 shows the difference between the Mean of Public and Private Bank Employees for Flourishing Scale item summary

Items	Public Bank		Private Bank	
	Mean	SD	Mean	SD
Q1.I lead a purposeful and meaningful life.	4.04	1.40	3.31	1.54
Q2. My social relationships are supportive and rewarding.	3.13	1.63	4.11	1.47
Q3.I am engaged and interested in my daily activities	3.52	1.25	3.93	1.47
Q4.I actively contribute to the happiness and of others	3.58	1.73	3.51	1.61
Q5.I am competent and capable in the activities that are important to me	2.9	1.72	3.95	1.31
Q6.I am a good person and live a good life	3.88	1.79	3.7	1.41
Q7.I am optimistic about my future	4.28	1.53	3.7	1.48
Q8. People respect me	3.25	1.50	4.01	1.57

CONCLUSION

The psychological of employees of public and commercial banks was examined in this study. The psychological score of private bank personnel is higher than that of public bank employees. The psychological of bank personnel varies significantly in terms of mean score.

The present study findings would be helpful in designing and developing organization specific interventions by focusing on the psychological factors especially optimism, which is found to have profound impact on the employees over all physical and mental health. It also helps in identifying the differences in terms of structural and functional based interventions among the different sectors of employees for sustainable HR practices. Finally, it can be a very useful organizational identification mechanism for building, enhancing optimism and promoting resilience among employees.

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