

# A Study To Assess The Knowledge Regarding Mental Fatigue And Its Management Among Bank Employees In Selected Banks At Villupuram District.

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## ABSTRACT

Mental fatigue refers to the feeling experience after or during prolonged period of cognitive activity and has been associated with a temporary inability to maintain optimal cognitive performance. Increased mental effort can induce mental fatigue. In short term it can impair vigilance, reaction time and physical performance reducing work capacity. This is particularly true in real world situation, where some jobs require sustained concentration, such as police officers, medical workers, bank employees, etc. Banking is the business of protecting money for others. Banks lend money, generating interest that creates profits for the bank and its customers. A bank is a financial institution licensed to accept deposits and make loans. But they may also perform other financial services. Banking professionals are particularly vulnerable to mental fatigue due to the demanding nature of their work. Increased digitalization, financial targets, customer expectations, regulatory compliance, and extended working hours contribute to sustained cognitive and emotional strain. Problem statement to assess the knowledge regarding mental fatigue and its management among bank employees in selected banks at Villupuram district. The objectives are 1. To assess the level of knowledge regarding mental fatigue and its management among bank employees in selected banks at Villupuram district. 2. To determine the association between the level of knowledge regarding mental fatigue and its management among bank employees with their selected demographic variables. A quantitative descriptive research design with sample of selected bank employees who are all working in selected banks at Villupuram district. The structured knowledge questionnaire was used to assess the level of knowledge regarding mental fatigue and its management among bank employees. The results show that among 50 samples 6(12%) had adequate knowledge, 22(44%) had moderately adequate knowledge and 22(44%) had inadequate knowledge regarding mental fatigue and its management and there is no significant association between level of knowledge among bank employees with selected demographic variables

**Keywords:** Mental Fatigue, Bank employees

## INTRODUCTION

Mental fatigue refers to a condition of mental exhaustion that arises after extended periods of intense cognitive work, continuous concentration, and ongoing exposure to occupational stress. It commonly manifests as diminished focus, poor decision-making ability, lack of motivation, irritability, and emotional depletion. Work-related stress has emerged as a major public health issue globally, influencing employees' psychological well-being and overall work performance. The World Health Organization (2019) classified burnout in the International Classification of Diseases (ICD-11) as an occupational phenomenon, describing it as a condition resulting from unmanaged chronic workplace stress.

Employees in the banking sector are especially prone to mental fatigue because of the complex and demanding nature of their responsibilities. Factors such as technological advancements, achievement of financial targets, increasing customer expectations, adherence to regulatory standards, and prolonged working hours contribute to persistent

mental and emotional strain. The International Labour Organization (2016) highlights that workplace stress is a widespread issue affecting employee efficiency, organizational productivity, and economic progress. In the Indian context, the expansion of banking services and the drive toward financial inclusion have further increased workload and performance expectations among bank personnel.

The consequences of mental fatigue extend beyond individual health, influencing organizational functioning through increased mistakes, reduced productivity, higher absenteeism, and lower job satisfaction. Possessing adequate knowledge about mental fatigue and its management plays a vital role in early recognition, prevention, and effective coping. Understanding strategies such as relaxation methods, proper time management, maintaining work-life balance, and utilizing organizational support systems can help minimize the harmful effects of occupational stress.

### **NEED OF THE STUDY.**

Despite the growing importance of workplace mental health, there is a scarcity of research examining the level of knowledge regarding mental fatigue and its management among bank employees at the district level, particularly in Villupuram District. Assessing this knowledge is essential to identify gaps and to design suitable educational and mental health promotion interventions. Hence, the present study seeks to evaluate the knowledge regarding mental fatigue and its management among bank employees in selected banks at Villupuram District.

### **Objectives**

1. To assess the level of knowledge regarding mental fatigue and its management among bank employees in selected banks at Villupuram district.
2. To determine the association between the level of knowledge regarding mental fatigue and its management among bank employees with their selected demographic variables.

### **MATERIALS & METHODS**

Quantitative approach with descriptive research design was adopted and conducted in selected banks at Villupuram. The population of the study was all employees working at selected banks, Villupuram. Purposive non probability sampling technique was chosen to select samples. The sample size determined for this study was 50. The Tool consists of three sections; Section – I: Demographic data consist of basic information of employees such as Age, Gender, Year of Services, Income Per Month, Number of Promotions Received, Marital Status, Education, Geographical Location, Nature of Bank. Section –II: Structured Knowledge Questionnaire comprises of 30 multiple choice questions regarding mental fatigue and its management. The investigator obtained formal permission to conduct this study. During the data collection the Researcher obtained consent from the participants and data was collected with maintaining good rapport with the full cooperation.

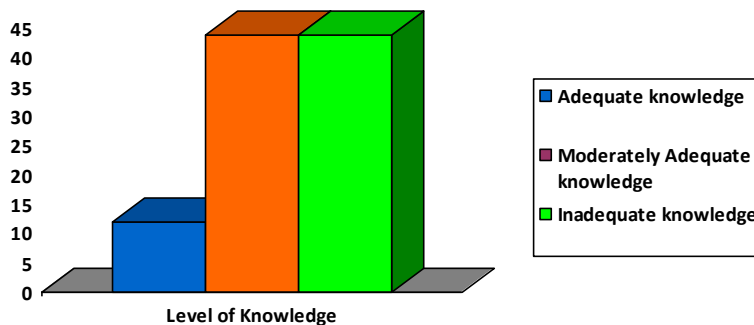
### **RESULT**

#### **Section - I Frequency and percentage distribution of selected demographic variables**

- ❖ Out of 50 bank employees 21(42%) were in the age group of 23-25 years, and 16(32%) were in the age of group of 26-30 years and 7(14%) were in the age group of 31-35 years, and 6(12%) were in the age group of above 35 years.
- ❖ Regarding gender 36(72%) were male 14(28%) were female and none of the bank employees were transgender.
- ❖ Regarding year of service 37(68%) were less than 5 years and 11(22%) were in the 6-10 years and 1(2%) were in the 11-15 years and 4(8%) were in the above 15 years.
- ❖ Regarding income/month 32(64%) were in the less than 50,000/month, and 17(34%) were in the 50,001-1,00,000/month, and 1(2%) were in the above 1,00,000/month.
- ❖ Regarding number of promotions received 5(10%) were in the 0 promotion and 33(66%) were in the 1 promotion received and 8(16%) were in the 2 promotions received and 1(2%) were in the 3 promotions received and 3 (6%) were in the above 3 promotions received.
- ❖ Regarding marital status 27(54%) were in the married and 23(46%) were in the unmarried and none of the bank employees were in the separate, divorced, and widower.
- ❖ Regarding education 23(46%) were in the undergraduate and 27(54%) were in the post graduate and none of the bank employees in doctorate.
- ❖ Regarding geographical location 13(26%) were in the rural areas and 11(22%) were in the semi-rural areas and 15(30%) were in the urban areas, and 11(22%) were in the semi-urban areas.
- ❖ Regarding nature of bank 39(78%) were in the private sector and 10(20%) were in the government sector and 1(2%) were in the co-operative sector.

## Section – II Level of knowledge among bank employees out of 50 bank employees

Out of 50 samples 6 (12%) had adequate knowledge, 22 (44%) had moderately adequate knowledge, 22 (44%) had inadequate knowledge regarding mental fatigue among bank employees.



## Section –III Association of Level of knowledge among bank employees with their selected demographic variables

There is no significant association between level of knowledge among bank employees with selected demographic variables

### DISCUSSION

The first objective of the study is “to assess the level of knowledge regarding mental fatigue and its management among bank employees in selected banks at Villupuram district”.

The findings shows that the level of knowledge among 50 samples 6(12%) had adequate knowledge, 22(44%) had moderately adequate knowledge and 22(44%) had inadequate knowledge

The second objective of the study is “to determine the association between knowledge score regarding mental fatigue and its management among bank employees with selected demographic variables”.

The findings shows that there is no significant association between level of knowledge among bank employees with demographic variables age in years, gender, year of services, income/month, number of promotions received, marital status, educational qualification, geographical location, nature of bank at  $p < 0.05$ .

The findings of the study is supported by the descriptive study conducted by Dayalapatidar, et al (2021) to assess the knowledge and attitude regarding computer related health problems among bank employees in selected banks in North Gujarat in 100 selected bank employees using non probability convenient sampling technique by using structured knowledge questionnaire and attitude rating scale (likert scale). Finding of study 11% of sample had poor knowledge score (0-6), 76% of them had average knowledge score (7-13) and 13% of them had good knowledge score (14-20) regarding computer related health problems among bank employees. 3% of bank employees have negative attitude while 97% have positive attitude towards computer related health problems. The findings of the study revealed that sample have average knowledge about computer related health problems.

### CONCLUSION

The finding of the study has the following implications. The bank employees should understand mental fatigue and its prevention and management. The study will be motivating for future researchers to conduct similar studies on a large scale and the study can be conducted to other long term cognitive ability involved employees. The study can also be conducted to assess the effectiveness of any interventions to reduce mental fatigue among bank employees.

### Declaration by Authors

**Ethical Approval:** Approved

**Acknowledgement:** None

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**Conflict of Interest:** The authors declare no conflict of interest.

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