



# Role of Industrial Psychology and Monotony in Financial Sector

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## Abstract:

*Industrial psychology is the scientific study of people at work. It includes certain principles of understanding people and the application of certain techniques to dealing with people. Monotony is boredom is commonly referred to as mental fatigue or psychological fatigue which leads to work decrement. Monotony is an important aspect of industrial unrest and work decrement. Mitigation of monotony is a serious challenge to modern industrial organizations. It is true that monotony is associated with repetitive work. This is especially so when the work becomes automatic and semi-automatic. Break the monotony is possible by person should be connect to life, doing work according to well plan manner, focus the goals and per day some exercise. Managing the jobs and interest in financial sector jobs is typically difficult.*

**Keywords:** *Fatigue, Monotony, Organizations, Repetitive and financial sector*

## 1. Introduction

Industrial Psychology, as important branch of applied Psychology makes scientific study of the behaviour of the employees engaged in industrial organizations. Their behaviour is studied with special reference to production and efficiency. Industrial Psychology further studies the problem and adjustment patters of workers in field and laboratory situations. According to Tiffin and M. Cormic (1971), "Industrial psychology is concerned with the study of human behavior in those aspects of life that are elated to production, distribution and use of goods & services of our civilization."

### In the words of Blum (1949)

"Industrial psychology in simply the application or intension of psychological facts and principles to the problems. Concerning human emulation to business and industry.

### It is clear from above that -

Industrial psychology is the scientific study of people at work. It includes certain principles of understanding people and the application of certain techniques to dealing with people.

It is broad study which include there major parts.

- Knowledge of individual difference is used in the selection, placement, promotion and meeting of employee.
- It is the study, to a major degree of the principals and the practices of human relation it is the study of attitudes and a motivation that effect high morale & enthusiasm at work and of the causes of monotony that bring about boredom.
- Human relations are the understanding of individual and group behavior of work. This behavior is stimulated by motives and attitudes. It includes the relations of supervisor to subordinates and of labor unions to management.

## 2. Major Problems

The problem of Fatigue monotony and freedom needs the special attention of psychologists. How to do more work with the same amount of energy is an industrial problem which should be solved by psychologists and men with as scientific knowledge of the subject. The problem of accident has a strong psychological aspect. The problem of attitude, morale and job satisfaction industrial unrest such as strikes and lockouts, and sometime violence, absenteeism and labor turnover, supervision and evaluation of employee along with the problems of organization equipment design are also some of the major problems faced by the industrial psychologist.

The problems of industrial psychology has divided mainly into three parts -

1. Problems relating to workers.
2. Problems relating to work.
3. Problems relating to relationship between employees and management.
4. Role of a Psychologist in industries and organizations -
5. The major four role of psychologist in industries and organization are following.
6. Role of industrial psychologists in research.
7. Role of industrial psychologists in individual evaluation.
8. Role of industrial psychologists in counseling functions.
9. Rate of industrial psychologist in programme development.

## 4. Monotony

It has been often said that monotony is the case of modern civilization due to the advancement in the field of science and technology people have become mean puppets of machines.

According to Maier (1970), "It is claimed that repetitive work makes robots of man & that it destroys such human values as pride in workmanship ministry and individuality".

## 5. Meaning and Definition

Monotony is boredom is commonly referred to as mental fatigue or psychological fatigue which leads to work decrement. Monotony is an important aspect of industrial unrest and work decrement. It may be responsible for the increase of nervous disorders in modern life. Monotony and freedom referred to the undesirable effects or repetitive work. This is actually a state of mind caused by repetitive work. According to Maier, Monotony and bourdon are influenced by the way a person views this task from time to time causing the output to fluctuate rather than to fall off progressively.

With low motivation in particular task the effect of mental fatigue becomes apparent very early. But when the motivation and interest in Job is high there may not be quick onset of monotony and boredom. Wright (1909) conducted an experiment to measure the ability of subject to do physical work under different conditions of motivation. The findings of this study support the construction that with expectations defined higher motivation occurred and increased the amount of energy made to available for work. Hence with low motivation in a particular type of work, the effect of mental fatigue apparent very early. But when the motivation and interest in job are high there may not be a quick on set of mental fatigue until physical exception overshadows mental fatigued.

1. Mono means one and tones mean tone. One thing being repeated so many times over and over again creates "Monotony".
2. Monotony is especially associated with automatic and semi-automatic type of work. But it is more the individual's reaction and attitude towards work that creates a feeling than the nature of the job itself.
3. Fatigue occurs to continuous physical work, while monotony usually occurs due to the repetitive nature of work, lack of interest and motivation.
4. Objectively speaking, studies conducted on behalf of the Industrial Health Research Board (1937) indicate that the psychological plane deferent feelings underline boredom & fatigue.

## 6. Characteristic of Monotony

1. Pleasure of work is denied due to monotony.
2. Work being entirely repetitive becomes meaningless.
3. Monotony lacks feeling of satisfaction.
4. Job satisfaction is missed by the overage worker experiencing monotony.
5. Various industrial studies indicate that the mental state during the experience of monotony is associated with definite fluctuations in the rate of working and with a fall in production.

## 7. Causes and Mitigation of Monotony

As evident from various studies conducted on monotony and boredom, boredom is not a product of one's imagination and it has a considerable adverse effect on efficiency and production. Thus, employees and psychologists showed definite concern over the matter and tried to find out the apparent causes of monotony, so that suitable steps could be taken to eliminate it. Mitigation of monotony is a serious challenge to modern industrial organizations. As success or failure of modern management depends upon this, steps should be taken to reduce monotony and boredom.

## 8. Repetitive Nature of Work

It is true that monotony is associated with repetitive work. This is especially so when the work becomes automatic and semi-automatic. Obviously when the work becomes machine like and requires no brainwork and concentration, attention fluctuates to something else and the worker appears to be bored. As a remedy to the repetitive work, exchange of jobs otherwise called "job rotation" is necessary. If variability in a task delays the onset of satiation, it can be said that a change in work is more or less equivalent to rest. In some cases, even change may be better than rest, as some changes in work offer more opportunities for variability than rest periods. Rest periods if lengthy, may again lead to boredom. Change in work gives a person experience in doing something different. French (1950) found that there was improvement in morale due to variation within a job.

In a study by Wyatt (1929) some people were engaged in cutting cigarette papers and making cigarette alternatively, at an interval of 1 1/2 hours. Their performance was better than those who were engaged in either of the tasks for the whole day. Maier (1970) found that because of exchange of the jobs improvement in work was noticed.

Similarly, in a laboratory study of assembling bicycle chains, Wyatt (1979) conducted a study on herself. The study consisted of two types of work performed under two different sessions. In the first writing of a textbook from 11 a.m. to 4.30 p.m. for 15 days without any formal rest period or change of work except a break of 3 minutes at 3 p.m. for tea.

In the second session she took the help of job rotation by exchanging jobs. She wrote a chapter for the above textbook for an hour and then for another half an hour negated her in the knitting of a complicated design. This continued alternatively from 11 a.m. to 4.30 p.m. for another 15 days with only a break of 3 minutes for tea at 3 p.m. After each hour of work the investigator recorded her feelings fresh nor bored, bored and extremely bored. The scale values given were 1, 2, 3, 4, and 5 respectively.

## 9. Intelligence

It has been found that intelligent and highly intelligent workers are great sufferers of monotony. For example, a worker with low intelligence may be satisfied with the job of plate washing or stitching buttons, as jobs do not require much intelligence.

But under such situations an intelligent worker will not find any interest and job satisfaction. There will obviously be fluctuation of attention and the onset of boredom. Evidence shows that low intelligent workers are better adapted to repetitive work. But data on this is not clear-cut.

Bills (1931) studied the turnover rate of clerical workers and found that laborer turnover was highest in the intelligent groups, because clerical work was considered monotonous by them. Similarly the findings of a study by Kornhauser on office workers having high I.Q., showed the highest turnover. Viteles (1932) found positive correlation between the highest intelligence group and turnover. The more intelligent workers were more steady in their work pace and more satisfied with their work. However, interestingly, the production of the more intelligent workers exceeded that of the less intelligent ones in spite of their dislike for the work and variation in work rate.

Wyatt, Frasnier and Stock (1929) studied the I.Q. of various workers in different factories. A questionnaire revealed the extent of the boredom experienced. However, the data obtained neither gave reliable results nor was there much significant relationship between I.Q. and boredom.

The present author (1967) conducted a study entitled "Sex and intelligence and monotony in continuous mental work" on a group of male and female college undergraduates. In this study, the author made an attempt to find out whether (a) intelligence helps in the quick onset of monotony and whether (b) sex has any effect on the number of trials required to experience monotony. 35 male and 25 female undergraduate students of Ravenshaw College, Cuttack (Orissa) were selected at random for the study. Their age ranged from 15 to 21 years (mean age of male = 18 years, mean age of females = 17 years 7 month).

The experiment was conducted individually in a quiet testing room. The testing was divided into two sessions. In the first session progressive matrices (adult form) were administered individually. After a time gap of two hours, each subject was asked to do multiplication work following a certain specific procedure till he's expressed strong feeling to fatigue. After each trial, which continued for 5 minutes the report of these about feeling of fatigue was measured by a 5 point scale. Performance was measured through the amount of multiplication work done during the test period and the errors committed.

### **9.1 Rest Periods**

By and large, frequent rest periods seem to be more effectively than a few longer ones. A too long rest usually creates disturbances in different types of mental work because the person loses the continuity of work and gets out of the mood for it. Though the amount of rest pause varies with the nature of work, generally rest pauses of about 5 minutes in length seem to be beneficial. It is, however, true that the actual percentage of rest required for any mental work is less than that for manual work.

### **9.2 Feeling of Experience of Progress**

As studies indicate, the absence of experience of a goal or an end toward which one moves may appear quite different to subjects with different backgrounds. The same person on two different occasions may view the same task differently. If a change in the view and outlook regarding the task can be possible, monotony can be reduced. This has been demonstrated in Lewin's study (1935) conducted on a group of unemployed college students. In this study it was also noted that the pleasantness and unpleasantness of the task had no important effect on the rate of satiation. So experience of progress is to be introduced in work to avoid monotony.

### **9.3 Neuroticism**

Various studies indicate that neuroticism is related to monotony. The attention of neurotic workers fluctuates more rapidly than normal ones. So they lose interest in the job and get bored very quickly. There can be two remedies to reduce monotony. Firstly, neurotic workers should not be employed in jobs which are repetitive and monotonous. Secondly, psychological guidance and counselling should be given to neurotic workers.

#### **9.4 By Relating the Job to a larger Picture**

Monotony can be reduced by relating the job to a larger picture. Whether progress is experienced or not depends on the way the individual views the job. If a boy who is washing dishes in a hotel experiences each dish as just another dish, washing a large stock of them will not probably give him an experience of progress. But for another boy who loves to wash dishes and considers each dish as a separate one, the experience of progress would be rapid and work interesting. Thus, by teaching employees the meaning of their work, how it fits into the total picture and how the records are arranged etc. monotony can be avoided. Secondly, by giving employees, responsibility and opportunities for judgments, a more effective result is obtained.

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#### **9.5 Use of Sub Goals**

Distant goals are usually less effective and practically nonexistent. Hence, it is necessary to introduce sub goals. Rest pauses can serve a dual function by decreasing boredom and also other forms of fatigue. Sub goals can also be introduced by grouping the production into larger units. Instead of making many more parts, if the work is divided into larger units, the sub goal is introduced which makes work more interesting. Group decision can be used to reduce boredom. According to Maier, if a specified amount of production is set, then a given number of units function as final goals. When production is made a part of the sub goals, it serves to increase the importance of these goals and makes progress towards them more meaningful and apparent.

As suggested by Maier (1970), the practice of breaking up tasks by introducing rest periods and by grouping the production in an important method of reducing boredom. Since some form of this procedure can be applied to many types of work, it should be given serious consideration.

#### **9.6 Music**

The introduction of music has become a common phenomenon in most of the industrial organizations today with the purpose of reducing monotony and improving output. Research work on the effect of music on the production and on the mental state of the employees has been quite encouraging.

To start with, Wyatt, Langdon and Stock's study (1937) indicates the production increased by 6 percent due to the introduction of music during work. While conducting a study on a radio tube assembly factory Humes (1941) investigated the effectiveness of fast, mixed and slow music on performance. Result showed that with either fast or slow music the scrap page rate was less than when there was no music or when fast and slow music programmes were alternated. It was further noticed that music improved the morale of the employees. A study by Kerr (1945) suggested that music not only improved production, it also improved the attitude of the workers and had a favorable effect on their mental state. Smith (1947) reported a finding which revealed that there was an average increase of 7 per cent in the day shift and 17 per cent in the night shift with the introduction of music. However, McGehee and Gardner (1949) did not find any improvement in production due to the introduction of music.

An overall analysis of the research findings do suggest that music helps in reducing monotony, improving the mental state of the workers and raising the level of production.

#### **9.7 Use of Pacing Method and Automatic Work Habits**

According to Maier (1970) "Our analysis has shown that repetitive work creates mental stagnation and perhaps boredom as well not because the activity is repetitive, but because it creates the experience of marking time. If one can change the experience but leave the activity, the same boredom will partly

disappear". Keeping Maier's view in mind, if repetitive work is made entirely automatic or semi-automatic, the feeling of monotony can be reduced to a considerable extent. For example, knitting a simple mechanical pattern for long periods will not appear monotonous if the mind is kept engaged in some other task. Walking from residence to college daily will not appear monotonous either.

### ***9.8 Experience of Completion***

Incomplete tasks create monotony because of a sense of dissatisfaction. In every management the tasks should be divided into different sub parts. When a part is completed the employee experiences a feeling of completion. When the interest of the work is not sustained in the job, or the job appears to be monotonous it should be divided into parts, to create a sense of motivation after the completion of each part. Work in the telephonic industry, training shops, clerical jobs, etc. has been made interesting by increasing the experience of completion. However, if the job is interesting or short, the experience of completion with arises automatically and the work need not be divided. According to Maier (1970) "Task completion represents a form of motivation inherent in the nature of job therefore is one of the most practical ways for creating job interest.

## **10. Break the Monotony**

### ***10.1 Connect to life***

Are you one of those, whose daily schedule is punctuated with meetings, deals and deadlines alone? When did you last read your favorite other's book? What happened to that cricket bat of yours? Are there questions of bringing you memories from the past? Often we are so engrossed in our work that we are losing track with our inner self. The mundaneness of life in taking its toll on us, making us live a life dewed of play and leisure. The talk of the disinviting of work the dignity is in leisure.

Herman Melville to break the monotony of life one should indulge one-self in all those little pleasure that used to amuses them once and make them feel alive. Taking small break from will make you bounce back to your work with doubled enthusiasm and energy. Deadlines can never be dead the other will crop up. Office routine is as vicious circle with no visible way out; it is up to the individual himself to balance his profession as well as real self. Organize your work and priorities your schedules well to attain that perfect blend of work and leisure in the following ways.

### ***10.2 Plan***

Planning is schedule well ahead of time will give you ample opportunity to decide which tasks need to be done immediately and which tasks can wait. List out all the required tasks and cancel them out once they are done. It will also give you an idea about how much time each task in going to take. Thus, it will be easier for you to plant to do something of your interest in that available time.

### ***10.3 Focus***

Helping others, to the one in guanine need, is certainly a good thing but do not let them take you for granted and dump all their work on you. Tactfully, say no to such requests and buy concentrating on your work alone.

### ***10.4 Work Out***

Push your work into the success of your mind for a while and try to spend at least an hour daily are doing some physical activity. It can be a brisk walk is work out a gym or a swim. Such activities are highly requesting and will put you in good shape too.

### ***10.5 Go for it***

Engage your mind in doing something that you are passionate about. Dancing way to the glory singing to the larks staring at the status, trekking to the peaks, boot crimp with geek - whatever that is, let is likely to put back that last smile on your face and face and glaze in your eyes go for it.

### **10.7 Feel**

Let each day bring new surprise to your life new food for your thoughts and new feel to your senses. Unleash the real you and breathe five. Do not take your work over take your life. Life is about living not working alone. So don't feel guilty the next time you go on a vacation or a skiing - trip. Work is worship for sure. But sans play it will turn into a hardship.

After gaining knowledge about the working of the industry a small effort was made to understand the working, environment, semi-structured interview with employees was done to gain some knowledge of the working environment.

## **11. Interview conducted**

Following are the interview conducted;

### **EMPLOYEE: 1**

**Nature of work** – Open D-mat account, giving brokerage to the company, handle the client problem regarding to stock market according to SEBI (securities exchange board of India) rule and regulation.

### **Conclusion**

He is aware about the concept of monotony and fatigue. He feels some problem in his family as well as social life because of the fatigue and boredom. He is not satisfied his present job. He has problem with the company target. His behavior shows the anxiety & frustration in his family life. He wants some change from the management.

### **EMPLOYEE: 2**

**Nature of work** - Opening D-mat account, giving brokerage to the company, handle the client problem regarding to stock market according to SEBI (securities exchange board of India) rule and company rule & regulation, giving demo (online trading terminal hoe to buy or sell to the share by (P.C) selling product like Mutual fund, Insurance & IPO, according to AMFI and IRDA rule.

### **Conclusion**

He was aware of the concept of fatigue, boredom and monotony. He feels more physical tiredness than mental fatigue. His family life as well as social life affected. The pressures of work due to fulfillment of company target. He was not responsible for their company and is not aware of the confidentiality. He lacks the interest in his job. Somewhat extrovert and has revealed the many aspects of his life. He was happy from the working environment & pay from the company.

### **EMPLOYEE: 3**

### **Conclusion**

She was not the much comfortable with situation which she was taken an interview. She was aware of the concept of the monotony but she was not satisfied with the situation, she comforts she want change from the management regarding to the break of the monotony. She feels mental tiredness such as monotony. She feels decrement of the performance due to monotony. She was taking very professionally and showing the interest in enduing monotony & did not responsible for the work of the company so work are delay, she was not very much aware of the confidentiality.

### **EMPLOYEE: 4**

### **Nature of work**

According to client instructions share buy or sell from equity market (Cash Market), Gold, Silver, Crude oil buy or sell from commodity market, (cash market), Future & option (F & O) Buy or sell from Derivative market. Giving brokerage to the company online selling I.P.O. Mutual Fund and Insurance. Relationship Manager Post is the back bone of the company Income.

### **Conclusion**

She was well qualified employee. She knows well about the concept of monotony & Psychological Problem. She is affected from the monotony because repetitive work & continuous work of time. He

is also suffering from diseases headache, pain in the ear & eye due to use of phone & computer in their routine work.

She was somewhat depressed because of the family & social problem, she have no time for her family & society. She was not disclosing her salary she well knows confidentially. She was happy from the work environment & happy from her boss. She wanted some change from the management.

#### **EMPLOYEE: 5**

##### **Nature of Work**

According to client instructions share buy or sell from the equity (Cash Market), Gold, Silver, Crude-oil buy or sell from commodity market, F&O (Future & Option) Buy or sell from Derivative market, giving Brokerage to the company.

On line selling of I.P.O., Mutual Fund and Insurance.

##### **Conclusion**

It may be concluded that this person is satisfied with his job but not salary. He don not like his Boss, who give a lot of work load and this person show dual personality & perception about his Boss. He is affected from the monotony & fatigue. He is well qualified and well knows about the concept of monotony. He was not responsible employee because he listen music & watch T.V. in the absence of his Boss. He perceives that their work is meaningful. He wants change some rule & regulation regarding to the SEBI Rule.

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