STRESS MANAGEMENT AMONG BANK EMPLOYEES

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ABSTRACT:

The banking sector in India has undergone tremendous changes with increased competition, increased levels of deregulation, which has facilitated the Indian Banking system and has placed enormous pressure and has created stress in the bank employees. Occupational stress has been a much commented upon phenomenon of the 21st century. Stress has become an inevitable part of human life in recent times and it makes life more challenging and innovative. With the opening of the banking sector, nationalized banks had to face fierce competition from private and foreign banks. The psychosocial well-being of an employee is very crucial to have a productive work force. The productivity of the work force determines the success of an organization. In an age of highly dynamic and competitive world, bank employees are exposed to all kinds of stressors that can affect them on all aspects of life. In this context the researcher has undertaken a study to find out the causes of stress among the bank employees and its influence on public and private sector bank employees. The researcher has used disproportionate stratified random sampling method to obtain the sample. Techniques such as percentage analysis, one way anova and chi square test were used to analyse the data.

INTRODUCTION

The workplace is a challenging job assignment followed by moderate doses of competitive spirit, constructive conflict and zeal to get ahead of others and a ways in which individual cope[1-5], or deal with stress at work is called stress management. Employers should provide a stress-free work environment, recognize where stress is becoming a problem for staff, and take action to reduce stress. Stress in the workplace reduces productivity, increases management pressures, and makes people ill in many ways, evidence of which is still increasing. Dealing with stress-related claims also consumes vast amounts of management time. So, there are clearly strong economic and financial reasons for organisations to manage and reduce stress at work, aside from the obvious humanitarian and ethical considerations[6-8].

Occupational stress relates to the experience of stress in one’s place of work, occupation or employment. Moreover, be it our anxiety, mind-body exhaustion or our erring
attitudes, we tend to overlook causes of stress and the conditions triggered by those. In such unsettling moments we often forget that stressors, if not escapable, are fairly manageable and treatable. Stress management aimed at controlling person’s level of stress, usually for the purpose of improving every day functioning[19-23].

REVIEW OF LITERATURE:

Ms. Risham Preet Kaur & Mrs. Poonam Gautam (2016) This research article would definitely be beneficial for the organizations to understand the share they need to spend on stress management programmes. Through various studies, it has been found that those firms which have adopted stress management strategies have gained a competitive edge over other firms as their employees work more efficiently. These days Stress Management Programmes have proven to be an integral part of any industry[15-18].

Dhankar (June 2015) The author had investigated the occupational stress level among employees of banking sector. There is not a single factor which determines the stress in banking employees’. Occupational stress has become leading feature of modern life. It has wide-ranging effects on employees’ behaviour and adjustments as well as off the job. A substantial portion of organization research involves the study of stress among employees.

Shukla Harish & Garg Rachita (2013) have conducted a study on stress management among the employees of nationalised banks in Indore, observed that most of the employees fear with the point that lack quality in their work sets stress on them. Majority of the employees try to find solution to relieve them from stress. It is found that maximum number of employees in banks remains in stress. It indicates fear and stress among employees[9-14].

OBJECTIVES:

Primary Objective
- To Find out the job stress among bank employees in Kanchipuram district.

Secondary Objectives
- To identify the factors causing stress among the employees.
- To examine the effect of stress on employees in banking sector.
- To find out the level of stress among the employees of different age groups.
- To identify the strategies to manage stress

RESEARCH METHODOLOGY:

Research design
In this study descriptive type of the research design has been used.
Research instrument
Questionnaire containing both closed and open ended questions.

DATA ANALYSIS AND INTERPRETATION:

Table No. 1: Strategy for effective to manage stress

<table>
<thead>
<tr>
<th>S.no</th>
<th>Strategy for effective to manage stress</th>
<th>No. of Respondents</th>
<th>Percentage of respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Strongly Agree</td>
<td>12</td>
<td>10%</td>
</tr>
<tr>
<td>2</td>
<td>Somewhat Agree</td>
<td>50</td>
<td>43%</td>
</tr>
<tr>
<td>3</td>
<td>Neutral</td>
<td>17</td>
<td>15%</td>
</tr>
<tr>
<td>4</td>
<td>Somewhat Disagree</td>
<td>26</td>
<td>23%</td>
</tr>
<tr>
<td>5</td>
<td>Strongly Disagree</td>
<td>10</td>
<td>9%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>115</td>
<td>100%</td>
</tr>
</tbody>
</table>

The 43% of employees are somewhat agree with strategy used by bank are effective to manage stress, 23% of employees somewhat disagree, 15% of employees are neutral, 10% of employees are strongly agree, 9% of employees are strongly disagree. It infers that majority 43% of employees are somewhat agree with strategy used by bank are effective to manage stress[24-29].

Table No. 2: Effects on health due to work

<table>
<thead>
<tr>
<th>S.no</th>
<th>Effects on health due to work</th>
<th>No. of Respondents</th>
<th>Percentage of respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Strongly Agree</td>
<td>8</td>
<td>7%</td>
</tr>
<tr>
<td>2</td>
<td>Somewhat Agree</td>
<td>59</td>
<td>51%</td>
</tr>
<tr>
<td>3</td>
<td>Neutral</td>
<td>7</td>
<td>6%</td>
</tr>
<tr>
<td>4</td>
<td>Somewhat Disagree</td>
<td>34</td>
<td>30%</td>
</tr>
<tr>
<td>5</td>
<td>Strongly Disagree</td>
<td>7</td>
<td>6%</td>
</tr>
<tr>
<td>TOTAL</td>
<td></td>
<td>115</td>
<td>100%</td>
</tr>
</tbody>
</table>

The 51% of employees somewhat agree with that there is some effect on health due to work, 30% somewhat disagree, 6% strongly disagree and neutral and remaining 7% strongly agree. It infers that majority 51% of employees are somewhat agree with that there are some effects on health due to work[30-34]
Table No. 3: Reason for stress

<table>
<thead>
<tr>
<th>S.No</th>
<th>Workload - reason for stress</th>
<th>No. of Respondents</th>
<th>Percentage of respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Strongly Agree</td>
<td>13</td>
<td>11%</td>
</tr>
<tr>
<td>2</td>
<td>Somewhat Agree</td>
<td>71</td>
<td>62%</td>
</tr>
<tr>
<td>3</td>
<td>Neutral</td>
<td>8</td>
<td>7%</td>
</tr>
<tr>
<td>4</td>
<td>Somewhat Disagree</td>
<td>17</td>
<td>15%</td>
</tr>
<tr>
<td>5</td>
<td>Strongly Disagree</td>
<td>6</td>
<td>5%</td>
</tr>
<tr>
<td></td>
<td>TOTAL</td>
<td>115</td>
<td>100%</td>
</tr>
</tbody>
</table>

Interprets that 62% of employees are somewhat agree with that the workload is the reason for stress, 15% of employees are somewhat disagree, 11% of employees are strongly agree, 7% of employees are neutral and 5% of employees are strongly disagree with that workload as reason for stress[38-41]. It infers that majority 62% of employees are somewhat agree with that workload as a reason for stress.

FINDINGS:

- Found that 54% of respondents somewhat agree with that they are working without disturbance.
- Found that 62% of respondents somewhat agree with that workload as a reason for stress.
- It is found that 40% of respondents often plan the work.
- It is found that 43% of respondents somewhat agree with the strategy used by banks are effective to manage stress[35-37].

SUGGESTIONS:

- The stress can be different among different workers, there by the management has to identify their problems and it will help to reduce stress.
- The employees are to be given enough time to complete their work which would reduce work overload[42-45].
- Counselling can be promoted which help a person feel relief from emotional distress.
- The employees must give importance to time management techniques thereby they can complete their work within the specified time.

CONCLUSIONS:
Since stress in banking sector is mostly due to excess of work pressure and work life imbalance, the organization should support and encourage taking up roles that help them to balance work and family. The productivity of the work force is the most decisive factor as far as the success of an organization is concerned. The productivity in turn is dependent on the psychosocial well-being of the employees. In an age of highly dynamic and competitive world, man is exposed to all kinds of stressors that can affect him on all realms of life. The growing importance of interventional strategies is felt more at organizational level. The stress will be different among different workers, there by the management has to identify their problems and it will help to manage the stress. The process of stress management is named as one of the key for happy and successful employees.

REFERENCES:


