

# A Study on Stress Management among Bank Employees in Kanchipuram District

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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.*

**Keywords:** Occupational stress, Bank employees, Psychosocial, Productivity, Bank sector

## 1. 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, 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. Workplace stress affects the performance of the brain, including functions of work performance; memory, concentration, and learning. Stress at work also provides a serious risk of litigation for all employers and organizations, carrying significant liabilities for damages, bad publicity and loss of reputation.

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.

Occupational stress relates to the experience of stress in one's place of work, occupation or employment. Occupational stress is a state of tension that is created when a person responds to the demands and pressures that come from work, family, and other external sources, as well as those that are internally generated from self-imposed demands, obligations and self-criticism.

### 1.1 Objectives of the Study

- To study and analyse job stress among bank employees in Kanchipuram district.
- 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 and kind of stress among the employees of different age groups.
- To identify the coping strategies to manage stress

## 2. Research Methodology

Research is defined as the objective and formal process of systematically obtaining, analysing and interpreting data for actionable decision-making. Research comprises of "Defining and redefining problems; formulating hypothesis or suggested solutions; collecting, organizing and evaluating data; making deductions and reaching conclusions; and at last carefully testing the conclusion to determine whether they fit the formulating hypothesis".

### 2.1 Research Design

Research design is the arrangement of activities for the collection and analysis of the data. Descriptive design is used for the study. Descriptive research is a study designed to depict the participants in an accurate way. In this study, questionnaires methods will be used. Questionnaire is to make the data be more comparable and withstand for analysis by gathering the direct expression, descriptions, opinions and perception from target respondents. By using questionnaires methods we able to collect the latest information in short period time from large amount of respondents to collect the accurate data. This research aims at studying and assessing the level of stress in the selected banks and suggesting the coping strategies of stress in banks.

### 2.2 Methods of Data Collection

- Primary data will be collected from the respondents with the help of a self-structured questionnaire.

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- By using questionnaires methods we able to collect the latest information in short period of time from large amount of respondents to collect the accurate data.
- Convenience sampling is the sampling technique for this study. Obtaining units and people who are most conveniently available is the convenience sampling.
- The data are collected based on nominal scale, ordinal scale and ratio scale.
- Secondary data will be collected from different sources such as Journals, Magazines, Books, Newspapers, Websites, published and unpublished sources and Reports.

### 2.2.1 Sampling Units

Sampling frame, which is a list of all the units of the population of interest. Units could be people, organizations, or existing documents. In research, these units make up the population of interest. When defining the population, it's really important to be as specific as possible. In the study the bank employees of nationalised banks in Kanchipuram district acts as sampling frame.

### 2.2.2 Sample Size

Sample size determination is the act of choosing the number of observations or replicates to include in a statistical sample. The sample size is an important feature of any empirical study in which the goal is to make inferences about a population from a sample. The sample size is 115. It was collected from the employees of various bank situated at Kanchipuram district. Convenience sampling is the sampling technique for this study. Obtaining units and people who are most conveniently available is the convenience sampling.

### 2.2.3 Sampling Technique

The technique used for research is probability sampling because the population is finite. The sampling technique selected for the study is convenient sampling technique. The data have been analysed with the help of tools like percentage method, one- way Anova and chi-square test. In the study questionnaire consist of mostly close ended questions with 5- point likert scale.

## 2.4 Data Analysis

The term analysis refers to the computation of certain measures along with searching for patterns or relationship that exist among data groups. After collection of data, the data has to be processed and analysed. Analysis and interpretation plays the most important role in any research process. It helps to extract pertinent findings from the collected data by applying the statistical techniques in discovering additional findings. It converts raw data into meaningful data by bridging the gap between primary and secondary data.

### 2.4.1 Percentage Analysis

Percentage Analysis method was used to analyze and interpret results and achieves research objectives. Statistical tools and techniques such as chi-square test and analysis of variance is measured wherever needed. Bar graph is used to compare and interpret the results.

$$\text{Percentage of respondents} = \frac{\text{No. of respondents}}{\text{Total respondents}} \times 100$$

### 2.4.2 Chi – Square Test

The **Chi-Square Test** is the widely used non-parametric statistical test that describes the magnitude of discrepancy between the observed data and the data expected to be obtained with a specific hypothesis.

The observed and expected frequencies are said to be completely coinciding when the  $\chi^2 = 0$  and as the value of  $\chi^2$  increases the discrepancy between the observed and expected data becomes significant. The following formula is used to calculate Chi-square:

$$\chi^2 = \sum \frac{(O - E)^2}{E}$$

Where,

O = Observed Frequency

E = Expected or Theoretical Frequency

## 2.5 Analysis of Variance

The one-way analysis of variance (ANOVA) is used to determine whether there are any statistically significant differences between the means of three or more independent (unrelated) groups. The one-way ANOVA compares the means between the groups you are interested in and determines whether any of those means are statistically significantly different from each other.

## 3. Summary of Findings

- It is found that 40.87% of the respondent's age is between 30-39 years.
- It is found that 52.17% of the respondents are female.
- It is found that 51% of the respondent's education qualification is UG.
- It is found that 43% of the respondents are Clerk.
- It is found that 56% of the respondents have 1year – 10 years experience.
- It is found that 54% of respondents somewhat agree with that they are working without disturbance.
- It is found that 46% of respondents somewhat agree with that they have enough time to spend with family.
- It is found that 36% of respondents somewhat agree with that they get angry when interrupted at work.
- It is found that 40% of respondents somewhat disagree with that they are responding angrily when they are asked to do unplanned work.
- It is found that 57% of respondents are satisfied with their performance.
- It is found that 53% of respondents are sometimes feared about the quality of their performance.
- It is found that 37% of respondents are working more than 8hrs sometimes.
- It is found that 44% of respondents never worried about colleagues opinion.
- It is found that 48% of respondents are feeling stress sometimes.
- It is found that 62% of respondents somewhat agree with that workload as a reason for stress.
- It is found that 33% of respondents often discuss their problem with family and friends.

- It is found that 51% of respondents somewhat agree with that there are some effects on health due to work.
- It is found that 56% of respondents are sometimes getting tensed at non achievement of targets.
- 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.
- It is found that 86% of respondents said that the employees support each other.
- It is found that 43% of respondents somewhat agree with balanced social life.
- It is found that 48% of respondents regularly spending time on entertainment.

#### 4. 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.
- The employees are to be given more emphasis on working condition so, that they do their work with interest.
- Employees can practice yoga meditation etc helps to reduce stress and strain.
- 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.

#### Employee's suggestion to reduce stress

- Just smile away.
- Listen music and spend time with family.
- Watching TV or listening good music.
- Going for a walk or long drive
- Talking to family member talking to a family member

#### 5. Conclusions

Since stress in banking sector is mostly due to excess of work pressure and work life imbalance the organization should support and encourage to take 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 wellbeing 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. This particular research was intended to study the impact of occupational stress on Bank employees. Although certain limitations were met with the study, every effort has been made to make it much comprehensive. Stress is adaptive response to a situation that is perceived as challenging or threatening to a person's well-being. 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.

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