

A STUDY ON STRESS MANAGEMENT OF BANKING SECTOR EMPLOYEES ; An Empirical Analysis.

[With special reference to PNB palakkad
district, Kerala .]

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INTRODUCTION

Stress is the physical and mental response of the body. It is the result of our reaction to outside events, not necessarily the events themselves. Stress is a normal psychological and physical reaction to the ever increasing demands of life. Stress management aimed at controlling person's level of stress, usually for the purpose of improving every day functioning. Stress can be caused by wide variety of factors and the effect of possible sources of stress will vary with each individual. Stress management is a normal part of life. It reduces productivity, physical and emotional health, so it's important to find ways to keep it under control. Employees stress is a growing concern for organization today. Stress can be defined as a lively circumstance, opportunities or loss of something they desire and for which the consequence is both unpredictable as well as crucial.

BANKING SECTOR IN INDIA

Bank is a financial institution that borrows money from the public and lends one to public for productive purpose. The Indian banking Regulation act of 1949 defines the term banking as "Accepting for the purpose of lending all investment of deposit, of money from public ,repayable, on demand or otherwise and withdrawal by cheque or otherwise,". In the recent times when the service industry is attaining greater importance compared to manufacturing industry , banking has evolved as a prime sector providing financial service to growing needs of the economy. Banking sector in recent years has incorporated new products in their business ,Which are help full for growth .The banks have started to provide fee based service like treasury operations ,managing derivatives ,option and futures ,acting as a banker to the industry during the public offering ,providing consultancy service ,acting as a intermediary between two-business entities.etc. So the banking sector should adopt stress management techniques .

OBJECTIVES OF THE STUDY

The objectives of the study ,therefore ,the causes and effects of stress in banking sector employees .findings from this study may help in reducing stress of the employees in banking sector.

- .To know about the different stress affecting the employees in the organization.
- To identify situations that causes stress.
- To identify which stress affects physical health and lifestyle.
- To find the current stress level of employees.

METHODOLOGY OF THE STUDY

The nature of the research is descriptive as well as empirical and it has been conducted by using primary as well as secondary data collected for this purpose. The present research work is an attempt to study in depth of the stress management and its relevance's in banking employees. The data needed for the study has been collected from the employees through questionnaires and through direct interviews. The sample for the study was selected from a PUNJAB NATIONAL BANK in Palakkad district, Kerala.

SAMPLING DETAILS

SAMPLING METHOD

The research was made in accordance with the convenience of the employees, so the sample type is convenient sampling.

SAMPLING UNIT

The sample area is PUNJAB NATIONAL BANK in Palakkad district, Kerala.

SAMPLING ELEMENT

Manager, Asst. Manager, Accountant, Cashier, Clerk in selected branches.

SAMPLE SIZE

The sample size is 50 employees in Punjab national bank.

TOOLS USED

Primary data was collected through the questionnaire, and facts are presented in the form of Trend percentage, Chi-square test, Graphs Tables and Charts.

REVIEW OF LITERATURE

“A Study on Stress Management of IT Company” – Uma Devi.T, Associate Professor, Aurora PG College, Hyderabad.-Stress has become significant due to dynamic social factor and changing needs of the styles. Stress is a man's adaptive reaction to an outward situation which would lead to physical, mental and behavioural changes. “Study on Job Stress – Conflict at Work, Workload, Physical Environment, Employee Job Satisfaction” – Muhammad Mansur, Mohammad Ali.- The term stress is basically from physical science where it means the force placed upon an object to cause damage, bending or breaking. Stress is a condition which happens when one realizes the pressure on them or requirements of situation are wider than they can handle, and if these requirements are huge and continue for a long period of time without any interval, physical, mental and behavioral problems may occur. “Reducing Occupational Stress” – Yates and Iva-The survey explains in detail that 40% of worker in a manufacturing company reported that their job was very stressful and another 25% expressed that this job extremely increasing the stress towards their family life, this survey has identified various job conditions that can be adopted to maintain a stress less work life which leads to a stress less family life. “The role of Workplace Health Promotion in addressing Job Stress” – Nobelt, Andrew, Anthony.-The enormous human and economic costs associated with occupational stress suggested that initiatives designed to prevent and reduce employees stress should high on the agenda of work, health promotion program. The aim of the second part of the study is a detailed description of what the comprehensive approach to stress prevention/reduction looks like in practice and to examine the means by which WHO can help to develop initiatives that address both source and the symptoms of Job stress

DATA ANALYSIS AND INTERPRETATION

socio economic profile

parameter	Variable 1	Variable 2	Variable 3	Variable4
Gender	Male 51.3%	Female 48.7%		

Martial stats	Married 65.4%	Unmarried 24.9 %	Widower 9.7%	
Income (PM)	Up to Rs 30000 26.4 %	RS 30000 to 45000 33.2 %	Rs 45000 to 65000 26.3 %	Above 65000 14.1%
Age	20 to 28 yrs 16.3%	29 to 38 yrs 28.7%	39 to 48 yrs 46.8	49 to 58 yrs 8.2%

opinion about work overload

Opinion	No. of responses	Percentage
Yes	25	50
No	5	10
At times	17	34
Never	3	6
Total	50	100

Interpretation

50% of the respondents feel work overload, 34% employees feel workload sometimes, 10 % do not feel workload and 6% respondents never felt workload.

Opinion about work culture supportive

opinion	No. of respondents	Percentage
Mostly	20	40
Rarely	22	44
Sometimes	8	16
Not at all	0	0
Total	50	100

Interpretation

44% employees feel that work culture rarely support the organization, 40% feel that mostly work culture supportive and 16% feels work culture sometimes supportive

Chi-square test-1

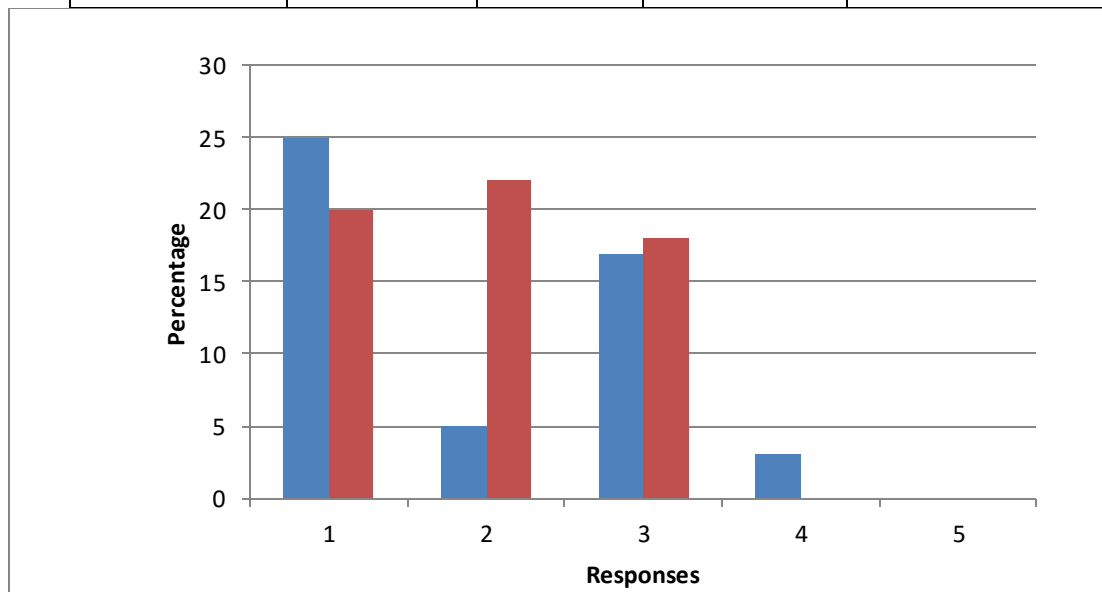
Relationship between work overloaded and work culture

Responses of Work overload	Response of the Work culture
25	20
5	22
17	8
3	0
50	50

Using chi-square test applying the formula $(O-E)^2/E$

H0: There is a goodness of fit between work overloaded and work culture

O	E	O-E	$(O-E)^2$	$(O-E)^2/E$
25	20	5	25	1.25
5	22	17	289	13.14
17	8	9	81	10.125
3	0	0	0	0
			Total	24.515



Degree of freedom= $n-r-1$

= $4-0-1 = 3$

Level of significance - 5%

Table value = 7.815

Interpretation

Calculated value is greater than the table value, therefore there is no goodness of fit between works overloads and work culture.

Opinion about the convenience of working hours

Responses	No. of responses	Percentage
Agree	17	34
Disagree	4	8
Strongly Agree	18	36
Strongly Disagree	11	22
Total	50	100

Interpretation

36% of the employees strongly agree that working hours is convenient and 34% of the employees agree with the working hours is convenient. While 30% of the employees strongly disagree with the convenience of working hours.

Opinion about working condition

opinion	No. of responses	Percentage
Good	10	20
Very Good	5	10
Average	15	30
poor	20	40
Total	50	100

Interpretation

40% respondents are bad opinion about working condition, 30% respondent opinion that working condition is average, 20% of the employees have the opinion that the working condition is good and 10% have the opinion that the working condition is very good.

Chi-square test-2

Relationship between working condition and working hours

Responses of Working condition
10
5
15
20
50

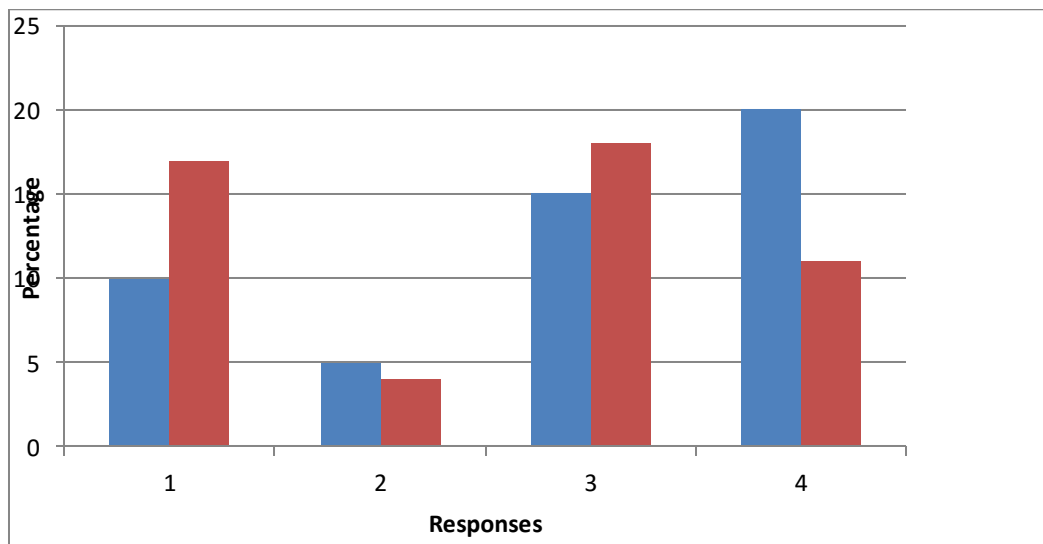
Responses of the convenience in Working hours
17
4
18
11
50

Using chi-square test applying the formula $(O-E)^2/E$

H0: There is a goodness of fit between working condition and working hours

O	E	O-E	$(O-E)^2$	$(O-E)^2/E$
10	17	7	49	2.88
5	4	1	1	0.25

15	18	3	9	0.5
20	11	9	81	7.36
			Total	10.99



Degree of freedom= $n-r-1$

= $4-0-1 = 3$

Level of significance - 05%

Table value = 12.835

Interpretation

Calculated value is less than the table value, therefore there is goodness of fit between working condition and working hours.

FINDINGS

- The employees are satisfied with the present job condition.
- There are different type of stress found among the employees like mental stress, emotional stress, physical stress etc..
- The stress which affects physical health is blood pressure, loss of interest in work, problem for sleeping etc.
- Headache is a type of stress found most among employees.

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..
- Workers can practice yoga meditation etc helps to reduce stress and strain.

Counselling can be promoted which help a person feel relief from emotional distress which develops more self-assurance, having a greater ability to make decisions and experience an increased comfort in relationship with others.

CONCLUSION

Stress is a condition or feeling expressed when a person perceives that demand exceeds the personal and social resources of the individual. Stress management helps employees to reduce pain and become healthier. The superior should be careful to bring the workers take necessary steps to remove stress. Stress of the worker can be reduced by cultivating a social climate, proper communication between the worker and superior. 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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