

A Study on Work Stress and Its Management Among Bank Employees A Case Study of Selected Public and Private Banks in Bagalkot.

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Abstract:

Stress is a burning issue in modern society. Each and everybody suffer from stress. Basically, stress is the strain from the conflict between our external environment and us, which leads to emotional and physical pressure. Banking, like other services, has become one of the highly competitive sectors in India. The banking organizations since the beginning have been facing greater challenges in terms of technological revolution, service diversification and global banking. Banking industry today is amongst ten most stressful industries as per ASSOCHAM (Association of Chambers of Commerce of India). Present research aims to know about stress and stress management practices among selected public and private bank employees at Bagalkot.

Key Words: Stress, Stress Management Practices, Public and Private Banks, Physical and Mental Pressure etc.

Introduction:

Stress in the current scenario is considered to be universal and people in almost all walks of life experience stress to a very great extent. In fact, no one is immune to stress. It is a natural human response to its environment. Stress has become significant due to dynamic social factor and changing needs of life styles. Stress is man's adaptive reaction to an outward situation which would lead to physical, mental and behavioral changes. In fact, moderate levels of stress are considered essential motivators. However, high levels of stress have the capacity to greatly impact physical and emotional health, not all stresses are destructive in nature. Appropriate amount of stress can actually trigger passion for work, tap latent abilities and even ignite inspirations. Stress can make a person productive and constructive, when it is identified and well managed.

Review of selected literature:

Review of literature paves way for a clear understanding of the areas of research already undertaken and throws a light on the potential areas which are yet to be covered.

Many scholars have been attempted to study on contemporary issues of work stress and its management. In view of this here an attempt is made to present some selected literature to justify the present research problem.

Stevenson, Anne and Harper, Sarah (2006), investigated the possible effects of workplace stress in academics on the student learning experience at Scottish Higher Education Institute. For their study, he collected primary data by framing a questionnaire. The questionnaire covered the background information, general attitudes, support from colleagues, perceived stress levels, perceived stressors, and perceived effects of stress and positive aspects of stress. For their analysis, he used the statistical package for social scientists where frequencies, cross-tabulations and tests for significance were calculated. Qualitative data were analyzed using content analysis. For their study, he conducted this survey in 1994 and for the follow up the same survey was repeated in 2003. They found significant changes in a decade. They concluded that stress had positive as well as negative impact on the student learning experience. Over half of the respondents considered themselves to be considerably or extremely stressed which ultimately had a negative impact on the student learning experience.

Joshi, Vijay and Goyal, K.A. (2012), made an effort to study stress management among bank employees with reference to mergers and acquisitions. The study focused on the identification of various stressors that increases the level of stress among employees. The stressors which were identified in the study were uncertainty, insecurity, fears concerning job loss, job changes, compensation, changes in power, status, prestige, workload, working hours, technological problem at work, inadequate salary, time for family job worries at home group differences and communication. The findings suggested that employee's satisfaction should be the first priority of banks so that desired targets can be achieved.

Garg, Rachita and Shukla, Harish (2013), attempted to study the reasons of stress among the bank employees and the ways used by employees to cope with the stress generated at workplace. They used primary as well as secondary data for their study. They found that majority of employees in banks are stressed. The stressed employees also try to find a solution to relieve them from stress. They suggested various strategies such as encouraging and appreciating employees, job rotation, job enrichment, decentralization, cracking jokes, playing games, guidance and counseling, quality consciousness awareness programs, psychological support and many more to minimize stress. They also suggested five day week working so that the employees can get more time for themselves and their family and discharge other social responsibilities.

Ayyappan & M.SakthiVadivel (2013) conducted a study on "The Impacts of Occupational Stress of Selected Banking Sector Employees in Tamilnadu". The study analyzed the level of stress faced by bank employees who are under different categories

from both public and private sectors of selected banks in Tamilnadu. The study indicates the impact of occupational stress on the public sector bank employees ranged between 35 and 146 with an average of 81.35 and remaining 26.7 per cent of the respondents are employees from private sector bank employees ranged between 35 and 146 with an average of 73.3125. The study arrives at a conclusion that the banking sector employees should adopt new coping strategies for maintaining good physical and mental condition which will improve productivity level of the bank.

G., Gopika (2014), attempted to study the experience level of employees and the relative effect of experience on stress level changes. The primary aim of the study was to analyze the level of stress among the bank employees. Sample size of his study was 100 private and public sector banks in Ernakulam. Pilot testing was conducted. Questionnaire was designed. Employees were interviewed so that information on their perception about their organization could be collected and the problems which they face both directly and indirectly in the discharge of their responsibilities could be identified. Various factors which cause stress were identified such as work overload, lack of rewards and lack of autonomy. He suggested that the psychological well-being and health of the employees should be enhanced to increase the overall productivity of the organization.

Statement of the problem:

Any research requires a proper understanding of the problem. A well defined problem is “half work done”. Statement of the problem is the section, where the reason for taking up a particular topic for research is justified.

Banking sector is one of the highly competitive sectors in India. In the present and past decades, banks have been facing greater challenges in terms of globalization efforts, liberalization policies, technological revolution, service diversification etc. this had created stressful atmosphere to the employees working in the sectors. The reason behind choosing this topic is human resources are the most important resource of every organization. They should feel free while working. Any kind of stress or pressure directly affects their performance as well as performance of the organization. As the competition is increasing day by day, employees stress is also increasing. Almost each and every employee wants the luxurious life, high income, promotion etc. So there will be lot of burden on them to achieve work related targets.

This will increase the stress among the employees. Every organization has strong competition with each other, hence wants greater productivity with proper utilization of resources, high scale and high profit. The purpose behind the study is to find out key factors which are responsible for creating the stress, effects of stress and also propose remedies to control stress among employees of public and private banks.

Objectives:

1. To study the nature of job stress among public and private bank employees.
2. To study the various causes of stress among public and private bank employees.
3. To identify different methods and techniques to reduce job related stress.

RESEARCH METHODOLOGY:

The study is explorative as well as descriptive in nature.

Sources of Data:

The study is based on both primary and secondary data. Primary data is collected from the field survey through self structured questionnaire to the employees of public and private sector banks.

The secondary data is collected from books, journals, academic reports, from library, web portal, records from the banks and RBI Bulletins etc.

Sample Design:

The study has planned to adopt cluster sampling method to select the public and private bank branches in Bagalkot. Further the study has planned to select 05 public sector bank branches and 05 private sector bank branches. From each branch 05 employees are selected by adopting simple random sampling method and the study has planned to select all types of employees for the purpose of collecting information adequately relating to work stress and its management without bias. Hence, the sample size of the employees is 50.

For analyzing the data, the simple average percentage method had been used here.

Data Analysis and Interpretations:

Table 01: Employees opinion towards present job.

Opinion about current job	Respondent Bank		Total
	Public	Private	
Highly Satisfied	00 (0%)	04 (16%)	04 (08%)
Satisfied	21 (84%)	21 (84%)	42 (84%)
Neutral	04 (16%)	00 (0%)	04 (08%)
Dissatisfied	00 (0%)	00 (0%)	00 (0%)
Highly Dissatisfied	00 (0%)	00 (0%)	00 (0%)
Total	25 (100%)	25 (100%)	50 (100%)

Source: Field Survey.

It can be inferred from the table above that the opinion towards present job of public and private banks are evenly poised. 08% of the total respondents opined that they are highly satisfied with present job. 84% of the total respondents opined that

they are satisfied with present job. 08% of the total respondents opined that they are neutral about present job. It shows that majority of the respondents are satisfied with their present job.

Table 02: Response towards enjoyment with their job.

Response towards enjoyment with their job.	Respondent Bank		Total
	Public	Private	
Yes	17 (68%)	25 (100%)	42 (84%)
No	08 (32%)	00 (0%)	08 (16%)
Total	25 (100%)	25 (100%)	50 (100%)

Source: Field Survey.

From the above table it can be indicated that majority of the total respondents (i.e 84%) were opined that they will enjoy what they will do at their job and 16% of total respondents responded that they will not enjoy their work.

Table 03: Employees opinion towards safety of working environment.

Opinion towards safety of working environment.	Respondent Bank		Total
	Public	Private	
Yes	19 (76%)	25 (100%)	44 (88%)
No	06 (24%)	00 (0%)	06 (12%)
Total	25 (100%)	25 (100%)	50 (100%)

Source: Field Survey.

From the above table it can be indicated that majority of the total respondents (i.e 88%) were opined that the working environment is safe and 12% of total respondents responded that the working environment is not safe.

Table 04: Response towards relationship with co-workers

Response towards relationship with co-workers	Respondent Bank		Total
	Public	Private	
Good	25 (100%)	25 (100%)	50 (100%)
Bad	00 (0%)	00 (0%)	00 (0%)
Can't Say	00 (0%)	00 (0%)	00 (0%)
Total	25 (100%)	25 (100%)	50 (100%)

Source: Field Survey.

It can be inferred from the above table that all the respondents have good relationship with their co workers.

Table 05: Feeling about more work to do than practical ability.

Feeling about more work to do than practical ability	Respondent Bank		Total
	Public	Private	
Not at all	04 (16%)	01(4%)	05 (10%)
Rarely	02 (8%)	11 (44%)	13 (26%)
Sometimes	14 (56%)	13 (52%)	27 (54%)
Often	01 (4%)	00 (0%)	01 (2%)
Very Often	04 (16%)	00 (0%)	04 (8%)
Total	25 (100%)	25 (100%)	50 (100%)

Source: Field Survey.

It can be can be inferred from the table above that the feeling about more work to do than practical ability of public and private banks are evenly poised.10% of the total respondents opined that they not at feel there is more work to do than their practical ability.26% of the total respondents opined that they rarely feel there is more work to do than their practical ability. 54% of the total respondents opined that they sometimes feel and only 02% of the total respondents opined that they often feel and 08% of the total respondents opined that they very often feel there is more work to do than their practical ability.

Table 06 Employees opinion about Stress during the work.

Employees opinion about Stress during the work.	Respondent Bank		Total
	Public	Private	
Yes	11 (44%)	06 (24%)	17 (34%)
No	00 (0%)	00 (0%)	00 (0%)
Sometimes	12 (48%)	19 (76%)	31 (62%)
Always	02 (8%)	00 (0%)	02 (4%)
Total	25 (100%)	25 (100%)	50 (100%)

Source: Field Survey.

From the table above it is clear that majority of the total respondents I.e 62% feel that they sometimes got stressed during their work.

Table 07: Employees opinion about causes that may lead to get stressed

Opinion about causes that may lead to get stressed	Respondent Bank		Total
	Public	Private	

Work Environment	15 (60%)	06 (24%)	21 (42%)
Family Responsibility	01 (4%)	00 (0%)	01 (2%)
Time limit Events	09 (36%)	19 (76%)	28 (56%)
Total	25 (100%)	25 (100%)	50 (100%)

Source: Field Survey.

The above table clearly shows that 42% of total respondents opined that work environment may lead to get stressed and 02% of total respondents opined that family responsibility leads to get stressed and 56% of the total respondents opined that time limit events leads to get stressed. As per the opinion of employees the time limit event is the major cause to get stressed.

Table 08: Employees response towards weather they took individual decision.

Response towards weather they took individual decision.	Respondent Bank		Total
	Public	Private	
Yes	15 (60%)	18 (72%)	33 (66%)
No	10 (40%)	07 (28%)	17 (34%)
Total	25 (100%)	25 (100%)	50 (100%)

Source: Field Survey.

It can be can be inferred from the table above that 66% of the total respondents opined that they had been let to free to take individual decision, and rest of the respondents are not given the chance to take individual decision.

Table 09: Employees response towards weather stress affects their job performance and profession

Response towards weather stress affects their job performance and profession.	Respondent Bank		Total
	Public	Private	
Yes	12 (48%)	07 (28%)	19 (38%)
No	8 (32%)	05 (20%)	13 (26%)
Sometimes	5 (20%)	13 (52%)	18 (36%)
Total	25 (100%)	25 (100%)	50 (100%)

Source: Field Survey.

The above table clearly shows that 38% of total respondents opined that stress affects their job performance and profession. 26% of total respondents opined that stress will not affect their job performance and profession. 36% of total respondents opined that sometimes stress affects their job performance and profession.

Table 10: Employees response towards health problems related to the pressure or stress at work.

Response towards health problems related to the pressure or stress at work.	Respondent Bank		Total
	Public	Private	
Yes	13 (52%)	5 (20%)	18 (36%)
No	12 (48%)	20 (80%)	32 (64%)
Total	25 (100%)	25 (100%)	50 (100%)

Source: Field Survey.

It can be can be inferred from the table above that 36% of the total respondents opined that they are suffering from health problems related to the pressure or stress at work and 64% of the total respondents opined that they are don't have any health problems related to the pressure or stress at work.

Table 11: Employees response towards consequences of stress.

Response towards consequences of stress.	Respondent Bank		Total
	Public	Private	
Physical ailments	7 (28%)	0 (0%)	7 (14%)
Mental disorders	7 (28%)	04 (16%)	11 (22%)
Behavioral changes	7 (28%)	12 (48%)	19 (38%)
Low productivity	4 (16%)	09 (36%)	13 (26%)
Total	25 (100%)	25 (100%)	50 (100%)

Source: Field Survey.

It can be can be inferred from the table above that 14% of the total respondents opined that Physical ailments are consequences of stress. 22% of the total respondents opined that Mental disorders are consequences of stress. 38% of the total respondents opined that Behavioral changes are consequences of stress. 26% of the total respondents opined that Low productivity is consequences of stress.

Table 12: Employees response towards that they would have done much better on the job if the conditions were changed.

Response towards that they would have done much better on the job if the conditions were changed.	Respondent Bank		Total
	Public	Private	
Yes	19 (76%)	23 (92%)	42 (84%)

No	06 (24%)	02 (8%)	8 (16%)
Total	25 (100%)	25 (100%)	50 (100%)

Source: Field Survey.

It can be can be inferred from the table above that 84% of the total respondents opined that they could do much better on the job if the conditions were changed. and rest of the respondents (16%) opined that there is no difference if the conditions were changed.

Table 13: Employees response towards that they ever gone through stress management programme.

Do you ever gone through stress management programme.	Respondent Bank		Total
	Public	Private	
Yes	12 (48%)	01 (04%)	13(26%)
No	11 (44%)	18 (72%)	29(58%)
Sometimes	02 (08%)	06 (24%)	08(16%)
Total	25 (100%)	25 (100%)	50 (100%)

Source: Field Survey.

From the table above it is clear that majority of the total respondents I.e 58% have never gone through stress management programmed. Only 26% have gone through stress management programmed.

Table 14: Employees response towards best stress prevention method that they recommend.

Response towards best stress prevention method that they recommend.	Respondent Bank		Total
	Public	Private	
Time management	04 (16%)	04 (16%)	08 (16%)
Realistic Goal Setting	00 (0%)	04 (16%)	04 (08%)
Physiological Fitness	02 (8%)	00 (00%)	02 (04%)
All of the Above	19 (76%)	12 (48%)	31 (62%)
None of the above	00 (0%)	05 (20%)	05 (10%)
Total	25 (100%)	25 (100%)	50 (100%)

Source: Field Survey.

It can be can be inferred from the table above that 16% of the total respondents opined that, Time management is best stress prevention method. 08% of the total respondents opined that realistic goal setting is the best stress prevention method. 04% of the total respondents opined that physiological fitness is best stress prevention method. 62% of the total respondents opined that all of the above methods are best stress prevention methods. 10% of the total respondents opined that none of the above is best stress prevention method. Majority of the respondents feels above all methods should be adopted for prevention of stress.

Table 15: Employees response towards best stress relief method that they have seen working in their organization?

Response towards best stress relief method that they have seen working in their organization.	Respondent Bank		Total
	Public	Private	
Entertainment	01 (04%)	06 (24%)	07 (14%)
Social support network	02 (08%)	00 (00%)	02 (04%)
Participative and interactive sessions with employers	05 (20%)	09 (36%)	14 (28%)
All of the above	17 (68%)	10 (40%)	27 (54%)
None of the above.	00 (0%)	00 (00%)	00 (00%)
Total	25 (100%)	25 (100%)	50 (100%)

Source: Field Survey.

It can be can be inferred from the table above that 14% of the total respondents opined that, entertainment is best stress relief method. 04% of the total respondents opined that, social support network is best stress relief method. 28% of the total respondents opined that, participative and interactive sessions with employers are best stress relief method. 54% of the total respondents opined that, all of the above methods are best stress relief methods.

Conclusion:

This study has led to conclude that that majority of the respondents are satisfied with their present job and enjoy what they will do at their job. They also feel that the working environment is safe. Most of the employees feel that behavioral changes are the main consequence of stress. According to them Time management, Realistic Goal Setting, and Physiological Fitness methods should be adopted in order to prevent stress. Along with that Entertainment, Social support network, Participative and interactive sessions with employers etc are best stress prevention techniques. To sum up it can be said that employees in both public and private sectors face moderate levels of stress, of which they are subject to time limit events the most and family responsibility the least. 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.

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