

"A STUDY ON STRESS AMONG THE EMPLOYEES OF PRIVATE SECTOR BANK"

Navnindra Kumari & Prof. Ram Milan

*Research Scholar, Department of Commerce, University of Lucknow, Lucknow, UP.

**Professor, Department of Commerce, University of Lucknow, Lucknow, UP.

Received: June 13, 2018

Accepted: July 24, 2018

ABSTRACT

Stress is very unexceptional nowadays. It has become a part of lifestyle. From adult to child, individual to group, it has affected each and every person. Stress has become a permeating issue of everyone's life in this contemporary world, which is often contemplated as a world of achievement has become a world of stress. Optimum stress is essential for performing well in one's job, but once stress exceeds a certain limit it can cause burnout which affects the work performance. The banking organization, have been facing greater challenges in terms of technological revolution, service diversification and global banking. Stress is unavoidable on the part of the employees as the systems, procedures; techniques are getting complicated with the use of advance technology. This study investigated the effects of stress on employee's performance in banks. The study also revealed that the effects of stress on employees' performance existed in the form of mental tiredness, high blood pressure and increased use of medication. The study recommended that stress management should be enhanced in terms of regular training, openness and understanding among the employees.

Keywords: Stress, Banks, Work performance, Employees

INTRODUCTION

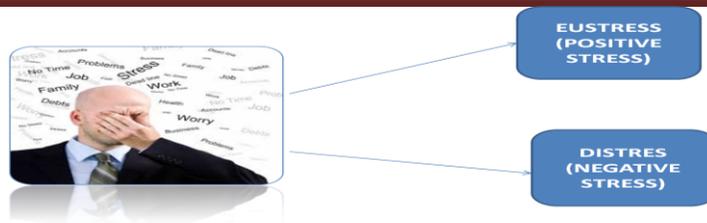
Banking sector is conjectured as a core and barometer of the financial system. As a stanchion of the economy, this sector plays a cardinal role in the economic development of the country. Over the decade, the banking sector has gone through some vast revamps. With the expansion of business activities of the private banks, re-entry of foreign banks, strict regulatory and disclosure requirements and increased minimum paid up capital, increased automation, and core banking systems shall have a notable effect on the banks employees. Employees are greatest resource of any organization. Over work load, lack of support, work life imbalances creates stress in employees which adversely affect their work and the organization also.

Stress is an inexorable auxiliary of organizational life. Stress is the psychological and physiological reaction that takes place when one adjudges a disparity in the level of demand placed on the potential to meet that demand on individuals. Stress can make a person productive and constructive, when it is discerned and well contrived. Stress refers to the strain from the conflict between our external environment and us, leading to emotional and physical adversity. Corporate India is finally waking up to the fact that a lot of human potential is being drained away because of stress and burn out.

Stress could have a positive effect on employees of any organization but that is only to the extent to which an employee can cope with it; however when it exceeds the bearable limits, it obviously results to negative effects on employees. Stress can arise as a result of dealing with something that places extraordinary or unusual demands on us. Such things as excessive workload, poor understanding or working relationship with superiors, working late with little or no time to rest, and so on place special demands on employees and serve as threats to the health. These issues can be referred to as stressors. They are factors that exert unnecessary pressure on employees and culminate as stress. Workplace stress is the detrimental physical and emotional retaliation that occurs when there is a poor match between job demands and the capabilities, resources, or needs of the worker. These conditions may lead to poor work performance or even injury.

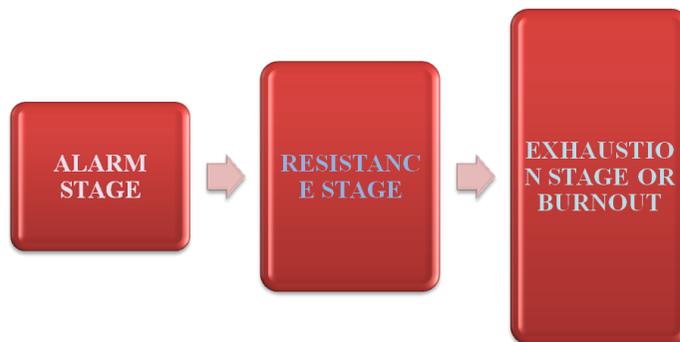
KINDS OF STRESS

Stress may be two types. The first type is created by desirable and pleasurable situation such type of stress are known as eustress. eg unexpected salary hike and promotion of an employees to a higher position. The second type is created by undesirable situation such type of stress are known as distress, E.g. work pressure and long working hours. Distress is considered harmful for employees and organization.



STAGES OF STRESS

There are three stages of stress: the alarm, resistance and exhaustion stages. The alarm stage is also known as the fight or flight stage. When you're in the alarm stage, your heart beats faster, sending more blood to your arms and legs in case you need to fight or flee. If stress continues the resistant stage begins. During this stage the body adapts the output from the adrenals in an attempt to maintain a higher level of productivity for longer. Essentially your body starts to pace itself as though it's in a race. At this stage the body has run out of its natural energy resources and immunity is extremely low. This is often referred to by herbalists as adrenal exhaustion. You may notice fatigue which you can't shake, anxiety, depression and recurring infections.



II. LITERATURE REVIEW

Priyanka Das¹, Alok kumar Srivastav (2015): They have identified that banks must manage people at work and treat them with respect and give value to their contribution to the organization in order to improve physical work environment. They concluded that the level of stress among the select public sector banks is found to be limited and if the necessary action taken by the management that will help to relieve the stress of the employees which will help the banks to achieve the goals.

B.Kishori & B.Vinothini (2016): The authors have found that productivity of the work force is decisive factor for the success of an organization is concerned. In an age of highly dynamic and competitive world, an employee is exposed to all kinds of stressors that can affect them on all realms of life. The researcher intended to study the impact of occupational stress on nationalized bank employees.

Ementa, Christiana Ngozi (2015): The study looked into the bank secretaries' perceived causes showed that bank secretaries consider most of the work functions as causes of stress in the workplace, and these stressors has great effect on their performance, and have considered a number of factors as effective strategies experience a lot of work stress as they carry out their administrative and clerical functions in the bank. The study further revealed that gender; work experience and marital status do not significantly affect respondents' mean rating on causes of stress, effect of the stressors to performance and effective coping strategies. Since stress is unavoidable in work life, it is obvious that the bank secretaries must go through a form of stress to accomplish office tasks, efforts towards effective management of stress is paramount.

Mrs. Caral Lopes, Ms. Dhara Kachalia (2016): They have conducted the study on private and public sector banks. They have shown that the technological growth has revolutionized the way banking sector works and the competition is globalised nowadays because of the economic condition. The level of stress faced by the employees in banking sector is also growing rapidly.

The study found that there is a significant relationship between type of the banks, age, gender and education, job, role, interpersonal relationship and impact of occupational stress. So the banking sector employee should adopt new coping strategies for maintaining good physical and mental condition to improve productivity.

Manjunatha MK &Dr. T.P. Renukamurthy (2017): The study finds that the stress in the workplace has become the black plague of the present century. The performance of the employee is the most important factor as far as the success of the banking industry. This in turn is dependent on the well-being of the employees. Stress can make an individual, productive, constructive and well managed positive attitude and meditation will be helpful for coping the stress. There are various ways for managing stress, such as Breathing exercises, Progressive relaxation, Stretching exercises, Walking and sleeping. Hence, it will be successful if it makes distress. It enhances the psychological well-being and health of the employees.

III. OBJECTIVES OF THE STUDY

1. The primary aim for the study is to analyze the job stress among the employees of ICICI bank in Lucknow.
2. To analyze what is the outcome of stress on work factors (e.g., morale, job satisfaction, task effort, organizational commitment, etc) when people are under high stress.
3. To discern disparate methods and techniques to truncate job-related stress.

IV. RESEARCH METHODOLOGY

A] POPULATION

The population selected for this particular study is employees from ICICI Bank in Lucknow. Questionnaire were distributed and collected personally by the researcher.

B] RESEARCH DESIGN

The study is explorative as well as descriptive in nature.

C] SAMPLE DESIGN

The particulars of sample design,

1. TYPE OF UNIVERSE: Finite.
2. SAMPLING UNIT: Lucknow
3. SOURCE LIST: ICICI Bank Employees
4. SIZE OF SAMPLE: 50
5. PARAMETER OF INTEREST: In estimating the number of persons being stressed in their jobs.

D] TOOL OF DATA COLLECTION

A pilot testing was conducted inceptively by orchestrating the questionnaire on respondents. The information was collected from the bank employees at all the levels. Interviews were conducted with the employees for garnering information on their perception about their organization and the problems which they face both directly and indirectly in effectuate their responsibilities. The respondents were questioned on the issues affecting the stress levels of the employees, impact of family pressures on their work, expectations from their roles, up to what extent they are satisfied and possible suggestions for overcoming the afflictions of stress by assessing the individual demarche and organizational demarche.

E] SOURCES OF DATA

The study will consist of both primary and secondary data. The primary data was collected by direct interview through questionnaire. The secondary data was collected from research publications, standard journal and periodicals including the government organizations and from respective records about the job related occurrence.

F] RESEARCH INSTRUMENT-QUESTIONNAIRE METHOD

The instrument will be administered in the workplaces of each group. Data will be collected from the employees. Data will be collected using a structured questionnaire, which will be distributed in the workplace to employees of ICICI Bank in Lucknow.

G] ANALYSIS OF DATA

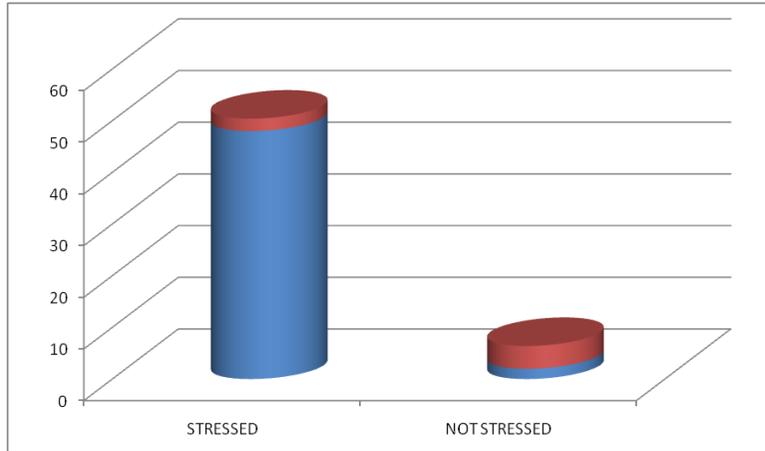
The data will be analyzed to determine any differences between the stress levels of employees and their impact on reducing stress.

V. RESULTS AND DISCUSSIONS

This paper also includes an analysis of data collected by representing it in tabular form along with interpretations. The information collected was analyzed for arriving at proper conclusion on the topic.

TABLE SHOWING % OF RESPONDENTS WHO FEEL THEY WERE STRESSED

Category	% of Respondents
Stressed	96
Not Stressed	04

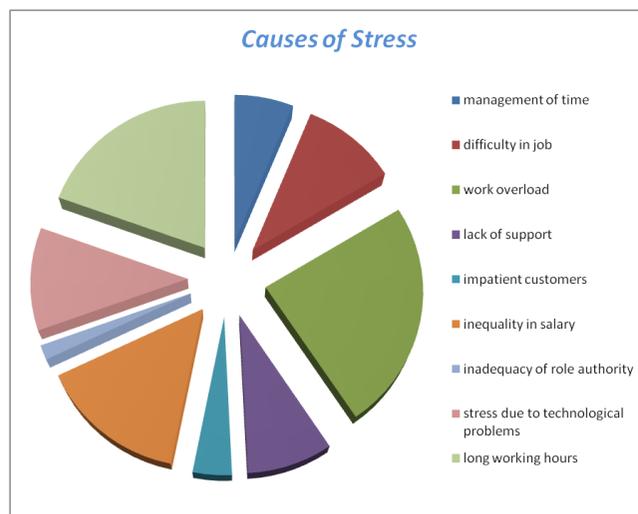


Inference

From the above table and graph, it is indicated that majority of the respondents working in private sector bank were stressed, whereas only few respondents felt that they were not stressed.

TABLE SHOWING CAUSES OF STRESS

CAUSES OF STRESS	% OF RESPONDENTS
Management of Time	08
Difficulty in Job	13
Work Overload	31
Lack of Support	11
Long Working Hours	25
Impatient Customers	05
Inequality in Salary	19
Inadequacy of Role Authority	02
Stress due to Technological Problems	14



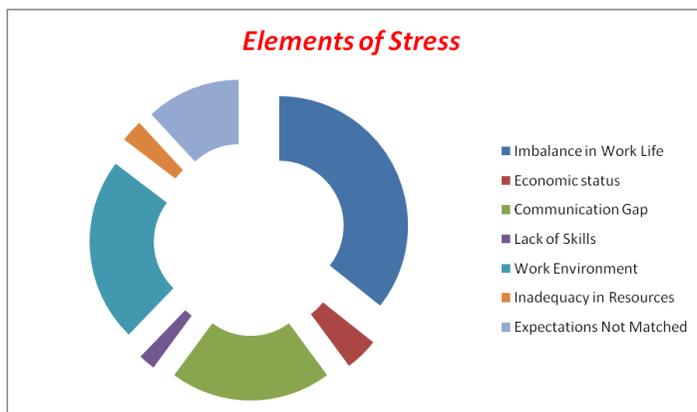
Inference

From the above table and graph, it is inferred that major causes of stress among the bank employees are excess of work load (31%) and long working hours in office (25%). Hence it was found that employees felt that they were facing severe work pressure, as they were expected to handle multiple roles and

responsibilities. Time stress is created by real or imaginary deadlines; encounter stress because of inequality in salary and lack of support from the management and colleagues.

TABLE SHOWING VARIOUS ELEMENTS OF STRESS

ELEMENTS OF STRESS	% OF RESPONDENTS
Imbalance in Work Life	51
Economic status	06
Communication Gap	29
Lack of Skills	03
Work Environment	33
Inadequacy in Resources	04
Expectations Not Matched	17

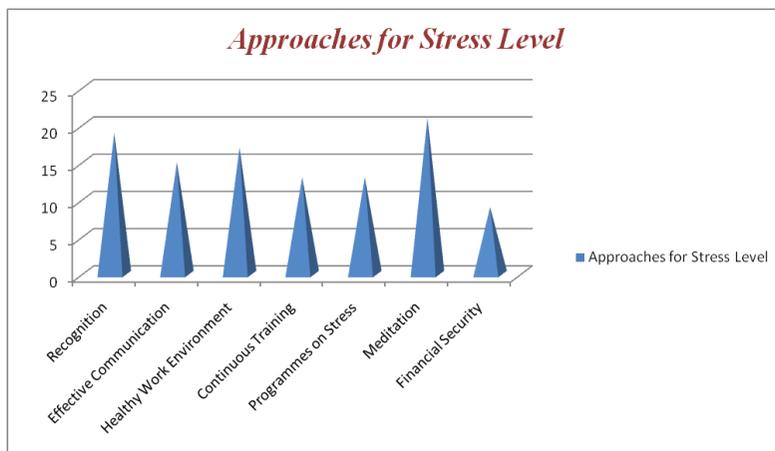


Inference

The above table and graph depicts the various elements related to stress; work life imbalance is one of the major elements which contribute to stress for an employee. This can be regarded as a factor building up stress because a lot of employees complained that they were unable to balance both the personal and professional fronts successfully. Extra work pressures and demands from work environment at times led to neglect of personal front.

APPROACHES FOR HANDLING THE STRESS LEVEL

APPROACHES OF STRESS	% OF RESPONDENTS
Recognition	19
Effective Communication	15
Healthy Work Environment	17
Continuous Training	13
Programmes on Stress	13
Meditation	21
Financial Security	09



Inference

From the above table and graph, it is interpreted that Meditation form an integral part of the science of Yoga, has a direct, positive impact on the mind of employees. Moreover, around 19% of the respondents expected that they required recognition as acknowledging people's value is especially important in times of stress. Based on the analysis; the initiatives taken by the banks to reduce stress are by providing healthy work environment, continuous training, proper communication and conducting effective stress management programmes.

VI. FINDINGS OF STRESS

- ✚ About 96 % of the respondents believed that they face high level of stress, which may be due to both professional and personal reasons.
- ✚ The respondents were overburdened with work load in their work place and the long working hours create stress among the employees.
- ✚ Imbalance in work life is one of the major elements which contribute to stress for an employee.
- ✚ One of the ICICI Bank branch provides free lunch to their employees daily.
- ✚ The researcher identified few approaches for effectively handling stress. Meditation was found to be the integral part of life to reduce stress.

VII. REPERCUSSION OF STRESS

- ❖ Physical problems and health problems like heart diseases, high blood pressure, arthritis, increased frequency of drinking and smoking, cardiovascular, gastrointestinal, endocrine and other stress related disorders.
- ❖ Psychological and behavioural problems: psychological problems like mood swings, inferiority complex, widespread resentment, reduced aspirations and self esteem, reduced motivation and job skills,
- ❖ Organizational: job dissatisfaction, behavioural problems, production turn over, increased absenteeism, increased accidents, lower productivity.

VIII. SUGGESTIONS

- Training is a key variable in human resource development strategy of the Bank. Training system not only addresses the needs in the areas of knowledge and skills but also looks at the need for change in the stress level of employees.
- Employees being the vital resources for the organization should be properly motivated and kept abreast with the latest technology and sophisticated practices related to work.
- Maintain employee skills recognition, welfare, reward systems properly.
- Adequate role clarification to be made whenever necessary to eliminate role ambiguity.
- Introduce 'Pranayam' (Brain Stilling and control of Vital Force) as a holistic managerial strategy to deal with occupational strategy.
- If we enhance the psychological wellbeing and health of the employees, in the coming future the organization would make more revenue as well as employee retention.
- Professional help and effective stress management programmes if implemented carefully can help in minimizing workplace stress and overcoming all the obstacles in the growth of banking industry.
- Employers should provide a stress free work environment, recognize where stress is becoming a problem for staff, and take action to reduce stress.
- Provide counseling on work related and personnel problems and support from a team of welfare health and counseling staff.

IX. CONCLUSION

Stress, in the present scenario has become a deep rooted evil which needs to be uprooted. Stress itself is a problem which in turn gives birth to a number of problems. The efficiency of the workforce is the most decisive factor in the growth of any organization. Efficiency of a workforce is interdependent with the 'health' and 'inner peace' of an employee. Giving more importance to work and less to health and family is the main cause behind this workplace stress.

The purpose behind the study is to find out the key factors responsible for creating the level of stress. In addition to this the researcher also studies the causes of stress. This study would help the bank management as well as the employees to identify the factors causing stress and coping strategies to be followed.

The following important conclusions were drawn from the study:

- The banking organizations, since the beginning of the decade, have been facing greater challenges in terms of technological revolution, service diversification and global banking. This will lead to arising of stress among employees.
- One of the greatest challenges facing by the banking industry today is the requirement of motivated, stress-free work force.
- Improving stress prevention is a positive action that contributes to a better health of employees and generates great organization efficiency and performance.
- Stress experienced by one employee can affect the security of other employees also.
- Reduction or elimination of stress is necessary for psychological and physical well-being of an individual.
- The job nature of banking employees is very tedious as it involves the direct customer interaction at all levels.

X. REFERENCES

- International Journal of Science and Research (IJSR) ISSN: 2319-7064, Volume 4 Issue 7, July 2015.
- B. Kishori &B. Vinothini, A Study on Work Stress among Bank Employees in State Bank of India with reference to Tiruchirapali. International Journal of Management and Commerce Innovations ISSN 2348-7585 (Online) Vol. 4, Issue 1, pp: (201-203), Month: April 2016- September 2016, Available at: www.researchpublish.com.
- Ementa, An International Multidisciplinary Journal, Ethiopia Vol. 9(3), and Serial No. 3, 8 July, 2015:88-98 ISSN 1994-9057 (Print) ISSN 2070-0083 (Online).
- Mrs. Caral Lopes &Ms. Dhara Kachalia, Impact of job stress on employee performance in banking sector, International Journal of Science Technology and Management, Vol.No.5,Issue No.03, March 2016, ISSN 2394-1537.
- Manjunatha M K &Dr. T.P. Renukamurthy, Stress among Banking Employee- A Literature Review. International Journal of Research- Granthaalayah ISSN-2350-0530(O), ISSN- 2394-3629(P), Vol.5, Issue 1, January 2017.
- Mrs.N.Sujatha &Dr. D.Venkatarama Raju, Stress Management of Employees Working in MNC's of Chennai city. IJEMR –March 2013-Vol 3 Issue 3 - Online - ISSN 2249-2585 - Print - ISSN 2249-8672.
- Anuj Goel & Akshita Kamboj, A Study on Stress Management among the Employees of Nationalised Banks. Journal of Commerce and Trade April 2014 Vol. IX No.1 ISSN: 0973-4503 RNI: UPENG 2006/17831.
- Arti Vajpai, A STUDY ON STRESS MANAGEMENT AMONG THE EMPLOYEES OF NATIONALISED BANKS. International Journal for Technological Research in Engineering ISSN (Online): 2347 - 4718 International Conference on Emerging Technologies in Engineering, Biomedical, Medical and Science (ETEBMS - 16) www.ijtre.com Copyright 2016.All rights reserved.
- Rahul Sharma, Sangeeta Jauhari, Vijay Singh, Stress Techniques and Management: A Review paper. Journal of Literature, Languages and Linguistics www.iiste.org ISSN 2422-8435 An International Peer-reviewed Journal Vol.13, 2015
- Rajendran Jayashree, Stress Management with special reference to Public sector bank employees in Chennai. International Journal of Enterprise and Innovation Management Studies (IJEIMS) Vol. 1 No. 3