

## Managing Stress among Co-Operative Bank Employees in Palakkad district

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### Abstract

Stress Management is getting more and more attention now-a-days, particularly in the financial sectors. There is no such thing like stress-free job. Everyone in their work is exposed to tension and anxiety as they get through the duties assigned to them. Banking industry which is the backbone of the country's economy is not an exceptional one. The job nature of banking employees is very tedious as it involves the direct customer interaction in all levels. This research shows that a large number of bankers are facing high stress because of their job and the reasons behind this stress include long working hours, improper reward system, lack of job autonomy, organizational culture, role conflict etc. and the main reason is lack of management support to employees. The employees can notice a number of symptoms indicating high level stress among them. However, with the help of proper management techniques by management, the bankers stress level can be reduced to great extent. The type of research conducted is 'Causal' as this research explores the effect of one variable over other. It aims to determine the cause-effect relationship between factors causing stress and their impact on banker's personal life and health.

**Key Words** –*Banking sector, Bank Employee, occupational stress, causes of stress, attributes, initiatives.*

### I. INTRODUCTION

A lot of research has been conducted into stress over the last hundred years. Some of the theories behind it are accepted, other are being researched and debated. During this time, there seems to have been something approaching open warfare between competing theories and definitions. Stress is a Common element in any kind of job and persons have to face it in almost every walk of life. Stress has been defined in different ways over the years. Stress is an increasing problem in organizations and often causes adverse effects on performance. Organizational stress arises due to lack of person- environment fit. When organizational stress is mismanaged, it affects the human potential in the organization. It further leads to reduced quality, productivity, health as well as wellbeing and morale of an employee. Job stress can lead to poor health and even injury.

According to ILO (1986) "It is recognized world-wide as a major challenge to individual mental and physical health, and organizational health."

Robbins and sanghi (2006) also contributed "stress is typically discussed in a negative context; it also has a positive value. It is an opportunity when offers a potential gain."

Rubin et al., (2008) contributed the same "Stress is not always negative or harmful and indeed, the absence of stress is death." But it still has destructive impact on employee performance.

According to Usman and is mail (2010) "One of the affected outcomes of stress is on job performance. "So it needs to be studied. Stress is a condition of strain that has direct Bearing on emotions, thought process and physical conditions of a person.

Steers [1981] indicate that, “Occupational stress has become an important topic for study of organizational behaviour for several reasons.”

1. Stress has harmful psychological and physiological effects on employees.
2. Stress is a major cause of employee turnover and absenteeism.
3. Stress experienced by one employee can affect the safety of other employees.
4. By controlling stress, individual and organization can be managed more effectively.

## **II. STATEMENT OF THE PROBLEM**

A study on “Managing Stress among Co-Operative Bank Employees in Palakkad district”.

## **III. OBJECTIVE OF THE STUDY**

1. To analysis the job stress among the banking sector employees in Palakkad district.
2. To examine the effect of stress on work factors (e.g., morale, job satisfaction, task effort, Organizational commitment, etc)
3. To identify different methods and techniques to reduce job-related stress.

## **IV. REVIEW OF LITERATURE**

Sanyo moosa (2009), Stress at work is a moderately new phenomenon of present life style. The nature of work has gone through strong changes over the last century and it is still changing at rapidly speed they have touched almost all profession. Job stress posses threat to physical health. Working at job related stress in the life of organised workers. As a result affect the health of organisation .

Richardson.K.M and Rothsetin.H,R(2005) , in their article titled “Effects of occupational stress management intervention programmes”, provided an empirical review of stress management intervention, employee meta analysis procedures. The result also revealed that relaxation interventions were the most frequent type of interventions. More specific results are the cognitive behavioural interventions produced larger effect than other of interventions.

According to Douglas [1980], stress is defined as any action or situation that places special physical or psychological demand upon a person.

Van Fleet [1988], stress is caused when a person is subjected to unusual situations, demands, extreme expectations or pressures that are difficult to handle.

Cobb (1975) has the opinion that, “The responsibility load creates severe stress among workers and managers.”If the individual manager cannot cope with the increased responsibilities it may lead to several physical and psychological disorders among them.

Brook (1973) reported that qualitative changes in the job create adjust mental problem among employees. The interpersonal relationships within the department and between the departments create qualitative Difficulties within the organization to a great extent.

Miles and Perrault (1976) identifies four different types of role conflict:

1. Intra-sender role conflict
2. Inter sender role conflict.
3. Person- role conflict.
4. Role over load.

## V. METHODOLOGY OF THE STUDY

### A] POPULATION

The population selected for this particular study is employees from Co-operative banks in Palakkad district.

### 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: Palakkad District
3. SIZE OF SAMPLE: 100

### D] TOOL OF DATA COLLECTION

The information was collected from co-operative bank employees at all the levels. Interviews and questionnaire were conducted with the employees for gathering information on their perception about their organization and the problems.

### 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.

## VI. RESULTS AND DISCUSSIONS

**TABLE NO: 1:**  
PERCENTAGE OF RESPONDENTS WHO FELT THAT THEY WERE STRESSED

Category	% of Respondents
Stressed	80
Not Stressed	20

From the table 1, it is indicated that majority of the respondents were stressed, whereas only few respondents felt that they were not stressed.

**TABLE NO: 2:  
 CAUSES OF STRESS**

<b>Causes of Stress</b>	<b>% of Respondents</b>
Work overload	32
Time Management	19
Lack of Support	10
Feeling of Inequality	10
Job Difficulty	17
Personal problems	12

From Table 2, it is inferred that major causes of stress among the bank employees are excess of work load [32%] and inefficiencies of time management [19%]. 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 is an another important factor which causes stress among employees.

**TABLE NO: 3:  
 INITIATIVES FOR HANDLING STRESS LEVELS OF THE BANK EMPLOYEES**

<b>Initiatives of Stress</b>	<b>% of Respondents</b>
Continuous Training	14
Effective Communication	18
Recognition	17
Work in group	16
Meditation & Yoga	23
Reducing Responsibility	12

From the above table, it is interpreted that Meditation and Yoga, has a direct,

positive impact on the mind giving it the strength and power to resist stress. Moreover, around 23 percent 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 continuous training, proper communication and conducting effective stress management programmes.

## **VII. FINDINGS OF THE STUDY**

1. About 80 % of the respondents believed that they face high level of stress, which may be due to both professional and personal reasons.
2. The respondent was over burdened with work load in their work place.
3. The researcher identified few initiatives for effectively handling stress. Meditation was found to be the integral part of life to reduce stress.

## **VIII. IMPLICATION OF STRESS**

1. Physical problems and health problems like heart diseases, ulcers, arthritis, increased smoking, cardiovascular, and other stress related disorders
2. Psychological and behavioural problems: psychological problems like change of moods, inferiority complex, widespread resentment, reduced aspirations and self esteem, reduced motivation and job skills,
3. Organizational: job dissatisfaction, behavioural problems, production turn over, increased absenteeism, increased accidents, lower productivity.

## **IX. SUGGESTION AND RECOMMENDATIONS**

1. Organize a Stress Management Program that focuses on different leave categories of Employees at all hierarchical level.
2. Take adequate steps to redesign jobs, which are taxing to employees' abilities and Capacities.
3. Adequate role clarification to be made whenever necessary to eliminate role ambiguity.
4. Introduce more job oriented training programs, which improve employee's skill and their confidence to work effectively.
5. Encourage open channel of communication to deal work related stress.
6. Undertake stress audit at all levels in the organization to identify stress area improving conditions of job and alleviating job stress.

## **X. CONCLUSION**

The problem of stress is inevitable and unavoidable in the banking sector. In order to manage stress within the organization, it is recommended that the organization encourage employee

development and embark on training interventions for employees. Training specifically related to policies and policy implementation is a key priority. The more informed the employee, the less stress and the more productive the employee will become. 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.

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