

LEVELS AND EFFECTS OF STRESS AMONG EMPLOYEES IN BANKING SECTOR – A STUDY WITH REFERENCE TO ICICI BANK –CHENNAI CITY.

G.VENKATESHWARAN
Ph.D Research Scholar
Department of Commerce
VISTAS, Pallavaram
9942332074 & venksc00gmail.com

CORRESPONDING AUTHOR
DR.R.V.SUGANYA
Assistant Professor & Research Supervisor
Department of Commerce
VISTAS
Pallavaram, Chennai-117
suganya.sms@velsuniv.ac.in
9841584879

ABSTRACT

BACKGROUND AND PURPOSE : Stress is not only for banking employees, it is around the globe and it is a part of challenge for on the job role and off the job role. It is sometimes positive and sometimes negative. Positive stress leads to effective productivity whereas negative stress leads to loss of the banking Institution or organisation. Stress arising from the work pressure that the employees facing in the job. Highly dynamic and competitive world the bank employees are exposed all kinds of stress that can affect them all aspects. In this context, the researcher is to find out the work stress in bank employees and reduce their stress by the way of remedial strategies and also measure the effects and level of stress management.

METHODS: This study is based on both primary and secondary data. The primary data is collected from employees working in ICICI Bank in Chennai City. The researcher distributed 109 questionnaires to the Select employees in different category. The researcher used convenience sampling method to collect data from the respondents. Simple Percentage analysis is used to anatomically analyze the primary data.

RESULTS: Level and effects stress and their factors should be identified and strategies should be followed to balance these factors. The results show that the level of stress in most of banking employees is in medium level. These results are similar to other studies.

CONCLUSION: Stress can be differing from worker to worker, there by management has to analyze their problems and will help to reduce their stress. Organize different stress management program at all hierarchical level. A good Superior – Subordinate relationship within the organization can achieve stress at work place. Aim of stress management training program needs the involvement and cooperation of co workers and support of top officials. It relies on preplanned activities, ongoing evaluations of progress and goals for a success. In short, this work provides some insight about the level of stress among banking employees in Chennai city.

INTRODUCTION:

Stress as very common concept of routine life. The effects of stress can give an unavoidable consequences of the ways in which the society has change. These changes are due to changes in science and technology, rapid technology changes, development of industrial growth, increasing population and unemployment and so on. In working environment organisational role stress due to extending of working hours, work load, role conflict, lack of job security and other factors has induced the researcher to explore the levels and effects of stress and feasible healing measures.

The banking sector in India has undergone tremendous changes due to unregulated market, increased competition, demonetisation etc, which creates the work pressure and created work stress in the bank employees.

What is stress?

It is response to a situation that a person perceives to be overwhelming in that the person does not think he or she can meet the demands of the situation. The interesting thing to note here this is perceived inability to meet the demand of the situation facing them.

Stress has physical, Psychological and emotional effects an can create positive and negative emotions. As a positive stress can induce a person in a positive way. Such stress is Eustress. This type of stress enables the employees to perform better and achieve their targets and also increase their job satisfaction. On the other hand, large amount of negative stress can create a physical and psychological illness. Results in depression, feelings of distrust, anger which in turns to head ache, stomach upset, heart diseases, stroke, and high blood pressures and so on, such stress is called distress.

REVIEW OF LITERATURE

Lazarus & Folkman (1984) stress is a mental and physical context formed through ones cognitive appraisal of the stimulation and is a result of one's interaction with environment. The existence of stress depends upon the existing of the stressor mentality.

Bashir, Usman et all (2010) examined the relationship between stress and job performance. Results showed that work related stress negatively has negative impact on job performance. Stress in work environment reduces the intention of employees to perform better in their work. Finally he concludes stress is not in gender sensitive or gender centric.

Niharika et all (2014) explained in his article, the sources of stress among employees from private and nationalised bank sector. The results show the private bank employees had high occupational stress rather than nationalised bank employees.

Tudu P.N, Pathak.P (2014) explained in his article by comparing both private and public sector banks, it is observed that private bank employees suffered higher level of stress and also found that there is no relationship between stress level and gender.

Ramamoorthy.R et all explained the causes of stress among bank employees and its influence on public and private sector bank employees. Stress due to excess of work pressure, work life imbalance. The study concluded that the organisation should support and encourage taking up roles that help them to balance their work and family.

Sabarina Shajeen Alam et al (2016), focuses on exploring the job satisfaction and job stress of bank employees. Results revealed that most of the employees have satisfied their jobs and almost one third of the employees have low job stress. The results also revealed that there is no significant correlation between job stress and job satisfaction.

Manjunatha.M.K et al (2017) explained in his article to understand the roots and outcome of job stress on the employee performance in banking sector. Role Conflict, service for customer, contribution, rapid technological change, lack of customer response is great transaction of stress for the banking employees. The study concluded that performance of the employees is the most important factor as far as success of the banking industry.

Deepanshi et al. (2018) examined the organisational role stress among the public and private sector banks and also explores the role of demographic variables on the stress level of public and private sector bank employees. The study found that there is no significant difference in role stress among public and private sector bank employees.

STATEMENT OF PROBLEM:

Stress at work place is a common feature and most of the people experienced with their personal and official life. It is worldwide problem for quite something now. The critical investigation of the literature on stress management of banking employees spell out the different levels of job stress and their effects among bank employees. The rapid avenue of foreign banks and formation of new banks has increased the competence in the banking sector. Working environment of the financial sector has becoming challenging task. Higher target achievements, extending working hours, strict surveillance etc have increases the stress level of employees in banks.

It is noted that different cause of stress only have been studied at the demographics and studied level. But in this research the researcher intends to look beyond the effects of stress due to work stress. Questions have been raised about their work related stress, effects and levels of stress and coping strategies.

At this juncture, an analyse is being made the level of stress among banking employees. Thus the problem under the study is stated as **Levels and effects of stress among employees in banking sector – A study with reference to ICICI bank –Chennai City.**

In Chennai District as far as the researcher's knowledge goes, no study has so far been carried out about the effects and level of stress of banking employees. This study will fill the gap in research that has not been well researched into.

OBJECTIVES OF THE STUDY:

To analyse the demographic profile of the respondents

To measure the effects and level of stress management of ICICI bank employees in Chennai city.

To determine the coping strategies to manage the stress

RESEARCH METHODOLOGY:

The present studies core intention to identify the level of stress among bank employees in Chennai city. The selection of sample was done according to the sole discretion of the researcher focusing on the employees who know the importance of stress at present to prevent the stress from the hazard. The data for the study was collected with the help of a questionnaire from the various parts of Chennai city. Data was collected during the period about six month's time from May 2019 to October 2019. The secondary data was collected from various journals, magazines and so on. To prove the objectives 130 questionnaires distributed and collected from the employees in Chennai city. Out of which 21 samples are rejected due to inadequate information provided by the respondents. Finally 109 samples are finalised for the study.

DATA ANALYSIS AND DISCUSSION

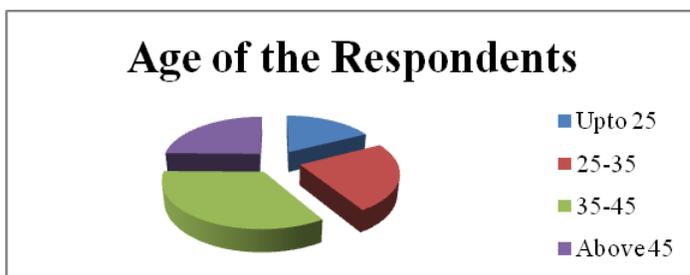
RELIABILTY TEST

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.937	.916	24

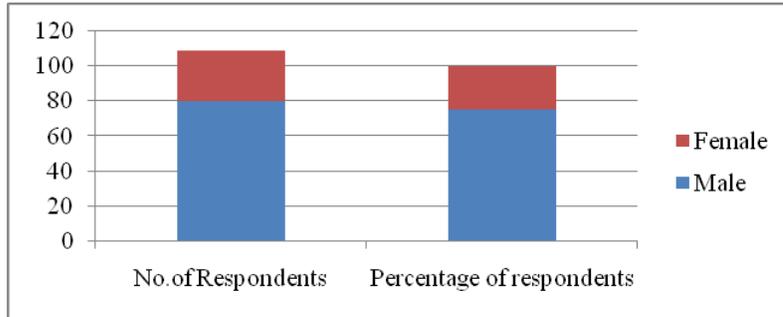
Reliability test is used for this study. N of items is representing the number of questions asked to the respondents. It is under stood that the obtained value is .916 which is a high value as that of with the standard value (.70)

AGE OF THE RESPONDENTS



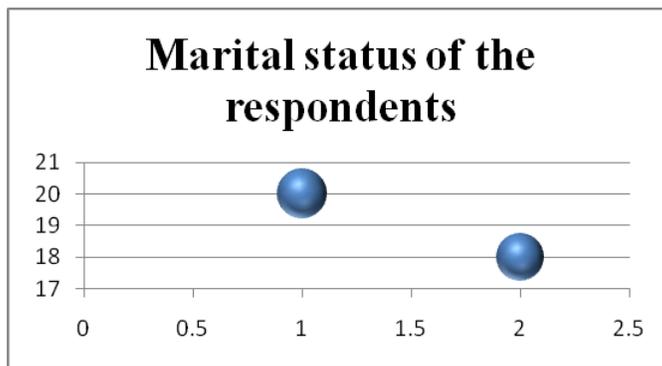
The respondents of the age groups are classified in to four identical groups. 17% of the respondents are up to 25 Years, 24% of respondents are in the age group of 25 years to 35 years, 34% of the respondents are in the group of 35 years 45 years, and finally 25% of the respondents are in the age group of above 45 years

GENDER OF THE RESPONDENTS



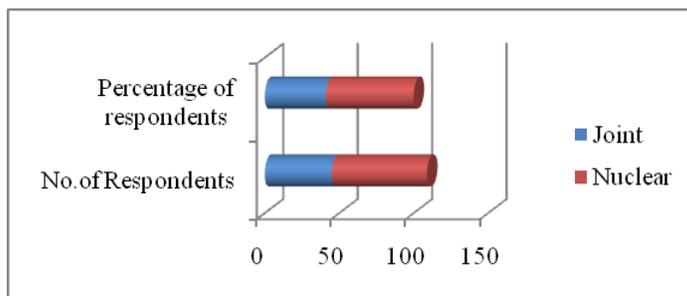
The total numbers of respondents 109 out of 75% of respondents are in male category and 25% of respondents are in female category.

MARITAL STATUS OF THE RESPONDENTS



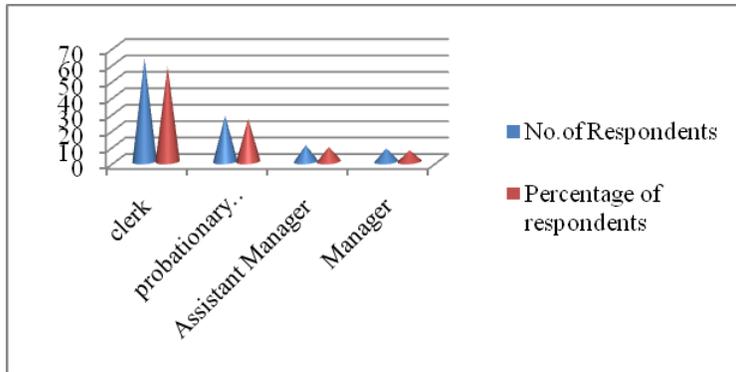
The total numbers of respondents 109 out of 82% of respondents are in married category and 18% of respondents are in single category.

TYPE OF FAMILY



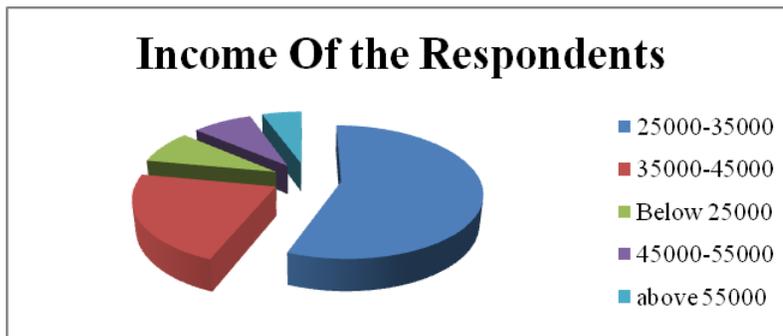
The total numbers of respondents 109 out of 59% of respondents are in nuclear family category and 41% of respondents are in joint family category.

DESIGNATION OF RESPONDENTS



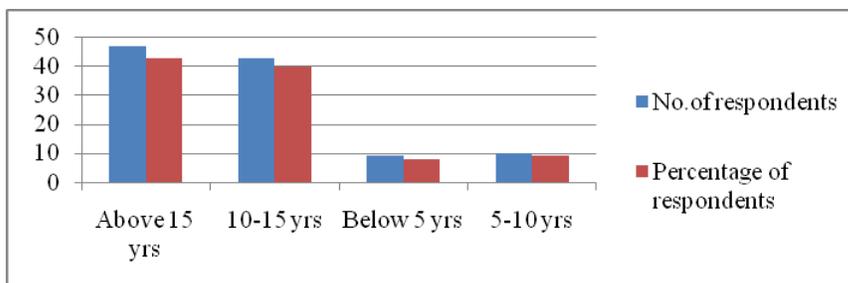
The total numbers of respondents 109 out of 58% of respondents are in clerical category and 26% of respondents are in probationary officer and 9% and 7% of the respondents are in assistant managers, manager's category respectively.

INCOME OF THE RESPONDENTS



The Pie chart explains that total numbers of respondents 109 out of 56% of respondent's 25000-35000 monthly income, and 22% of respondent's 35000 – 45000 monthly income, and 8% of respondents below 25000 and 45000-55000 of monthly income respectively. Finally 6% of respondents above 55000 of monthly income.

EXPERIENCE OF THE RESPONDENTS



The above figure explains that the respondents below the experience 5 years are 9 (8%), between the experiences of 5-10 years are 10 (9%), between the experiences of 10-15 years are 43 (40%), and above the experience of 15 years are 47 (43%).

LEVEL OF STRESS MANAGEMENT

S.No	Level	Frequency	Percentage	Valid Percentage	Cumulative Percent
1	Very good	28	26	26.0	26.0
2	Good	33	30	30.0	56.0
3	Moderate	12	11	11.0	67.0
4	Poor	24	22	22.0	89.0
5	Very Poor	10	9	9.0	98.0
6	Extremely poor	2	2	2.0	100.0
	Total	109	100	100	

From the above table it is analysed that the most of the respondents 30% felt a good management level of stress, 26% of the respondents had very good management level of stress, 22% of respondents felt that poor management level of stress, 9% of the respondents are felt very poor management level of stress and moreover 2% of respondents had extremely poor management level of stress.

POLICIES FOR EFFECTIVE STRESS MANAGEMENT

S.No	Policies	No.Of.Respondents	% of respondents
1	Strongly agree	11	10
2	Agree	47	43
3	Neutral	16	15
4	Disagree	25	23
5	Strongly disagree	10	9
	Total	109	100

From the above table it is analysed that the policies used for making effective stress management, most of the respondents had agree with that banks are followed the effective strategies to manage stress. 43% of respondents agreed that banking organisation are having effective coping strategies would relief the stress among their routine life styles. 10% of the respondents strongly agree, 15% of respondents are in neutral category, and 23% and 9% of respondents are in disagree, strongly disagree respectively.

REASONS FOR STRESS

S.No	Reasons	No.Of.Respondents	% of respondents
1	Strongly agree	12	11
2	Agree	66	61
3	Neutral	7	6
4	Disagree	16	15
5	Strongly disagree	8	7
	Total	109	100

From the above table it is analysed reasons for stress. Here work culture supportive and work load taken as a reason for stress. Out of 109 respondents most of the respondents had agree with that. 66% of respondents agree, 11% of the respondents strongly agree, 6% of respondents are in neutral category, and 15% and 7% of respondents are in disagree, strongly disagree respectively.

EFFECTS OF STRESS

S.No	Reasons	No.Of.Respondents	% of respondents
1	Strongly agree	5	5
2	Agree	58	53
3	Neutral	4	4
4	Disagree	31	28
5	Strongly disagree	11	10
	Total	109	100

From the above table it is analysed that the effects of stress management, Out of 109 respondents most 53% of the respondents had agree with that there is some effect on health due to work, 5% of the respondents strongly agree, 4% of respondents are in neutral category, and 28% and 10% of respondents are in disagree, strongly disagree respectively.

MAJOR FINDINGS OF THE STUDY:

- Found that 30% of the respondents agree with that the banking organisations are having good level of stress management.
- Found that 43% of the respondents agree with that the banking organisations are followed the effective strategies to manage stress.
- Found that 61% of the respondents agree with that the over work load and work supportive culture are the major factor for creating stress among the employees in banking sector.
- Found that half of the respondents had agreed that there is some effect on health due to work and it leads to loss to the organisation.
- The results of the study clearly states that stress can be managed by yoga, exercise, walking, meditation, listening music, behaviour self control, relaxation, social media and other interested hobbies or sports etc.

SUGGESTIONS:

- The results show that the level of stress in most of banking employees in Chennai city is medium level. These results are similar to other studies.
- To aggravate the consequences of distress more effort on policy makers, practitioners and management of organisation are desirable for future event.
- Stress can be differing from worker to worker, there by management has to analyse their problems and will help to reduce their stress.
- Organise different stress management program at all hierarchical level.
- A good Superior – Subordinate relationship within the organisation can achieve stress at work place.
- Aim of stress management training program needs the involvement and cooperation of co workers and support of top officials. It relies on a preplanned activities, ongoing evaluations of progress and goals for a success.
- Counselling given to employees must give importance to stress management strategies.
- Encourage management advised to practice proactive approaches rather than reactive approaches as a strategic step.

CONCLUSION:

The study was conducted at ICICI banks in Chennai City. The main aim of the study is to find out the levels and effects of stress. Stress in banking organisation is mostly due to rapid technological changes, work life imbalance, work load, customer service and so on. The banking organisation should support the employees to balance their work and life and encourage employees to develop their efficiency and computing skills. The productivity of the work force is the most important factor as the success of every organisation. Since the success of every organisation depends upon the well being of employees.

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