

A STUDY ON EFFECTS OF JOB STRESS OF EMPLOYEES IN INDIAN OVERSEAS BANK, VILLUPURAM DISTRICT

S. RAFIYA BANU

*Ph.D., Research scholar
Department of commerce
VISTAS*

Pallavaram, Chennai.

&

Dr. M. CHANDIRAN,

*Professor & Head,
Research Guide
Department of Commerce,
VELS University (VISTAS),
Pallavaram, Chennai.*

Mail Id: hodcommerce@velsuniv.ac.in

Mobile: 9444276452

ABSTRACT

This article “A study on effects of job stress of employees in Indian Overseas Bank, Villupuram District” focused mainly on employee’s welfare and their main objective is to bring out the mental burden of employees during their work and all my following objectives are given from the original study area. To study the profile of Indian Overseas Bank in Villupuram branch. To analyze the staff stress in Indian Overseas bank in study area. To find out the finding related suggestions and conclusion. Sampling Technique The study was mainly carried out by empirical investigation through the collection of primary data from the employee at Indian overseas bank, Villupuram. There were only 50 employees at Indian overseas bank, Villupuram. Hence, the entire populations were selected as the samples for the study. A limitation of the Study The present study has a few limitations. The following are some of them. Since the study is confined to bank managers and bank staff members only it may not apply to other types bank staff members and managers. The findings of the study are based only on the views of the bank managers, other Staff in IOB bank in Villupuram branch at the particular period of study. The findings may not hold good forever. The questions involving the family set up and other personal details, which may have an impact on the stress level of individuals, were omitted in order to limit the size of the study.

Key words: Indian Overseas Bank, Banking Sector, Employee, Borrowers.

Introduction

Stress is a universal phenomenon and now- a-days no organization can claim to be stress free. Every job is challenging and more demanding. It requires high standard of performance, high quality in work and getting aspirations and expectation fulfilled. Every employee is forced to have a stressful and hectic lifestyle. If he fails to meet, he faces stress and other psychological problems. It effects on human body, which gives rise to tension, anxiety, depression and anger. The united-nations international labourorganisation (ILO) has defined occupational stress as Global Epidemic. Stress has been defined as imbalance between demand and response. Stress is a psychological reaction to the demand innate in a stressor that has the potency to make a person feels restless or distressed because the person feels that he is not capable of coping with these demands. Han Selye (Medical Researcher) defines stress as a non-specific response of the body to the demand.

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.

Statement of the Problems

In the present scenario, though the banking industry is stable, bankers are under severe pressure of competition, achieving targets &c. Since banking service is involved more interaction with customers, managers especially at branch level are facing more pressure and problems rather than the managers in the Circle Office, Zonal Office, Regional Office or Head Office of the banks. Branch managers are at the receiving end. They have to face the customers and they are answerable for their superiors in the higher offices. Hence, naturally

the pressure, stress and strain of branch managers are increasing. They are pressurized to achieve higher targets with limited resources. Running the show with less number of staff has really become a problem for the branch managers. Recent nationwide strikes by the banking personnel demanded various improvements in their work structure. This study attempted to understand their problems. Further the study attempted to analyze the health problems faced by the respondents and coping methods adopted suggested by them for overcoming the problem of stress. In fact, branch managers are really the links between the customers and the bank as they have direct interaction with the customers.

Objective of the study

The following are the objectives of the study

- 1) To study the profile of IOB bank in Villupuram Branch.
- 2) To analyze the staff stress in Indian Overseas bank in study area.
- 3) To find out the finding related suggestions and conclusion.

Hypothesis

1. There is a difference between Employee satisfied with present job and Internal factors affect employee performance at work.
2. There is a relationship between Employee feeling of stress at work and Causes of stress for employee while at work.
3. There is a significance association between overall job performance of the Employee and Duration for conduct of employee performance appraisal.

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 Indian Overseas Bank in Villupuram, District,Tamilnadu.

Sampling Technique

The study was mainly carried out by empirical investigation through the collection of primary data from the employee at Indian overseas bank, Villupuram. There were only 50 employees at Indian overseas bank, Villupuram. Hence, the entire populations were selected as the samples for the study.

Pilot Study

The pilot study was conducted among 10 IOB Bank employees. The reliability of variables in each construct was confirmed through the pilot study. On the basis of the result of pilot study, a certain modification in the statements or variables was made. The final schedule was prepared for data collection. Accordingly, the interview schedule has been restructured and the final schedule was prepared and approved by the research guide for conducting the field work.

Limitations of the Study

The present study has a few limitations. The following are some of them. Since the study is confined to bank managers, bank staff it may not apply to other categories of either superiors or subordinates. Likewise it may not apply to the managers of other types of banks and managers working in other industries. The findings of the study are based only on the views of the bank managers, other Staff in IOB bank in Villupuram branch at the particular period of study. The findings may not hold good forever. The questions involving the family set up and other personal details, which may have an impact on the stress level of individuals, were omitted in order to limit the size of the study.

Profile of Job Stress of Employees in Indian Overseas Bank, Villupuram District

From the below table 1 figure, it is inferred that the majority seventy (70%) percent of the employee were male and thirty (30%) percent of the employee were female.

From the figure, it is interpreted that thirty two (32%) percent of the employee are working in IOB for 0 to 2 years. Twenty four (24%) percent of the employee are working in IOB for 3 to 5 years. Eighteen (18%) percent of the employee are working in IOB for above 11 years. Sixteen (16%) percent of the employee are working in IOB for 9 to 10 years. Remaining ten (10%) percent of the employee are working in IOB for 6 to 8 years. The researcher concludes that young generation people working in bank sector.

From the table, it is interpreted that seventy six (76%) percent of the employee are motivating most at work through monetary compensation. Fourteen (14%) percent of the employee are motivating most at work through Good Bosses. Remaining ten (10%) percent of the employee are motivating most at work through Challenging and meaningful work.

From the above figure, it is inferred that forty six (46%) percent of the employee were de-motivate most at work because of monetary compensation. Thirty two (32%) percent of the employee are de-motivate most at work because of Challenging and meaningful work. Twenty two (12%) percent of the employee are de-motivate most at work because of Good Bosses. Reaming ten (10%) percent of the employee are de-motivate most at work because of opportunity for learning and development.

From the above table, it is cleared that the majority seventy four (74%) percent of the employee reported that organization reward through giving prizes. Sixteen (16%) percent of the employee reported that organization reward their work through open recognition. Remaining ten (10%) percent of the employee reported that organization reward through incentive. The researcher concludes that employee should reward their work in frequently manner.

TABLE: 1
PROFILE OF JOB STRESS OF EMPLOYEES IN INDIAN OVERSEAS BANK,
VILLUPURAM DISTRICT

Sl. No.	Particulars	Factors	Total		Grant Total	
			T.N.R	%	T.N.R	%
1	Sex of the Employee	Male	35	70	50	100
		Female	15	30		
2	Duration of the Employee working in an organization	0 to 2 years	16	32	50	100
		3 to 5 years	12	24		
		6 to 8 years	05	10		
		9 to 10 years	08	16		
		Above 11 years	09	18		
3	Employee motivate most at work	Monetary Compensation	38	76	50	100
		Challenging and meaningful	05	10		
		Good Bosses	07	14		
4	Employee de-	Monetary Compensation	23	46	50	100
		Challenging and meaningful	16	32		

	motivate most at work	Good Bosses	06	12		
		Learning and Development	05	10		
5	Organization reward for the Employee	Giving Prizes	37	74	50	100
		Receiving Incentive	05	10		
		Open recognition	08	16		
6	Employee satisfied with present job	Yes	25	50	50	100
		No	15	30		
		Not always	10	20		
7	Factors affect to the Employee at level of job satisfaction	Salary	14	28	50	100
		Job Security	25	50		
		Working Conditions	06	12		
		Social Relationship	05	10		
8	Factors allow employee to derive pleasure in job	Availability of power and status	09	18	50	100
		Pay satisfaction	22	44		
		Promotion opportunity	19	38		

Sources: Primary data 2019.(**T.N.R.** Total number of Respondents)

From the above table 1, it is interpreted that the majority fifty (50%) percent of the employee are satisfied with present job. Thirty (30%) percent of the employee not satisfied with present job, Remaining twenty (20%) percent of the employee are not always satisfied with present job.

From the table, it is interpreted that fifty (50%) percent of the employee felt that job security factors affect to the employee at level of job satisfaction. Twenty eight (28%) percent of the employee felt that salary factors affect to the employee at level of job satisfaction. Twelve (12%) percent of the employee felt that working condition factors affect to the employee at level of job satisfaction, Ten (10) percent of the employee felt that social relationship factors affect to the employee at level of job satisfaction.

From the figure, it is interpreted that forty four (44%) percent of the employee were reported that pay satisfaction factors allow employee to derive pleasure in job. Thirty eight (38%) percent of the employee reported that promotion opportunity factors allow employee to derive pleasure in job. Eighteen (18%) percent of the employee were reported that availability of power and status factors allow employee to derive pleasure in job.

Factors for Job Stress of Employees in Indian Overseas Bank,

From the below table 2 figure, it is inferred that forty (40%) percent of the employee reported that creative in external factors value to job. Twenty (20%) percent of the employee reported that organizational structure in external factors value to job. Sixteen (16%) percent of the employee reported that physical work in external factors value to job. Fourteen (14%) percent of the employee reported that promotion condition in external factors value to job. Remaining ten (10%) of the employee reported that supervisor and co-worker in external factors value to job.

From the below table figure, it clears that forty two (42%) of the employee felt that personality trait in internal factors affect employee performance at work. Thirty two (32%) of the employees felt that educational level in internal factors affect employee performance at work. Fourteen (14%) percent of the employee felt that length of service in internal factors affect employee performance at work.

From the below table figure, it is interpreted that fifty (50%) percent of the employee reported that organizational police factor leads to dissatisfaction at work, twenty six (26%) percent of the employee reported that job position factor leads to dissatisfaction at work. Fourteen (14%) percent of the employee felt that administrative practice factor leads to dissatisfaction at work. Remaining ten (10%) percent of the employee reported that payment level factor leads to dissatisfaction at work.

TABLE: 2

FACTORS FOR JOB STRESS OF EMPLOYEES IN INDIAN OVERSEAS BANK

Sl. No.	Particulars	Factors	Total		Grant Total	
			T.N.R	%	T.N.R	%
1	External factors value to the employee at job	Physical Work	08	16	50	100
		Promotion condition	07	14		
		Supervisor and Co-worker	05	10		
		Creative	20	40		
		Organizational structure	10	20		
2	Internal factors affect employee performance at work	Length of service	07	14	50	100
		Education level	16	32		
		Personality trait	21	42		
		Knowledge and skill	06	12		

3	Factors lead to employee dissatisfaction at work	Administrative Practice	07	14	50	100
		Organizational Police	25	50		
		Job Position	13	26		
		Payment Level	05	10		
4	Organizational policy	Yes	40	80	50	100
		No	10	20		
5	Duration for conduct of employee performance appraisal	Every month	33	66	50	100
		Once in every 3 months	05	10		
		Every six months	04	08		
		One year	08	16		
6	Overall job performance of the Employee	Excellent	28	56	50	100
		Good	07	14		
		Satisfactory	10	20		
		Dissatisfactory	05	10		
7	Employee contribution to the overall goal	High	35	70	50	100
		Average	10	20		
		Low	05	10		

Sources: Primary data 2019. (T.N.R. Total number of Respondents)

From the above figure, it is inferred that majority eighty (80%) percent of the employee felt that organizational policy and procedure enhance employee performance. Twenty (20%) percent of the employee felt that organizational policy and procedure not enhance employee performance. The researcher concludes that majority of the employee working in an organization because of policy and procedure enhances performance.

From the table, it is interpreted sixty six (66%) percent of the employee reported that performance appraisal conduct for employee every month in an organization. Sixteen (16%) percent of the employee reported that performance appraisal conduct for employee once in every three month in an organization. Ten (10%) percent of the employee reported that performance appraisal conduct for employee every year in an organization. Remaining eight (8%) percent of the employee reported that reported that performance appraisal conduct for employee every six month in an organization.

From the figure, it is interpreted that fifty six (56%) percent of the employee felt that present job consider as excellent. Twenty (20%) percent of the employee felt that present job consider as satisfactory. Fourteen (14%) percent of the employee felt that present job consider good. Remaining Ten (10%) percent of the employee felt that present job consider as dissatisfactory.

From the above figure, it is cleared that seventy (70%) percent of the employee were highly contribution to the overall goal of organization in terms of efficiency. Twenty (20%) percent of the employee were in average contribution to the overall goal of organization in terms of efficiency. Remaining twelve (12%) of the employee were low contribution to the overall goal of organization in terms of efficiency.

From the above table, it is cleared that the majority seventy four (74%) percent of the employee are received rewards in terms of bonus for the job well done in an organization. Sixteen (16%) percent of the employee are not received rewards in terms of bonus for the job well done in an organization. Remaining ten (10%) percent of the employee are not always received rewards in terms of bonus for the job well done in an organization.

Chi Square Test

Null Hypothesis

There is no significance association between overall job performance of the Employee and Duration for conduct of employee performance appraisal.

Alternative Hypothesis

There is a significance association between overall job performance of the Employee and Duration for conduct of employee performance appraisal.

TABLE: 3

Overall job Performance of the Employee Vs Duration for Conduct of Employee Performance Appraisal

Qualification	Employee Performance Appraisal				Total	Mean	SD	DF	Chi Square
	Every month	Three month	Every six month	Once a year					
Excellent	27	01	01	01	30	2.18	1.15	3	0.010*
Good	02	01	02	02	07				

Satisfactory	02	01	01	04	08	3.28	1.48	3	
Dissatisfactory	01	01	01	01	05				
Total	33	05	04	08	50			1	

Sources: Primary data 2019.

Since P value is less than 0.05 ($P < 0.05$), hence null hypothesis is rejected, then alternative hypothesis is accepted at 5% level of significance. It means there is a significance association between overall job performance of the Employee and Duration for conduct of employee performance appraisal.

T-Test

Null Hypothesis

There is no difference between Employee satisfied with present job and Internal factors affect employee performance at work.

Alternative Hypothesis

There is a difference between Employee satisfied with present job and Internal factors affect employee performance at work.

TABLE: 4

Employee Satisfied with Present Job Vs Internal Factors Affect Employee Work

Satisfied present job	Internal Factors Affect Employee Performance at work				Total	Mean	SD	F	T-test
	Length of service	Education level	Personality	Knowledge					
Yes	04	06	12	03	25	2.88	1.17	2.247	0.021*
No	02	07	04	02	15	1.40	.498		
Not always	01	03	05	01	10				
Total	07	16	21	06	50	df=48			

Sources: Primary data 2019.

Since P value is less than 0.05 ($P < 0.05$), hence null hypothesis is rejected and alternative hypothesis is accepted at 5% level of significance. There is a difference between Employee satisfied with present job and Internal factors affect employee performance at work.

Correlation Test

Null Hypothesis

There is a relationship between Employee feeling of stress at work and Causes of stress for employee while at work.

Alternative Hypothesis

There is a relationship between Employee feeling of stress at work and Causes of stress for employee while at work.

TABLE: 5

Employee Feeling of Stress at Work and Causes of Stress for Employee While at Work

Employee feeling of stress at work	Causes of stress for employee while at work			Total	Mean	SD	Correlation
	Job Timing	Workload	No of employee				
Yes	08	20	09	37	1.66	.745	0.016*
Not always	02	01	05	08			
Never	01	01	03	05	2.52	.888	
Total	11	22	17	50			

Sources: Primary data 2019.

Since P value is less than 0.05 ($P < 0.05$), hence null hypothesis is rejected then alternative hypothesis is accepted at 5% level of significance. There is a relationship between Employee feeling of stress at work and Causes of stress for employee while at work.

Suggestions

1. The bank should take the initiative to identify the stress affected employees in the banks at frequent interval.
2. The stress can be managed by keeping a fine balance between professional obligations and family life.
3. Stress management program should be organized that focuses on different categories of employee's at all hierarchical level.
4. Proper adequate steps should be taken to redesign jobs, which are taxing to employees' abilities and capacities.
5. Adequate role clarification to be made whenever necessary to eliminate role ambiguity.
6. Job oriented training programs should be introduced which improve employee's skill and their confidence to work effectively.

7. Open channel of communication should be encouraged by banks to deal with work related stress.

Conclusion

Employee's grievances must be handled carefully so that they can mingle up in the working culture of the organization. It is important from the point of view of organizational objectives as we all know that only a satisfied employee is capable of satisfying the customer and customer's satisfaction is the priority of any organization. Psychiatrists should be employed so that stress audit can be conducted at all levels in the organization and stress prone areas can be identified. Thus, improving conditions of job and alleviating job stress Organization should manage people at work differently, treating them with respect and valuing their contribution Thus, effective stress management and professional help can improve the performance of employees. Training specifically related to type of work in which an individual is involved and policy implementation is a key priority at this stage when banking activities have become complex. If an employee is well informed about his/her work, the less will be the stress and the more efficient the employee will become. Stress management programs focusing on different categories of employees' at all hierarchical level should be introduced so that employees can get a time off from their busy schedule. Jobs which are hampering employees' abilities and capacities should either be eliminated or redesigned according to employees potential Job oriented training programs should be introduced which improve employee's skill and their confidence to work effectively.

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