

WORK STRESS AMONG BANK EMPLOYEES OF CITY UNION BANK IN VELLORE CITY

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Abstract

Stress is related to physical and mental functioning of a human body. It is a state of strain that appear the conflict between internal and external environment that leads to mental and physical pressure. Stress is a normal psychological and physical reaction by increasing our demands of life. Each of us in the work life environment are exposed with tension and depression as they get through by their duties they were assigned. So, it is necessary for a common individual to control the level of stress for improving their every day activities. Stress management is a normal part of our life. Employee stress is a growing concern in the workplace in day today activities. It can be defined as a lively circumstance, opportunities or loss of something they desire and for which the consequence is both unpredictable as well as crucial. The present study seeks to determine the work place stress among bank employees. The study is confined only to the city union bank, main branch, Vellore City. A sample to 120 respondents were selected by using random sampling method. It was identified that there is a high degree of work place stress amongst the bank employees.

Keywords: Work Place, Stress, Pressure, Environments.

INTRODUCTION

Banking is defined as the business activity of accepting and safeguarding money owned by other individuals and entities, and then lending out this money in order to conduct economic activities such as making profit or simply covering operating expenses. A bank is a financial institution licensed to receive deposits and make loans. Two of the most common types of banks are commercial/retail and investment banks. Depending on type, a bank may also provide various financial services ranging from providing safe deposit boxes and currency exchange to retirement and wealth management.

In the India, banks are regulated by the Reserve Bank which is one of the world's major central banks. Above all, central banks are responsible for currency stability. They control inflation, dictate monetary policies, and oversee money demand and supply in the market. Commercial or retail banks offer various services including, but not limited to, managing money deposits and withdrawals, providing basic checking and saving accounts, certificates of deposit, issuing debit and credit cards to qualified customers, supplying short-and long-

term loans such as car loans, home mortgages or equity line of credits. Investment banks gear their services toward corporate clients. They provide services such as merger and acquisition activity and underwriting among other investment services. 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.

Banking Work place stress is harmful in terms of physical and emotional response 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. Job stress is also associated with various biological reactions that may lead ultimately to compromised health, such as cardiovascular disease. Stress is a prevalent and costly problem in today's workplace. About one-third of workers report high levels of stress. One-quarter of employees view their jobs as the number one stressor in their lives. Three-quarters of employees believe the worker has more on-the-job stress than a generation ago. Evidence also suggests that stress is the major cause of turnover in organizations.

OBJECTIVE OF THE STUDY

- ✓ To know and identify different factors causing stress among bank employees (*Literature Review*)
- ✓ To measure the level of stress among bank employees (*Scheduled Questionnaire*)
- ✓ To analyse the stress level of bank employees (*Statistical Tools using SPSS*)

LIMITATION OF STUDY

- ✓ Data is collected only from 120 respondents and it is generalized.
- ✓ Data is collected only from City union bank of Vellore city.
- ✓ Interpretation is based on employee's opinion and the result may vary due to frankness in response.

RESEARCH METHODOLOGY

Research Methodology is a systematic way to solve the affects which are faced in this study. In research methodology there are various methods, we can use any method to solve the problems in the study. By research methodology we can explain why we are using a particular method and why we are not using.

RESEARCH DESIGN

For the purpose of study secondary data has been used. The study aims at narration of factors causing stress among bank employees in Vellore City, a research adapted in this study is descriptive in nature.

STUDY AREA

Vellore District had always been on the fore – front in the struggle for freedom. In fact, the Sepoy Mutiny of 1806 A.D. that broke out inside the Vellore fort against the British authority is considered to be a prelude to the Great Revolt of 1857, which is often described by some historians as the first war of Independence. Vellore is a city and the administrative headquarters of Vellore district in the Indian state of Tamil Nadu. It is one of the eleven districts that form the north region of Tamil Nadu. Vellore city is the headquarters of this district. Vellore had the privilege of being the seat of the Pallava, Chola, Nayak, Maratha, Arcto Nawabs and Bajpur Sultan Kingdoms. It was described as the best and the strongest fortress in the Carnatic War in the 17th Century. The Vellore District is one of the leading districts of the state., where the development of the education has been consistently good and commendable.

RESEARCH INSTRUMENT

Personal Interview method was employed to collect primary data. The questionnaire consisted of both quantitative and qualitative aspects relating to the work stress among bank employees in city union bank.

SAMPLE SIZE

For the purpose of the study, the researcher has to select 120 Respondents (Bank Employees of City Union Bank, Vellore City)

TOOLS USED FOR THE STUDY

The following tools are used for the purpose of the study:

1. Percentage Analysis.
2. Chi Square Analysis

DATA ANALYSIS AND INTERPRETATION

1. Percentage Analysis

S.No.	Particulars	Factors	Respondents	%	Total
1	Gender	Male	72	60	120
		Female	48	40	
2	Age	Below 25	6	5	120
		26-35	66	55	
		36-45	31	26	
		Above 45	17	14	
3	Income	Up to Rs.20000	18	15	120
		B/W 20001 to 40000	60	50	
		B/W 40001 to 60000	30	25	
		Above 60000	12	10	
4	Marital Status	Married	68	57	120
		Unmarried	43	36	
		Others	9	8	

5	Level of Work Load	Very High	30	25	120
		High	46	38	
		Neutral	38	32	
		Low	20	17	
		Very Low	16	13	
6	Opinion on Work Culture	Highly Satisfied	29	24	120
		Satisfied	20	17	
		Neutral	25	21	
		Disagree	26	22	
		Highly Disagree	20	17	
7	Convenience of Working Hours	Very High	26	22	120
		High	30	25	
		Neutral	28	23	
		Low	20	17	
		Very Low	16	13	
8	Working Condition	Highly Satisfied	29	24	120
		Satisfied	26	22	
		Neutral	36	30	
		Disagree	18	15	
		Highly Disagree	11	9	

2. Chi Square Analysis

Hypothesis – I

H₀ - There no significant difference between Gender and Level of Work Load.

H₁ - There is significant difference between Gender and Level of Work Load.

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	6.635a	3	0.082
Likelihood Ratio	6.68	3	0.07
Linear-by-Linear Association	0.385	1	0.531
N of Valid Cases	120		

a. 2 cells (25.0%) have expected count less than 5. The minimum expected count is 2.76.

Since the p-value is less than our chosen significance level ($\alpha = 0.05$), we reject the null hypothesis. Hence, we conclude that there is evidence to suggest an association between Gender and Level of Work Load

Hypothesis – II

H₀ - There no significant difference between Income and Work Culture.

H₁ . There is significant difference between Income and Work Culture.

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	16.242a	9	0.028
Likelihood Ratio	17.528	9	0.018
Linear-by-Linear Association	0.348	1	0.392
N of Valid Cases	120		
a. 11 cells (68.8%) have expected count less than 5. The minimum expected count is 58.			

Since the p-value is less than our chosen significance level ($\alpha = 0.05$), we reject the null hypothesis. Hence, we conclude that there is evidence to suggest an association between Income and Work Culture

Hypothesis – III

H₀ - There no significant difference between Age and Working Condition.

H₁ . There is significant difference between Age and Working Condition.

Chi-Square Tests			
	Value	df	Asymptotic Significance (2-sided)
Pearson Chi-Square	14.384a	6	0.01
Likelihood Ratio	14.6	6	0.008
Linear-by-Linear Association	92.82	1	1.047
N of Valid Cases	120		
a. 6 cells (50%) have expected count less than 5. The minimum expected count is 48.			

Since the p-value is less than our chosen significance level ($\alpha = 0.05$), we reject the null hypothesis. Hence, we conclude that there is evidence to suggest an association between Age and Working Condition.

FINDINGS OF THE STUDY

1. Percentage Analysis:

- ✓ Majority (60%) of the respondents are Male.
- ✓ Majority (55%) of the respondents age is between 26 yrs. to 35 yrs.
- ✓ Majority (50%) of the respondents Income level is between Rs.20,001 to Rs.40,000.
- ✓ Majority (57%) of the respondents are Married Employees.
- ✓ Majority (38%) of the respondents say that they have High level of Workload.
- ✓ Majority (24%) of the respondents say that they are Very Satisfied on Work Culture.
- ✓ Majority (30%) of the respondents say that their Working hours are High.
- ✓ Majority (30%) of the respondents say that their Working Condition is Neutral.

2. Chi-Square Analysis

- **Hypothesis – I** – Reject the H_0 Hypothesis and Accept the H_1 Hypothesis.
- **Hypothesis – II** - Reject the H_0 Hypothesis and Accept the H_1 Hypothesis.
- **Hypothesis – III** - Reject the H_0 Hypothesis and Accept the H_1 Hypothesis.

SUGGESTIONS

- In this Technological Workplace, stress may differ from person to person. So, the management has to identify the problems and they have to support to reduce the stress level of bank employees.
- The employees work loaded has to be noted, required or enough or sufficient time is to be given to complete the assigned work. Due dates have to be relaxed.
- The employees feel work culture has to be encouraged, employees have to be motivated with some compensational leaves, holidays, trips etc. which indirectly encourages them to do the task immediately and ha
- The working hours and working condition of the employees states high during the week ends and month ends, so they feel that they are not having enough time to spend their time with families and relatives.
- The management has to provide programs like meditations, yoga, counselling etc. It can be promoted which help a person feel relief from emotional distress which develops more self- assurance, having a greater ability to make dictions and experience an increased comfort in relationship with others.to reduce

the stress of the bank employees and help them to overcome from the stress and make them feel more comfortable with the working and work place environment.

CONCLUSION

Stress is a condition or feeling expressed when a person perceives that demand exceeds the personal and social resources of the individual. Stress management helps employees to reduce pain and become healthier. The superior should be careful to bring the workers take necessary steps to remove stress. Stress of the worker can be reduced by cultivating a social climate, proper communication between the worker and superior. Stress is adaptive response to a situation that is perceived as challenging or threatening to a person's well-being. 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. The process of stress management is named as one of the keys for happy and successful employees.

Since stress in banking sector is mostly due to excess of work pressure and work life imbalance the organization should support and encourage to take 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 wellbeing 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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