

STRESS MANAGEMENT – A COMPARATIVE STUDY OF PRIVATE AND PUBLIC SECTOR BANK EMPLOYEES IN KOTTAYAM DISTRICT

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ABSTRACT:

A comparative study of the stress management of private and public bank employees in Kottayam district, to study and compare the job related causes of stress among employees. . 60 respondents have been selected following convenient sampling method. Questionnaires were used as data collecting instrument. Data were analyzed using tabulation, percentages. Recommendations from the study were to implement effective stress management programme to reduce the level stress. The professional management courses should include stress management programme in their syllabus. This would help the students to manage stress in their future jobs.

Key words: Bank, Employees, Stress, Working conditions

INTRODUCTION

Stress is an inevitable part of today's fast life. In this age of globalization and liberalization of the economy, competition among organization has increased .Individuals and organization have to pay economic and human cost due to these problems. As a positive influence, stress can help compel us to action; it can result in feeling distrust, rejection, anger, and depression, which in turn can lead to health problems such as headaches, upset stomach, insomnia, ulcers, high blood pressure, heart disease and stroke. Workplace stress is the harmful 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.

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. Symptoms of Stress Absenteeism, escaping from work responsibilities, arriving late, leaving early, deterioration in work performance, more of error prone work, memory loss, etc., cribbing, over-reacting, arguing, getting irritated, anxiety, etc., deteriorating health, more of accidents, etc. improper eating habits (over-eating or under-eating), excessive smoking and drinking, sleeplessness, etc. Stress management is the need of the hour. However hard we try to go beyond a stress situation, life seems to find new ways of stressing us out and plaguing us with anxiety attacks.

STATEMENT OF THE PROBLEM

The present study is intended to have an analysis on the comparative study of the stress management of private and public bank employees in Kottayam district. Organizational life is quite stressful. Work pressures, tight schedules, meetings that never seem to end on time, unhelpful colleagues, critical bosses, incompetent subordinates and a host of other irritating factors may all have a cumulative effect in making the lives of modern-day executives quite miserable. In this study the researcher tries highlights the nature and cause of stress among different categories of employees of the bank and the precautionary measures adapted by bank management to overcome the stress of its employees.

SCOPE OF THE STUDY

Stress is a new area; it is an inevitable part of today's fast life. Now a day's competition among banks has increased. Employees outperform one another to reach at the top. All the banks fix the target to their employees, and employees are asked to attain these targets, this will create a lot of stress in them. Bank employee's deal with money and any laxity on their part make the personally accountable. After the introduction of VRS in public sector banks, there is considerable shortage of staff in almost all banks branches. The response to VRS exposed the level of frustration prevailing among the bank employees. The study was confined to Kottayam district.

OBJECTIVES OF THE STUDY

The main objectives of the study is to know whether the employees of banks are stressed or not due to their complexities. The specific objectives are

- 1) To study and compare the job related causes of stress among employees.
- 2) To collect the opinion of bank employees regarding job related stress and the strategies adopted by bank management to manage the stress.
- 3) To review whether the experience and stress levels related.
- 4) To give suitable suggestions to the banking sector to develop stress less working condition among the bank employees.

RESEARCH METHODOLOGY

The present study is descriptive and analytical in nature. Both primary and secondary data have been collected for this study. The primary data have been collected by utilizing an interview schedule specially prepared for this purpose. The important sources of secondary data are books, journals; websites etc. 60 respondents have been selected by convenient sampling method.

LIMITATIONS OF THE STUDY

The present study has several limitations. First of all, it is based on sample hence all inherent limitations of sample study are involved in this study. Sample size is limited in number. Primary data are collected from bank employees of Kottayam district. Hence the findings can't be generalized to people belonging to other areas.

DATA ANALYSIS AND INTERPRETATION

Table 1: EDUCATIONAL QUALIFICATION

Qualifications	Frequency	Percent

SSLC	1	1.7
+2/PRE DEGREE	5	8.3
GRADUATION	40	66.7
POST GRADUATION	14	23.3
Total	60	100.0

Interpretation

Table 1 denotes that out of 60 respondents 67% of respondents have been graduate, 23% respondents have been post graduate, 8% respondents have educational qualification of +2/pre degree, and remaining 2% are belongs to educational qualification of SSLC

Table 2: **IN WHICH BANKING SECTOR ARE WORKING?**

	Frequency	Percent
PUBLIC	29	48.3
PRIVATE	31	51.7
Total	60	100.0

Interpretation

Table 2 denotes that out of 60 respondents 51.7% are from private sector and 48.3% are from public sector.

Table 3: **DESIGNATION**

	Frequency	Percent
MANAGER	3	5.0
DEPUTY MANAGER	8	13.3
HEAD CASHIER	4	6.7
COMPUTER OPERATOR	4	6.7
CASHIER	14	23.3
CLERK	20	33.3
OTHERS	7	11.7
Total	60	100.0

Interpretation

Table 3 denotes that the designation of the employees out of 60 respondents, 33.3% respondents carrying clerical position, 23.3% respondents carrying cashier position, 13.3% respondents carrying deputy manager post, 6.7% each respondents carrying head cashier & computer operator position, 5% respondents carrying manager post and remaining 11.7% respondents carrying other positions.

Table 4: **Experience**

	Frequency	Percent

BELOW 5 YEARS	13	21.7
5-10	17	28.3
10-15	11	18.3
15-20	4	6.7
ABOVE 20 YEARS	15	25.0
Total	60	100.0

Interpretation

Table 4 denotes the experience of the 60 respondents in banks. 28.3% respondents belong to 5-10 years experienced, 25% respondents belong to above 20 year experience, 21.7% respondents belong to below 5 year experience, 18.3% respondents belong to 10-15 year experience, and remaining 6.7% respondents belong to 15-20 year experience.

Table 5: **Satisfaction level**

	Frequency	Percent
HIGHLY SATISFIED	16	26.7
SATISFIED	25	41.7
NOT SATISFIED	9	15.0
VERY MUCH	2	3.3

SATISFIED		
NEUTRAL	8	13.3
Total	60	100.0

Interpretation

Table 5 denotes the satisfaction of the present job of 60 respondents. 41.7% respondents are satisfied with the present job, 26.7% respondents are highly satisfied, 15% respondents are not satisfied, 13.3% respondents are neutral, and remaining 3.3% respondents are very much satisfied

Table 6: **Job conditions at workplace**

	Frequency	Percent
ROLE OVERLOAD	17	28.3
ROLE UNDERLOAD	2	3.3
EXCESSIVE RESPONSIBILITY	14	23.3
TIME PRESSURE	8	13.3
POOR QUALITY SUPERVISION	4	6.7
INSECURE JOB CLIMATE	7	11.6
ROLE AMBIGUITY	3	5.0
ROLE CONFLICT	5	8.3

Total	60	100.0
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Interpretation

Table 6 denotes that problems/items that the 60 respondents recognise in their work. 28.3% respondents affect role overload in their work, 23.3% respondents affect role excessive responsibility in their work, 13.3% respondents affect time pressure in their work, 11.6% respondents affect insecure job climate in their work, 8.3% respondents affect insecure & role conflict in their work, 6.7% respondents affect poor quality supervision in their work, 5% respondents affect role ambiguity in their work, and remaining 3.3% each respondents affect role overload in their work.

Table: 7 **Job related stress**

	Frequency	Percent
YES	32	53.3
NO	8	13.3
SOMETIMES	20	33.3
Total	60	100

Interpretation

Table 7 denotes that the job related stress of 60 respondents. 53.3% respondents affect job related stress in their work, 33.3% respondents sometimes job related affect stress in their work and remaining 13.3% respondents do not affect job related stress in their work.

Table: 8 Self precautionary measures

	Frequency	Percent
FREQUENT SHORT TIE REST DURING OFFICE HOURS	6	12
PRAYER	5	10
REGULAR WALKING	7	13
YOGA	6	12
PLEASURE TRIP	12	23
EXCERCISES	4	9
ANY OTHER	11	21
Total	52	100

Interpretation

Table 8 denotes that the precautionary measures adopted by the 52 respondents for overcoming the job related stress. 23% respondents adopts pleasure trip for overcoming stress, 21% respondents adopts other types of stress relief, 13% respondents adopts regular walking, 12% respondents adopts frequent short tie rest during office hours, 10% respondents adopts prayer, and remaining 9% respondents adopts exercise for overcoming the job related stress.

Table: 9 do stress at workplace affect health

	Frequency	Percent
DEFINITELY	19	36.5
MAY BE	22	42.3
MAY NOT BE	11	21.2
Total	52	100.0

Interpretation

Table 9 denotes that the work related stress would adversely affect the health of 52 respondents. 42.3% respondents denotes that may be affect their health, 36.5% respondents denotes that definitely affect their health, 21.2% respondents denotes that may not be affect their health.

Table 10: do bank employer recognize about stress and health conditions

	Frequency	Percent
YES	26	50
NO	9	17
NOT SURE	17	33

Total	52	100.0
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Interpretation

Table 10 denotes that the employer bank whether recognise employee's health. Out of 52 respondents 50% denotes that employer bank will recognise them, 33% are not sure about it, and remaining 17% denotes that employer bank will not recognise them.

Table 11: **IF YES, WHAT IS THE MEASURE TAKEN BY YOUR BANK TO REDUCE YOUR STRESS**

	Frequency	Percent
YOGA TRAINING	3	12
SEMINARS/WORKSHOPS	3	12
RECREATIONAL FACILITIES	5	19
HOLIDAY TRIP FACILITIES	3	12
MOTIVATION FOR ACHEIVEMENT	9	33
ANY OTHER	3	12
Total	26	100.0

Interpretation

Table 11 denotes that the measures taken by the bank to reduce stress. Out of 26 respondents 33% denotes that they get motivation for achievement for reducing their stress, 19% denotes that they get recreational facilities, 12% each denotes that they gets

seminars/workshops & holiday trip facilities, and remaining 12% each denotes that they gets yoga training and other facilities to reduce stress.

Table 12: HOW FAR YOU SATISFIED WITH MEASURES TAKEN BY YOUR BANK TO REDUCE STRESS OF STAFF?

	Frequency	Percent
HIGHLY SATISFIED	3	6
SATISFIED	22	42
NEUTRAL	9	17
NOT SATISFIED	4	8
HIGHLY DISSATISFIED	3	6
Total	52	100.0

Interpretation

Table 12 denotes that out of 52 respondents how far they satisfied with their present job. 42% respondents denotes that they are satisfied with their present job, 17% respondents denotes that they are neutral with their present job, 8% respondents denotes that they are not satisfied with their present job, remaining 12% respondents denotes that they are highly satisfied & highly dissatisfied with their present job.

FINDINGS

The main objective of the study is to know whether the employees of bank have stress at work. The study is conducted among employees and the data collected has been analyzed by using various standard tools. The main findings of study are:-

- 25% of the employees are satisfied with their present job, irrespective of public or private.
- At the same time of stress employees show different symptoms. Psychological, behavioural and physiological symptoms
- While analysing behavioural symptoms, dominating symptoms are carelessness, passive or aggressive behaviour, increased smoking and hostility. In this carelessness is the major behavioural symptom.
- Back aches and tension headaches are the main physical symptoms of stress. Few employees have migraines and sleep disturbances.
- Role overload, excessive responsibility and time pressure are the main job related causes of stress, in all categories of bank.
- Sometimes the stress will harmfully affect the family life of employees.
- 32% of the employees have personal stress management programme. These programme include prayer, regular walking, frequent short time rest during office hours, yoga etc..
- 2% of the employee's health is affected by the stress at work.
- Heavy business in branch, long hours of work, long journey and complication in work are the major job related pressure faced by the bank employees.
- Majority of the bank employees are not sure about the stress management program me employed by their employer bank.

SUGESSTIONS

Stress is the order of the day and it is not possible to be without stress. Better management of stress is the key to reduce it. From the analysis it can be found that most of the bank

employees have stress. But another disappointing factor is that most of the banks do not implement any stress management programme for the employees.

- Management of banks should implement effective stress management programme to reduce the level stress.
- Details regarding stress management programmes should be properly communicated among employees
- Physical and mental exercise should be adopted by the employees to manage stress. Morning and evening walk, yoga, prayer, meditation etc will help to reduce stress.
- The professional management courses should include stress management programme in their syllabus. This would help the students to manage stress in their future jobs.
- Sharing of problem with spouse and friends would reduce tension and stress.

CONCLUSIONS

Stress is something that happens our daily lives and is usually associated with a particular event such as work, family and other responsibility. Effective stress management is something that our lives can go a little more smoothly. Stress management is as simple as taking a walk. It has been proven that physical activities would improve a person's mental health, help with depression and relieve the side effect of stress. This makes a person's heart rate increase and will be affected by stress. It is vital that stress management techniques are implemented into our daily lives. Coping with stress is an individualized task and one method over another may not be superior. A person that is stressed takes so much away from his or her health and performance levels.

Employees at bank are too much stressed with their job with heavy work loaded, so the employees expect some refreshing events to add up in their work place like frequently tea in working hours, tea breaks, entertainments etc. Accordingly the employees expect hike in their salary from their worth performance. But even the employees are very cooperative and have a very good high regard and respect towards the bank's image and its future.

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