



Problems and Prospects of Women employees in Public sector banks with respect to stress Management

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Abstract: Now a days, workplace stress is widely acknowledged as being a serious threat to both employees' health and the wellbeing of their enterprises. Stress is a problem that cannot be avoided. Stress, a necessary component of human existence, is believed to have a significant impact on both individuals and organizations. People spend the majority of their time at workplace; therefore, it makes sense that the workplace would play a significant role in contributing to and influencing stress. Numerous roles that are played at work must correspond with those played at home and in other settings. The strain caused by the responsibilities that people perform at their workplace are the major reasons behind stress organization. In view of this, the current study intends to examine the causes of stress and the methods used by women in the public sector banks to manage their stress. Primary data is the foundation of the investigation. In the present study the primary data is collected from 110 women working in the public sector banks in Vizianagaram district of Andhra Pradesh. According to the survey, all of the sample respondents experience stress when carrying out their jobs. One of the main factors contributing to their stress is time constraint. The majority of sample respondents experience mental stress. More than half of the sample respondents admitted to experiencing high levels of stress. Stress is revealed to be the main source of headaches for the sample responders. Other annoyances include elevated blood pressure, anxiety, and other health issues. The majority of the sample respondents found that increasing sleep, setting daily goals and giving work priority, engaging in hobbies and physical activity, seeking professional help, speaking with friends and family members, drinking coffee and tea, etc., were all effective stress coping techniques.

Keywords: stress, need for managing stress, causes for stress, kinds of stress, stress coping strategies.

Introduction: Workplace stress is recognized worldwide as a major challenge to workers' health and the healthiness of their organizations. The problem of stress is inevitable and unavoidable. Stress is an integral part of everyplace which cannot be separated from work and influences a lot on existing employees. Stress is defined as a situation where the organism 's homeostasis is threatened or the organism perceives a situation as threatening. As individuals spend most of their time at work, the workplace has been conceived to be a potent contributor and influencer of stress. At the workplace, various roles are performed which have to be in synchronization with the roles at home and other places. The stress induced due to roles performed by individuals as employees at workplace, has been one of the most persuasive organizational stressors the outcomes of which have been found to be costly to the organization.

According to the World Health Organization stress, especially that relating to work, is the second most frequent health problem, impacting one third of employed people. The influence of stress on employee can be seen in many ways viz. more absenteeism, decline in productivity, fatigue, huge attrition rate, losing proper attitude towards job affecting overall efficiency and effectiveness. In this view, a dysfunctional degree of stress jeopardizes not just individual but also organizational interests. It is a well-known cause of low motivation and morale, decreased performance, high turnover and sick leave, accidents, low job satisfaction, low quality products and services, poor internal communication and conflicts, and other factors that have an impact on overall organizational efficiency and effectiveness. It also has an impact on consumer orientation and satisfaction. Women face with a choice between the two, tend to allow family responsibilities to take precedence over work obligation. The point to be considered here is whether there is any basic conflict between the role of a woman as a mother and wife and as that of a workingwoman and whether effective handling of one can be done only at the cost of the other. There is nothing in the way of women striking a proper balance between the conflicting demands and being able to discharge both the duties efficiently and effectively.

Against this backdrop, the present study aims at examining the factors causing stress and the stress management techniques of the women in the public sector. The study is based on primary data. Primary data is collected from 100 women employees, working in the public sector banks in Vizianagaram district of Andhra Pradesh.

Review of Literature:

1. Dr.Latha Krishnan(2014)- A study was conducted about various factors that leads to stress among working women and their direct on stress ,strategies techniques that are used to overcome stress among women employess in different sectors in bangalore City. This study also revealed about socio economic stressors and work life balance.
2. A.KRIHIKA AND Dr.K.RAJAM(2018): A research work has been conducted about occupational stresses faced by female teachers in educational Institutions and strategies often they adopt to face the stress.Because the role of teachers in building nation and future role is quiet significant.dealing with occupational responsibilities on the otherside taking care of house hold duties is not an easy task.
3. MUDDANAGAUDA PATIL(2016):This study completely focused on occupational stress experienced by working women.In this it was revealed that stress is not a negative condition it is a raection what people project facing different situations.
4. GOURIE SURAJ NARAYAN(2005): The research work concentrated on occupational stress and ecosysstem approach to handle stress by organisational and social Interventions.
5. ADELINE BROAD BRIDGE(2000): This empirical study identified sources of stress among female managers in retailing sector .Through educational programs,career planning will motivate and build confidence to cope up with stress.
6. TAMIZHARASI &UMA RANI(2014):In this study it has been concluded that external environmental factors. HR practices in competitive environment and its impact on stress level of employees.
7. T.THIRUMALESWARI(2013): She conducted study on job stress among employees of software industry in Chennai and identified few initiatives for effectively handling stress at workplace.

8. P.RADHA &R.GANGA DURGA DEVI(2019): In this study it was concluded that women employees stress is affected by their behavior and morale . Positive stress will be caused due to hard work and recognition .Negative stress is due to thinking habits and avoidance at work place.

Need for Stress Management:

A healthy employee is a Productive Employee. Considering the fact, the organization must concentrate on physical and mental wellbeing of employee. Physical and psychological health of employees highly influenced by proper management of stress. It is very much essential in today's competitive world that organizations must regularly identify the stress levels of employees, reasons behind it and strategies to cope up with it. As the banking sector playing a major role in Indian economy and the contribution of female employees in this aspect also quite significant. In this context a study on stress management in this area will give proper outcome to face the challenges.

Objectives of the study: Being working women, the main objectives of this study are:

1. To know the work life balance of working women.
2. To the causes of stress among women employees working in the public sector banks.
3. To know the reasons, levels of stress and to describe the health problems due to work related stress.
4. To know the Stress management techniques followed by the women employees working in the public sector banks

Methodology:

Primary data: The data which is collected for the first time by the researcher for his/her purpose of study is called primary data.

Primary data is the most important factor for any research. In this study the primary data is collected from 110 women working in the public sector banks in Vizianagaram district of Andhra Pradesh by using structured questionnaire method.

Secondary data: The secondary data is collected from various internet sources.

Results and discussion

Profile of the sample respondents: The entire sample respondents are middle aged and are currently married. They are living in nuclear families. Educational qualifications of the sample respondents are given in Table – 1. It is revealed from the table that significant proportion of the sample respondents are graduates (56.37 per cent), while 30 per cent of the sample respondents are Post graduates. The study consists of around 10.91 per cent of the sample respondents, who are engineering graduates. The study also comprises of sample respondents, who had studied any other (2.72 per cent).

Table-1
Distribution of the sample respondents by literacy level

| Literacy Level | No. of respondents | Percentage |
|-----------------|--------------------|------------|
| Degree | 62 | 56.37 |
| Post-graduation | 33 | 30.00 |
| B.Tech. | 12 | 10.91 |
| Other | 3 | 2.72 |
| Total | 110 | 100.00 |

Causes for stress

From the field survey it is observed that the entire sample respondents are facing stress at the work place. Sample respondents are asked to mention the reasons for their stress. Distribution of the sample respondents by reasons for stress are presented in Table – 2. It is obvious from the data that time pressure is found to be the main reason for stress in the opinion of the majority of the sample respondents (53.64 percent), while 18.18 per cent of the sample respondents reported that work overload is the cause for their stress. The data further shows that strict rules for availing leave is also the cause for the sample respondents (19.09 per cent). Sample respondents, who reported lack of autonomy to do work as the cause for stress, constitute around 9.09 per cent of the sample respondents.

Table-2
Table showing reasons for stress among sample respondents

| Reasons | No. of respondents | Percentage |
|---------------------------------|--------------------|------------|
| Work overload | 20 | 18.18 |
| Time pressure | 59 | 53.64 |
| Strict rules for availing leave | 21 | 19.09 |
| Lack of autonomy to do work | 10 | 9.09 |
| Total | 110 | 100.00 |

Kinds of stress

Sample respondents are asked to state the kinds of stress they are facing. Distribution of the sample respondents by kinds of stress is given in Table-3. It is noticed from the table that huge percentage of the sample respondents are facing mental stress (51.82 per cent), while about 37.28 per cent of the sample respondents reported physical stress. Both mental and physical stresses are being faced by 10.90 per cent of the sample respondents.

Table-3
Table showing kinds of stress among sample respondents

| Kinds of stress | No. of respondents | Percentage |
|-----------------|--------------------|------------|
| Mental | 57 | 51.82 |
| Physical | 41 | 37.28 |
| Both | 12 | 10.90 |
| Total | 110 | 100.00 |

Level of stress

An attempt is made in the present study to know the level of stress. Distribution of the sample respondents by level of stress is given in Table – 4. The data shows that very high level of stress is being faced by 30 per cent of the sample respondents, whereas 22.73 per cent of the sample respondents reported high stress. Moderate stress level is reported by 32.72 almost one third of the sample respondents, while low level of stress is expressed by about 14.55 per cent of the sample respondents.

Table-4
Table showing level of stress among sample respondents

| Level of stress | No. of respondents | Percentage |
|-----------------|--------------------|------------|
| Very high | 33 | 30.00 |
| High | 25 | 22.73 |
| Moderate | 36 | 32.72 |
| Low | 16 | 14.55 |
| Total | 110 | 100.00 |

Kind of inconvenience due to stress

Sample respondents are asked to state the kind of inconvenience they are facing due to stress. Table – 5 furnishes the distribution of the sample respondents by kind of inconvenience faced by the sample respondents. It is delineated from the table that large chunk of the sample respondents are facing headache(48.18percent), while digestive problem is being faced by 30 per cent of the sample respondents. Nervousness due to stress is reported by 15.46 per cent of the sample respondents, whereas sample respondents, who high blood pressure constitute, 6.36 per cent of the sample respondents.

Table-5
Table showing kind of inconvenience among sample respondents

| Opinion | No. of respondents | Percentage |
|---------------------|--------------------|------------|
| Digestive problem | 33 | 30.00 |
| Nervousness | 17 | 15.46 |
| Headache | 53 | 48.18 |
| High Blood pressure | 7 | 6.36 |
| Total | 110 | 100.00 |

Stress management techniques followed by the sample respondents

There are various stress coping strategies. An attempt is made in the present study to know the stress coping strategies followed by the sample respondents. It is found from the study that sample respondents are adopting various coping strategies in order to relieve from the stress.

Submissive coping strategy

An attempt is made in the present study to know the submissive coping strategies followed by the sample respondents. Table – 6 shows the submissive coping strategies followed by the sample respondents. It is inferred from the table that 31.82 per cent of the sample respondents are sleeping more to relieve from the stress, while day dreaming is the strategy in the case of 17.28 per cent of the sample respondents. Prayer and accepting work as challenge are also reported by some of the sample respondents (16.36 per cent and 19.09 per cent respectively). Leaving the office is reported by 15.45 percent of the sample respondents.

Table-6
Distribution of the sample respondents by using submissive coping strategy

| Coping strategy | No. of respondents | Percentage |
|--------------------------|--------------------|------------|
| Daydream | 19 | 17.28 |
| Prayer | 18 | 16.36 |
| Accept work as challenge | 21 | 19.09 |
| Sleep more | 35 | 31.82 |
| Leave the Office | 17 | 15.45 |
| Total | 110 | 100.00 |

Functional coping strategy

An examination of the functional coping strategies of the sample respondents reveals that setting goals daily and prioritizing the work is found to be the major coping strategy in the case of large proportion of the sample respondents (51.81 percent). Managing time is reported by 33.64 percent of the sample respondents. Sample respondents, who reported preparing action plans for the work, comprises of about 14.55 per cent of the sample respondents (Table-7).

Table-7
Distribution of the sample respondents by using functional coping strategy

| Coping strategy | No. of respondents | Percentage |
|---|--------------------|------------|
| Set goals daily and prioritize the work | 57 | 51.81 |
| Prepare an action plan for the work | 16 | 14.55 |
| Manage time | 37 | 33.64 |
| Total | 110 | 100.00 |

Diversion coping strategy

As regards diversion coping strategies followed by the sample respondents, it is evident from the study that diversion coping strategies include entertainment (30percent), engaging in hobbies (38.18 per cent) and internet browsing (31.82 percent) (Table–8).

Table–8
Distribution of the sample respondents by sample respondents using diversion coping strategy

| Coping strategy | No. of respondents | Percentage |
|-----------------------|--------------------|------------|
| Entertainment sources | 33 | 30.00 |
| Engage in hobbies | 42 | 38.18 |
| Browse internet | 35 | 31.82 |
| Total | 110 | 100.00 |

Relaxation coping strategy

A perusal of relaxation coping strategies of the sample respondents reveals that majority of the sample respondents are engaging in physical exercises (50.90 percent).The data further shows that indulging in meditation or yoga strategy is found to be followed by 33.64 per cent of the sample respondents. No relaxation coping strategy is reported by 15.46 percent of the sample respondents (Table–9).

Table–9
Distribution of the sample respondents by using relaxation coping strategy

| Coping strategy | No. of respondents | Percentage |
|-------------------------------|--------------------|------------|
| Indulge in meditation or yoga | 37 | 33.64 |
| Engage in physical exercises | 56 | 50.90 |
| No strategy | 17 | 15.46 |
| Total | 110 | 100.00 |

Third party support coping strategy

Regarding third party support coping strategies of the sample respondents, it is seen from the Table – 10 that seeking professional help is the strategy followed by majority of the sample respondents (45.45 percent). Further, it is observed from the table that delegating responsibility instead of carrying it alone is the strategy followed by 27.28 per cent of the sample respondents. Planned break from work is reported by 20.91 percent of the sample respondents. No third-party support coping strategy is reported by about 6.36 percent of the sample respondents.

Table–10
Distribution of the sample respondents by sample respondents using third party support coping strategy

| Coping strategy | No. of respondents | Percentage |
|--|---------------------------|-------------------|
| Seek professional help | 50 | 45.45 |
| Delegate responsibility instead of carrying it alone | 30 | 27.28 |
| Planned break from work | 23 | 20.91 |
| No strategy | 7 | 6.36 |
| Total | 110 | 100.00 |

Cognitive restructuring coping strategy

Analysis of cognitive restructuring coping strategies of the sample respondents shows that talking with friends/family members is found to be strategy followed by most of the sample respondents (57.28 per cent). Sample respondents, who reported trying to look at things differently as the strategy, consists of 18.18 per cent of the sample respondents. On the contrary, around 24.54 per cent of the sample respondents reported no cognitive restructuring coping strategy (Table–11).

Table–11
Distribution of the sample respondents by sample respondents using cognitive restructuring coping strategy

| Coping strategy | No. of respondents | Percentage |
|-----------------------------------|---------------------------|-------------------|
| Try to look at things differently | 20 | 18.18 |
| Talk with friends/family members | 63 | 57.28 |
| No strategy | 27 | 24.54 |
| Total | 110 | 100.00 |

Transitory reinforcement coping strategy

As far as transitory reinforcement coping strategy is concerned, it is found from the study that taking coffee, tea, etc., is found to be major transitory reinforcement coping strategy in the case of 61.82 per cent of the sample respondents. On the other hand, 22.72 per cent of the sample respondents reported leaving the tension at work as the strategy. By contrast, 15.46 per cent of the sample respondents reported no transitory reinforcement coping strategy.

Table-12
Distribution of the sample respondents by sample respondents using transitory reinforcement coping strategy

| Coping strategy | No. of respondents | Percentage |
|---------------------------|--------------------|------------|
| Take coffee, tea, etc. | 68 | 61.82 |
| Leave the tension at work | 25 | 22.72 |
| No strategy | 17 | 15.46 |
| Total | 110 | 100.00 |

Conclusion: The study finds that entire sample respondents are found to be facing stress while performing their regular duties. Time pressure is found to be the major cause for their stress. Most of the sample respondents are facing mental stress. High levels of stress are reported by more than half of the sample respondents. Headache is found to be major inconvenience faced by the sample respondents due to stress. There are other inconveniences as well like digestive problem, nervousness and high blood pressure. Sleeping more, setting goals daily and prioritizing the work, engaging in hobbies, engaging in physical exercises, seeking professional help, talking with friends and family members, and taking coffee, tea, etc. found to be stress coping strategies followed by majority of the sample respondents.

It is suggested that employees must give importance to time management techniques thereby they can complete their work within the specified time. Many tasks can be delegated to subordinates without losing effectiveness so that we can reduce the overload of work. Adopt the work to home transition strategy. It means instead of carrying the pressures of the work to home, the suggestion is to start the unwinding process during the work day and enter the home in a relaxed and peaceful mind.

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