



STRESS MANAGEMENT AMONG EMPLOYEES IN PUBLIC AND PRIVATE SECTOR BANKS

S.K.SUDHARSAN RAJA, Ph.D Research Scholar (Reg.No: 21113221011002), Department of Commerce, St.John's College of Arts and Science, Ammandivilai, (Affiliated to Manonmaniam Sundaranar University, Abishekapatti, Tirunelveli-627012,Tamil Nadu India) Email Id:sksudharsanraja07@gmail.com

Dr.S.DAVID, Head & Assistant Professor, Department of Commerce, St.John's College of Arts and Science, Ammandivilai, (Affiliated to Manonmaniam Sundaranar University, Abishekapatti, Tirunelveli-627012, Tamil Nadu,India)Email Id: prof.davidsngl@gmail.com

ABSTRACT

The banking sector in India has undergone tremendous changes due to increased competition and deregulation, which has created stress in the bank employees. Occupational stress has become an inevitable part of human life in recent times, making life more challenging and innovative. The psychosocial well-being of an employee is essential for a productive work force, and the researcher has undertaken a study to find out the causes of stress among the bank employees and its influence on public and private sector bank employees. The researcher used disproportionate stratified random sampling method to obtain the sample, and techniques such as percentage analysis and one sample 't' test were used to analyse the data.

Keywords: stress management, work culture.

INTRODUCTION

Stress is a widespread problem that affects many people in a variety of industries, including the banking industry. High levels of stress are frequently experienced by bank employees as a result of their arduous work schedules, interactions with difficult clients, and ongoing deadline pressure. Stress management is critical for a bank's well-being and productivity. Workplace stress levels can be decreased and the overall work environment can be improved with the use of stress management techniques. Banking can be a demanding profession, with long hours, difficult customers, and constant pressure to meet targets and deadlines. This can lead to high levels of stress among employees, which can have a negative impact on their well-being and productivity. Banks must implement stress management techniques in the workplace to address this issue.

Due to stress, the phrase "work is worship" has to be obsolete today. In today's business world, stress is an important word. Organizations have to assign work to employees without knowing their mental status, physical capacity, or caliber. This causing is as stress. The demands of the workplace, which are constantly changing, can make people feel more stressed, particularly those people already working under pressure all the time. While working under pressure can improve performance, it can also lead to stress, which has negative consequences.

Stress management refers to interventions designed to reduce the impact of workplace stressors. These can have an individual focus, with the goal of increasing an individual's ability to cope with stressors. The goal of stress management is to manage the stress of everyday life among employees. Many different techniques, such as biofeedback, meditation, and massage, can be used. In order to determine which stress management programme will be most effective for a given person, counsellors



work with individuals. In this research study analyzing that, study on stress management among the bank employees in public and private sector banks.

STATEMENT OF PROBLEM

The purpose is to comprehend the underlying factors that contribute to job stress and its effects on the productivity of employees in the commercial banking industry. It is used to assess workplace stress. Role conflict, poor customer service, and a lack of customer response are all major sources of stress for bank employees. Different stress management techniques can be used to maintain equilibrium and harmony depending on the specific problems that cause stress. Stress, after a certain point, ceases to be beneficial and begins to harm one's health, mood, productivity, relationships, and quality of life.

Due to the numerous difficulties, they encounter on a daily basis, banking professionals are no strangers to stress. Long hours, tight deadlines, and high-pressure situations can all contribute to stress levels that are difficult to manage. However, there are specific techniques that can be used to help manage and balance stress. These include regular exercise, meditation or mindfulness practices, and taking breaks throughout the day to recharge. It is critical for bank employees to recognize when stress becomes excessive and, if necessary, seek professional help. Stress can be extremely harmful to your health, mood, productivity, relationships, and quality of life if it persists for an extended period of time. Employees in the banking industry can maintain their wellbeing and continue to perform their jobs by taking action to manage stress effectively.

OBJECTIVES OF THE STUDY

1. To determine the demographic profile of bank employees in public and private sector banks
2. To determine the factors reduce stress level among the employees from both private and public sector banks.

SCOPE OF THE STUDY

The study is being conducted to analyse the stress management of commercial banks in Kanniyakumari in order to meet the objectives of this research. Non-probability sampling is used in this case. The research was conducted on various commercial banks in the Kanniyakumari district. The study's focus is only on those who work for Kanniyakumari's commercial banks. The survey method, which has short-term validity, aims to analyse the current phenomenon. The quality of the respondent's response will determine the study's validity.

Methodology

The research is descriptive and empirical in nature, and it has been carried out using both primary and secondary data gathered specifically for this purpose. The current study is an attempt to investigate stress management in depth and its relevance to banking employees. The data for the study was gathered from employees via questionnaires and direct interviews. The study's sample was drawn from both public and private sector banks in Kanniyakumari district.

Sample size

The researcher was chosen using the stratified random sampling method, and a sample size of 100 was used in this study. Employees from both public and private sector banks in Kanniyakumari district conducted this research.

Analysis of data

The demographic profile of bank employees in the district of Kanniyakumari is shown in the following table.

TABLE 1.1. DEMOGRAPHIC PROFILE OF STRESS MANAGEMENT AMONG BANK EMPLOYEES

S.No	Factors	Frequency N	Percentage
Age	Below 30 years	30	30
	31-40 years	40	40
	41-50 years	20	20
	Above 50 years	10	10
Gender	Male	55	55
	Female	45	45
Education	Graduate	35	35
	Postgraduate	25	25
	Professional	15	15
	Others	25	25

Source: Primary data

Table 1.1 exhibits that, among the age group, 40 percent of the respondents are in the age group of between 31 to 40 years, 30 percent belongs to the age group of 41 to 50 years, 20 percent respondents have belongs to the age group of 41 to 50 years and, 10 percent respondents have under the age group above 50 years.

Among the gender group 55 percent respondents have stress among the male, and 45 percent are female.

Among the education group, 35 percent respondents have under graduate, 25 percent respondents have under postgraduate and others, and 15 percent respondents have professionals.

LEVEL OF STRESS REDUCING AMONG BANK EMPLOYEES

Effective stress management in the workplace requires a proactive approach from the management to address the root causes of stress and promote a positive work environment. Here, the following factors that can be adopted by the management to relieve stress among employees.

TABLE 1.2. SHOWING THE LEVEL OF STRESS REDUCING AMONG THE EMPLOYEES

S.No	Variables	N	Mean	Std. Deviation	't'	'df'	Sig
1	High salary	100	2.81	1.383	20.316	99	.000*
2	Recruit supportive staff	100	2.97	1.507	19.705	99	.000*
3	Training and development program	100	3.11	1.435	21.676	99	.000*
4	Reduce workload	100	2.62	1.398	18.737	99	.000*
5	Time management	100	2.89	1.392	20.764	99	.000*

6	Employee support program	100	3.02	1.484	20.353	99	.000*
7	Good co workers relationship	100	3.08	1.398	22.039	99	.000*
8	Physical exercise and relaxation techniques	100	3.13	1.397	22.399	99	.000*
9	Deep breathing	100	2.84	1.461	19.433	99	.000*
10	Progressive muscle relaxation	100	2.91	1.379	21.106	99	.000*
11	Social supportive	100	2.93	1.526	19.202	99	.000*
12	Creative expression	100	2.98	1.385	21.513	99	.000*
13	Clear communication	100	3.05	1.604	19.013	99	.000*
14	Flexible work arrangement	100	2.85	1.351	21.092	99	.000*
15	Health and wellness programs	100	3.03	1.367	22.171	99	.000*
16	Employee assistance programs	100	3.03	1.453	20.859	99	.000*
17	Recognition and rewards	100	3.08	1.489	20.691	99	.000*
18	workplace culture	100	3.06	1.413	21.657	99	.000*
Overall reduce stress among the employees			2.966	1.43			

Source: Primary Data

Table 1.2 reveals that stress level reduce among the bank employees from both public and private sector banks among the following variables are physical exercise and relaxation technique, training and development program, recognition and rewards and good co worker relationship. They have the highest mean score of 3.13, 3.11 and 3.08 respectively.

Customers have low level of reducing stress level among the bank employees in public and private sector banks, variables are high salary and flexible work management. Since they have the lowest mean score of 2.85 and 2.81 respectively.

All the 18 variables regarding problems on customers towards digital banking services are significant at 1 percent level.

FINDINGS

1. Due to positioning-based stress, the majority of the respondents were younger than the age range of 31 to 40.



2. Majority of the respondents have 55 percent are male
3. Majority of the respondents have 35 percent are educated graduate level.
4. stress levels among bank employees from both public and private sector banks are reduced by physical exercise and relaxation techniques, training and development programmes, recognition and rewards, and good coworker relationships. Customers have a low level of stress, with high salaries and flexible work management having the lowest mean scores of 2.85 and 2.81, respectively.

SUGGESTION

Employees of the banks should be made free from not only fear of quality of performance but also from other type of fear generating in their mind.

1. The concept of a five-day work week can be implemented in banks so that employees can devote more time to themselves and their families while also fulfilling other social responsibilities.
2. The working environment should be clear and safer.
3. There should be proper division in all departments.
4. Counseling is the most effective way to combat the negative effects of stress. As a result, as part of their welfare measures, management should provide counselling to employees.

CONCLUSION

The study was successful in determining the level of stress management among banking employees in the Kanniyakumari region. Workplace stress has become a major issue in the current scenario, and much of it is caused not only by work overload, poor remuneration, and a poor work environment. However, there is also pressure from the organisation, a lack of career development, and other factors. Because stress in the banking sector is primarily caused by an excess of work pressure and a work-life imbalance. Workplace stress can have a variety of causes, including psychological and financial stress. If financial concerns are causing stress, the salary and compensation should be increased. If mental health issues are causing stress, communicate with employees to find out what they want in a friendly manner.

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