

**STRESS MANAGEMENT OF BANKING SECTOR EMPLOYEES IN PALAKKAD
DISTRICT, KERALA**

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Abstract

Stress is a state or feeling experience which a person recognizes that demand exceed the personal and social resources of the individual is able to mobilize. Stress can be caused by a wide variety of factors and effect to possible sources of stress will vary with each individual. Stress is a normal part of life, excessive stress affect productivity and reduces employee's physical and emotional health, so it's important to find ways to keep it under control. The main causes of stress at work are the insufficient and work high loads without proper control over work in which the work is undergoing in a proper working environment and the lack of proper training and the information. Stress Management is a wide variety of techniques and psychotherapy aimed at controlling a person's level of stress especially chronic stress, usually for the purpose of enhancing everyday functioning. The emergence of technological revolution in all walks of life incorporated with globalisation, privatisation policies has drastically changed conventional patterns in all sectors. The banking sector is of no exemption.This study gives insight to various factors of stress that affect employees as well as the organization.

Key words: Stress, Psychotherapy, Stress Management

Introduction

Stress is a factor which is hindering the organization effectiveness. A better knowledge about various factors of organizational commitment may help to increase the effectiveness and decrease turnover rates. Since stress in banking sector is due to excess of work pressure and work life imbalance the organization should support and encourage taking up roles that help them to balance work and family. Productivity of the work force is the important factor as far as the success of an organization is concerned. In the modern times when the service industry is attaining greater prominence compared to manufacturing industry, banking has evolved as a prime sector providing financial service to growing needs of the economy. The banks have started to provide services like treasury operations ,managing derivatives ,option and futures, providing consultancy service ,acting as a intermediary between two-business entities.etc. So the banking sector should arrogate stress management techniques.

Objectives of the study

1. To study the various types of stress faced by employees.
2. To study the methods through which the stress are managed among bank employees

Research Methodology

The study was both descriptive and analytical in nature. Both primary and secondary data were used for the purpose of study. Primary data were collected from the bank employees in Palakkad district by administering questionnaire. Secondary data were collected from magazines, journals, books and from various websites. 215 bank employees were selected from different banks in Palakkad district for the purpose of the study. Convenience sampling method was adopted for selecting sample from the universe.

Review of Literature

A review of earlier studies relevant to the present investigation and elsewhere were included here.

1. Dhankar (2015) studied the occupational stress level among employees of banking sector. There is not a single factor which determines the stress in banking employees’.

Occupational stress has become leading feature of modern life. It has wide-ranging effects on employees' behaviour and adjustments as well as off the job. A substantial portion of organization research involves the study of stress among employees.

2. **Priyanka Das et al. (2015)** in their work identified that banks must manage people at work to improve physical work environment, if the organization enhance the psychological well-being and health of the employees, the organizational revenue will increase and there will be employee retention as well. Because of "A healthy employee is a productive employee". They concluded that the level of stress among the select public sector banks are found to be limited and if the necessary action taken by the management that will help to relieve the stress of the employees.
3. **Dr. Vishal Samartha et al. (2014)** in their study identified that factors such as performance pressure; inadequate planning at workplace, change to adaptability; family demands and lack of efficient manpower caused more stress among the bank employees.

Result and Discussion

**TABLE 1
TYPES OF STRESS**

TYPES	NO.OF RESPONDENTS	PERCENTAGE
Chronic stress	65	30
Acute stress	55	26
Episodic Acute stress	30	14
Compressive stress	65	30
TOTAL	215	100

Source: Primary data

It is clear from the table that 30% of employees faced chronic stress and compressive stress equally. 26% of employees faced acute stress and only 14% of employees faced episodic acute stress.

TABLE 2
METHODS USED TO CONTROL STRESS

METHODS	NO.OF RESPONDENTS	PERCENTAGE
Exercise	107	50
Healthy diet	13	6
Relaxation techniques	9	4
Adequate rest	64	30
Relaxing hobbies	22	10
TOTAL	215	100

Source: Primary Data

It is observed from table that 50% of the employees of the sample population held the view that exercise is used to control stress, 30% of the employees needs adequate rest, 10% of employees control stress through relaxing hobbies, and only 6% of employees control stress through healthy diet.

TABLE 3
ORGANIZATIONS PROVIDES PROGRAMMES TO REDUCE STRESS

OPTION	NO. OF RESPONDENTS	PERCENTAGE
Yes	194	90
No	21	10
TOTAL	215	100

Source: Primary Data

90% of the respondents opined that organization provided programmes to reduce stress and 10% of employees disagreed with this opinion.

TABLE 4

OPINIONS OF EMPLOYEES TOWARDS PROGRAMME

PROGRAMMES	NO.OF RESPONDENTS	PERCENTAGE
Cultivate a social climate	107	50
Offer rewards and incentives	86	40
Improve communications	22	10
TOTAL	215	100

Source: Primary Data

The above table depicts that 50% of the employees were satisfied with the cultivation of social climate, 40% of employees were satisfied in offering rewards and incentives and 10% of employees were satisfied in the programme 'improve communication.

TABLE 5

SATISFACTION LEVEL TOWARDS ORGANIZATIONAL PROGRAMMES

SATISFACTION LEVEL	NO.OF RESPONDENTS	PERCENTAGE
Highly satisfied	11	5
Satisfied	107	50
Neutral	31	14
Dissatisfied	48	23
Highly dissatisfied	18	8
TOTAL	215	100

Source: Primary Data

It is clear from the table 5 that 50% of respondents were satisfied with the organizational programmes, 23% of respondents were dissatisfied, 5 % of employees were highly satisfied with organizational programmes.

Major Findings of the study

1. Seventy percentages of the employees really feel stress in their work.
2. Thirty percentages of respondents faced chronic stress and compressive stress equally.
3. Fifty percentage of the employees used exercise method to control stress.
4. Ninety percentage of the respondents agreed with the statement that organization provided programmes to reduce stress.
5. Fifty percentage of the employees opined that social climate helps to reduce stress.
6. Fifty percentage of the employees were satisfied with the organizational programmes.
7. Fifty percentage of the employees were strongly agreed with the superior cordiality.
8. Fifty percentage of the employees said that the working condition provided by the company is very good.
9. Majority (70%) of employees have time to communicate with colleagues.
10. Ninety percentage of the employees opined that they feel heavy work load.

Suggestions

1. Provide leisure time in between the work.
2. Provide some refreshment course in order to improve the skills of the employees
3. Reduce working hours
4. Provide monetary as well as non-monetary incentives to the employees in order to motivate them.
5. Improve infrastructural facilities.
6. Counselling can be promoted which help a person feel relief from emotional distress

Conclusion

Now days due to competition, stresses are increasing day by day.. So in order to compete, with other banks employees are using their full potential and that leads to stress to some extent. In order to reduce stress they must be provided with some leisure times, some refreshment course etc. for improving their skills. They must practice some stress reduction practices like Yoga, Meditation or Ayurvedic Therapy or by spending time

watching comedy, spend time with their family and share problems with parents, friends and spouse to reduce their stress to some extent.

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