A STUDY ON THE STRESS AMONG THEBANK EMPLOYEES WITH SPECIAL REFERENCE TO TAMILNADU

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Abstract
Today workplace stress is becoming a matter of concern for all the organizations. Banking sector is no more an exception. In India, banks are amongst top ten stressed work places. Despite of feeling relaxed with the advent of modern technology and innovations in the banking sector, employees are feeling overloaded with work and stressed out. With the advancement in technology, banks made rapid changes and it has become hard for employees to cope with these changes which results in stress. An attempt has been made to study the causes and effects of stress among bank employees. Stress can affect one's health, work performance, social life and the relationship with family members. The stressors and its consequences are to be understood at individual and organizational level. The aim of this paper is to provide insight that will help the reader to improve their management competencies in managing stress in the workplace.

Keywords: Stress Management, Employees, Yoga and Meditation.

Introduction
One finds stress everywhere, whether it be family, work place, or any social or economic activity. Right from the time of birth, till the last breath every individual is invariably exposed to various stressful situations. It is not surprising, that the interest in this issue has been rising with the advancement of the present century, which has been called the age of anxiety and stress. Stress is epidemic in the modern world. In general, stress is described as a condition that results when person's behaviours leads him/her to perceive a discrepancy.

Stress is a complex phenomenon that may be the result of interaction of many environmental, organizational, personal and other factors. Today, stress relating to job has become a predominant feature of all psychological research. This is one reason that systematic studies on stress in all organizational settings are dramatically increasing. More and more studies have been conducted on physically hazardous conditions and their impact on work life. It seems that stress is inevitably present in all sectors of organizational set up and because of many contradictions and complexities of human behavior and research in this area seems to be quite pertinent.

Statement of the Problem
In the present and past decades the banking sector had been undergoing a lot of changes in terms of globalization and liberalization policies, which created stressful atmosphere to the employees working in the sectors. The advent of technological revolution in all walks of life coupled with globalization, privatization policies has changed the patterns in all sectors. The banking sector is of no exemption. The 1990s saw radical policy changes with regard to fiscal deficit and structural changes in India. Globalization and privatization led policies compelled the banking sector to reform and adjust to have a competitive edge to cope with multinationals led environment. In this context a requirement to assess different types of stress, such as workplace stress factors, management support system stress factors, family stress factors, health stress factors, work ambiance stress factors,psychological stress factors, sociological stress factors, and stress coping strategies had been identified by the researcher. So, a study is required to identify the various types of stress and also to find the factors influencing the various stress levels among the employees of the banking sector.

Objectives of the Study
The following are the important objectives of the study
- To identify the factors of stress and their levels among the bank employees.
- To study the importance shown by the bank employees to reduce the stress.

Research Methodology
Sampling Design
There are 8140 bank branches under six categories in Tamil Nadu namely State bank and its groups, Nationalised banks, other public sector banks, Private sector banks, Regional rural banks and Foreign banks.This is the first stage.

In the second stage out of total branches 2% were selected as 163 branches. The number of branches selected is nearly proportional to their size in each category as nationalized banks 50%, Private sector banks with 25% and all other category put together 25%. In the third stage from each category of bank, 3 employees were selected to have 489 employees. So the sampling technique employed is multi-stage sampling. For convenience 11 more employees are added to have a total of 500 respondents for the study. The details are given in the Table -1.

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Table 1: Distribution of Sample

Name of the Bank	Total Branches	2 Percent of total branches		Employee Selected (3 from each Branch)	Final No. of employee Selected
		No. of branches	Percent		
State Bank Group	1161	23	14	69	70
Nationalized Banks	4347	86	53	258	260
Other Public Sectors Banks	75	2	1	6	10
Private Sector Banks	2159	43	26	129	130
Regional Rural Banks	374	8	5	24	25
Foreign Banks	24	1	1	3	5
Total	**8140**	**163**	**100**	**489**	**500**

Source: RBI Bulletin

Data Collectionand Tools Used

This study is mainly based on the primary data. As an essential part of the study, the primary data were collected from 500 employees of the various bank branches with the help of the Questionnaire.Taking into consideration the objectives of the study, a questionnaire was prepared after a perusal of available literature and the questionnaire was constructed. Pre-testing of the questionnaire was done during December 2013, involving 25 respondents to know the relevance of questions.In the light of the pre-testing necessary changes were incorporated in the questions and their sequences. The Secondary data were collected mainly from Journals, magazines, books, and dissertations works for literature review. After collecting the relevant information from the respondents the following tools were used in tune with the objectives of the study.

- The Percentage Analysis is used to assess the distribution of the respondents in the sample selected for study.
- The Multiple Regression Analysisis used in this study to find the contribution of each independent variable on the dependent variable through the coefficient of determination.
- The Factor Analysis used in this study through extraction method of Principal Component Analysis using Varimax Kaiser Normalization method mainly used not only for factor reduction but also to identify the important factor.

Findings

Objective 1: To identify the factors of stress and their levels among the bank employees.

- The management support system stress factors (0.144) and health stress factors (0.135) contribute more towards the variations in total stress of the bank employees in Tamil Nadu than other stress factors. (Table 2)
- Work Place Stress factors can be classified under five different groups such as nature of job, job contentment, career development, comfort and work load with important factor under each group respectively as 'Happy with the location of the office (0.626), Less time to complete the work (0.800), Scope of career growth (0.740), Working hours (0.828) and Work load (0.843)'. (Table 3)
- Management Support System stress factors can be classified under two different groups such as Synchronization and extensive with important factor under each group respectively as 'People working in the organization warm and friendly (0.744) and Feel comfortable with the new appointment (0.677)'. (Table 4)
- The health stress factors can be classified under two different groups such as prospect and strength with important factor under each group respectively as 'Disturbed sleep (0.745) and the climatic condition does not suit the health (0.818)'.(Table 5)
- Work Ambiance stress factors can be classified under two different groups such as flexibility and supportive with important factor under each group respectively as 'We all enjoy working as a team (0.737) and all the systems in the office are satisfactory (0.756)'. (Table 6)
- 66% of the respondents have very high and high level of stress after employment in the banking industry. (Table 7)

Objective 2: To study the importance shown by the bank employees to reduce the stress.

- 67.4% of the respondents agreed that they are sharing problems with family members, friends and others. (Table 8)
- 57% of the respondents have given top priority for meditation and yoga among the various hobbies in reducing the stress. (Table 9)
- The stress coping strategy can be classified under the group perfect curriculum. The important factor being consuming water for relieving stress(0.798).(Table 10)

Table 2: Results of Multiple Regression Analysis

Independent variables	R	R^2	Incremental value in R^2
Work Place Stress Factors	0.263	0.069	0.015
Management Support System Stress Factors	0.379	0.144	0.144
Family Stress Factors	0.656	0.431	0.05
Health Stress Factors	0.884	0.782	0.135
Work Ambiance Stress Factors	0.857	0.735	0.034
Psychological Stress Factors	0.92	0.847	0.019
Sociological Stress Factors	0.965	0.931	0.012
Stress Coping Factors	0.975	0.951	0.020

Source: Computed

Table 3: Results of Factor Analysis with factor loading – Work Place Stress Factors

	Statement	Group 1	Group 2	Group 3	Group 4	Group 5
Nature of Job	Interesting job	0.503				
	Shortcomings of the work is frustrating	0.452				
	Enough time to be effective in my role	0.566				
	Happy with the location of the office	0.626				
Job Contentment	Achievement of Target on time		0.560			
	Less time to complete the work		0.800			
	Sufficient breaks during the work time		0.798			
Career Development	Able to manage the time schedule			0.635		
	Scope of career growth			0.740		
	Working environment			0.711		
Comfort	Monotonous job				0.521	
	Job security				0.495	
	Working hours				0.828	
	Work load					0.843

Source: Computed

Table 4: Results of Factor Analysis with factor loading – Management Support System Stress Factors

	Statement	Group 1	Group 2
Synchronization	Present organization is a good place to work	0.436	
	Good relationship with colleagues	0.558	
	Encouraging communication among the peer	0.681	
	People working in the organization warm and friendly	0.744	
	Individual ideas and suggestions are encouraged	0.558	
Extensive	Supportive superiors		0.585
	Enough opportunities to prove the abilities		0.466
	Feel comfortable with the new appointment		0.677
	Information passed on without any bias		0.459
	Communication gap		0.460

Source: Computed

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Table 5: Results of Factor Analysis with factor loading – Health Stress Factors

	Statement	Group 1	Group 2
Prospect	Vision deteriorates every year	0.659	
	Suffering from backache	0.673	
	Disturbed sleep	0.745	
	Hands shiver when at work	0.680	
Strength	Frequent tension relating to the health make worry		0.556
	The climatic condition does not suit the health		0.818
	Frequent variation in blood pressure		0.619

Source: Computed

Table 6: Results of Factor Analysis with factor loading – Work Ambiance Stress Factors

	Statement	Group 1	Group 2
Flexibility	We all enjoy working as a team	0.737	
	Inter-departmental unity	0.546	
	The ventilation at the work place is good	0.638	
	The facilities provided at the office are satisfactory	0.519	
	Lighting facilities provided at the office are satisfactory	0.674	
	The hygienic condition in the office is good	0.509	
Supportive	The management structure at the office is satisfactory		0.708
	The communication system in the office is good		0.760
	All the systems in the office are satisfactory		0.756

Source: Computed

Table 7: Level of Stress before and after employment

Level of stress	Before employment		After employment	
	No. of respondents	Percent	No. of respondents	Percent
Very High	42	8.4	194	**38.8**
High	46	9.2	136	**27.2**
Normal	109	21.8	93	18.6
Low	135	27.0	38	7.6
Very Low	168	33.6	39	7.8
Total	500	100.0	500	100.0

Source: Primary Data

Table 8: Stress Coping Strategies

SA – Strongly Agree, A – Agree, N – Neutral, DA – Disagree, SDA – Strongly Disagree

Stress Coping Strategies	SA	A	N	DA	SDA	Total
Sharing problems with family members, friends and others	61 **(12.2)**	276 **(55.2)**	125 (25.0)	32 (6.4)	6 (1.2)	500 (100.0)
Consulting well-wishers	46 (9.2)	213 (42.6)	138 (27.6)	82 (16.4)	21 (4.2)	500 (100.0)
Have the attitude to solve immediately	42 (8.4)	113 (22.6)	142 (28.4)	186 (37.2)	17 (3.4)	500 (100.0)
Consuming water for relieving stress	59 (11.8)	168 (33.6)	136 (27.2)	119 (23.8)	18 (3.6)	500 (100.0)
Keeping diet to reduce the stress	37 (7.4)	155 (31.0)	140 (28.0)	137 (27.4)	31 (6.2)	500 (100.0)
Reading self-development books	43 (8.6)	157 (31.4)	199 (39.8)	86 (17.2)	15 (3.0)	500 (100.0)

Providing personal counseling	36 (7.2)	172 (34.4)	186 (37.2)	83 (16.6)	23 (4.6)	500 (100.0)
Going to temple, Park, shopping and native place for relaxation	56 (11.2)	136 (27.2)	189 (37.8)	99 (19.8)	20 (4.0)	500 (100.0)
Organizing wellness programmes to relieve stress	36 (7.2)	153 (30.6)	209 (41.8)	81 (16.2)	21 (4.2)	500 (100.0)

Source: Primary Data Note: The values in brackets are in percentage.

Table - 9: Distribution of the respondents based on the priority of their hobbies

Rank \ Hobbies	Rank 1	Rank 2	Rank 3	Rank 4	Rank 5	Rank 6	Avg. Rank	Final Rank
Excursion/Picnic	30 (6.0)	98 (19.6)	115 (23)	109 (21.8)	80 (16.0)	68 (13.6)	3.630	5
Exercise and games	44 (8.8)	55 (11.0)	132 (26.4)	105 (21.0)	113 (22.6)	51 (10.2)	3.682	6
Movies and TV	58 (11.6)	104 (20.8)	112 (22.4)	141 (28.2)	47 (9.4)	38 (7.6)	3.258	4
Meditation/yoga	285 (57.0)	96 (19.2)	59 (11.8)	24 (4.8)	19 (3.8)	17 (3.4)	1.894	1
Listening music	132 (26.4)	96 (19.2)	79 (15.8)	76 (15.2)	69 (13.8)	48 (9.6)	2.996	3
Others (shopping and reading)	153 (30.6)	126 (25.2)	40 (8.0)	90 (18.0)	57 (11.4)	34 (6.8)	2.748	2

Source: Primary Data Note: The values in brackets are in percentage.

Table 10: Results of Factor Analysis with factor loading –Stress Coping Strategy

Statement	Perfect Curriculum
Sharing problems with family members, friends and others	0.774
Consulting well-wishers	0.793
Have the attitude to solve immediately	0.786
Consuming water for relieving stress	0.798
Keeping diet to reduce the stress	0.557
Reading self-development books	0.506
Providing personal counseling	0.713
Going to temple, Park, shopping and native place for relaxation	0.72
Organizing wellness programmes to relieve stress	0.662

Source: Computed

Table 11: Personal Factor wise classification of the respondents

Personal Factor		No. of Respondents	Percent
Gender	Male	368	73.6
	Female	132	26.4
Age group	Below 30 years	74	14.8
	30-50 years	278	55.6
	50 and above years	148	29.6
Educational Qualification	UG level	95	19.0
	PG level	360	72.0
	Professional	35	7.0
	Others	10	2.0
Annual Income (Rs.)	Below 2 lakhs	82	16.4
	2-5 lakhs	210	42.0
	5-10 lakhs	163	32.6

	10 lakhs and above	45	9.0
Experience (in years)	Below 3	49	9.8
	3-6	102	20.4
	6-10	119	23.8
	10 and above	230	46.0
Marital status	Married	392	78.4
	Unmarried	108	21.6
Family Pattern	Nuclear Family	422	84.4
	Joint Family	78	15.6
Number of Dependents	1	97	19.4
	2	223	44.6
	3	124	24.8
	4 and above	56	11.2

Source: Primary Data

Conclusion

Stress is a highly personalized phenomenon and can vary widely even in identical situations for various reasons. Workplace stress can mean different things for different employees. What is stressful for one person may not be stressful for another, but some common drivers include long working hours, fears over job security and being given too much responsibility.Stress in the work place has become the black plague of the present century. Much of the stress at work is caused not only by work overload and time pressure but also by lack of rewards and praise, and more importantly, by not providing individuals with the autonomy to do their work as they would like.

The findings of the present study can provide a stepping stone to the organizations in identifying the reasons of job stress in banking employees working across diverse financial sector which can enable them to design interventions that are competent of developing employees in such a way that they are able to manage their personal emotions and use them positively to create good interaction styles with other employees. This working situation may decrease occupational stress problems and increase their overall performance in banking organizations. Employees have many obstacles to overcome in order to achieve their optimal performance. Banks should aware about the sources of stress in the organization. The nature of work has gone through drastic changes over the period of years and it is still changing at whirlwind speed. The organization should promote an entrepreneurial work climate that gives employees more control over their work and should praise good work performance, both verbally and officially, through schemes such as Employee of the Month. Banks need to maintain good interpersonal relations with the employees for creating a healthy atmosphere at work place. So at last to conclude a small saying by CarinHartness – "**Give your stress wings and let it fly away".**

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