



PROS AND CONS OF STRESS ON CANARA BANK EMPLOYEES IN MYSORE CITY

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Abstract

The advent of technological revolution in all walks of life coupled with globalization, privatization policies has drastically changed conventional patterns in all sectors. The banking sector is of no exemption. Today workplace stress is becoming a major issue and a matter of concern for the employees in all sectors. It has become a part of life for the employees, as life today has become so complex at home as well as outside that it is impossible to avoid and reduce stress. During the past decade, the banking sector had under gone rapid and striking changes like policy changes due to globalization and liberalization, increased competition due to the entrance of more private (corporate) sector banks, downsizing, introduction of new technologies, etc. Due to these changes, the employees in the banking sector are experiencing a high level of stress. Stress at work can be a real problem to the banking sector as well as for its employees. Good management and good work co-ordination are the best forms of stress prevention. The present study is undertaken to examine the causes for the stress, problems due to stress and management of stress of employees in Canara Bank, Mysore. A sample of 60 employees was chosen at random for the study. The study revealed that the employees fall under stress category is 80.00 per cent. This information could be helpful for people who want to learn how to react to stress in a more constructive, proactive way.

Key Words: *Striking Changes, Management of Stress, Banking Sector, Technical Revolution.*

Introduction

Stress is the way one reacts physically, mentally and emotionally to various conditions, changes and demands in his/her life. High levels of stress can affect the physical and mental well-being as well as performance at work by an individual. Stress is a dynamic condition, which an individual is confronted with an opportunity, constraint or demand related to what he or she desires and for which the outcome is perceived to be both uncertain and important. Stress is associated with constraints and demands. While constraints prevent one from doing what he desires, demands refer to the loss of something desired. Stress is the highest for those individuals who perceive that they will win or lose and lowest for those individuals who think that winning or losing is certainty. It has been discovered that there is a huge upsurge in the number of people who suffer from this condition. A very large number of these new cases have been presented by medical practioners as suffering from insomnia. Stress in the workplace is an increasingly important issue. It is a very problematic one both from the point of view of the employer, employees and bank as a whole. In the workplace, it is created an imbalance situation to the concerned people. Maximum employees are affected here only. We cannot fully blame the banks also. There are many different causes of stress, and that which causes stress is also known as a stressor. Common lifestyle stressors include performance, threat, and bereavement stressors to name a few.

Review of Literature

A lot of research has been conducted on stress over the last few decades. Some of the theories behind it are now settled and accepted; others are still being researched and debated.

Rajendran (2009) conducted a study on “Stress management with special reference to public sector bank employees in Chennai”. The aim of the study was to analysis the job stress among the public sector bank employees in Chennai. The study brings out the extent of stress experienced by the employees. The findings of the study noticed that out of 100 respondents 97 are stressed and remaining 03 employees are not stressed and the



major causes of stress among the bank employees are excess of work load (21.00 per cent) and lack of cooperation among the impatient customer (17.00 per cent). The study suggested undertaking stress audit at all levels in the organization to identify stress area improving conditions of job helps to reduce stress.

Bashir and Ramay (2010) examined a study on “Impact of Stress on Employees Job Performance a Study on Banking Sector of Pakistan”. This study examines the relationship between job stress and job performance on bank employees of banking sector in Pakistan. The results are significant with negative correlation between job stress and job performances and shows that job stress significantly reduces the performance of an individual. The study suggests that organization should facilitate supportive culture within the working atmosphere of the organization.

Goyal and Joshi (2012) submitted a study on “Impact of Merger on Stress Level of Employees (A Case Study of Erstwhile Bank of Rajasthan Ltd.)”. The aim of the study was to measure the level of stress of the erstwhile Bank of Rajasthan employees after merger in ICICI Bank Ltd. The study indicates the various psychological & job culture factors as stressors. The study concludes that banks must employee certain policy and strategy to overcome stress related problems in advance.

Ayyappan & M.SakthiVadivel (2013) conducted a study on “The Impacts of Occupational Stress of Selected Banking Sector Employees in Tamilnadu”. The study analyzed the level of stress faced by bank employees who are under different categories from both public and private sectors of selected banks in Tamilnadu. The study indicates the impact of occupational stress on the public sector bank employees ranged between 35 and 146 with an average of 81.35 and remaining 26.7 per cent of the respondents are employees from private sector bank employees ranged between 35 and 146 with an average of 73.3125. The study arrives at a conclusion that the banking sector employees should adopt new coping strategies for maintaining good physical and mental condition which will improve productivity level of the bank.

Appiah, Marfo and Frempong (2013) emphasized a study on “Work-Life Balance as a Tool for Stress Management in Selected Banking Institutions in Ghana”. The general objective of the study was to determine how work-life balance policies and practices are carried out as a tool for stress management in selected banking institutions in Ghana. The findings from the study revealed that even though work-life balance is practiced in the selected banking institutions, some of the practices that connote an effective work-life balance culture are nonexistent.

Categories of Stress – Canara Bank

There are 4 main categories of stress, namely Eustress, Distress, Hyper stress and Hypo stress. Negative stress can cause many physical and psychological problems, whilst positive stress can be very helpful for us. Here’s how we differentiate between them.

1.Eustress

This is a positive form of stress, which prepares the mind and body for the imminent challenges that is has perceived. Eustress is a natural physical reaction by your body which increases blood flow to your muscles, resulting in a higher heart rate. This can be overcome through inspiration and strength.

2.Distress

This occurs when the mind and body is unable to cope with changes, and usually occurs there are deviations from the norm. They can be categorized into acute stress and chronic stress. Acute stress is intense, but does not last for long. On the other hand, chronic stress persists over a long period of time. Distress can be change in job scope or routine that the person is unable to handle or cope with.

3. Hyper

This is another form of negative stress that occurs when the individual is unable to cope with the workload. If you suspect that you are suffering from hyper stress, you are likely to have sudden emotional breakdowns over insignificant issues. This may end up with severe and chronic physical and psychological reactions.



4.Hypo

Lastly, hypo stress occurs when a person has nothing to do with his time and feels constantly bored and unmotivated. This is due to an insufficient amount of stress; hence some stress is inevitable and helpful to us. Companies should avoid having workers who experience hypo stress as this will cause productivity and mindfulness to fall.

Causes of Stress

Big stressors tend to include financial troubles, job issues, relationship conflicts, and major life changes such as the loss of a loved one. Smaller stressors such as long daily commutes, rushed morning routines, and personal conflicts with colleagues can add up and can be just as bad for your health as chronic stress.

Some of the most common sources of stress are:

Causes of Stress at Home

1. Death of spouse, family, near relative or friend.
2. Injury or illness of any family member.
3. Marriage of self or son or daughter or brother or sister.
4. Separation or divorce from partner.
5. Children's behavior or disobedience.
6. Children's educational performance.
7. Not sufficient money to raise your standard of living.
8. Loss of money in investments

Causes of Stress at Workplace

1. To meet out the demands of the job.
2. Relationship with colleagues.
3. To control subordinates at workplace.
4. To train staff and take work from them.
5. Support receives from boss, colleagues and juniors.
6. Excessive work pressure.
7. To meet out deadlines.
8. To give new results.
9. To produce new publications in research area.
10. Working overtime and on holidays.

Objectives of the Study

The following are the major objectives of the study

1. To highlight the concept of stress in general and categories of stress in the Bank in particular.
2. To examine the causes of stress related to work among the employees of the bank.
3. To identify the problems due to stress among the respondents.
4. To analyze the Management of the stress among the employees; and
5. To offer suggestions in the light of the study.

Research Methodology

Research is considered as journey from unknown to the known. Methodology is the way to solve the research problem systematically. The data required for the present study has been collected from both primary and secondary sources. The primary data was collected from employees of Canara Bank, Mysore city by direct interview through questionnaire. A questionnaire was constructed for collecting primary data from employees working at Canara Bank, Mysore. A sample of 60 employees was considered or chosen at random. The method of sampling used is systematic random sampling. The secondary data was collected from research publications in books, journals and periodicals, dailies and reports available on the chosen topic and also data available on internet and other sources has also been used. The analysis of data is done using percentage. In the light of the objectives of the study, the study is divided into components of stress management such as.

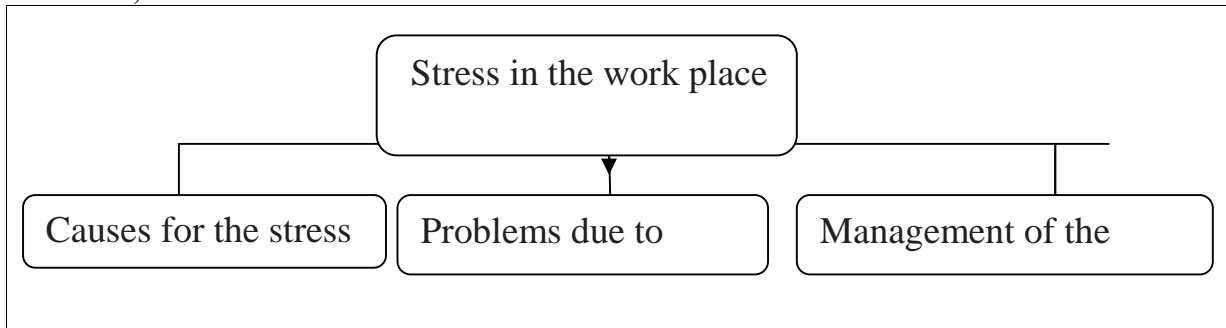
- i) Causes of Stress.
- ii) Problems of Stress and
- iii) Management of Stress.

Stress in the Work Place

Stress in the work place has been analyzed as follows: Causes of Stress

- a) Problems of Stress
- b) Management of Stress

Chart No. 1, Stress at Work Place



a) Causes of Stress

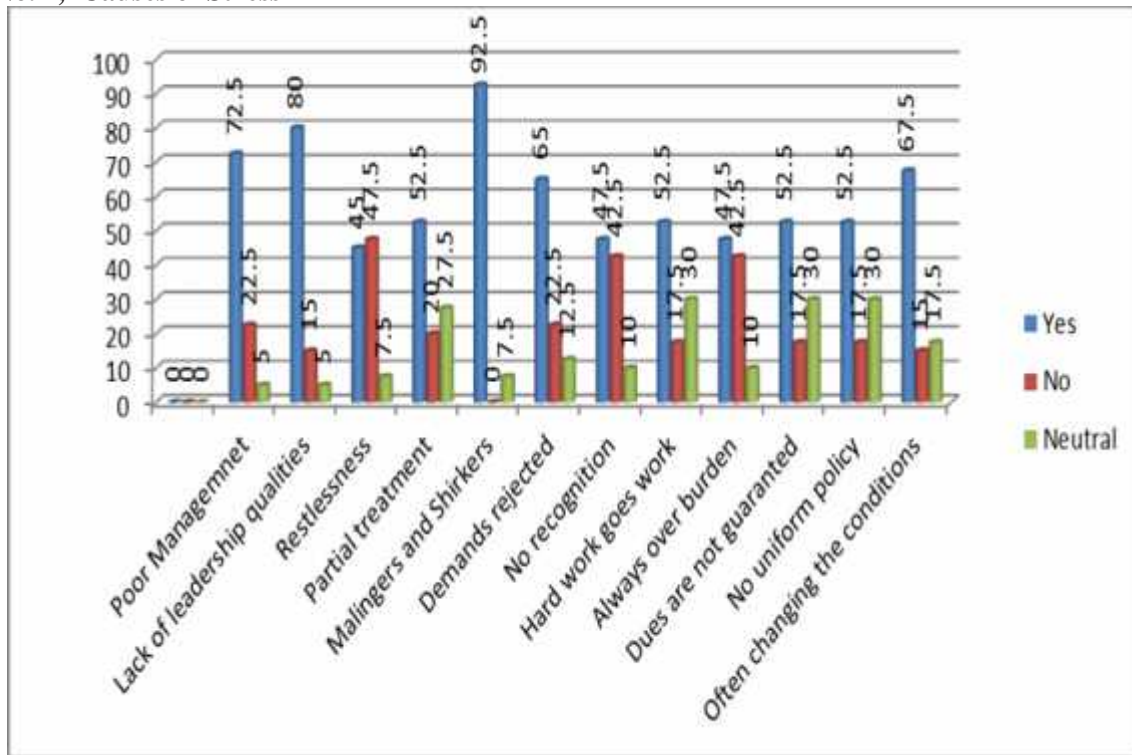
Table No. 1 reveals the causes of stress in the bank. Majority of the respondents representing 92.50 per cent the cause of stress was due to Malingers and Shirkers. This was followed by 80.00 and 72.50 percentages and their causes were lack leadership quality and poor management in the bank. Restlessness was the lowest cause of stress and the percentage stood at 45.00. To conclude, the several causes of stress lead to the low performance of the employees.

Table No. 1, Causes of Stress

Causes	Yes (%)	No(%)	Neutral(%)	Total
a) Poor Management	72.5	22.5	5.0	100.0
b) Lack of leadership qualities	80.0	15.0	5.0	100.0
c) Restlessness	45.0	47.5	7.5	100.0
d) Partial treatment	52.5	20.0	27.5	100.0
e) Malingers and Shirkers	92.5	0.0	7.5	100.0
f) Often demands are rejected	65.0	22.5	12.5	100.0
g) No recognition	47.5	42.5	10.0	100.0
h) Hard work goes waste	52.5	17.5	30.0	100.0
i) Always over burden	47.5	42.5	10.0	100.0
j) Dues are not granted	52.5	17.5	30.0	100.0
k) No uniform policy	52.5	17.5	30.0	100.0
l) Often changing the conditions	67.5	15.0	17.5	100.0

Source: Field survey.

Graph No. 1, Causes of Stress



b) Problems of Stress

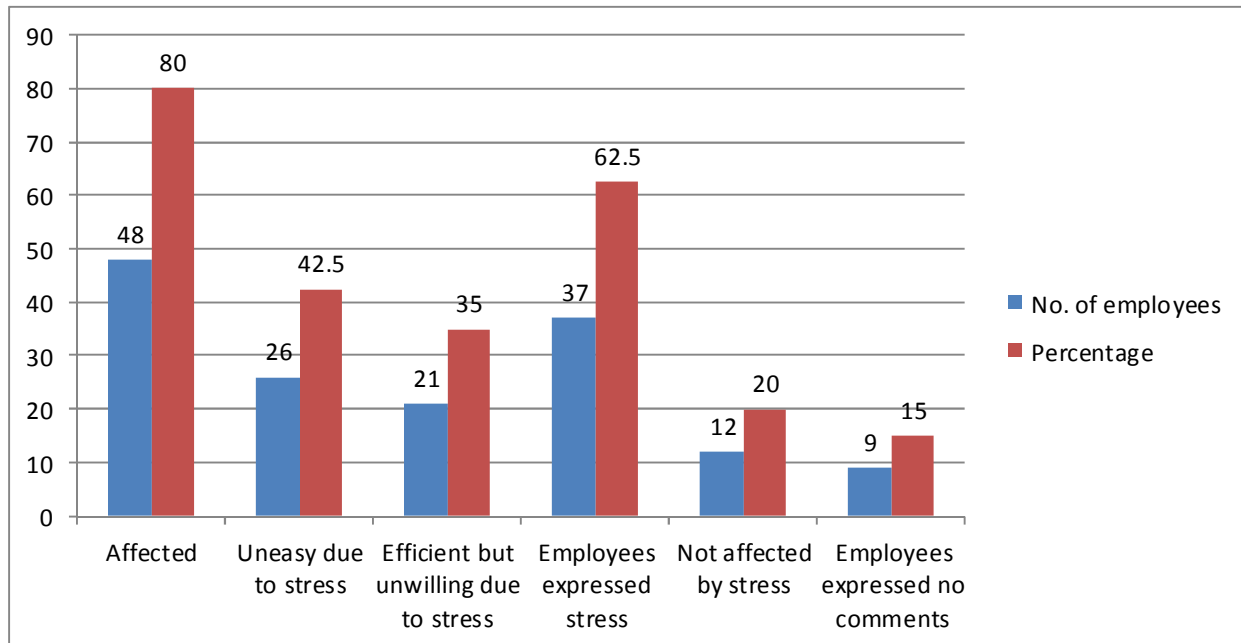
The Table No. 2 describes the problems faced by the employees in bank due to stress. From the data it is specified that out of 60 employees 48 employees are affected by stress. Only 12 employees had not been affected by the stress. This shows the intensity of stress occurred in the bank. With the regular intervals on stress management in the bank can be possible to reduce the certainty of stress.

Table No. 2, Problems of Stress

Problems	No. of employees	Percentage
a) Affected	48	80.0
b) Uneasy due to stress	26	42.5
c) Efficient but unwilling due to stress	21	35.0
d) Average No. of employees who expressed stress in the work place	37	62.5
e) Not affected by stress	12	20.0
d) No. of employees who expressed No comment	09	15.0
Total	60	100.0

Source: Field survey.

Graph No. 2, Problems of Stress



c) Management of the Stress

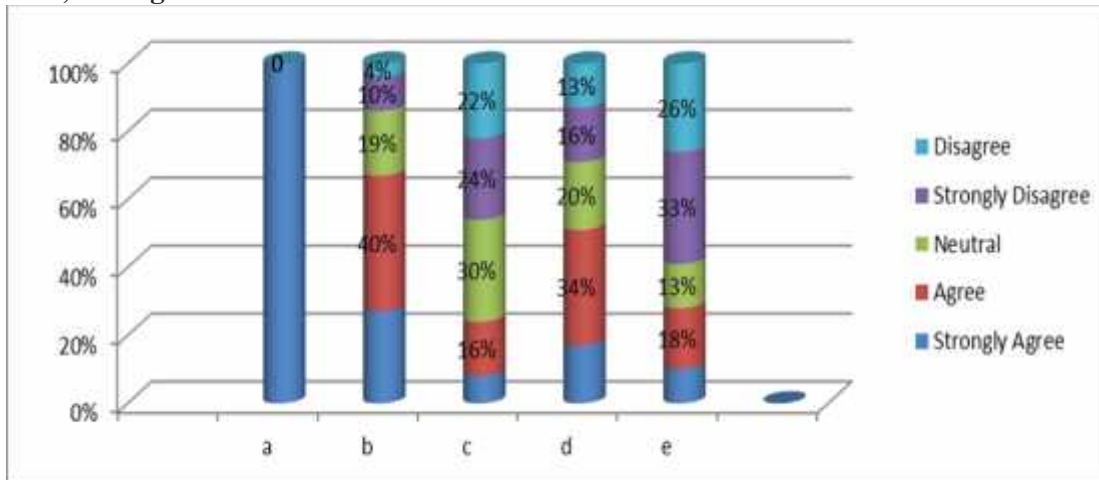
In the above Table No.3 portrays the management of stress. Out of 60 respondents 34 per cent of the employees opined that there is regular interval on the progress of the employees and 33.00 per cent of the respondents are not satisfied with the activities of the bank to reduce the stress. To conclude, the management of stress is the bank is satisfactory.

Table No. 3, Management of Stress

Factors	Strongly Agree	Agree	Neutral	Strongly Disagree	Disagree	Total
a)Is thereis any Stress Management committee in your bank?	100.00	-	-	-	-	100.0
b)Whether the bank regularly check the progress of employees	27.00	40.00	19.00	10.00	4.00	100.0
c) Whether the bank provides all necessary benefits to its employees	8.00	16.00	30.00	24.00	22.00	100.0
d)Is there is any periodical interval on stress management by the bank?	17.00	34.00	20.00	16.00	13.00	100.0
e) Are you satisfied with the activities of the bank to reduce the stress?	10.00	18.00	13.00	33.00	26.00	100.0

Source: Field survey.

Graph No. 3, Management of Stress



Findings of the Study

The following are the major Findings of the Study

1. 92.50 per cent of the employees strongly agree that the extent of possibility is very difficult in between the Malingers and Shirkers.
2. 80.00 per cent of the respondents believe that there is a lack of leadership qualities among the employees which leads to stress.
3. 72.50 per cent of the employees agree that there is a poor management of stress in the bank.
4. Out of 60.00 respondents, 67.50 per cent employees opined that the cause of stress at work place is occurred due to often changing conditions in the bank.
5. Around 80.00 per cent of the employees in the bank are affected by the stress problems and 20.00 per cent of the employees are not affected by stress.
6. Out of 60 respondents, 62.50 per cent of average No. of employees expressed stress in the work place.
7. 35.00 per cent of the employees are efficient but they are unwilling due to stress
8. All the respondents agree that there is Stress Management Committee in the bank.
9. Out of 60.00 respondents, 34.00 per cent of the employees say that there is regular interval on the progress of the employees
10. 33.00 per cent of the respondents are not satisfied with the activities of the bank to reduce the stress

Suggestions for the Study

The following are the major Suggestions for the Study

1. Proper management of stress is required at the workplace because it helps to reduce stress among the employees.
2. The employees of the bank have to develop leadership qualities in them so that they can avoid stress at the bank.
3. The concerned officer is to be held fully responsible to manage the stress himself to the extent possible though it is very difficult in between the Malingers and Shirkers.
4. The employees have to adapt to the changes in the conditions of the bank because it improves the individual and bank performance.
5. The employees who are affected by the stress have to take up remedies so that they can overcome from stress with the help of their family, friends and peers at the work place.
6. The employees who are efficient in the work have to come forward to increase their ability and overcome from stress.
7. The bank has to focus on the stress management committee activities.
8. The bank has to take necessary steps for the improvement of employees satisfaction and stress management.



Conclusion

The problem of stress is inevitable and unavoidable in the banking sector. A majority of the employees face severe stress-related elements and a lot of psychological problems. Stress in banking sector is mostly 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. As organizations strive to adapt to a changing economy and sustain employee motivation, the level of stress often increases. It can be controlled and reduced effectively using corrective measure taken by the bank as well as the employees themselves. This can be done by giving counseling and incorporating the suggestion given.

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