

STRESS MANAGEMENT OF BANK EMPLOYEES IN TIRUNELVELI DISTRICT

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Abstract

Banking sector is the prime example of a globalised industry. In the globalised and competitive era, bankers are in the situation to face the stressful matters. Stress is the emotional and physical pressure that a person can feel due to his/her surroundings. Stressful challenges needed for effective administration in banking sector is to build competencies and capabilities.

The study covers most of the public and private banks in Tirunelveli District. This study tries to explore and analyse the stress management ability among employees in public and private banking sectors.

Key words: Indian Banking sector, Emotional Intelligence, Intrapersonal relationship

Introduction

The banking industry in India has undergone a radical change in the last two decades. Bankers are an integral part of the banking system and they are the significant part of banking service. Banking sector is the prime example of a globalised industry. In the globalised and competitive era, bankers are in the situation to face the stressful matters. Advancing globalization and more workforces are creating opportunities for stress. Stress is often developed when an individual is assigned a major responsibility without proper authority and delegation of power. Survival of the fittest is the order of the day.

Objectives

The study is primarily aimed at identifying the level of stress management among employees in banking sector. The specific objectives of the study are:

1. To identify the difference in the stress management ability among employees of various types of banks.
2. To examine the impact of socio economic variables on stress management scores of the respondents.

Hypotheses

H₁: There is no significant difference in the stress management scores among employees of different types of banks.

H₂: Personal variables do not influence the emotional intelligence scores.

Research Design

In this study, primary data were collected from the sample respondents of various public and private sector banks at Tirunelveli district with the help of a specially designed questionnaire. Likert's five point scaling technique is used to measure the scores of respondents.

Sampling

The respondents of the study were from public and private sector bank employees. The investigator visited the above said places of work and distributed the questionnaire to the bank employees. Nearly 500 respondents were given the questionnaires. Of these 500 respondents, only 390 completely filled in questionnaires were collected after repeated follow up with these respondents.

The sample was chosen from private and public banks. Convenient sampling was adapted to choose the desired sample size. The number of respondents from each bank has been presented in Table 1

Table 1
SAMPLING DISTRIBUTION

Private sector banks:

Public sector banks:

Name of Organization	No. of employees	Name of Organization	No. of employees
TMB	42	SBI	137
Karur Vysya Bank	10	Indian Bank	16
City Union Bank	7	Canara Bank	51
ING Vysya Bank	7	IOB	58
Lakshmi Vilas Bank	2	Central Bank	40
Federal Bank	10	SBT	10

Source: Primary data

Socio-economic status of the bank employees are given in the following table 2.

Table 2
SOCIO-ECONOMIC STATUS OF THE BANK EMPLOYEES

particulars	No	%	particulars	No	%	particulars	No	%
Age			Gender			Educational Qualification		
Less than 30 years	60	15	Male	320	82	UG	127	33
31 – 40 years	65	16	Female	70	18	PG	71	18
41 – 50 years	75	19	Type of Family			CAIIB	106	27
Above 50 years	190	49	Joint	153	39.23	MBA	41	10
Marital Status			Nuclear	197	50.51	Others	45	12
Married	323	83	Extended	40	10.26			
Unmarried	67	17						

Source: Primary data

From Table 2 it is found that out of 390 bank managers, 320 bank managers (82.05%) are male and 70 bank managers (17.95%) are female respondents. Most of the employees are at the age of above 50 years.

Statistical Techniques Used

The programmes appropriate to the objectives of the study were made use for the analysis of the data. The following statistical techniques were employed a) mean b) standard deviation c) coefficient of variance d) ‘t’ test e) Chi-square test etc.

STRESS MANAGEMENT

Stress management is the ability to with stand stress and manages one’s impulses. Individuals who score well in this composite area are perceived to be generally calm, rarely impulsive and work well under pressure. Stress management is classified into sub variables such as stress tolerance and impulse control. In table 3 an attempt is made to rank the variables in the order of their influence. Each variable

in the assessment of Stress Management with the score on each variable could range between 1 and 5 with the neutral point of 3. A mean score above the neutral point indicates that the respondents have developed the dimension.

Table 3

SCORES OF VARIABLES OF STRESS MANAGEMENT

S.No	Variables	Mean	S.D	C.V.	't'-value	Rank
1.	Stress Tolerance	25.308	3.487	13.777	41.390	I
2.	Impulse Control	20.585	3.976	19.317	27.736	II

* Significant at 0.05 level.

Table value with degrees of freedom (390-1 = 389) at 0.05 level is 1.645.

From the above table 3 the variable stress tolerance is ranked first as it influences the “Stress Management” to the great extent.

Table 4

SCORES OF OVERALL RESPONDENTS- STRESS MANAGEMENT

Mean	45.89
Standard Deviation	6.72
Co-efficient of Variance	14.65
't' value	37.86*

* Significant at 0.05 level.

Table value with degrees of freedom (390-1 = 389) at 0.05 level is 1.645.

The assessment of ‘Stress management’ with the score on any item ranging between 1 and 5, the total score on the instrument could range between 11 and 55 with the neutral point of 33. A mean score above the neutral point indicates that the respondents have developed the trait. From Table 4 it is found that the mean score is 45.89, which is above the neutral point. Further, ‘t’ value shows that it is significant at 0.05 level. Hence it is concluded that the respondents have developed the ‘Stress management’. That is, the respondents have ‘Stress management’ ability.

Table 5

TYPE OF BANK AND LEVEL OF STRESS MANAGEMENT OF BANK EMPLOYEES

Type of Bank	Level of Stress Management							
	Low Level		Medium Level		High Level		Total	
	No.	%	No.	%	No.	%	No.	%
Public Sector	56	82.35	198	78.26	58	84.06	312	80.00
Private Sector	12	17.64	55	21.74	11	15.95	78	13.85
Total	68	100.00	253	100.00	69	100.00	390	100.00

Table 5 reveals that out of 68 bank employees having low level stress management, 56 (82.35%) are working in public sector, 12 (17.64%) are working in private sector; out of 253 bank employees having medium level stress management, 198 (78.26%) are working in public sector, 55 (21.74%) are working in private sector; and out of 69 bank employees having high level stress management, 58 (84.06%) are working in public sector and 11 (15.95%) are working in private sector. In case of Stress management, public sector bank employees are having high stress management skill while compared with private sector banks.

Table 6
SOCIO ECONOMOC VARIABLES AND LEVEL OF STRESS MANAGEMENT

Particulars	Level of Stress Management							
	Low Level		Medium Level		High Level		Total	
	No.	%	No.	%	No.	%	No.	%
Sex								
Male	54	79.41	209	82.61	57	82.61	320	82.05
Female	14	20.59	44	17.39	12	17.39	70	17.95
Total		100.0		100.0		100.0		100.0
	68	0	253	0	69	0	390	0
Age								
Less than 30 years	13	19.12	30	11.86	17	24.64	60	15.38
30 – 40 years	12	17.65	48	18.97	5	7.25	65	16.67
40 – 50 years	15	22.06	43	17.00	17	24.64	75	19.23
Above 50 years	28	41.18	132	52.17	30	43.48	190	48.72
Total		100.0		100.0		100.0		100.0
	68	0	253	0	69	0	390	0
Educational Qualification								
UG	20	29.41	92	36.36	15	21.74	127	32.56
PG	11	16.18	44	17.39	16	23.19	71	18.21
CAIIB	15	22.06	70	27.67	21	30.43	106	27.18
MBA	7	10.29	23	9.09	11	15.94	41	10.51
Others	15	22.06	24	9.49	6	8.70	45	11.54
Total		100.0		100.0		100.0		100.0
	68	0	253	0	69	0	390	0
Marital Status								
Married	53	77.94	208	82.21	62	89.86	323	82.82
Unmarried	15	22.06	45	17.79	7	10.14	67	17.18
Total		100.0		100.0		100.0		100.0
	68	0	253	0	69	0	390	0
Type of Family								
Joint	30	44.12	92	36.36	31	44.93	153	39.23
Nuclear	28	41.18	136	53.75	33	47.83	197	50.51
Extended	10	14.71	25	9.88	5	7.25	40	10.26
Total		100.0		100.0		100.0		100.0
	68	0	253	0	69	0	390	0

Source: Primary data

A question of different level of stress management based on gender arises though they are equally treated in the society. The sex classification of the bank employees under the study is presented in table 6 Out of 69 bank employees having high level Stress management, 57 (82.61%) are male and the remaining 12 (17.39%) are female. Out of 69 bank employees having high level stress management, 17 (24.64%) are at the age below 30 years, 5 (7.25%) are at the age 30-40 years, 17 (24.64%) are at the age 40-50 years and the remaining 30 (43.48%) are at the age above 50 years.

Out of 69 bank employees having high level stress management, 15 (21.74%) are educated at UG level, 16 (23.19%) are educated at PG level, 21 (30.43%) are educated CAIIB, 11 (15.94%) are educated MBA and the remaining 6 (8.70%) are educated at other category. Out of 69 bank employees having high level stress management, 62 (89.86%) are married and the remaining 7 (10.14%) are unmarried. Out of 69 bank employees having high level stress management, 31 (44.93%) are managers are from joint family, 33 (47.83%) employees are from nuclear family and the remaining 5 (7.25%) employees are from extended family.

Table 7

SOCIO ECONOMIC STATUS AND LEVEL OF STRESS MANAGEMENT – CHI-SQUARE TEST

Particular	df	Chi-Square Value		Result at 0.05 Level
		Calculated	Table	
Level of Stress Management and type of bank	2	7.84	5.99	Significant
Level of Stress Management and Sex	2	0.39	5.99	Not Significant
Level of Stress Management and age	6	14.81	12.6	Significant
Level of Stress Management and educational qualification	8	16.30	15.50	Significant
Level of Stress Management and marital status	2	3.60	5.99	Not Significant
Level of Stress Management and Type of family	4	5.27	9.49	Not Significant

Table 7 shows that the null hypothesis, "There is significant difference in the stress management scores among employees of different types of banks, age and education" is rejected. And the null hypothesis, "Personal variables do not influence the stress management scores" is accepted for sex, marital status and type of family.

Findings of the study

1. 80% of the respondents are working in public sector banks.
2. Out of 390 bank employees, 320 bank employees (82.05%) are male. Most of the employees are at the age of above 50 years. Most of the respondents are undergraduates, married and belongs to joint family.
3. Out of 69 bank employees having high level Stress management, 57 (82.61%) are male and the remaining 12 (17.39%) are female.
4. Irrespective of type of bank most of the employees are having medium level stress management capacity.
5. Table 6 shows that there is no significant difference in the stress management scores among employees of different types of banks and Personal variables (sex, marital status and type of family) do not influence the stress management scores.



Suggestions

Stress is an increasing problem in organizations because of greater workload and having to work longer hours. Individual who is experiencing a high level of stress may develop high blood pressure, ulcers, irritability, and difficulty in making routine decisions, loss of appetite, and the like. Thus the managers in banking sector must concentrate on stress management to reduce the stress. Employees can take personal responsibility for reducing his or her stress level. Individual strategies that have proven effective include implementing time-management techniques, increasing physical exercise, relaxation training and expanding social support network.

An individual who is experiencing stress may develop anxiety, nervousness, indecisiveness, bad judgment, illness etc. There are number of stress reducing strategies to cope with them. They are knowledge about stress, physiological fitness, time management, assertiveness, and relaxation techniques. Individuals may design their own strategies to reduce stress, but it is a must for the organizations to develop programmes will help the employees in reducing the stress. Organizations should give importance in goal setting, placement, communication, redesigning jobs, building team work and personal welfare programmes.

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