

Innovative Approaches From Stress To Strength: Transformation Techniques In Managing Stress For Work Place Well Being Of Banking Sectors

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Abstract:

Banking Industry plays a predominant role in the growth of the country. It also acts as the corner stone for the economic development of the nation. The role of Banking is very much critical as they often face stress in the working environment. This study focuses on the causes, impact, impediments and strategies to overcome the stress. The aim of this research is to analyse the influencing factors that causes stress and its impediments towards the stress. A structured questionnaire collected through survey and interview and adopted mixed methodology. This study mainly highlighted on the techniques to be adopted to manage the stress, coping mechanism and policies of the banking sector. Some of the suggestion used to overcome the stress was to adopt Behaviour Anchor Ranking methodology to appraise the employees, proper fringe incentive to be provided, letter of appreciation to be given to eminent employees. It advocates for proactive ways to mitigate stress and ensure a healthy competitive environment in the banking Industry

Keywords: Management of Stress, Employees in Banking, Occupational stress, Strategies adopted.

INTRODUCTION:

Human Resource management mainly deals with human resource of an organisation. It is a heart of an organisation. It is a managing of people both as individual and as group to achieve the organisational goals. It also aims to develop the knowledge, capability, skills, potential of each and every individual in an organisation. They should be properly motivated and induce them to work in effective manner. It also covers all type of employees in the organisation. It is continuous and ever ending process.

Human Resource Management (HRM) is a process in organisation to get the best performance of an employee in order to achieve the goals and objectives of an organisation. Further, it focuses on managing the man power within organisation, highlighting on organising the organisational policies and procedures.

People treated as the valuable asset for any type of organization, so it needs a good human resource management. In order to have efficient functioning of any organisation, it mainly depends on its manpower. As there are many sectors prevailing in this economy. Out of this bank sector plays a predominant part for growth of economy. Psychologically banking deals with people attitude of at the time of financial problem, updation of new technologies, revision of new policies, satisfying the customers, accepting and protecting the public money. They accept the money from the customers at lower rate of interest and in turn lend money to the needy customer at higher rate of interest. This enable to earn profit. Further, banking has more number of operations such as trading business, money market risk and return services to their valuable customers.

BANKING SECTORS IN INDIA

Banking concept has been originated in 18th century. Bank of Hindustan was the first bank started in the year 1770 and later it was liquidated during 1829-1832. It was reframed in the year 1786 as General bank of India, but it was not successful.

During mid 1806 bank of Calcutta was originated in addition to later it was reframed as "Bank of Bengal". The above banks started under Presidency government. In the year 1921, three banks were merged and new bank was formed in the name of Imperial Bank of India. During the mid 1955, it was renamed as State Bank of India. Presidency banks served as Quasi Central Banks and during the year 1935, Reserve Bank of India came into existence.

Beneath, State bank of India act 1959, it had taken control of eight state subsidiary bank in 1960. In 1969, nearly 14 banks were nationalised, among which Bank of India was biggest bank. After this, in 1980, another six banks were nationalised.

Bank has broadly divided in to schedule and non-scheduled banks. Under Reserve bank of India act 1984, schedule bank are in the above act. Again it was broadly divided into state-owned, SBI and its subsidiaries, Regional rural banks, Foreign and Private banks. Under, banking regulation act 1949, the word mercantile bank, which includes both schedule and non-schedule commercial banks.

REVIEW OF LITERATURE

Niharika and Kiran U.V. (2014) examined that occupational stress mainly arises due to heavy work. Stress related to Occupational “it is the people response who have much pressure on work demands and difficult to cope their knowledge and capabilities in working environment. The main outcome of this is the consequences of the multifaceted relations among large systems of organized variables. The data collected from 120 Bank staff of both Private and Nationalised banks in the City of Lucknow. Hypothesis was framed to analysis the occupational stress among the same. The researcher found that Private bank Staff faced much Stress when compared to nationalised bank staff. The result of correlation was positive in case of independent variable and negatively correlated with other components.

Poongavanam. S., (2014), analyzed that, “Locus of Control among Bankers” People should develop this through the understanding of knowledge. The main objective was to analyse the stage of control among the Public and Private Sectors Banks. It also to identify the extent of locus of control affects the characteristic of Job. To collect the information, the researcher adopted survey method. Area of the study made in district of Vellore and eight banks were taken of both Public and Private Banks. The study revealed that, Marital status strong influence on the belief on the internal action where as mature in birth had notable power resting on external factors.

STRESS

Meaning

Stress” the word derived from latin word “Stringere” which refers “draw tight”. During the earlier period, the word stress has used in physics.

It refers pressure exerts in force. It is mainly due to three main factors which listed below:

1. Inert variables
2. Exert Variables
3. Combination of inert and exert factors.

Stress refers to any state of mind that people loses or get upset due to its physical, mental or emotional imbalances. Stress refers once a mind reacts to any kind of extreme response. It can be caused by both good and bad mind set. When a mind senses strain by something around, it responds by discharging substances into the blood, which gives the mind extra stamina and power. Stress plays a predominant role in every part of life. Baby in womb to old age people have struggling with stress.

Due to modernised and competitive environment, employees are forced to do more what they can do. As they are forced to act in this environment, they have to work in pressurised environment. Unfortunately, they are helpless and have to work with stress. It has become part and parcel of everyday life of every individual. Particularly, in banking sector, employees feel frustrated in completing their work. When a person is highly frustrated, it greatly affect the person’s physical and mental stability of mind. It is response adopted to a condition which led to physical, mental and behavioural changes of human being.

MODEL OF STRESS

There are various stress models which comprise of demand of work and also shows the working culture of job strain.

1. Selye’s (1956) General Adaptation syndrome of stress

In this model, stress is analysed on response of a person in a long term. It is usually divided in to three main phases.

Phase 1: Alarm phase

Phase 2: Resistance Phase

Phase 3: Exhaustion phase

If person has crossed above three phases, then it severely causes diseases, sometimes it also leads to death.

i) Alarm phase

Alarm Phase is an initial stage where body response to a person with fight or flight reaction. It is by nerve in body known as parasympathetic starts its process and from adrenal medulla hormones comes out.

ii) Resistance phase

A person continues to be same as like in first phase, the reaction of body may work outwardly. At this stage, blood glucose level start increasing and breathing will also increase. The person may look calm, their physical and psychologically act at “action stations” (current nursing.com 2014)

iii) Exhaustion stage

It is final stage where the release of adrenocorticotrophic popularly known as ACTH and it start circulating in blood. At this phase, they do not do they work easily and body cannot function properly. Level of blood sugar decreases and addictive to disease and at times it also leads to death. As this model mainly focus on physiological reaction to stress. It does not consider the other factors like level of perception and their thoughts.

2. Folkman and Lazarus (1984) cognitive Appraisal theory of stress

In this model, interpretation of person in determining the reaction of emotional. Whenever, a person faces stress there must be coping strategies. It can be either problem based or emotional based.

IMPORTANCE OF THE STUDY

Stress is an inevitable and it has started playing its role to greater extent. Its role in banking sector is predominant and most of the employees committing suicide and voluntarily retiring their service. The study was attempts to know the stage of strain and how far factors influencing the stress in banking sector. The study also helps the employees how to overcome the stress and strategies adopted to meet out the stress. The researcher has designed this study in such a way to find out the stress level at each kinds of bank. It also helps to identify the main factor which influences the stress level among the Bank Employees.

STATEMENT OF THE PROBLEM

Stress is mainly linked with setup of one’s mind which leads to psychobiological action in one’s human health. It has directly connected with the performance of the employees. When the employees work in stressful environment, it affects both physical conditions of the employees and growth of the bank. There are different kinds of bank in India.

Firstly, in Public Sector major problem faced are generalisation in work nature, nonperforming assets, there is no healthy competitions among bank employees, implementation of schemes offered by government, pressurised from politicians to sanction the loans and not repaying it properly. These leads to work in stressful environment.

Secondly, in Private sector Banks, lot of regulatory measures to be followed which is imposed by government, unnecessary control of government, inadequate diversification, low profit ration are the major problems in private sector banks.

OBJECTIVES OF THE STUDY

1. To study the different aspects causing stress among the Public and Private sectors of bank
2. To analyse the impact of Stress and emotional Intelligence in various sectors of banks.

HYPOTHESIS OF THE STUDY

1. To test this, null hypothesis framed among the variables causing stress, symptoms of stress and management of stress across the demographic and job characteristics among the sectors of bank employees.
2. To test this, null hypothesis among the variables of impact of stress and emotional intelligence across the demographic and job characteristics among the different sectors of bank employees.

METHODOLOGY

The study is descriptive and analytical, which consists of both first and second source of data.

Primary Data

Data collected for the first time and it should be in a new character. Well Structured Questionnaire framed and given to 300 bank employees to collect the data. Interview Schedule used to collect the primary data. The researcher has chosen respondents to collect the primary data from Commercial and Private Banks.

Secondary Data

Data which are already collected and used for further research purpose. They are usually collected through books, journals, Magazines, and other related research websites for the purpose of analysis.

RESEARCH GAP

Most of the Researcher has made their research on either Public sectors or Private Sectors banks. At the same time, comparative level has also undertaken, but have restricted to top five nationalised and non-nationalised banks based on branches and number of transactions. Further, research was also undertaken among middle level employees of various sectors of bank.

LIMITATION OF THE STUDY

- ❖ The study is restricted to Tiruchirappalli (District)
- ❖ Permanent employees alone taken for this study. Further outsourcing and off roll employees were not taken for this study.

**Correlation Coefficient between positive impact of stress and causes, symptoms and managing stress
Table: 01**

Correlations		Positive Effect	Causes of Stress	Symptoms of Stress	Managing Stress
Positive Effect	Karl Pearson Correlation	1	.973**	.866**	.832**
	Significant (2-tailed)		.000	.000	.000
	N	300	300	300	300
Causes of Stress	Karl Pearson Correlation	.973**	1	.873**	.808**
	Significant (2-tailed)	.000		.000	.000
	N	300	300	300	300
Symptoms of Stress	Karl Pearson Correlation	.866**	.873**	1	.707**
	Significant (2-tailed)	.000	.000		.000
	N	300	300	300	300
Managing Stress	Karl Pearson Correlation	.832**	.808**	.707**	1
	Significant (2-tailed)	.000	.000	.000	
	N	300	300	300	300

** . Correlation is significant at the 0.01 level (2-tailed).

Source: Primary Data

The Correlation coefficient between positive impact of stress among bank employees and causes of stress is 0.973 and it denote 97 percentage have positive relationships amid of positive impact of stress among bank employees and causes of stress at 1% level of Significance. This shows the relationship between positive impact of stress among bank employees and symptoms of stress 0.866 denotes 87 percentage positive relationships between positive impact of stress among various sectors bank employees and symptoms of stress at 1% significance level. The relationship of both positive impact of stress among bank employees and managing stress is 0.832 which indicate 83 percentage positive relationships between positive impact of stress among bank employees and managing stress and is significant at 1% level.

**Correlation Coefficient between negative impact of stress and causes, symptoms and managing stress
Table :02**

Correlations		Negative Effect	Causes of Stress	Symptoms of Stress	Managing Stress
Negative Effect	Karl Pearson Correlation	1	.860**	.757**	.937**
	Significant (2-tailed)		.000	.000	.000
	N	300	300	300	300
Causes of Stress	Karl Pearson Correlation	.860**	1	.873**	.808**
	Significant (2-tailed)	.000		.000	.000
	N	300	300	300	300
Symptoms of Stress	Karl Pearson Correlation	.757**	.873**	1	.707**

	Significant (2-tailed)	.000	.000		.000
	N	300	300	300	300
Managing of Stress	Karl Pearson Correlation	.937**	.808**	.707**	1
	Significant (2-tailed)	.000	.000	.000	
	N	300	300	300	300

** . Correlation is at the 0.01 significant levels (2-tailed).

Source: Primary Data

❖ The Correlation coefficient between negative impact of stress among bank employees and causes of stress is .860 and it denotes 86 percentages had positive relationship between negative impact of stress among bank employees and causes of stress at 1% significant level. The relationship shows between positive impact of stress among bank employees & symptoms of stress is 0.757 and it denotes 76 percentage positive relationships between negative impact of stress among bank employees and symptoms of stress at 1% significant level. The relationship shows between positive impact of stress among bank employees and managing stress is .937 which denotes 93 percentage positive relationships between negative impact of stress among bank employees and managing stress and at 1% significant level.

❖ The Correlation coefficient between negative impact of stress among bank employees and causes of stress is 0.860 which indicate 86 percentage positive relationships between negative impact of stress among bank employees and causes of stress at 1% significant level. The relationship show positive impact of stress among bank employees & symptoms of stress is 0.757 that denotes 76 percentage positive relationships between negative impact of stress among bank employees and symptoms of stress at 1% significant level. The relationship between positive impact of stress among bank employees & managing stress is 0.937 that denotes 93 percentage positive relationships between negative impact of stress among bank employees and managing stress and at 1% significant level.

REGRESSION ANALYSIS OF POSITIVE IMPACT OF STRESS AND CAUSES, SYMPTOMS AND MANAGING OF STRESS AMONG BANK EMPLOYEES

Regression results causes, symptoms, managing of stress among bank employees towards positive impact of stress

Table 03

Factors	Unstandardized Coefficients		Standardized Coefficients	t-value
	B	Std. Error	Beta	
(Constant)	1.204	.149		8.102
Causes of Stress	.160	.003	.806	49.689**
Symptoms of Stress	.032	.006	.069	5.118**
Managing of Stress	.051	.004	.132	11.782**
R - value	0.976			
R² - value	0.953			
F - value	7.144** (p<0.01)			

Source: Primary Data

** p<0.01- at 1% significant level.

Multiple regression analysis is 0.976 evaluate the level of relationship among the actual number and the anticipated number of the positive impact of stress. Because the predicted values are obtained as a linear combination of causes of stress (X₁), symptoms of stress (X₂) and managing of stress (X₃), 0.976 is the coefficient value which denotes the relationship between positive impact of stress and three independent variables. It shows that variables are quite strong and positive. The value of **R square is 0.953** simply means that about 95% of the variation in positive impact of stress is explained by the estimated SRP that the independent variables and R square value is significant at 1 % level.

The multiple regression equation is

$$Y = 1.204 + 0.160 X_1 + 0.032 X_2 + 0.051 X_3$$

❖ From the regression analysis, it is found that among three independent factors causes of stress is the best predictor on positive effect of stress followed by managing of stress and symptoms of stress.

REGRESSION ANALYSIS OF NEGATIVE IMPACT OF STRESS AND CAUSES, SYMPTOMS AND MANAGING OF STRESS AMONG BANK EMPLOYEES

Regression results causes, symptoms, managing of stress among bank employees towards negative impact of stress

Table 04

Factors	Unstandardized Coefficients		Standardized Coefficients	t-value
	B	Std. Error	Beta	
(Constant)	-.646	.261		-2.479
Causes of Stress	.070	.006	.280	12.462**
Symptoms of Stress	.011	.011	.019	1.001**
Managing of Stress	.342	.008	.698	45.012**
R - value	0.954			
R² - value	0.909			
F - value	3.242**(p<0.01)			

Source: Primary Data

** p<0.01-significant at 1% level.

The value of Multiple regression analysis is 0.954 shows the degree of relationship between the actual values and the predicted values of the negative impact of stress. Because the predicted values are obtained as a linear combination of causes of stress (X₁), symptoms of stress (X₂) and managing of stress (X₃), 0.976 is the coefficient value which denotes the relationship between negative impact of stress and the three independent variables. It indicates these variables are quite strong and positive. The **R square value** of the above table is **0.909** simply refers that 91% shows the variation in negative impact of stress. It is derived from the estimation of SRP with that of the notdependent factor and R square value at 1 % significant level.

The multiple regression equation is

$$Y = -0.646 + 0.070 X_1 + 0.011 X_2 + 0.342 X_3$$

From above regression analysis, it is found that among three independent factors managing of stress is the best predictor on pessimistic impact of stress followed by factors of stress & symptoms of strain.

FINDINGS OF THE STUDY

Correlation Coefficient between positive impact of stress and causes, symptoms and managing stress:

The Correlation coefficient between positive impact of stress among bank employees and causes of stress was 0.973 which indicate 97 percentage positive relationships between positive impact of stress among various sectors of banks and causes of stress and it was found at 1% significant level.

The Correlation coefficient among positive impact of stress among bank employees and symptoms of stress was 0.866 which indicate 87 percentage positive relationships between positive impact of stress among various sectors banks and symptoms of stress and it was found at 1% significant level.

The Correlation coefficient between positive impact of stress among bank employees and managing stress was 0.832 which indicate 83 percentage positive relationships between positive impact of stress among various sectors of banks and managing stress and found at 1% significant level.

Correlation Coefficient between negative impact of stress and causes, symptoms and managing stress

The Correlation coefficient between emotional intelligence among bank employees and positive impact of stress was 0.962 which indicate 96 percentage positive relationships between emotional intelligence among bank employees and positive impact of stress and it was found at 1% significant level.

The Correlation coefficient between emotional intelligence among bank employees and negative impact of stress was 0.976 which indicate 98 percentage positive relationships between emotional intelligence among various sectors of bank and negative impact of stress and significant at 1% level.

REGRESSION ANALYSIS OF POSITIVE IMPACT OF STRESS AND CAUSES, SYMPTOMS AND MANAGING OF STRESS AMONG BANK EMPLOYEES

From the regression analysis, it was found that among three independent factors causes of stress was the best predictor on positive effect of stress followed by managing of stress and symptoms of stress

REGRESSION ANALYSIS OF NEGATIVE IMPACT OF STRESS AND CAUSES, SYMPTOMS AND MANAGING OF STRESS AMONG BANK EMPLOYEES

From the regression analysis, it was found that among three independent factors managing of stress was the best predictor on pessimistic outcome of strain followed by reasons of strain and symptoms of strain.

SUGGESTION:

Human resource management plays a vital role in banking Industry. They must recruit a person according to the needs and requirement of the job. To meet out the competitive situations, employees should be motivated and develop a positive attitude in day to day life. It helps to increase their performance and lead the happy life. It not only growth for the economy and it makes the environment to be healthy. They must have a good relationship with co-workers, superior and subordinates. They must create good bonding with higher officials. They must able to discuss their problem and find solution to it immediately. Frequent transfer for the bank employees to be avoided as it can be made once in five years. Stress Management programmes to be conducted in all sectors of banks which should be useful to all employees.

CONCLUSION:

In a modern technological and competitive world, human being are exposed to work in stressful environment. In all spheres of human life, stress has become a serious problem in everyone's life. It should be properly identified and strategies to be used to overcome stress. Banking sector also exception to escape from stress. Most of employees in all sectors of banks are in stressful situations. Thereby it decreases the productivity, Pressure on work, they become physically and mentally not good. The bank management must able to understand the problems of employees and they should not pressurise them in their work. The corrective steps to be taken in order to manage the stress and thereby they can increase the performance and growth of banking sector. It not only increases the performance of banking sector and each and every employee's performance would be increases. In turn it can save the life of many family members. If the employees feel free and they are satisfied in their job, there by both individual and banking objectives can be achieved efficiently and effectively.

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