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## A STUDY ON IMPRESSION OF STRESS AND SURVIVING STRATEGIES AMONG THE BANK EMPLOYEES IN TIRUNELVELI DISTRICT

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### ABSTRACT

*High stress jobs refer to work, which involves hectic schedule and complex job responsibility that result into imbalance between personal work and life. The most of the bank employees recognize their problems in managing the stress. It may be due to lack of recognition, unclear job expectations, poor decision making, lack of professional respect acceptance of poor - quality work and customer service, disrespectful behaviour, adequate explanation of reasons, process, or likely outcomes mandatory overtime.*

### KEYWORDS

stress, job performance, quality of work.

### INTRODUCTION

 Stress management has become the most important and valuable technique to boost the employee morale and the company productivity in all companies. High stress jobs refer to work, which involves hectic schedule and complex job responsibility that result into imbalance between personal work and life. Over work may affect physical health of individual result into ineffective work and dissatisfaction among employees leading to imbalance in family or personal life also.

### REVIEW OF LITERATURE

**Khalid A. (2012)** There is a direct relationship between stress and job performance in any organization. To improve the performance of an individual in an organization an employee should receive good support from their leaders. Hence, a supportive leader can improve the performance of an employee even at unfavourable situations<sup>1</sup>.

**Kavitha (2012)** The article focuses on the organizational role stress for the employees in the IT sector. It also highlights that women face more stress than men in the organization to be more specific married women faces more stress than the unmarried women<sup>2</sup>.

### STATEMENT OF THE PROBLEM

A well – defined problem is “half work done”. Many creative efforts fail because the problem is either unclear or it is focused in the workplace. The most of the bank employees recognize their problems in managing the stress. It may be due to lack of recognition, unclear job expectations, poor decision making, lack of professional respect acceptance of poor - quality work and customer service, disrespectful behaviour, adequate explanation of reasons, process, or likely outcomes mandatory overtime. Hence the study made on “Impression of Stress and Surviving Strategies Among The Bank Employees In Tirunelveli District”.

### OBJECTIVES

1. To identify the reasons for stress among bank employees.
2. To analysis place stressors in categories: internal & external.
3. To study the ways to manage stress and maintain control on stress.
4. To offer suggestions to manage stress.

### HYPOTHESIS

- There is no relationship between Age wise classification and time management for bank employees
- There is no relationship between Age wise classification and fear to crime for bank employees.

### RESEARCH METHODOLOGY

The study is based on both primary and secondary data. The primary data has been collected from 125 respondents through interview schedule by adopting convenience sampling technique. The secondary data was collected from books, magazines, journals, encyclopaedia and websites. Simple percentage analysis, rank test and chi square test has been applied to analyse the primary data.

<sup>1</sup> Afsheen Khalid, Role of Supportive Leadership as a Moderator between Job Stress and Job Performance, Vol. 4, No. 9, pp. 487-495, Sep 2012, Information Management and Business Review.

<sup>2</sup> P. Kavitha, Role of stress among women employees forming majority workforce at IT sector in Chennai and Coimbatore, Tier-I & Tier-II centers, | Sona Global Management Review, Volume 6, Issues 3, May 2012

## ANALYSIS OF DATA

TABLE 1: SOCIO ECONOMIC PROFILE OF THE RESPONDENTS

Socio Economic Variables	No. of respondents	percentage
Gender		
Male	75	60
Female	50	40
Age		
Below 25 Years	40	32
25 – 35 Years	37	30
35 – 45 Years	13	10
45 – 55 Years	25	20
Above 55 Years	10	8
Marital Status		
Married	95	76
Unmarried	30	24
Type Of The Family		
Joint	45	36
Nuclear	80	64
Suffered By Stress		
Mentally	72	58
Physically	53	42

Source: Primary Data

According to the above data it is clear, that 60% of the respondents are male and 40% are female. Majority of the respondents 32% are below 25 years; Most of the respondents 75% are married; only 36% of the respondents are living in joint family system. 58% of the respondents are mentally suffered by stress, and 42% of the respondents are physically suffered by stress.

TABLE 2: REASONS FOR FREQUENT STRESS

PARTICULARS	HA	A	NO	DA	HDA	MEAN SCORE	LEVEL
Time management	75	25	10	10	5	4.24	HA
Fear to crime	52	14	32	17	10	3.6	A
Business professions	5	7	5	73	35	1.9	DA
Conflicts work spot	51	15	32	17	10	3.6	A
Things under estimate	72	28	10	10	5	4.1	HA

Source: Primary data

HA-HIGHLY AGREE, A-AGREE, NO-NO OPINION, DA-DISAGREE, HDA-HIGHLY DISAGREE

The above table shows that the respondents were highly agreed for time management (4.24) things under estimate (4.1) the respondents were agreed for fear to crime (3.6); conflicts work spot (3.6) the respondents were disagreed for business profession (1.9).

**CHI-SQUARE ANALYSIS**

To analyse the relationship between the age and the time management quality of the bank employees the researcher has used the chi-square test. The following hypothesis has been framed.

**H<sub>0</sub>:** There is no relationship between Age wise classification and time management for bank employees.

TABLE 3: AGE WISE CLASSIFICATION TO TIME MANAGEMENT FOR BANK EMPLOYEES

S.No.	Opinion	Below 25 years to 35 years	35 years to 55 years	Total
1.	Agree	67	33	100
2.	Disagree	10	15	25
	<b>Total</b>	<b>77</b>	<b>48</b>	<b>125</b>

Source: Primary data

**CHI-SQUARE ANALYSIS**

$$\chi^2 = \sum (O - E)^2 / E$$

Calculated value: 6.1636

Table value : 3.841

Degrees of freedom: 1

Level of significance: 5%

It is clearly demarcated from the above table that the null hypothesis is rejected because the calculated (6.1636) value is more than table value (3.841). Hence, there is a relationship between Age wise classifications to time management the bank employees. The age has a direct impact on the time management process.

**CHI-SQUARE ANALYSIS**

To analyse the relationship between the age and the fear to crime for the bank employees the researcher has used the chi-square test. The following hypothesis has been framed:

**H<sub>0</sub>:** There is no relationship between Age wise classification and fear to crime for bank employees.

TABLE 4: AGE WISE CLASSIFICATION AND FEAR TO CRIME FOR BANK EMPLOYEES

S.No.	Opinion	Below 25 years to 35 years	35 years to 55 years	Total
1.	Agree	45	27	72
2.	Disagree	32	21	53
	<b>Total</b>	<b>77</b>	<b>48</b>	<b>125</b>

Source: Primary data

**CHI-SQUARE ANALYSIS**

$$\chi^2 = \sum (O - E)^2 / E$$

Calculation value: 0.5298

Table value: 3.841

Degrees of freedom: 1

Level of significance: 5%

According to the above table it is clearly well-defined that the null hypothesis is accepted because the calculated (0.5298) value is less than table value (3.841). Hence, it is concluded that there is no direct relationship between Age wise classifications and the fear to crime for the bank employees.

**FINDINGS OF THE STUDY**

1. Most (60%) of the respondents are male.
2. Only 8% of the respondents are above 55 years.
3. Majority (76%) of the respondents are married. The Marital status has an influence in the stress management.
4. Majority (64%) of the respondents are living in Nuclear family system.
5. 52% of the respondents are mentally suffered by stress.
6. 48% of the respondents are physically suffered by stress.
7. Time Management and Things under estimate are the highly agreed by the bank employees for the reasons for frequent stress with the mean score of 4.24 and 4.1.
8. There is a relationship between Age wise classifications to time management the bank employees.
9. There is no direct relationship between Age wise classifications and the fear to crime for the bank employees.

**SUGGESTIONS**

1. Bank employees are mostly affected from stress in work place. Therefore, the healthy way to remove the stress is yoga/meditation.
2. Proper division of work system should be followed.
3. Many employees are suffered from lack of professional knowledge. Its high time the government should take necessary steps to train and motivate them.
4. Since the job is monotony, the steps can be taken for diversification.
5. In rural areas, many numbers of employees should be appointed to deliver who do not understand much of banking.
6. The single mistake will be a costly one. So workload should be avoided.
7. The bank should provide necessary way for the constant update of the employees to the very end of the career to stay relevant.

**CONCLUSIONS**

Job satisfaction and productivity were indicated as two areas most affected by work related stress. Therefore, stress cannot be considered just an individual issue because reduced job satisfaction and lower productivity has a direct effect on the company as a whole.

From this study, it can be concluded that employees have realized the importance of managing stress in the workplace because of the wide variety of programs now offered to manage stress. The study is concluded that major problem spaced on the work spot stress management. The instruction to clear that direction of work management for work place, to identify the nature of work in the bank employees in one-hour stress management session focusing on mental relaxations techniques and effective training program.

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