

A STUDY ON STRESS MANAGEMENT AMONG THE EMPLOYEES OF NATIONALISED BANKS

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ABSTRACT: *The productivity of the work force is the most decisive factor as far as the success of an organization is concerned. The productivity in turn is dependent on the psychosocial well being of the employees. The banking organization, have been facing greater challenges in terms of technological revolution, service diversification and global banking. Stress is unavoidable on the part of the employees as the systems, procedures; techniques are getting complicated with the use of advance technology. Every employee cannot cope with such rapid changes taking place in the jobs. This will lead to arising of stress among 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. An attempt has been made through this research paper to know the reasons of stress among the bank employees and the ways used by employees to cope with the stress generated at workplace. The aim of this paper is to provide insight that will help the reader further improve his/her management competencies in managing stress in the workplace. It is found that maximum number of employees in banks remains in stress. Majority of the employees try to find solution to relieve them from stress. Also the measures are also suggested in the paper to overcome stress that affects their physical and mental health.*

Keywords: *Stress Management, Employees, Yoga & Meditation, workplace stress, social life, health, satisfaction, conflict.*

I. INTRODUCTION

Stress is a natural human response to its environment. Stress has become significant due to dynamic social factor and changing needs of life styles. Stress is man's adaptive reaction to an outward situation which would lead to physical, mental and behavioral changes., In fact, moderate levels of stress are considered essential motivators. However, high levels of stress have the capacity to greatly impact physical and emotional health, not all stresses are destructive in nature. Appropriate amount of stress can actually trigger passion for work, tap latent abilities and even ignite inspirations. Stress can make a person productive and constructive, when it is identified and well managed. Stress refers to the strain from the conflict between our external environment and us, leading to emotional and physical pressure. In our fast paced world, it is impossible to live without stress, whether you are a student or a working adult. There is both positive and negative stress, depending on each individual's unique perception of the tension between the two

forces. Stress bears deliberating effects on both the employees and the employer.(Khanka,319) Corporate India is finally waking upto the fact that a lot of human potential is being drained away because of stress and burn out.

II. OBJECTIVES

- To study the causes of stress among employees. To analyze the level of stress on employees.
- To study the effects of stress on the health of employees. To study the effect of stress on productivity of an organization.
- To study the effect of over load on the stress level of bank employees.
- To analyze the importance of interventional strategies at organizational level to manage stress among bank employees.
- To study the role of stress in interpersonal relationship.
- To study effectiveness of stress management programme organized by the banks

III. RESEARCH METHODOLOGY

Both primary and secondary method is used to collect information. The sample size is 50. It was collected from the employees of various bank situated in Lucknow. Data was collected through self-structured questionnaire. Books, internet web sites, journals etc were used as a source of secondary data Percentage Analysis method was used to analyze and interpret results and achieves research objectives.

IV. WORKPLACE STRESS

Workplace stress is the harmful physical and emotional response that occurs when there is a poor match between job demands and the capabilities, resources, or needs of the worker. resources, or needs of the worker. These conditions may lead to poor work performance or even injury. Job stress is also associated with various biological reactions that may lead ultimately to compromised health, such as cardiovascular disease. Stress is a prevalent and costly problem in today's workplace. About one-third of workers report high levels of stress. One-quarter of employees view their jobs as the number one in their lives. Three-quarters of employees believe the worker has more on the job stress than a generation ago Evidence also Suggests that stress is the major cause of turnover in Organizations.

V. STRESS MANAGEMENT

Stress management is the need of the hour. However hard we

try to go beyond a stress situation, life seems to find new ways of stressing us. Stressors, if not escapable, are fairly manageable. Effective management of job stress can only be achieved under two conditions. First, the individual worker must be able to recognize stressors and understand their consequences and second, organizations must develop stress prevention, as well as stress reduction techniques [4]. Stress Management is important for both individual and from the point of view of the organization. It is generally assumed that there are two basic approaches to cope with stress i.e. individual oriented approach and organizational oriented approach.

- Individual and Organizational Oriented Strategies for Coping with Stress
- Solo-Active - Reading, Writing, Photography, Art, Playing a musical instrument, Collection of different things, Running, Hobbies, Vacations.
- Group- Activities: - Sports, Games, Eating out, Vacations.
- Solo-Passive/Group-Passive: - Television, Movies, Shows & Theatre, Listening to music, Concepts, opera, Sporting events, Vacations.
- Yoga & Meditation: - it is helpful in overcoming the stress.
- prime reason is that working at home provides employees more control over how
- they do their work, Working at home also helps workers better manage work/family demands.
- Longer lunch hours. Extending the lunch hour may help discourage snacking and fast food. Adequate time may also encourage time for calming or other stress-reduction activities such as walking.
- Healthcare advocacy. Offering an expert who can personally address healthcare issues, such as helping to resolve medical bills and interacting with insurance and providers, can help employees reduce worry and stay focused on their job.
- EAPs (Employee Assistance Programs) EAPs are typically offered by the HR department as part of the employer's health insurance plan to assess and address personal issues that affect employee performance and productivity. Issues can range from substance abuse to family problems, and EAPs often include counseling benefits. EAPs for substance abuse can reduce workers' compensation claims, employer healthcare costs, and absenteeism.

VI. STRESS MANAGEMENT PROGRAMS

Flex time. Allowing workers to start or end the workday earlier or later can reduce work/life stress, especially for working parents. Flex time can also reduce the stress of commuting in rush hour traffic.

Job sharing. This allows at least two people trained to perform each job, enabling each employee to have time off without losing productivity.

Work from home. Working from home results in higher

morale and job satisfaction and lower employee stress and turnover, The Conducting stress management programs at organizational level, with the objective of creating awareness about stress and making employees to learn stress management techniques.

Physical activities planned in job design The body can release stress, better through physical exertion, as physicians were suggesting, indulging any kind of physical activity is recommended while job design.

VII. CONCLUSION

Most of the employees fear with the fact that lack quality in their work puts stress on them. It is found that maximum number of employees in banks remains in stress. 50% employees feel that they are overloaded with work. 44% employees feel tensed due to their non-achievement of their target of work. 38% employees accepted that they will obey the order of their boss by sacrificing their important domestic function. It indicates fear and stress among employees. 24% employees feel stress due to their family related problems. It means such employees feel greater level of stress as compared to other employees. Half of the employees accepted that there is conflict among the employees. It is a concern for top management. Only 48% employees feel that strategies used by banks to manage stress of employees are effective. Majority of the employees try to find solution to relieve them from stress. 50% employees use YOGA or other ways to relieve them from stress. In spite of stress, majority of the employees balance in their social life.

VIII. SUGGESTIONS

As most of the employees feel that they feel stress at work, banks should take positive steps to make their employees free from stress so that they can work with optimum efficiency and effectiveness. Employees of the banks should be made free from not only fear of quality of performance but also from other types of fear generating in their minds. Guidance and counseling, quality consciousness awareness programs, psychological support can be provided to employees. The concept of five day week working can be implemented in banks so that the employees can give more time to themselves and their family and discharge other social responsibilities. Banks should arrange YOGA camp, meditation camp, entertaining programs etc. The working environment should be made clean and safer. There should be proper work division in all departments. There should be friendly environment from colleagues and especially boss. Employees should try for quality of performance rather than fear from it.

IX. SCOPE FOR FURTHER STUDIES

Area of present study can be increased from district level to state level, national level, as well as international level; Sample size can be increased; Other demographic details can be added in the future research and Various other statistical tests can be used for comprehensive analysis & findings.

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