



CAUSES OF STRESS AT WORKPLACE WITH REFERENCE TO BANK EMPLOYEES IN RAJAPALAYAM

R.Padmaja¹, R.Sorna Priya², R.Sunderaraj³, M.Rifaya Meera⁴,

¹Research Scholar, Department of Commerce, Ayya Nadar Janaki Ammal College, Sivakasi –626124, Tamil Nadu, India

^{2,3,4}Assistant Professor, Department of Commerce, Ayya Nadar Janaki Ammal College, Sivakasi – 626 124, Tamil Nadu, India

Abstract

Stress is mental, physical or emotional strain or tension or it is a situation or factor that can cause this. Occupational stress occurs when there is a difference between the demands of the environment/workplace and an individual's ability to carry out and complete these demands. Identifying the causes of our stress is the first and most important step in self-stress management. Without identifying where the stress in our life is stemming from, we will never be able to take the proper steps to control it. Banking sector plays a vital role in the development of any economy, therefore the employees of the banks must act as a support for the banks. Bank employees at present were facing a huge stress as financial market is playing an important role in everyday life. Therefore the researcher intends to study the causes of work stress of bank employees in Rajapalayam.

Keywords: Stress, Bank, employees

Introduction

“Occupational stress has become an important topic for study of organisational behaviour for several reasons.” Stress has harmful psychological and physiological effects on employees. It is a major cause of employee turnover and absenteeism. Stress experienced by one employee can affect the safety of other employees. By controlling dysfunctional stress, individual and organisation can be managed more effectively.

Occupational stress is stress at work. Stress is defined in terms of its physical and physiological effects on a person (or thing). Stress is mental, physical or emotional strain or tension or it is a situation or factor that can cause this. Occupational stress occurs when there is a difference between the demands of the environment/workplace and an individual's ability to carry out and complete these demands. Often a stressor can lead the body to have a physiological problem which in turn will result on a strain on a person physically as well as mentally. Being unable to cope up with daily needs of their job can

easily building up acute stress. Equally (and may be surprisingly) so can be bored with our occupation and finding it all too easy. Identifying the causes of our stress is the first and most important step in self-stress management. Without identifying where the stress in our life is stemming from, we will never be able to take the proper steps to control it.

Globalization and privatization led policies compelled the banking sector to reform and adjust to have a competitive edge to cope with multinationals led environment. The advent of technological changes, especially extensive use of computers in the sector has changed the work patterns of the bank employees and has made it inevitable to downsize the work force in the sector. The implications of the above said transformations have affected the social, economical and psychological domains of the bank employees and their relations. All the factors discussed and that they are prospective attributes to cause occupational stress and related disorders among the employees.

Statement of the Problem

Banking Sector plays a vital role in the economic development of our country. It has become highly competitive sector in India. The banking organizations, since the beginning of this decade, have been facing greater challenges in terms of technological revolution, service diversification and global banking. Due to these challenges, the employees in the banking sector are experiencing a high level of stress. Any kind of stress/ pressure directly affects their performance as well as performance of the organization. As the competition is increasing day by day, employee stress is also increasing. As a result of stress majority of the employees face stress related ailments and a lot of psychological problems. The productivity of the management in turn is dependent on the psychological well being of the employees. Whether the employees affected by stress are taking any steps to manage their stress with the help of banks? To ascertain answer for the above question, it is necessary to study the stress management of Commercial Bank Employees. Hence the researcher has undertaken this study.

Objectives of the Study

- To identify the factors that causes stress.
- To analyse the causes for the job stress among the Commercial Bank Employees in Rajapalayam.
- To offer suitable suggestions to manage the stress of the Commercial Bank Employees in Rajapalayam.

Sources of Data:

The required data for the present study are collected both from primary and secondary sources.

Primary Data:

The present study is an empirical one based on census method. Primary data were collected from the Commercial Bank Employees in Rajapalayam with the help of questionnaire.

Secondary Data:

The secondary data were extracted from various standard text books, research articles, reports, leading magazines, journals, websites and so on. These have constituted a supportive literature for the purpose of carrying out the research work.

Review of Literature

1. Dr. Vishal Samartha, Dr. Mushtiary Begum and Lokesh (2014), found that the problem of stress is inevitable and unavoidable in any occupation and banking is no exception. The present study has found the factors such as performance pressure, inadequate planning at work, adaptability to change, demands of the family and lack of efficient manpower caused more stress among the bank employees in general. The psychosocial well being of an employee is crucial to have a productive work force. The growing importance of interventional strategies is felt more at the organizational level.
2. Mamman Joseph C (2014), resulted that the present study attempted to find out the level of occupational stress among bank employees and to make a comparative analysis of the stress level of Nationalised and non-nationalised bank employees. This study also aimed to find out the role of various work related variables in occupational stress. For meeting these objectives Occupational Stress Index by Srivastava and Singh was used in the study. The participants were the 200 bank employees from Kerala, India. The result obtained was analysed using descriptive statistics t-test and Analysis of Variance. The study concluded that bank employees are experiencing high degree of stress and there is a significant difference in the stress level of non- nationalised bank employees and nationalised bank employees. Moreover non-nationalised bank employees have significantly higher stress level than nationalised bank employees.
3. Syed Ghazi Sultan (UAE), Muazzam Imran Tariq (UAE), and Dr. Luis Guanzon Rile, (2014), found that factors Lack of control and interpersonal conflicts are having positive and significant relationship with stress also the stress associated in terms of Job Category and age. The factors gender and the work overload have no association with workplace stress. The Job Ambiguity has no significant relationship with work place stress. There was negative weak relationship without significance as per Cohen's correlation interpretation table. The Lack of control has significant relationship with workplace stress. There was positive moderate relationship with significance as per Cohen's correlation interpretation table.

Causes for Stress At Workplace

The researcher has collected the data relating to the causes for stress in the workplace.

The researcher has assigned the following points as per the information ranking proposal. They are,

Strongly Agree – 5 points

Agree – 4 points

Neutral – 3 points

Disagree –2 points

Strongly Disagree –1 points

The above stated points are assigned with the help of

Likert Five Point Scaling Technique

The result is presented the below

Causes for Stress At Work Place

No.	Causes of stress	SA			A			N			DA			SDA			Total	Rank
1	Inadequate salary	74	5	370	46	4	184	22	3	66	19	2	38	4	1	4	662	I
2	Rigid Rules	15	5	75	72	4	288	57	3	171	17	2	34	4	1	4	572	VI
3	Technological Problem	21	5	105	59	4	236	62	3	186	15	2	30	8	1	8	565	VIII
4	No reward for hard Work	25	5	125	64	4	256	39	3	117	37	2	74	0	1	0	572	VI
5	Too much responsibility	24	5	120	77	4	308	42	3	126	18	2	36	4	1	4	594	V
6	Heavy and Timeless workload	31	5	155	58	4	232	64	3	192	12	2	24	0	1	0	603	III
7	Little scope for promotion	4	5	20	47	4	188	42	3	126	51	2	102	21	1	21	457	XVII
8	Lack of freedom to take decision	2	5	10	74	4	296	63	3	189	26	2	52	0	1	0	547	IX
9	Dissatisfactory working conditions	4	5	20	47	4	188	65	3	195	41	2	82	8	1	8	493	XIII
10	Lack of clarity in job assignments	6	5	30	58	4	232	45	3	135	50	2	100	6	1	6	503	XII
11	Job insecurity	34	5	170	60	4	240	56	3	168	9	2	18	6	1	6	602	IV
12	Job Difficulty	2	5	10	66	4	264	52	3	156	35	2	70	10	1	10	510	X
13	Inflexible nature of senior officers	2	5	10	55	4	220	48	3	144	48	2	96	12	1	12	482	XV
14	Non acceptance of their suggestions	4	5	20	46	4	184	58	3	174	53	2	106	4	1	4	488	XIV
15	Poor relationship with co-officers	6	5	30	24	4	96	55	3	165	59	2	118	21	1	21	430	XVIII
16	Lack in Time Management	6	5	30	64	4	256	47	3	141	32	2	64	16	1	16	507	XI
17	Impatient customer	4	5	20	36	4	144	64	3	192	38	2	76	23	1	23	455	XVII
18	Inadequate Authority	49	5	245	64	4	256	42	3	126	10	2	20	0	1	0	647	II

Source: Primary Data

Table reveals that the causes for stress among the respondents at their work place. It is evident that the causes like inadequate salary and inadequate authority are assigned the first and second ranks for the stress among the respondents at their work place. They account for the score of 662 and 647 respectively. The cause like impatient customer is ranked as the seventeenth and poor relationship with co-officers is ranked as the last cause for stress among for commercial bank employees at Rajapalayam.

Suggestions

- As the respondents felt that the major causes for their work stress is inadequate salary, so the bank/ Government of India could give pay scale increment to their employees at regular interval, which could ensure the employees effectively perform well to their organisation and also make their employees to free from stress in the work place.
- As bank employees were feeling that they are not allowed to maintain a good authority over the work, the higher authorities may lead a better delegation of authority to the employees.
- The employees of the study are felt that there is a heavy workload which causes stress to them, therefore the workload of the employees can be reduced by offering them programmes like yoga, meditation etc.,
- As most of the employees revealed that they have stress at work place, banks should take positive steps to make their employees free from stress, so that they can work with optimum efficiency and effectiveness. As the respondents expect from the bank to provide proper workload, vacancies can be filled on time in order to avoid over workload for their employees.

Conclusion

The problem of stress is inevitable and unavoidable in the banking sector. A majority of the employees face severe stress- related ailments and a lot of psychological problems. Hence, the management must take several initiatives in helping their employees to overcome its disastrous effect. Since stress in banking sector is mostly due to excess of work pressure and work life imbalance the organization should support and encourage to take up roles that help them to balance work and family.

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