

STUDY ON WORK PLACE STRESS AMONG THE BANK EMPLOYEES WITH SPECIAL REFERANCE TO COIMBATORE CITY

¹Dr.S.SAIKRISHNAN, ²Dr.S.TAMILMANI

¹Associate Professor, ²Assistant Professor

¹Department of Commerce, ²Department of Corporate Secretaryship

^{1,2}PSG College of Arts & Science, Coimbatore-641014.

Co-Author

²Dr.S.TAMILMANI

ABSTRACT: As per the economics times report Seven in 10 Indian workers say they're experiencing stress at work on at least a weekly basis, according to new data out from global payroll and HR firm ADP, said a company statement issued today. The data was collected as part of ADP's Global Workforce View 2020 report exploring employees' attitudes and opinions towards the current world of work and what they expect and hope for from the workplace of the future. In a survey of 1,908 workers in India, 70% of them said they were experiencing stress at least once during the working week on a regular basis. Levels of stress amongst the Indian workforce are significantly higher than the Asia-Pacific average of 60%. This article attempt to identify the work place stress factors among the bank employees focused with Coimbatore city.

KEY WORD: Bank, Employees, work place, Stress, Satisfaction of Job,

1. INTRODUCTION

A bank could be a financial organization and a money mediator that accepts deposits and channels those deposits into disposal activities, either directly by disposal or indirectly through capital markets.

A bank could also be outlined as an establishment that accepts deposits, makes loans, pays checks and provides money services. A bank could be a money mediator for the safeguarding, transferring, exchanging, or disposal of cash. A primary role of banks is connecting those with funds, like investors and depositors, to those seeking funds, like people or businesses needing loans. A bank could be an affiliation between customers that have capital deficits and customers with capital surpluses.

2 .BANK EMPLOYEES

Bank employees, additionally called bank tellers, square measure chargeable for most of the everyday operations at money establishments. It's their job to stay track of all the cash that goes in and out of a bank. This can be no simple task, as one bank might have dozens of transactions on a daily basis. The duty description of a bank teller reveals what bank tellers do to observe each penny.

Bank employees additionally exchange currency and issue traveler's checks. Employers expect bank tellers to record all transactions via validation slips and end-of-day settlement sheets, still on assist in security by checking identification and signatures.

3. STATEMENT OF THE PROBLEM

Stress is the outcome of fact of the assigned work role that caused harmful effect for Individual. Occupational stress is considered as harmful factor of the work environment. Stress can also be labelled as the harmful physical and emotional responses that occur when the requirements of the job do not match the capabilities, resources, or needs of the workers. Job stress can lead to poor health and even injury. Higher level of stress existed with no managerial concern for solution consequently lowering the employee performance, staking organizational reputation and loss of skilled employees, these situations call for immediate concern from organization management for employing effective stress management practices to increase employee satisfaction and overall employee performance. With the advent of technology in the present competitive environment has dramatically changed the existing pattern of banking sector and that has resulted in stress among the bank employees. The term stress is a relative term and it differs from persons to persons. The matters which give stress to one person need not give stress to another person also even it give stress that may be in different level. Individual perception about stress is mostly based on number of factors such as, gender, age, educational qualification, etc. In the present competitive environment, in the government organization, the employees are facing more stress. Several studies have found that employee having lower stress have lower rates of both turnover and absenteeism, have better health and they carry over the satisfaction derived out of their job to their life outside the job.

4. OBJECTIVES OF THE STUDY

- To analyze the various difficulties faced by the bank employees.
- To find the reasons for stress, and suggestions to reduce the stress of bank employees.
- To analyze the strategies adopted by bank employees for their welfare .
- To study the work life balance of bank employees.
- To know the overall process of bank employees.

5. RESEARCH METHODOLOGY

5.1 Sources of Data Collection:

Data for this study will be mostly collected in the way of Primary data and Secondary data.

Primary data:

Primary data were collected directly from the bank employees by conducting telephonic interview and based on the responses other questions are framed for the employees and the data collection is done from the employees by means of questionnaire and through interview method.

Secondary data:

Secondary data is the data that already exists which will be collected from books, journals, magazines and websites.

5.2. Sampling method:

The sampling method used for my study is convenience sampling used.

Sample Size:

The sampling technique is used here is under “Non probability sampling” the “Convenience sampling”

6. Research Gap

The higher than literature reviewed shows that many studies have done on work stress of bank workers and workers of alternative organization in several elements of Asian country and alternative countries. Stress may be a fashionable field of enquiry among science research worker. they need allotted varied studies on stress in varied settings and have highlighted totally different dimension of stress across varied activity teams and sectors .But no research worker had done any analysis on work stress of bank workers in Coimbatore district. With this line, want arises to own a comprehensive study of banking sector during this space. This study is an effort to fill that analysis gap.

7. ANALYSIS AND INTERPRETATION

TABLE NO - 7.1
SATISFIED WITH THE JOB

S.no	Options	No. of. respondent	Percentage of respondents
1	Strongly Agree	17	34
2	Agree	8	16
3	Neutral	7	14
4	Disagree	10	20
5	Strongly Disagree	8	16
Total		50	100

Interpretation

Majority (50%) of respondents are agreeing that they happy and satisfied with the job.

TABLE NO - 7.2
RELATIONSHIP AMONG THE CO-WORKERS

S.no	Options	No. of. respondent	Percentage of respondents
1	Strongly Agree	10	20
2	Agree	14	28
3	Neutral	11	22
4	Disagree	12	24
5	Strongly Disagree	3	6
Total		50	100

Interpretation

Majority (48%) of respondents are agreeing that there is a healthy relationship among the co-workers.

TABLE NO - 7.3
FEELING TOO MUCH STRESS

S.no	Options	No. of. respondent	Percentage of respondents
1	Strongly Agree	10	20
2	Agree	14	28
3	Neutral	8	16

4	Disagree	10	20
5	Strongly Disagree	8	16
Total		50	100

Interpretation

Majority 48% are agreeing that they are under too much stress.

TABLE NO - 7.4
DIFFICULT TO CONCENTRATION ON WORK

S.no	Options	No. of. respondent	Percentage of respondents
1	Strongly Agree	18	36
2	Agree	11	22
3	Neutral	8	16
4	Disagree	7	14
5	Strongly Disagree	6	12
Total		50	100

Interpretation

Majority 58% are agreeing that there is difficulty in concentrating on work due to high pressure.

TABLE NO - 7.5
MOVE TO ANGER

S.no	Options	No. of. respondent	Percentage of respondent
1	Strongly Agree	8	16
2	Agree	14	28
3	Neutral	10	20
4	Disagree	9	18
5	Strongly Disagree	9	18
Total		50	100

Interpretation

Most 44% of respondents are agreeing that they quickly move to anger.

TABLE NO - 7.6
WORK PRESSURE

S.no	Options	No. of. respondent	Percentage of respondent
1	Strongly Agree	11	22
2	Agree	13	26
3	Neutral	13	26
4	Disagree	6	12
5	Strongly Disagree	7	14
Total		50	100

Interpretation

Majority (48%) of respondents are agreeing that there is difficulty in concentrating due to high pressure

TABLE NO - 7.7

AWARE OF EMOTIONAL AND PHYSICAL REACTIONS EVEN STRESSED OUT TIME

S.no	Options	No. of. respondent	Percentage of respondent
1	Strongly Agree	12	24
2	Agree	15	30
3	Neutral	12	24
4	Disagree	5	10
5	Strongly Disagree	6	12
Total		50	100

Interpretation

Majority (54%) of respondents are agreeing that they are aware of their emotional and physical reactions even they are stressed.

TABLE NO – 7.8
HEALTH PROBLEMS DUE TO STRESS

S.no	Options	No. of. respondent	Percentage of respondent
1	Strongly Agree	17	34
2	Agree	16	32
3	Neutral	9	18
4	Disagree	4	8
5	Strongly Disagree	4	8
Total		50	100

Interpretation

The above table represents 66% of respondents agreeing that they are facing serious health problems due to stress, 18% feeling dispassionate and the remaining 16% are coming under disagreeing respondents.

Conclusion

Thus the study focuses on identifying the stress and pressure among bank employees. The results also revealed that the majority of the respondents are working under high work pressure which leads to serious health problems. This project provides me an opportunity to get a clear idea about the impact of stress and the prevailing working conditions among the bank employees.

Reference

1. Ashfaq Ahmed, Dr. Muhammad Ramzan. (2013). Effects Of Job Stress On Employees Job Performance A Study On Banking Sector Of Pakistan. *Iosr Journal of Business and Management*, 11 (6), 61-68.
2. Asim Masood. (2013). Effects of Job Stress on Employee Retention: A Study on Banking Sector of Pakistan. *International Journal of Scientific and Research Publications*, 3(9), 1-8.
3. Mrs. Caral Lopes, Ms. DharaKachalia. (2016). Impact of job stress on employee performance in banking sector. *International Journal of Science, Technology & Management*, 5(3), 103-115.
4. Enekwe, Chinedu Innocent; Agu, Charles Ikechukwu and Eziedo Kenneth Nnagbogu. (2014). Stress Management Techniques in Banking Sectors in Nigeria. *IOSR Journal of Business and Management*. 16(7), 33-38.
5. Harish Shukla, Ms. RachitaGarg. (2013). A study on stress management among the employees of nationalised banks. *Voice of Research*, 2(3), 72-75.
6. Dr. P.Kannan, Suma.U. (2015). Managing Stress among Co-Operative Bank Employees in Palakkad district. *International Journal of Scientific Engineering and Applied Science*, 1(7), 132-137.
7. B. Kishori, B. Vinothini. (2016). A Study on Work Stress among Bank Employees in State Bank of India with Reference to Tiruchirappalli. *International Journal for Innovative Research in Science & Technology*, 2 (12), 418-421.
8. Manjunatha M K. , Dr.T.P.Renukamurthy. (2017). Stress among banking employee- a literature review. *International Journal of Research- Granthaalayah*. 5 (1), 206-213.
9. Dr. ManvinderTandon, DekshaVerma. (2018). Management of occupational stress: A study of employees dealing with customers in public and private sector banks. *International Journal of Advance Research, Ideas and Innovations in Technology*. 4(4), 185-187.

10. Nirmala. R. (2015). A study on stress management among the employees of banks. *International Journal of Science, Technology & Management*, (4)1, 11-14.
11. Tamilmani, S. (2017). A study on consumers satisfaction on Redressal machinery under the consumer protection act 1986 with reference to Coimbatore City. *IJAR*, 3(2), 453-455.
12. Kanagaraj, A. R., Tamilmani, S., & Archana, S. Procedure To Lodge Consumer Complaints.
13. Tamilmani, S. (2016). A study on consumers awareness on consumer rights with reference to Coimbatore City. *IJAR*, 2(1), 429-431.