



A Study On Occupational Stress And Coping Strategies Of Stress Management In Banking Sector In Sayan Village And Nearby Area.

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ABSTRACT

For banking employees around the world, stress on the job can be a challenge. Stress can be a positive and negative. Positive stress can be leads to a productivity and negative stress can be leads to a loss for the organization. There is already certain level of stress in bank employees. Stress arising from the work pressure that bank employees facing on the job. Many employees cannot cope up with rapid changes taking place in the jobs. Work load, high level of responsibility, work policies and practices, Role conflict, service for customer, rapid technological change, target achievement, lack of customer response is the great transaction of stress of bank employees. The objective of this research paper is to understand the roots and outcomes of this job. Stress on employee performance in banking sector and coping strategies to reduce the job stress in the banking employees.

Key Words: Banking Sector, Occupational Stress, Banking Employees, Coping Strategies, Stress Management

Introduction

The banking profession is seen as an epicenter and a barometer of the financial system. This sector, as the backbone of the economy, is important for the economic development of the nation. The banking sector has been major developments in the previous 10 years. Transformation, consolidation and outsourcing are just a few of the popular terms used to describe the major developments affecting the banking industry. Furthermore, expanding private bank business activities, re-entry of foreign banks, strict governmental and disclosure requirements, increased minimum paid up capital requirements, advancement of core banking systems, increased automation and IT upgradation and development of new products will have a significant impact on bank employees. Workload beyond one's capacity, ambiguity in defining duties and responsibilities, lack of support from managers, lack of leadership to control resources, lack of autonomy in making decisions, work life imbalance, and other sources of stress in organizations all have an impact on employees' mental and physical wellbeing. (Priyanka Das¹, Alok Kumar Srivastav)

The term “stress” is derived from Latin word “stringere” which means “to draw tight”. Stress phenomena are noticeable in all materials from the view point of physical sciences. Hans Selye was the first to use the word stress in medical terminology to define the “nonspecific response of the body to any demand.” Stress is the “wear and tear” that our bodies endure as we adjust to our everchanging environment; it has physical and mental consequences on us and may cause good or negative emotions.” (Priyanka Das and Alok kumar Srivastav) When there is an increase in demand for work that beyond one’s capabilities, a individual is considered to be stressed.

Workplace Factors Causing a stress

Workplace expectations and pressure are a significant source of both structural and social resources to reduce stress as well as the pressures and demands that cause it. Workplace factors that lead to stress and health risks can be divided into two categories: those related to work content and those related to the social and organizational setting of work. Long hours, work overload, time pressure, tough or complex jobs, a lack of breaks, and a lack of variation are examples of intrinsic workplace hazards as well as bad working conditions.

Work stress is caused by five key elements, according to Arnold, Robertson and Cooper (1993); factors intrinsic to the job, function in the organisation, relationships at work, career advancement and organizational climate. They described the factors that contribute to workplace stress.

1. Poor working conditions

This refers to the physical environment of the workplace, which includes high levels of noise, high or low lighting, fumes, heat, inadequate ventilation systems, smells and all the stimuli which harm a workers’ senses and might affect his moods and general mental state. Furthermore, the physical design of the workplace leads to bad working conditions. If an office is poorly set up, with individuals who require frequent interaction spread around, it produces inefficient communication networks and fosters poor working relationships, which can lead to employee stress.

2. Long working hours

Long working hours appear to have a toll on employees’ health while also causing them to suffer from a high level of stress.

3. New Technology

The introduction of new technology into work environment has pushed workers to constantly adjust to new equipment, systems and way of working, resulting in a significant source of work pressure on the worker. For example, a manager who has been instructed in the latest methods may be an added responsibility for an employee who has been trained in the traditional ways, which may increase his stress level.

4. Work Overload

This is when an employee has too much work to perform due to imposition of deadlines, which frequently produces stress in employees.

Types of Stress

Episodic Stress

Episodic acute stress is the type of stress that affects those who suffer from acute stress. Those who suffer from acute stress always seem to be in a hurry, take on too much, and are unable to arrange themselves to deal with demands and obligations.

Chronic Stress

Chronic stress is defined as stress caused by repeated exposure to events that cause the release of stress hormones. This stress can wear on both mind and the body. Many experts believed that the body's stress response mechanism was not intended to be constantly activated. This excessive use may contribute to the collapse of numerous biological systems.

Stress Management Strategies

1. Take the necessary efforts to redesign jobs that are difficult on individuals' abilities and capacities.
2. Encourage cross-functional and interdepartmental work arrangements to reduce work related stress among under achievers and poor performers.
3. To mitigate role isolation, self-role distance, facilitate role enlargement, role linking and role enrichment.
4. To eliminate role ambiguity, adequate role clarification should be offered whenever appropriate.
5. Introduce more job-oriented training programs that improve employees' skills and confidence and their ability to work efficiently.
6. To avoid role stagnation and focus on career planning.
7. Encourage open channels of communication to deal with work related stress.
8. Adequate resources, including material, technical and human resources should be made available to employees in order for them to feel comfortable and secure in their work.
9. Conduct stress audit at all levels of the organisation to identify stress areas and improve job conditions and reduce job stress.
10. Ensure justified use of grievance management procedures in order to gain employees' trust and confidence and reduce the anxiety and tension related to job problems.
11. Introduce 'Pranayam' (Brain Stilling and Vital Force Control) as a comprehensive managerial plan for dealing with occupational strategy.
12. Provide counseling on work related and personal issues, as well as assistance from a team of welfare, health and counseling personnel.
13. Attractive strategy for rewarding and recognizing good work.
14. Maintain an organizational climate that encourages career planning and progress in order to retain talented people.
15. Extend counseling techniques to include dependents and relatives of employees.
16. Organizations should conduct regular check ups and those who are found to be under extreme stress should be subjected to stress management techniques.

Individual approaches to reduce Stress

An employee can take personal responsibility for reducing his or her stress level. Individual measures that have proven to be beneficial include using time management techniques, increased physical activity, relaxation training, and expanding one's social support network.

- Time Management
- physical activity □ relaxation training
- Social Network

Literature Review

1. **Dhruba Lal Pandey (2020)** reveals that job overload was the most common cause of stress among employees, followed by a lack of job stability, poor communication, and work type. It would be because staff in Nepalese banks have a culture in which employment is viewed as a burden rather than an opportunity to grow.
2. **Muhammad Ehsan and Kishwar Ali (2019)** has been found that Organizations can reduce employee stress by redesigning jobs to reduce employee workload, reduce role conflict, and role ambiguity. Organizations should also provide learning counseling to their staff. Stress management tactics can help you overcome your stress problem.
3. **Muhammad Naeem Shahid and DR. Nadeem Sohail (2011)** has been conducted that Bankers are unable to balance work and family life due to job overload and time constraints, resulting in major societal difficulties. As a result, an overstressed work reduces employee performance and may be a major cause to employee discontent. To reduce stress and effectively manage staff performance in the banking sector, proper measures should be developed addressing working hours, interpersonal interactions, and banker supervision.
4. **Richa Burman and Dr. Tulsee Giri Goswami (2018)** has been studied that The studies shows that impact of work stress not only affect the physical and psychological state but also affect the employee's job performance and productivity.
5. **Manjunatha M K and Dr. T.P. Renukamurthy (2017)** has been found that Stress can make a person more productive, constructive, and well-managed. A positive attitude and meditation will help you cope with stress. Stress can be managed in a variety of methods, including breathing techniques and progressive relaxation. Stretching, walking, and sleeping are all forms of relaxation. As a result, it will be successful if it makes distress. It improves employees' psychological well-being and health.
6. **B. Kishori and B. Vinothini (2016)** has been found that Because stress in the banking industry is mostly caused by an excess of job pressure and a work-life imbalance, organizations should assist and encourage employees to take on responsibilities that allow them to balance work and family life. The productivity of the workforce is the most important aspect in an organization's success. Employee psychosocial well-being influences productivity.
7. **I. ARUL EDISON ANTHONY RAJ and Dr. SHEEBA JULIUS (2015)** has been conducted that The majority of the bank employees felt that their job is stressful and that stress in turn decreases their performance. The organizational success is purely based on the productivity of the work force. The productivity is associated with the employees' well-being. The well-being is closely connected with occupational stress and job satisfaction.
8. **Priyanka Das and Alok Kumar Srivastav (2015)** has been found that Organizations must begin to manage people differently at work, enhance the physical work environment, treat them with respect, and recognize their contributions. If we improve the psychological well-being and health of our employees, we will raise organizational income and increase employee retention.
9. **Khurram Zafar Awan and Faisal Jamil (2012)** has been found that Personal Health Issue has same effect for both the sectors i.e. there is negligible difference in the means of both Private and Public sector banks. Work Environment in Public sector needs improvement. Adaptability is to be given due attention in Public Sector. Reward system also needs improvement. There is very minimal difference in the means of all the variables of the study
10. **Nadeem Malik (2011)** When it comes to an organization's performance, the productivity of its workforce is the most important aspect. Employee productivity is also affected by their psychosocial well-being. In today's highly dynamic and competitive world, man is exposed to a wide range of stressors that might have an impact on many aspects of his life.

Research Objectives

1. To identify the factors causing stress among the employees.
2. To find out the level of stress among the employees of different age groups.
3. To study about the effects of stress on bank employees.
4. To identify the coping strategies to manage stress.

Research Methodology

The descriptive research design was utilized in this study, where survey was allotted by sending questionnaire to the staff working within banks, to explain the characteristics of variables of interest, frequencies and categories of things of stress. Structured questionnaires were distributed to the employees of various public, private and co-operative banks in Sayan village and nearby area through off line forms. A total number of 60 responses were collected. Primary data was collected through the offline questionnaire where the questionnaire contains close ended questions.

Secondary information was collected from websites and references.

Data Analysis & Interpretation

This chapter describes the result of data analysis. The SPSS software was used to explore data. The first part of this chapter includes the demographic information of respondents. And second part would be cross tabulation are used to access the data.

Frequency Analysis

Frequency analysis provides detail information about respondents' profile

Table 1 Age (Years)

	Frequency	Percent	Valid Percent	Cumulative Percent
18 to 30	14	23.3	23.3	23.3
31 to 40	24	40.0	40.0	63.3
41 to 50	15	25.0	25.0	88.3
51 to 60	7	11.7	11.7	100.0
Total	60	100.0	100.0	

Table 2 Gender

	Frequency	Percent	Valid Percent	Cumulative Percent
Male	31	51.7	51.7	51.7
Female	29	48.3	48.3	100.0
Total	60	100.0	100.0	

Table 3 marital Status

	Frequency	Percent	Valid Percent	Cumulative Percent
Married	43	71.7	71.7	71.7
Unmarried	13	21.7	21.7	93.3
Divorce	3	5.0	5.0	98.3
Widowed	1	1.7	1.7	100.0
Total	60	100.0	100.0	

Table 4 Name of Bank

	Frequency	Percent	Valid Percent	Cumulative Percent
SBI	10	16.7	16.7	16.7
BOB	8	13.3	13.3	30.0
ICICI	12	20.0	20.0	50.0
Surat District Co-Operative Bank	13	21.7	21.7	71.7
Axis Bank	9	15.0	15.0	86.7
HDFC Bank	8	13.3	13.3	100.0
Total	60	100.0	100.0	

Table 5 Size of Family

	Frequency	Percent	Valid Percent	Cumulative Percent
Up to 4	35	58.3	58.3	58.3
5 to 7	21	35.0	35.0	93.3
7 and above	4	6.7	6.7	100.0
Total	60	100.0	100.0	

Table 6 No. of dependents

	Frequency	Percent	Valid Percent	Cumulative Percent
1 to 4	51	85.0	85.0	85.0
4 and above	9	15.0	15.0	100.0
Total	60	100.0	100.0	

Table 7 Educational Qualification

	Frequency	Percent	Valid Percent	Cumulative Percent
Graduate	30	50.0	50.0	50.0
Post Graduate	18	30.0	30.0	80.0
Professional Course	8	13.3	13.3	93.3
Other Course	4	6.7	6.7	100.0
Total	60	100.0	100.0	

Table 8 Employment Status

	Frequency	Percent	Valid Percent	Cumulative Percent
Manager	12	20.0	20.0	20.0
Officer	21	35.0	35.0	55.0
Clerk	27	45.0	45.0	100.0
Total	60	100.0	100.0	

Table 9 Experience

	Frequency	Percent	Valid Percent	Cumulative Percent
Below 10 year	36	60.0	60.0	60.0
11 to 20 years	18	30.0	30.0	90.0
21 and above	6	10.0	10.0	100.0
Total	60	100.0	100.0	

Table 10 Monthly Salary (Rs.)

	Frequency	Percent	Valid Percent	Cumulative Percent
Below 30,000	24	40.0	40.0	40.0
31,000 to 50,000	22	36.7	36.7	76.7
51,000 to 60,000	5	8.3	8.3	85.0
61,000 and above	9	15.0	15.0	100.0
Total	60	100.0	100.0	

Cross Tabulation Analysis

Table 1: Age (Years) * To put in a lot of effort, both physically and mentally, all day long. Crosstabulation

Count

		To put in a lot of effort, both physically and mentally, all day long.					Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
Age (Years)							
	18 to 30	1	4	3	3	3	14
	31 to 40	1	4	5	6	8	24
	41 to 50	1	2	2	6	4	15
	51 to 60	1	2	2	2	0	7
	Total	4	12	12	17	15	60

From the above table, majority of 31 to 40 age group of employees strongly agree that they have to put lot of effort physically as well as mentally.

Table 2 : Age (Years) * Assume high level of responsibility for the success and advancement of others Crosstabulation

		Count responsibility advancement of c					Total
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
Age (Years)							
	18 to 30	3	0	4	2	5	14
	31 to 40	2	5	1	2	14	24
	41 to 50	0	3	2	4	6	15
	51 to 60	2	0	2	3	0	7
	Total	7	8	9	11	25	60

From the above table, majority of 31 to 40 age group of employees strongly agree that assume high level of responsibility for the success and advancement of others.

Table 3: Gender * The salary and other benefits you are receiving aren't fair in comparison to what other people in similar positions are getting in the market. Crosstabulation Count

The salary and other benefits you are receiving aren't fair in comparison to what other people in similar positions are getting in the market.

		Total					
		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	
Gender	Male	3	7	10	4	7	31
	Female	6	9	9	3	2	29
Total		9	16	19	7	9	60

From the above table, it is analyzed that majority of males are neutral that they are not receiving fair compensation.

Table 4 Gender * It's hard to meet your personal and family needs with your current income. Crosstabulation**Crosstabulation**

Count

It's hard to meet your personal and family needs with your current income.

		Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree	Total
Gender	Male	7	6	6	9	3	31
	Female	3	8	8	7	3	29
Total		10	14	14	16	6	60

From the above table, it is analyzed that majority of and majority of males are agree that they have hard to meet their personal and family needs with their current income.

Table 5 Age (Years) * Ever experienced headaches. Crosstabulation Count

Ever experienced headaches.

		Always	Often	Sometimes	Rarely	Never	Total
Age (Years)	18 to 30	4	1	3	2	4	14
	31 to 40	3	4	4	6	7	24
	41 to 50	2	7	2	1	3	15
	51 to 60	1	2	2	1	1	7
Total		10	14	11	10	15	60

From the above table, 41 to 50 years age group of employees often experienced headaches because of stress.

Table 6 Age (Years) * Ever struggled with diabetes Crosstabulation Count

	truggled w liabetes					Total
	Always	Often	Sometimes	Rarely	Never	
Age (Years) 18 to 30	1	2	0	2	9	14
31 to 40	0	3	6	2	13	24
41 to 50	0	3	4	4	4	15
51 to 60	1	2	2	1	1	7
Total	2	10	12	9	27	60

From the above cross tabulation data, 31 to 40 years age group of employees never struggled with diabetes.

Table 7 Age (Years) * Ever blood pressure problems. Crosstabulation Count

	Ever blood pressure problems.					Total
	Always	Often	Sometimes	Rarely	Never	
Age (Years) 18 to 30	1	2	1	1	9	14
31 to 40	2	3	3	1	15	24
41 to 50	4	3	3	1	4	15
51 to 60	0	1	2	3	1	7
Total	7	9	9	6	29	60

From the above table 31 to 40 age group of employees never have blood pressure problems because of work stress.

Table 8 Employment Status * Delegate tasks to other personnel Crosstabulation

Count

	Delegate tasks to other personnel					Total
	Always	Often	Sometimes	Rarely	Never	
Employment Status Manager	1	7	3	1	0	12
Officer	2	2	7	3	7	21
Clerk	3	4	10	6	4	27
Total	6	13	20	10	11	60

From the above table, most of the managers of banks often delegate tasks to other personal to cope up with stress. Majority of clerk also delegate the tasks to other personnel.

Table 9 Employment Status * Think about what challenges you might face in this situation.**Crosstabulation**

Count

		Think about what challenges you might face in this situation.					Total
		Always	Often	Sometimes	Rarely	Never	
Employment Status	Manager	1	5	4	2	0	12
	Officer	5	3	7	4	2	21
	Clerk	10	6	6	2	3	27
Total		16	14	17	8	5	60

From the above table majority of clerk always think about challenges they might face in this situation.

Table 10 Gender * Do yoga or some other type of meditation Crosstabulation

Count

		yoga or some other type of meditation					Total
		Always	Often	Sometimes	Rarely	Never	
Gender	Male	8	3	6	6	8	31
	Female	3	6	10	6	4	29
Total		11	9	16	12	12	60

From the above table, majority of female employees do yoga, meditation to manage the stress level.

Table 11 Gender * It is recommended to engage in prayer or spiritual contemplation Crosstabulation

Count

		It is recommended to engage in prayer or spiritual contemplation					Total
		Always	Often	Sometimes	Rarely	Never	
Gender	Male	9	6	8	6	2	31
	Female	8	8	9	3	1	29
Total		17	14	17	9	3	60

From the above table majority of female employees sometimes engage in prayer or spiritual contemplation and majority of male employees always engage in prayer or spiritual contemplation.

Table 12 Gender * Choose to go out with your family/friends or to go out alone to have fun and forget about the work issues. Crosstabulation

Count

		Choose to go out with your family/friends or to go out alone to have fun and forget about the work issues.					Total
		Always	Often	Sometimes	Rarely	Never	
Gender	Male	7	6	8	5	5	31
	Female	8	9	6	5	1	29
Total		15	15	14	10	6	60

From the above table, majority of female employees often go out with their family/friends or to go out alone to have fun to manage stress level.

Table 13 Gender * Engage in physical activity such as running, cycling, or other sports. Crosstabulation

Crosstabulation

Count

		Engage in physical activity such as running, cycling, or other sports.					Total
		Always	Often	Sometimes	Rarely	Never	
Gender	Male	8	8	7	2	6	31
	Female	4	3	11	5	6	29
Total		12	11	18	7	12	60

From the above table, majority of female employees are Engage in physical activity such as running, cycling, or other sports.

Results and Discussion of Findings

This study assessed the occupational stress and coping strategies of stress management in sayan village and Kim, Padia, Sandhiyer, olpad area of banking sector. The study assessed both public and private and co-operatives banks employees. From the cross-tabulation analysis, 31 to 40 years of age group of employees' stressors have positively affected on them. Most of the male employees are dissatisfied with current income and unfair compensation. 31 to 40 and 41 to 50 age group of employees ever struggling with health related problems because of stress. From the above findings managerial level employees delegate the tasks to other personnel. Most of female employees adopting coping strategies to cope up with stress.

Conclusion

Based on statical analysis, it is concluded that work stress is a real challenge for employees who are working in a banking sector. Majority of employees are worked outside of their normal working hours and having high level of responsibility, put lots of efforts physically as well as mentally, repetitive nature of assignments, limited time, role ambiguity, incomplete time for assignments, different policies and guidelines, unfair compensation, not meeting family and personal needs because of these factors are causing stress among male as well as female employees. The variables are drawn through the bankers which causing stress at job. From the above analysis majority of employees doing yoga,

meditation, proper scheduling of work, work co-ordination, delegate the task to other personnel so that they can reduce their stress level.

Recommendations/ Practical implications

- The supervisor and managers need to explore the causes of the dissatisfaction of employees within the work culture, they must assess the level of their employees' knowledge and skill, whether they will be able to meet their deadline.
- Managers should invite the employees that challenges might face in given situation and they are being given jobs that are in contradiction with each other and clarify their roles. They should facilitate an employee skill audit that will help to place employees that feel underutilized.
- Management should introduce stress management techniques at their banks, counseling, an employee assistance program must be introducing for early identification and intervention on problems so that stress level can be reduced.
- Promoting work life balance, encouraging time management techniques and providing opportunities for relaxation.
- Encouraging employees to engage in regular exercise, healthy eating and mindfulness practices can help mitigate health issues.
- Implementing stress management workshops, providing resources for developing coping skills and fostering supportive work environment can help employee better manage stress and maintain optimal performance levels.
- Encouraging open communication, conflict resolution training and fostering positive organizational culture can help mitigate conflict and promote collaboration.
- Banking sector should have to invest in employee wellness program, conducting regular stress assessments and addressing organizational stressors can help minimize the turnover rates.
- Reviewing and revising workplace policies and practices to reduce stressors and promote employee wellbeing can have long term benefits.

Future Scope of the study

The study is limited to sayan and nearby area of banking sector, so the further research can be carried out from district level to state level, national level. Sample size can be increased, explore some other factor that contributes to occupational stress and find out the ways to resolve the bankers' stress effectively. Other demographic details can be added in the future research.

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