

Effeteness Of Job Stress Of Employees In Indian Overseas Bank Puducherry

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ABSTRACT

Bank is a financial institution that borrows money from the public and lends one to public for productive purpose. The Indian banking Regulation act of 1949 defines the term banking as “Accepting for the purpose of lending all investment of deposit, of money from public, repayable, on demand or otherwise and withdrawal by cheque or otherwise”. In the recent times when the service industry is attaining greater importance compared to manufacturing industry, banking has evolved as a prime sector providing financial service to growing needs of the economy. Banking sector in recent years has incorporated new products in their business, Which are help full for growth .The banks have started to provide fee based service like treasury operations, managing derivatives, option and futures, acting as a banker to the industry during the public offering ,providing consultancy service ,acting as a intermediary between two-business entities.etc. So the banking sector should adopt stress management techniques.

Key words: International labour organization, Banking Sector, Zonal Office, Regional Office, Job stress.

1. INTRODUCTION

Stress is a universal phenomenon and now- a-days no organization can claim to be stress free. Every job is challenging and more demanding. It requires high standard of performance, high quality in work and getting aspirations and expectation fulfilled. Every employee is forced to have a stressful and hectic lifestyle. If he fails to meet, he faces stress and other psychological problems. It effects on human body, which gives rise to tension, anxiety, depression and anger. The united-nations international labour organisation (ILO) has defined occupational stress as Global Epidemic. Stress has been defined as imbalance between demand and response. Stress is a psychological reaction to the demand innate in a stressor that has the potency to make a person feels restless or distressed because the person feels that he is not capable of coping with these demands. Han Selye (Medical Researcher) defines stress as a non-specific response of the body to the demand.

2. STATEMENT OF THE PROBLEMS

In the present scenario, though the banking industry is stable, bankers are under severe pressure of competition, achieving targets &c. Since banking service is involved more interaction with customers, managers especially at branch level are facing more pressure and problems rather than the managers in the Circle Office, Zonal Office, Regional Office or Head Office of the banks. Branch managers are at the receiving end. They have to face the customers and they are answerable for their superiors in the higher offices. Hence, naturally the pressure, stress and strain of branch managers are increasing. They are pressurized to achieve higher targets with limited resources. Running the show with less number of staff has really become a problem for the branch managers. Recent nationwide strikes by the banking personnel demanded various

improvements in their work structure. This study attempted to understand their problems. Further the study attempted to analyze the health problems faced by the respondents and coping methods adopted / suggested by them for overcoming the problem of stress. In fact, branch managers are really the links between the customers and the bank as they have direct interaction with the customers. Consequently, they undergo more stress than any other segment of bank employees. Hence, there is a need to understand and analyze the various factors which are stress causing in branch level banking.

3. OBJECTIVE OF THE STUDY

The following are the objectives of the study

- To analyze the staff stress in Indian Overseas bank in study area.
- To find out the finding related suggestions and conclusion.

4. HYPOTHESIS

- There is a difference between Employee satisfied with present job and Internal factors affect employee performance at work.
- There is a relationship between Employee feeling of stress at work and Causes of stress for employee while at work.

5. METHODOLOGY OF THE STUDY

The nature of the research is descriptive as well as empirical and it has been conducted by using primary as well as secondary data collected for this purpose. The present research work is an attempt to study in depth of the stress management and its relevance's in banking employees. The data needed for the study has been collected from the employees through questionnaires and through direct interviews. The sample for the study was selected from a Indian Overseas Bank in Puducherry.

SAMPLING TECHNIQUE

The study was mainly carried out by empirical investigation through the collection of primary data from the employee at Indian overseas bank, Puducherry. There were only 50 employees at Indian overseas bank, Puducherry. Hence, the entire populations were selected as the samples for the study.

JOB STRESS OF EMPLOYEES IN INDIAN OVERSEAS BANK

From the below table - 1, it is inferred that forty (40%) percent of the employee reported that creative in external factors value to job. Twenty (20%) percent of the employee reported that organizational structure in external factors value to job. Sixteen (16%) percent of the employee reported that physical work in external factors value to job. Fourteen (14%) percent of the employee reported that promotion condition in external factors value to job. Remaining ten (10%) of the employee reported that supervisor and co-worker in external factors value to job.

From the above figure, it clears that forty two (42%) of the employee felt that personality trait in internal factors affect employee performance at work. Thirty two (32%) of the employees felt that educational level in internal factors affect employee performance at work. Fourteen (14%) percent of the employee felt that length of service in internal factors affect employee

performance at work. Twelve (12%) percent of the employee felt that knowledge and skill in internal factors affect employee performance at work.

From the above figure, it is interpreted that fifty (50%) percent of the employee reported that organizational police factor leads to dissatisfaction at work, twenty six (26%) percent of the employee reported that job position factor leads to dissatisfaction at work. Fourteen (14%) percent of the employee felt that administrative practice factor leads to dissatisfaction at work. Remaining ten (10%) percent of the employee reported that payment level factor leads to dissatisfaction at work.

JOB STRESS OF EMPLOYEES IN INDIAN OVERSEAS BANK

SL. NO.	PARTICULARS	FACTORS	TOTAL	
			T.N.R	%
1	External factors value to the employee at job	Physical Work	08	16
		Promotion condition	07	14
		Supervisor and Co-worker	05	10
		Creative	20	40
		Organizational structure	10	20
2	Internal factors affect employee performance at work	Length of service	07	14
		Education level	16	32
		Personality trait	21	42
		Knowledge and skill	06	12
3	Factors lead to employee dissatisfaction at work	Administrative Practice	07	14
		Organizational Police	25	50
		Job Position	13	26
		Payment Level	05	10
4	Organizational policy	Yes	40	80
		No	10	20
5	Duration for conduct of employee performance appraisal	Every month	33	66
		Once in every 3 months	05	10
		Every six months	04	08
		One year	08	16
6	Overall job performance of the Employee	Excellent	28	56
		Good	07	14
		Satisfactory	10	20
		Dissatisfactory	05	10
7	Employee contribution to the overall goal	High	35	70
		Average	10	20
		Low	05	10
8	Employee received rewards in terms of bonus for the job	Yes	37	74
		No	05	10
		Not always	08	16

Sources: Primary data 2019

TABLE NO 1

From the above figure, it is inferred that majority eighty (80%) percent of the employee felt that organizational policy and procedure enhance employee performance. Twenty (20%) percent of the employee felt that organizational policy and procedure not enhance employee performance.

The researcher concludes that majority of the employee working in an organization because of policy and procedure enhances performance.

From the table, it is interpreted sixty six (66%) percent of the employee reported that performance appraisal conduct for employee every month in an organization. Sixteen (16%) percent of the employee reported that performance appraisal conduct for employee once in every three month in an organization. Ten (10%) percent of the employee reported that performance appraisal conduct for employee every year in an organization. Remaining eight (8%) percent of the employee reported that reported that performance appraisal conduct for employee every six month in an organization

From the figure, it is interpreted that fifty six (56%) percent of the employee felt that present job consider as excellent. Twenty (20%) percent of the employee felt that present job consider as satisfactory. Fourteen (14%) percent of the employee felt that present job consider good. Remaining Ten (10%) percent of the employee felt that present job consider as dissatisfactory.

From the above figure, it is cleared that seventy (70%) percent of the employee were highly contribution to the overall goal of organization in terms of efficiency. Twenty (20%) percent of the employee were in average contribution to the overall goal of organization in terms of efficiency. Remaining twelve (12%) of the employee were low contribution to the overall goal of organization in terms of efficiency.

From the above table, it is cleared that the majority seventy four (74%) percent of the employee are received rewards in terms of bonus for the job well done in an organization. Sixteen (16%) percent of the employee are not received rewards in terms of bonus for the job well done in an organization. Remaining ten (10%) percent of the employee are not always received rewards in terms of bonus for the job well done in an organization.

T – TEST

EMPLOYEE SATISFIED WITH PRESENT JOB VS INTERNAL FACTORS AFFECT EMPLOYEE WORK

SATISFIED PRESENT JOB	INTERNAL FACTORS AFFECT EMPLOYEE PERFORMANCE AT WORK				TOTAL	MEAN	SD	F	T-TEST
	LENGTH OF SERVICE	EDUCATION LEVEL	PERSONALITY	KNOWLEDGE					
Yes	04	06	12	03	25	2.88	1.17	2.247	0.031*
No	02	07	04	02	15	1.40	.498		
Not always	01	03	05	01	10				
Total	07	16	21	06	50	df=48			

Sources: Primary data 2019

TABLE NO 2

NULL HYPOTHESIS

There is no difference between Employee satisfied with present job and Internal factors affect employee performance at work.

ALTERNATIVE HYPOTHESIS

There is a difference between Employee satisfied with present job and Internal factors affect employee performance at work.

Since P value is less than 0.05 ($P < 0.05$), hence null hypothesis is rejected and alternative hypothesis is accepted at 5% level of significance. There is a difference between Employee satisfied with present job and Internal factors affect employee performance at work.

CORRELATION TEST

EMPLOYEE FEELING OF STRESS AT WORK AND CAUSES OF STRESS FOR EMPLOYEE WHILE AT WORK

EMPLOYEE FEELING OF STRESS AT WORK	CAUSES OF STRESS FOR EMPLOYEE WHILE AT WORK				MEAN	SD	CORRELATION
	JOB TIMING	WORKLOAD	NO OF EMPLOYEE	TOTAL			
Yes	08	20	09	37	1.66	.745	0.018*
Not always	02	01	05	08			
Never	01	01	03	05	2.52	.888	
Total	11	22	17	50			

Sources: Primary data 2019.

TABLE NO 3

NULL HYPOTHESIS

There is a relationship between Employee feeling of stress at work and Causes of stress for employee while at work.

ALTERNATIVE HYPOTHESIS

There is a relationship between Employee feeling of stress at work and Causes of stress for employee while at work.

Since P value is less than 0.05 ($P < 0.05$), hence null hypothesis is rejected then alternative hypothesis is accepted at 5% level of significance. There is a relationship between Employee feeling of stress at work and Causes of stress for employee while at work.

6. SUGGESTIONS

- The bank should take the initiative to identify the stress affected employees in the banks at frequent interval.
- The stress can be managed by keeping a fine balance between professional obligations and family life.
- Stress management program should be organized that focuses on different categories of employee's at all hierarchical level.
- Proper adequate steps should be taken to redesign jobs, which are taxing to employees' abilities and capacities.
- Adequate role clarification to be made whenever necessary to eliminate role ambiguity.

7. CONCLUSION

Employee's grievances must be handled carefully so that they can mingle up in the working culture of the organization. It is important from the point of view of organizational objectives as

we all know that only a satisfied employee is capable of satisfying the customer and customer's satisfaction is the priority of any organization. Psychiatrists should be employed so that stress audit can be conducted at all levels in the organization and stress prone areas can be identified. Thus, improving conditions of job and alleviating job stress Organization should manage people at work differently, treating them with respect and valuing their contribution Thus, effective stress management and professional help can improve the performance of employees.

Training specifically related to type of work in which an individual is involved and policy implementation is a key priority at this stage when banking activities have become complex. If an employee is well informed about his/her work, the less will be the stress and the more efficient the employee will become.

8. REFERENCES

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