

# A Study on Stress Management Among Bank Employees In Thanjavur District

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## I. INTRODUCTION

### STRESS MANAGEMENT

Stress can destroy the mental stability of any individual. So be it a kid, corporate man or a housewife we all deal with stress and its management during our walk of life. It is basically a condition that makes us uncomfortable. Stress could be due to various reasons like financial crunch, job loss, emotional and any other personal reasons.

It has a negative impact on the productivity of an individual and within no time interest levels dip. People stay occupied with some thoughts and getting out of it becomes difficult. At times people do not know that they could be in a position of life threatening stress. Stress could bring with itself a whole set of lifestyle diseases like blood pressure, diabetes and lack of sleep. In an attempt to get relief from such conditions people try to treat the individual ailments. However, they miss on the central root cause of reducing or treating the stress.

It is imperative to understand that stress can never be eliminated it can only be reduced. Too much of stress can be life threatening and at the same time some stress is essential to drive performance. The mantra is to manage stress in a rightful manner.

Stress can be managed in a number of ways. Some of the ways to manage stress includes – playing a sport, exercise, yoga or indulging into music. However, this is by no means an exhaustive list of activities. There is no right or wrong ways to reduce stress. The core purpose is performing a set of activities that can keep people busy and at the same time help in stress reduction.

In order to get the best result people should follow a discipline in life. The best way to avoid stress at work and in personal life is to be positive in attitude. Things take time and the winner never quits. Keep trying and put your full efforts and leave the result to the destiny.

Another tip would be not to indulge in contentious or debatable discussions if possible. They can induce stress in individuals and might hamper their productivity. Try not to carry office at home. This can destroy the personal life of an individual.

Stress can be managed if some efforts are made in a smart manner. More people across the world are falling prey to stress. They are investing heavily in medicinal treatments. However, not realizing that the best way is to manage it naturally. Therefore make an attempt to discover the healthy change.

## II. REVIEW OF LITREATURE

### Gianakos (2000):

In today's global market, one can hardly be an island. To accomplish many tasks, it requires the establishment and nurturing of relationships and this holds true not only. Within an organizations. Furthermore, besides generational and personality differences they might also be gender differences in how handles stressful event of today's workplace.

### Don Hellriegel (2000):

Stress management refers to any program that reduce stress by understanding the stress response, recognizing, stressors and using coping techniques to minimize the negative consequences of stress.

### Richard S Lazarus (2001):

The most commonly accepted definition of stress (mainly attributed to Richard S Lazarus) is that **stress is a condition or feeling experienced when a person perceives that "demands exceed the personal and social resources the individual is able to mobilize."** In short, it's what we feel when we think we've lost control of events.

### III. RESEARCH METHODOLOGY

#### Research

According to Clifford Woody research comprises defining and redefining problems, formulating hypothesis or suggested solution; collecting, organizing and evaluating data; making deductions and reaching conclusions; and at last carefully testing the conclusions to determine whether they fit the formulating hypothesis.

#### Statement of the problem

Stress can be both positive and negative, which has an impact on the employee's performance at work. By keeping the above said background in mind, the investigator undertook the present study which is entitled as "A study on Stress Management among Bank employees in Thanjavur District".

#### 3.2 Scope of the study

- The study mainly analyze the stress level of Bank employees in their self and work related condition.
- The study helps to find out the causes of stress and it helps to provide suggestion for the employees to overcome their stress level in both their personal and work life.

#### 3.3 Objectives of the study

- To study the personal profile of the respondents in the organization.
- To study the stress level of the employees in their self and work related conditions.
- The find out the causes of stress in the organization.
- To find out how the employees cope up with the stress.

#### 3.4 Hypothesis

- There is no association between area wise of the respondents and their overall stress management.
- There is no association between age of the respondents and their overall stress management.
- There is no difference between gender of the respondents and their overall stress management.
- There is no difference between marital status of the respondents and their overall stress management.

- There is no difference between grade of the respondents and their overall stress management.
- There is no difference between experience of the respondents and their overall stress management.

#### 3.5 Research Design

A research design is the framework or blueprint for conducting the research. It specifies the details of the procedures necessary for obtaining the information needed to structure or solve the research problem.

##### Descriptive research design

It provides description of something. It is undertaken in order to ascertain and describe the characteristics of variables of interest in a particular situation. It is a preplanned and structured design. This research is a descriptive one.

##### Sample Design

##### Population

The total population is 380.

##### Sample size

The sample size is 152 among 380 populations.

##### Sampling Technique

Simple Random Sampling is used in this project. Equal Chance is being provided to all the samples.

##### Data Collection Methods

There are two different methods for collection of data,

1. Primary data collection method.
2. Secondary data collection method.

##### Primary Data Collection Method

The Data collection is done using structured Questionnaire.

##### Secondary Data Collection Method

The secondary data were collected from the previous information available with the company. Research referred various magazines, journals and websites to collect secondary data.

**Statistical Tools**

Analysis of data involves a number of closely related operations, which are performed with the purpose of summarizing the collected data and organizing these in such a manner that they answer in the research questionnaire.

The analytical tools used are as follows:

1. Frequency analysis
2. Chi-square analysis
3. Student‘t’ test
4. One way ANOVA ‘f’ test

**Frequency analysis**

A statistical tool whose objective is to obtain a count of the number of responses associated with different values of one variable and to express these counts in percentage terms. It is also used to construct a histogram or a vertical bar chart, in which the values of the variables are portrayed along X-axis and the absolute or relative frequencies of the values are placed along Y-axis.

**Chi-square analysis**

A statistical tool used to test the statistical significance of the observed association in a cross tabulation. It assists us in determining whether a systematic association with it which is equal to product of number of rows less one and the number of columns less one.

**Student‘t’ test**

A t - test is any statistical hypothesis test in which the test statistic follows a Student’s t distribution if the null hypothesis is supported. It is most commonly applied when the test statistic would follow a normal distribution if the value of a scaling term in the test statistic was known. When the scaling term is unknown and is replaced by an estimate based on the data, the test statistics (under certain conditions) follows a student‘t’ distribution.

**One way ANOVA ‘f’ test**

An F-test is any statistical test in which the test statistic has an F-distribution under the null hypothesis. It is most often used when comparing statistical models that have been fit to a data set, in order to identify the model that best fits the population from which the data were sampled.

**3.6 Limitations of the study**

- There may be errors due to bias in the opinions of the respondents.
- The respondents may give improper answers because of their busy work schedule.
- The respondents may not give frank answers.

**CHI-SQUARE TEST**

**Association between area wise of the respondents and their overall stress management**

S. No	Various dimensions of stress management	Area					Statistical inference
		Eastgate (n=78)	Mariamankovil (n=18)	Mission street (n=11)	South Main Street (n=17)	MCR (n=9)	
1	Self related						$\chi^2 = 8.564$
	Low	48 (53.9%)	9 (10.1%)	9 (10.1%)	9 (10.1%)	2 (2.2%)	12 (13.5%)
	High	30 (47.6%)	9 (14.3%)	2 (3.2%)	8 (12.7%)	7 (11.1%)	7 (11.1%)
2	Job related						$\chi^2 = 7.512$
	Low	48 (56.5%)	8 (9.4%)	8 (9.4%)	9 (10.6%)	2 (2.4%)	10 (11.8%)
	High	30 (44.8%)	10 (14.9%)	3 (4.5%)	8 (11.9%)	7 (10.4%)	9 (13.4%)
3	Overall stress management						$\chi^2 = 6.645$
	Low	43 (54.4%)	7 (8.9%)	8 (10.1%)	9 (11.4%)	2 (2.5%)	10 (12.7%)
	High	35 (47.9%)	11 (15.1%)	3 (4.1%)	8 (11.1%)	7 (9.6%)	9 (12.3%)

**Interpretation**

The above table shows that there is no significant association between programme area of the respondents and

their overall stress management. Hence, the calculated value greater than table value.

**Research hypothesis**

There is a significant association between programme area of the respondents and their overall stress management.

**Null hypothesis**

There is no significant association between programme area of the respondents and their overall stress management.

**Statistical test**

Chi-square test was used the above hypothesis

**Findings**

The above table shows that there is no significant association between programme area of the respondents and their overall stress management. Hence, the calculated value greater than table value. So the research hypothesis rejected and the null hypothesis accepted.

**STUDENT ‘T’ TEST**

**Difference between gender of the respondents and their overall stress management**

S.No	Gender	Mean	S.D	Statistical inference
1	Self related			T = 2.103 P > 0.05 Not Significant
	Male (n=112)	1.4643	.50096	
	Female (n=40)	1.2750	.45220	
2	Job related			T = 2.890 P < 0.05 Significant
	Male (n=112)	1.5089	.50217	
	Female (n=40)	1.2500	.43853	
3	Overall stress management			T = 2.704 P > 0.05 Not Significant
	Male (n=112)	1.5446	.50024	
	Female (n=40)	1.3000	.46410	

Df = 150

**Research hypothesis**

There is a significant difference between gender of the respondents and their overall stress management.

**Null hypothesis**

There is no significant difference between gender of the respondents and their overall stress management.

**Statistical test**

Student ‘t’ test was used the above hypothesis

**Findings**

The above table shows that there is no significant difference between gender of the respondents and their overall stress management. Hence, the calculated value greater than table value. So the research hypothesis rejected and the null hypothesis accepted.

**ONEWAY ANOVA ‘F’ TEST**

**One way ANOVA difference between grade of the respondents and their overall stress management**

S.No	Grade	Mean	S.D	SS	Df	M S	Statistical inference
1	Self related						F = .444 P > 0.05 Not Significant
	Between Groups			.441	4	.110	
	G1 (n=72)	1.4444	.50039				
	G2 (n=10)	1.4000	.51640				
	G3 (n=4)	1.5000	.57735				
	G4 (n=63)	1.3651	.48532				
	G5 (n=3)	1.6667	.57735				
Within Groups			36.448	147	.248		
2	Job related						F = .707 P > 0.05
	Between Groups			.707	4	.177	

**Interpretation**

The above table shows that there is no significant difference between gender of the respondents and their overall stress management. Hence, the calculated value greater than table value.

	G1 (n=72)	1.48 61	.503 31							Not Signific ant
	G2 (n=10)	1.50 00	.527 05							
	G3 (n=4)	1.25 00	.500 00							
	G4 (n=63)	1.38 10	.489 52							
	G5 (n=3)	1.66 67	.577 35							
	Within Groups			36.7 60	14 7	.25 0				
3	Overall stress manage ment									
	Between Groups			.501	4	.12 5				F = .492 P > 0.05 Not Signific ant
	G1 (n=72)	1.52 78	.502 73							
	G2 (n=10)	1.40 00	.516 40							
	G3 (n=4)	1.50 00	.577 35							
	G4 (n=63)	1.42 86	.498 85							
	G5 (n=3)	1.66 67	.577 35							
	Within Groups			37.4 40	14 7	.25 5				

G1 = CEC / G2 = JE / G3 = MG / G4 = MS / G5 = MT

**IV. FINDINGS**

- 51.3percent of the respondents were working in East gate bank
- 34.9percent of the respondents were in the age group 25 to 40yrs.
- 73.7percent of the respondents are male.
- 59.2percent of the respondents were married.
- 47.4percent of the respondents were in Jewellery section.
- 59.9percent of the respondents were working below 3 yrs working experience.
- 28.9percent of the respondents were spend time for their entertainment.
- 28.3percent of the respondents were speaking openly.
- 26.3percent of the respondents share their feelings with friends.
- 24.3percent of the respondents have normal work load.

**Overall stress management**

- 58.6 percent of the respondents were in low level self related stress.
- 55.9 percent of the respondents were in low level job related stress.
- 52 percent of the respondents were in low level stress in their overall stress management.

**V. SUGGESTIONS**

- From this research it was found that majority of the employees have job related stress. In order to reduce job related stress, proper guidance may be provided.
- In order to reduce the overall stress, yoga classes may be conducted once in a six months.
- From this study the researcher came to know that the employees were given a heavy workload which develops more stress within them. Hence steps should be taken to balance the workload among the associates.
- Counseling can be given to the employees which helps in reducing the employees self and job related stress.
- Parties may be conducted once in a year which helps to increase the co-ordination of the employees.

**VI. CONCLUSION**

The study demonstrates that Employees stress level in their self and job related condition.

Stress can be both positive and negative, which has an impact on the employee's performance at work. If taken positively, the results are positive, and if taken in a negative

**Interpretation**

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**Research hypothesis**

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**Null hypothesis**

There is no significant difference between grade of the respondents and their overall stress management.

**Statistical test**

One way ANOVA ‘f’ test was used the above hypothesis

**Findings**

The above table shows that there is no significant difference between grade of the respondents and their overall stress management. Hence, the calculated value greater than table value. So the research hypothesis rejected and the null hypothesis accepted.

way, may yield disastrous results. For most of the people, low to moderate amount of stress enable them to perform their jobs better.

The goal of this project is not to eliminate all stress, but to reduce the level of stress. Life would certainly be dull without both joyful stressors to which we have to adjust and distressors needing a response.