



### Chief Editor

**Dr. A. Singaraj**, M.A., M.Phil., Ph.D.

### Editor

**Mrs.M.Josephin Immaculate Ruba**

### Editorial Advisors

1. Dr.Yi-Lin Yu, Ph. D  
Associate Professor,  
Department of Advertising & Public Relations,  
Fu Jen Catholic University,  
Taipei, Taiwan.
2. Dr.G. Badri Narayanan, PhD,  
Research Economist,  
Center for Global Trade Analysis,  
Purdue University,  
West Lafayette,  
Indiana, USA.
3. Dr. Gajendra Naidu.J., M.Com, LL.M., M.B.A., Ph.D. MHRM  
Professor & Head,  
Faculty of Finance, Botho University,  
Gaborone Campus, Botho Education Park,  
Kgale, Gaborone, Botswana.
4. Dr. Ahmed Sebihi  
Associate Professor  
Islamic Culture and Social Sciences (ICSS),  
Department of General Education (DGE),  
Gulf Medical University (GMU), UAE.
5. Dr. Pradeep Kumar Choudhury,  
Assistant Professor,  
Institute for Studies in Industrial Development,  
An ICSSR Research Institute,  
New Delhi- 110070.India.
6. Dr. Sumita Bharat Goyal  
Assistant Professor,  
Department of Commerce,  
Central University of Rajasthan,  
Bandar Sindri, Dist-Ajmer,  
Rajasthan, India
7. Dr. C. Muniyandi, M.Sc., M. Phil., Ph. D,  
Assistant Professor,  
Department of Econometrics,  
School of Economics,  
Madurai Kamaraj University,  
Madurai-625021, Tamil Nadu, India.
8. Dr. B. Ravi Kumar,  
Assistant Professor  
Department of GBEH,  
Sree Vidyanikethan Engineering College,  
A.Rangampet, Tirupati,  
Andhra Pradesh, India
9. Dr. Gyanendra Awasthi, M.Sc., Ph.D., NET  
Associate Professor & HOD  
Department of Biochemistry,  
Dolphin (PG) Institute of Biomedical & Natural Sciences,  
Dehradun, Uttarakhand, India.
10. Dr. D.K. Awasthi, M.SC., Ph.D.  
Associate Professor  
Department of Chemistry, Sri J.N.P.G. College,  
Charbagh, Lucknow,  
Uttar Pradesh. India

ISSN (Online) : 2455 - 3662  
SJIF Impact Factor :4.924

EPRA International Journal of  
**Multidisciplinary  
Research**

Monthly Peer Reviewed & Indexed  
International Online Journal

**Volume: 3 Issue: 11 November 2017**



**Published By :**  
**EPRA Journals**

**CC License**





## STRATEGIES OF BANK EMPLOYEES TO COPE UP THEIR STRESS IN RAJAPALAYAM

### **R.Padmaja<sup>1</sup>**

<sup>1</sup>Research Scholar,  
Department of Commerce,  
Ayya Nadar Janaki Ammal College,  
Sivakasi –626124, Tamil Nadu,  
India.

### **R.Sorna Priya<sup>2</sup>**

<sup>2</sup>Assistant Professor,  
Department of Commerce,  
Ayya Nadar Janaki Ammal College,  
Sivakasi – 626 124, Tamil Nadu,  
India.

### **R.Sunderaraj<sup>3</sup>**

<sup>3</sup>Assistant Professor,  
Department of Commerce,  
Ayya Nadar Janaki Ammal College,  
Sivakasi – 626 124, Tamil Nadu,  
India.

### **M.Rifaya Meera<sup>4</sup>**

<sup>4</sup>Assistant Professor,  
Department of Commerce,  
Ayya Nadar Janaki Ammal College,  
Sivakasi – 626 124, Tamil Nadu,  
India.

### **ABSTRACT**

*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.*

**KEYWORDS:** Banking Sector, workplace stress, commercial bank, bank employees

**INTRODUCTION**

Stress is inevitable in our society. Today workplace stress is becoming a major issue and a matter of concern for the employees and the organizations. It has become a part of life for the employees, as life today has become so complex at home as well as outside that it is impossible to avoid stress. 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.

**SCOPE OF THE STUDY**

The present study attempts to analyse the stress management of commercial bank employees in Rajapalayam. This study takes a close look at the stress related problems faced by the employees working in Commercial Banks and analyse the factors responsible for the same and suggest suitable coping techniques to tackle the problem of the Commercial bank employees in Rajapalayam.

**OBJECTIVES OF THE STUDY**

- To study the socio –economic characteristics of the Commercial Bank Employees in Rajapalayam.
- To identify the coping strategies adopted by Commercial Bank Employees in Rajapalayam to reduce their stress level.
- To offer suitable suggestions to manage the stress of the Commercial Bank Employees in Rajapalayam.

**METHODOLOGY**

The study is designed as a descriptive and analytical one. Considerable data are available from both primary and secondary sources. The research problems and questionnaire have been formulated and administrated suitably. The suggestions of the study have emerged from the primary data.

**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.

**ATTITUDE OF THE RESPONDENTS TOWARDS THEIR WORK**

The Researcher has collected the data relating to attitude of the respondents towards their work. The result is presented in the below

**Attitude of the Respondents towards their work**

S.No.	Particulars	No. of Respondents	Percentage
1	Stressful	165	100.00
2	Stress free	0	0.00
<b>Total</b>		165	100.00

*Source: Primary data*

The above table 4.13 indicates that out of 165 respondents, 100.00 per cent of the respondents are having stress in their work, 0.00 per cent of the respondents are not having stress in their work.

It is lucid that majority of the respondents (100.00%) are having stress in their work.

**Period Level of Stress among the Respondents**

S.No.	Particulars	No. of Respondents	Percentage
1	Always	45	27.27
2	Sometimes	63	38.18
3	Rarely	57	34.55
<b>Total</b>		165	100.00

The above table indicates that out of 165 respondents, 38.18 per cent of the respondents say that sometimes they have stress at their workplace, 34.55 per cent of the respondents say that rarely stress occur to them at their workplace and the remaining 27.27 per cent of the respondents say that stress is always there for them due to their work.

It is lucid that most of the respondents (38.18 %) say that sometimes stress occur to them due to their job.

**PERIOD LEVEL OF STRESS AMONG THE RESPONDENTS**

The Researcher has collected the data relating to the period level of stress among the respondents. The result is presented in the below

**STRATEGIES TO COPE WITH STRESS**

To know the strategies followed by the respondents to cope with stress the study has been made. For this purpose opinion of the respondents are gathered through ten statements using five point scaling technique. The details are presented in the following table.

S.N	Strategies	Always			Frequently			Sometimes			Rarely			Never			Total	Rank
1.	Sharing problems with family / friends	39	5	195	43	4	172	66	3	198	8	2	16	9	1	9	590	I
2.	Consulting with experts	6	5	30	58	4	232	52	3	156	29	2	58	20	1	20	496	III
3.	Going for vacation	8	5	40	30	4	120	62	3	186	45	2	90	20	1	20	456	V
4.	Meditation	10	5	50	37	4	148	25	3	75	51	2	102	42	1	42	417	VII
5.	Walking / playing	14	5	70	56	4	224	31	3	93	34	2	68	30	1	30	485	IV
6.	Pet animals	6	5	30	26	4	104	8	3	24	22	2	44	103	1	103	305	X
7.	TV / Music / Movies	26	5	130	65	4	260	45	3	135	21	2	42	8	1	8	575	II
8.	Training programmes on stress management	10	5	50	17	4	68	40	3	120	50	2	100	48	1	48	386	VIII
9.	Transfer to other place	7	5	35	16	4	64	36	3	108	49	2	98	57	1	57	362	IX
10.	Rotation of Duty	13	5	65	26	4	104	45	3	135	53	2	106	28	1	28	438	VI

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

- Always – 5 points
- Frequently – 4 points
- Sometimes – 3 points
- Rarely – 2 points
- Never – 1 point

The above Table reveals that sharing problems with family/friends and relatives is ranked as the first strategy adopted by the respondents to cope with their work stress. Relaxing by hearing music, watching TV/Movies and consulting with experts are considered as the second and third strategies followed by the respondents. Spending time with pet animals is scored as the tenth strategy adopted by the respondents to cope with their work stress.

## FINDINGS

- It is lucid that majority of the respondents (100.00%) are having stress in their work.
- It is lucid that most of the respondents (38.18 %) say that sometimes stress occur to them due to their job.
- Sharing problems with family/friends and relatives is ranked as the first strategy adopted by the respondents to cope with their work stress.

## SUGGESTIONS

Based on research findings the researcher should given the following suggestions,

- The bank employees should adopt strategies to cope with stress on their own selves to reduce their stress level in order to reduce their physical, psychological and behavioural problems they could do exercises, meditation regularly. They could also relax themselves by spending time with their family/friends and pet animals.
- 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.
- Few banks in Rajapalayam have already taken initiatives to reduce the stress level of their employees by adopting strategies like providing good atmosphere, continuous training, conducting stress management programmes etc. But many of the employees are not satisfied with the steps taken by their banks. So the banks could get feedback from

their employees about their measures taken and could take efforts to satisfy them.

- Commercial Bank Employees of Rajapalayam could also avoid at workplace on their own by effective time management and by developing optimistic approach about their work.

## 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.

## REFERENCES

1. K.Sirajunisa, N.Panchanatham (2013), "Stress Management Causes And Solution: Case Studies", Regal Publications, New Delhi-110027.
2. Jayasankar.J, "Human Resource Management", Margham Publication, Chennai, 2004.
3. Premavathy. N, "Human Resource Management and Development", Sri Vishnu Publications, Chennai, 2011.
4. Sharmila.A and Poornima.J, "A Study on employee Stress Management in selected private banks in Salem"International Business Management, Jan 2012, PP 6555 – 6558.
5. Harish Shukla and Ms. Rachita Garg (2013), "A study on Stress Management among the employees of Nationalised banks", Voice of Research, Vol. 2 Issue 3, December 2013, pp 72-75.
6. Upton, John W.; Ketchen Jr., David J.; Ireland, R. Duane. "Managing Employee Stress: A Key to the Effectiveness of Strategic Supply Chain Management", Organizational Dynamics, Vol. 36 Issue 1, 2007, pp 78-92.

### Disclaimer:-

The views expressed in EPRA journals are those of the author(s) and do not necessarily reflect the views of EPRA Journals' Chief Editor, editor or publisher. The publisher/editor/chief editor/members are not responsible for any discrepancy / inaccuracy, Plagiarism in the paper / material / data provided by the Author. In case of any nuisance or Plagiarism, the author will responsible for the issue. This publication is being circulated on the condition and understanding that information given in this journal is merely for reference and must not be taken as having authority of or binding in any way on the editors and publisher who do not own any responsibility for any damage or loss to any person. All disputes subject to Tiruchirapalli (T.N) Jurisdiction only.