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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 table:

<table>
<thead>
<tr>
<th>S.No.</th>
<th>Particulars</th>
<th>No. of Respondents</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Stressful</td>
<td>165</td>
<td>100.00</td>
</tr>
<tr>
<td>2</td>
<td>Stress free</td>
<td>0</td>
<td>0.00</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>165</td>
<td>100.00</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Period Level of Stress among the Respondents</th>
</tr>
</thead>
<tbody>
<tr>
<td>S.No.</td>
</tr>
<tr>
<td>-------</td>
</tr>
<tr>
<td>1</td>
</tr>
<tr>
<td>2</td>
</tr>
<tr>
<td>3</td>
</tr>
<tr>
<td>Total</td>
</tr>
</tbody>
</table>

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.

<table>
<thead>
<tr>
<th>Strategies</th>
<th>S.N</th>
<th>Always</th>
<th>Frequently</th>
<th>Sometimes</th>
<th>Rarely</th>
<th>Never</th>
<th>Total</th>
<th>Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Sharing problems with family / friends</td>
<td>1</td>
<td>39</td>
<td>5</td>
<td>195</td>
<td>43</td>
<td>4</td>
<td>172</td>
<td>590</td>
</tr>
<tr>
<td>2. Consulting with experts</td>
<td>2</td>
<td>6</td>
<td>5</td>
<td>30</td>
<td>58</td>
<td>4</td>
<td>232</td>
<td>496</td>
</tr>
<tr>
<td>3. Going for vacation</td>
<td>3</td>
<td>8</td>
<td>5</td>
<td>40</td>
<td>30</td>
<td>4</td>
<td>120</td>
<td>456</td>
</tr>
<tr>
<td>4. Meditation</td>
<td>4</td>
<td>10</td>
<td>5</td>
<td>50</td>
<td>37</td>
<td>4</td>
<td>148</td>
<td>417</td>
</tr>
<tr>
<td>5. Walking / playing</td>
<td>5</td>
<td>14</td>
<td>5</td>
<td>70</td>
<td>56</td>
<td>4</td>
<td>224</td>
<td>485</td>
</tr>
<tr>
<td>6. Pet animals</td>
<td>6</td>
<td>6</td>
<td>5</td>
<td>30</td>
<td>26</td>
<td>4</td>
<td>104</td>
<td>305</td>
</tr>
<tr>
<td>7. TV / Music / Movies</td>
<td>7</td>
<td>26</td>
<td>5</td>
<td>130</td>
<td>65</td>
<td>4</td>
<td>260</td>
<td>575</td>
</tr>
<tr>
<td>8. Training programmes on stress management</td>
<td>8</td>
<td>10</td>
<td>5</td>
<td>50</td>
<td>17</td>
<td>4</td>
<td>68</td>
<td>386</td>
</tr>
<tr>
<td>9. Transfer to other place</td>
<td>9</td>
<td>7</td>
<td>5</td>
<td>35</td>
<td>16</td>
<td>4</td>
<td>64</td>
<td>362</td>
</tr>
<tr>
<td>10. Rotation of Duty</td>
<td>10</td>
<td>13</td>
<td>5</td>
<td>65</td>
<td>26</td>
<td>4</td>
<td>104</td>
<td>438</td>
</tr>
</tbody>
</table>

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


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