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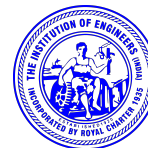
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One day International Conference
EMERGING TRENDS IN SCIENCE AND TECHNOLOGY (ETIST-2021)
27th October 2021
Jointly Organized by
Department of Biological Science, Physical Science and Computational Science

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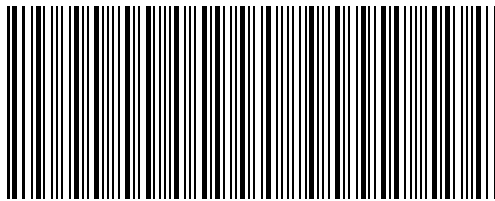
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A Study on the Level of Stress among the Employees of Multinational Banks in Pollachi Region

Dr.G.Vignesh

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ABSTRACT: This research aims at studying and assessing the level of stress in the selected banks and suggesting the coping strategies of stress in banks. The research will be exploratory as well as descriptive and analytical in nature as it will use both primary and secondary data. Convenience sampling is used to collect data from the respondents using a structured questionnaire. The data were analyzed using simple percentage analysis. The findings are discussed in the article.

Keywords: Multinational, Banks, Stress

INTRODUCTION

Stress is a universal phenomenon and now- a-days no organisation 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 affects the human body, which gives rise to tension, anxiety, depression and anger. By adopting various stress management techniques and knowing exactly, where the stress is coming from, can release stress to a greater extent and give a sort of comfort and boost confidence. In the proceeding article the causes of stress and stress controlling techniques are elaborated clearly. 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. Stress coping methods are the cognitive, behavioural and psychological efforts to deal with stress.

REVIEW OF LITERATURE

Vijayabanu Cvb, Venkatakrishnan Yanamandram, Santhosh conducted study on “A study on stress management with special reference to a private sector unit”. They have focused to study the impact of organizational factors that contributes stress for the employees and to study the physical and behavioural consequences that results due to stress. The sample size was made under three categories namely work Associates (133), Learners (102) and Area Leaders (48). The result reveals that 4.7% agrees that job role is a stressor in organization, 9.4% due to commuting problems the stress occurs , 37.6% due to noise pollution 17.6% are due to high targets and high concentrations creates stress and 57.6% due to salary allowance. It concludes that the stress management is leading fact that each and every organization should concentrate so that they can keep an eye on their performance and productivity. This trend will definitely lead to empower which is the aspiration of not only SRF LTD but for all companies.

Saravanan and Muthu lakshmi made a study on “Stress Management Among Employees In Nationalized Bank, Trichy city”. They have focused to describe the socio- demographic characteristics of the respondent and they have focused to identify measures to stress management level of the bank employees. The sample size was made among 100 employees of nationalized bank in Nagapattinam district in the state of Tamil Nadu. The simple random sampling method is used in this study. The result of the study it is clear that the nationalized bank employees as a whole are found to be more than half good management level stress and less than half of the bank employees the poor management level of stress. Further, from the result it is clear that there is no significant relationship between years of experience of the respondents with regard to overall level of stress management. Stress can be managed by yoga and meditation, relaxation, physical exercise, massage therapy laughter therapy etc.

OBJECTIVES OF THE STUDY

- To measure the level of stress in the selected multinational banks.
- To examine the stress management practices followed by the selected banks.
- To suggest stress reducing strategies for enhancing the safe zone for the employees

RESEARCH METHODOLOGY

This research aims at studying and assessing the level of stress in the selected banks and suggesting the coping strategies of stress in banks. The research will be descriptive in nature as it will use both primary and secondary data. The universe of the study was the bank employees working in Multinational banks in Pollachi. A sample of 75 bank employees was selected as sample using convenience sample technique. Both primary and secondary sources of data was used in the study. The data were collected using structured questionnaire. The collected data was processed and analyzed using percentage analysis.

ANALYSIS AND INTERPRETATION

VARIABLES	ATTRIBUTES	NO OF RESPONDENTS	PERCENTAGE
Gender	Male	54	72.0
	Female	21	28.0
Age	Greater than 18 less than 30	48	64.0
	Greater than 30 less than 45	18	24.0
	Greater than 45 less than 60	9	12.0
Education Qualification	Passed 10/12	7	9.3
	Graduate	33	44.0
	Post graduate	30	40.0
	Professionals	5	6.7
Family Type	Joint family	28	37.3
	Nuclear family	47	62.7
Monthly Salary Income Range	Less than 10000	7	9.3
	More than 10000 less than 25000	41	54.7
	More than 25000 less than 40000	24	32.0
	More than 40000	3	4.0
How They Feel While Working InBank	Happy	13	17.3
	Satisfied	32	42.7
	Unable to concentrate	24	32.0
	Frustrated	3	4.0
	Depressed	3	4.0
Type Of Difficulty InJob	Group behaviour	35	46.7
	Lack of information	15	20.0
	Excessive interruption	18	24.0
	Lack of recognition	7	9.3
Unable To Carry Out Work Due To Excessive Stress	Yes	27	36.0
	No	48	64.0
If Yes Work EarnedOut Range As	Less than 15%	28	37.3
	Between 15% and 30%	7	9.3

A Study on the Level of Stress among the Employees of Multinational Banks in Pollachi Region

VARIABLES	ATTRIBUTES	NO OF RESPONDENTS	PERCENTAGE
	Between 30% and 45%	16	21.3
	Between 45% and 60%	6	8.0
Whether Work Responsible Will Lead To Stress	Yes	39	52.0
	No	36	48.0
Taken Leave Due To Stress	Yes	41	54.7
	No	34	45.3
Changes In Level Of Workload	Work load has increased	32	42.7
	Remained the same	25	33.3
	Workload has decreased	6	8.0
	No idea on it	12	16.0
Stress Impact On Health	Yes	40	53.3
	No	35	46.7
Hospitalization Due To Stress	Yes	48	64.0
	No	27	36.0
Behavioural Changes	Frequent Hospitalization	18	24.0
	Increased smoking	7	9.3
	Excessive alcohol	3	4.0
	Drug addiction	6	8.0
	General proneness to accidents	1	1.3
	Under eating/over eating	24	32.0
	Frequent crying	3	4.0
	Withdrawal from relationship	21	28.0
	Consumption of supari/tobacco items	4	5.3
	Gambling	1	1.3
	Suicidal thoughts	7	9.3
	Violence	3	4.0

VARIABLES	ATTRIBUTES	NO OF RESPONDENTS	PERCENTAGE
	Shouting at family members	46	61.3
	Seeking help from others	21	28.0
	Poor performance in job	47	62.7
Will Continue To Work Even Overstressed	Yes	57	76.0
	No	18	24.0
Leave The Job DueTo Stress	Yes	48	64.0
	No	27	36.0
Upper Management Is Main Reason For Stress	Yes	19	25.3
	No	55	73.3
Utilization Of Stress Management Facilities	Yes	48	64.0
	No	27	36.0
Coping Strategies	Yes	58	77.3
	No	17	22.7
To What Extent Will They Use Stress Management Facilities	To a great extent	25	33.3
	To some extent	25	33.3
	Neutral	12	16.0
	No change	5	6.7
	No idea	8	10.7
Support From People, Under WhichSituation	All new tasks	29	38.7
	Early stage of all tasks	0	0.0
	Work related issues	31	41.3
	Home related issues	1	1.3
	Difficult situation	14	18.7
Expectation from management to reduce stress-Counselling Programmes	Yes	13	17.3
Expectation from management	No	62	82.7
	Yes	53	70.7

VARIABLES	ATTRIBUTES	NO OF RESPONDENTS	PERCENTAGE
reduce stress -Training And Development Activities	No	22	29.3
Expectation from management reduce stress - Open Communication	Yes	54	72.0
	No	21	28.0
Expectation from management reduce stress - Opportunities For Career	Yes	57	76.0
	No	18	24.0
Expectation from management reduce stress - Effective Performance Management System	Yes	54	72.0
	No	21	28.0
Expectation from management reduce stress - Sufficient Support	Yes	60	80.0
	No	15	20.0

SALIENT FINDINGS

From the table, the following were seen from the 75 respondents, Majority of the respondents belong to male category Majority of the respondent are between the age of 18 to 30 Majority of the respondents are graduates Majority of the respondents are nuclear family.

Majority of the respondents earn between rupees 10000 and 25000. Most of the respondents feel satisfied while working in bank.

Most of the respondents have difficulty in excessive interruption. Most of the respondents can enable to carry out work due to stress. Most of the respondents range below 15%.

Most of the respondents said work responsibility will lead to stress. Most of the respondents have taken leave due to stress.

Most of the respondents have felt work load has increased.

Most of the respondents have undergone hospitalization due to stress. Majority of the respondents said will continue to work even overstressed. Majority of the respondents said they felt to leave the job due to stress.

Majority of the respondents said upper management is not the main reason for stress. Majority of the respondents said they utilize stress management facilities.

Majority of the respondents said some other coping strategies should be followed to reduce stress. Majority of the respondents said they use stress management facilities to greater or some extent. Majority of the respondents get support from the people during work related issues. Majority of the respondent don't expect any counselling programmes from the management.

Majority of the respondents expect training and development activities programmes from the management.

Majority of the respondent expect open communication from the management. Majority of the respondent expect opportunities for career development.

Majority of the respondent expect effective performance management system. Majority of the respondent expect sufficient support from management.

SUGGESTIONS and CONCLUSION

Open channel of communication should be encouraged by banks to deal with work related stress. Providing benefit for mental and physical health is needed and the employees need encouragement to take break. Often take the team out for off sites and recreations. You can also bring some diversions into the bank. The job oriented training programs should be introduced which improve employee's skills and their confidence to work effectively.

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. Since stress in banking sector is mostly due to excess of work pressure and work life imbalance the organization should support and encourage to take up roles that help them to balance work and family.

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