

A STUDY ON STRESS MANAGEMENT OF CO-OPERATIVE BANK IN TIRUVANNAMALAI TOWN

***Miss M.Yuvarani**

M.com.,Kamban College of arts and science for women,
Tiruvannamalai-606 603

****Mrs M.Barani**

M.Com. M. Phil., B.Ed. Assistant professor,
Department of commerce, Kamban College of arts and science for women,
Tiruvannamalai-606 603

ABSTRACT:

Banks are among the highest ten most stressful workplaces in India. Despite of feeling relaxed with the arrival of recent technology and innovations within the banking sector, employees are feeling overloaded with work and stressed. With the in technology, banks advancement got to make rapid changes. It's become hard for workers to affect these changes. This may cause arising of stress among employees. The work nature of banking employees is extremely tedious because it involves the direct customer interaction altogether levels. An effort has been made to review the causes and effects of stress amongst bank employees. There have also been suggestions about the way to affect stress. It's been discovered that the bulk of bank staff are stressed. Majority of the workers attempt to find solution to alleviate them from stress. Measures to beat stress that affects the physical and mental wellbeing of employees also are suggested within the paper.

KEYWORD– BANK EMPLOYEE, STRESS MANAGEMENT, TIRUVANNAMALAI TOWN, CO-OPERATIVE BANK.

INTRODUCTION:

Stress may be a common element in any quite job. Stress is an increasing problem in organizations and sometimes causes adverse effects on performance. Organizational stress arises because of lack of person environment fit. When organizational stress is mismanaged, it has an impact on the organization's human potential. It further leads to reduced quality, productivity, health as well as wellbeing and morale of an employee. Stress at work can lead to ill health and even harm. Our economy has shown growth in most sectors, but stress has also joined hands with this growth. Individuals under stress are experiencing various psychosomatic disorders, the emotions of frustration, dissatisfaction with life generally. Workplace stress is that the harmful biological reaction that happens when there's poor match between job profiles and therefore the capabilities, resources, or needs of the worker. These conditions, ultimately affects the work performance and therefore the health of the individuals. But a touch amount of stress may convince be healthy for an organization. Stress is often positive also as negative. Acceptable levels of stress help to extend the individual's performance while excessive amounts of stress can cause a decreased performance. With the rising problem of stress, stress management has become vital. Stress management refers to the wide selection of techniques and psychotherapies which may prevent and control an individual's level of stress. There by improving everyday functioning of an individual. Stress management can have any of the three solutions "prevent or control, escape from it, or learn to adopt to it. At it is claimed that prevention is best then cure, steps should be taken at the initial stage to the stressors instead of curing its harmful effects or bearing heavy costs after being affected by it. Effective stress management can be accomplished in a variety of methods at both the individual and organizational levels. Stress management is often divided into two phases: the primary is dealing with stress and therefore the second is facing the strain with the assistance of relaxation techniques like meditation. Psychotherapies should be employed because each person is unique. Banks should treat employees differently at work, respecting and appreciating their contributions. Banks should introduce Employees Assistance Programs and stress control workshops consistent with the extent of employees as level of stress and employees are directly related. Employees' productivity will rise if psychological well-being and health are enhanced. Because "A Healthy Employees May Be a Productive Employees," as the saying goes.

OBJECTIVE OF THE STUDY:

1. To study thecauses of stress among the employees of Tiruvannamalai Town Co-operative Bank
2. To examine the effect of stress on productivity of the organization.
3. To identify different methods and techniques to reduce job-related stress.

REVIEW OF LITERATURE:

Richardson. K. M and Rothsetin. H. R (2005), in their articles titled "Effects of occupational stress management intervention programs", provided an empirical review of stress management intervention, employee meta-analysis procedures. The result also revealed that relaxation interventions were the most frequent type of interventions. More specific results are the cognitive behavioural interventions produced larger effects than other of interventions.

Sanyo moosa (2009), stress at work is a moderately new phenomenon of present lifestyle. The nature of work has gone through strong changes over the last century and it is still changing at rapidly speed they have touched almost all profession. Job stress

posses threat to physical health. Working at job related stress in the life organized workers. As a result affect the health of organization.

Nadeem Malik (2011) conducted a study titled “A study on occupational stress experienced by private and public banks employees in quetta city.” In this research paper it was checked that what the impact occupational stress produced upon employees. The study describes the occupational stress in public and private banks. Occupational stress is higher among private bank employees than among public bank employees, according to a randomly selected sample of 200 employees from private and public banks. Role overload, role authority, role conflict, and a lack of senior level support are the factors that contribute the most to occupational stress. Bank employees can’t afford to take time off.

Ashfaq Ahmed and Dr. Muhammad Ramzan (2013) conducted a study on “Effects of Job Stress on Employees Job Performance a Study on Banking Sector of Pakistan.” This study investigates the relationship between job stress and job performance among Pakistan bank employees. Employing a sample of 144 individuals, the study investigates the aim model in connection to job stress and its impact on job performance. In participant the info of senior, graduate employees including customer services officers and manager of well reputed rising bank in Pakistan. The knowledge was gathered via a closed-ended questionnaire. A regression, correlation, and reliabilities statistical test were also confirmed. The results are significant with negative correlation between job stress and job performances and shows that job stress significantly reduces the performance of a private. The results suggest to the organization that they need sustained a really health, cooperative and friendly environment within the team for better performance.

Fazlul Karim (2017) conducted a study titled” work stress among Employees of State Bank of India: A study of Karimganj District, Assam.” The main objectives of study are, to analyse the factors causing work stress among employees working at State Bank of India in Karimganj district, Assam and to study the level of work stress among employees of State Bank of India in Karimganj district, Assam. For achieving these objectives the researcher has been used a well-structured questionnaire developed by Srivastava, A.K., and Singh, A.P. (1981) which covers twelve (12) dimensions consisting of forty-six (46) statements for the purpose of collecting data from the sample employees of SBI in Karimganj district of Assam. The sample has been drawn from SBI employees working in 9 branches in Karimganj district. The employees are classified into two categories via officer (Manager, Assistant Manager) and clerk (senior assistant, junior assistant, clerk cum cashier). The number of sample respondents of the study is 84 employees. Secondary data has been collected from books, journals, periodicals, websites and unpublished sources.

Siddharth Nayan Sharma et al. (2020) in their article titled “Job stress and its impact on the performance of bank employees: A study on selected banks in Kamrup Metro district.” Find out if there is a difference in gender in terms of job stress and performance. The study will provide a reference which can show the management of depository financial institution of India (SBI), Punjab commercial bank (PNB), United Bank of India (UBI), Oriental Bank of Commerce Bank of India (BOI) the impact of gender differences on job stress and performance, and as a result, they will use various ways to reduce workplace stress among their personnel. Objectives of the study were i) to find out level of stress and their impact on the employees work performance. ii) to examine the stress on their work performance and to provide suggestions.

Some Urban co-operative banks have failed in tests for four out of five parameters raising the risk to their ecosystem though_ not much on the overall financial system.

The results of Reserve Bank’s stress tests for Urban C0-operative banks show that a few UCBs failed on four of the five parameters even in the baseline scenario, according to RBI’s latest Financial Stability Report. Moreover, the results also show that the impact of credit default risk is higher than credit concentration risk in all three scenarios_ baseline medium and severe. The results also point that the impact of shock to the trading book and the banking book is minimal but liquidity shocks impact the largest number of UCBs .Stress tests were conducted on a select set of UCBs to assess credit risk (default risk and concentration risk), market risk (interest rate risk in trading book and banking book) and liquidity risk, based on their reported financial positions as of March 2022. Overall, UCBs recorded improvement in profitability in term of net interest margins_ NIMs, Return on assets_ ROA and return on equity_ ROE ratios during 2021_22, RBI said. Significantly, the priority sector lending of UCBs crossed the March 31, 2022target of 50 percent and is nearing the March 31, 2023 target of 60 percent. The CRAR of UCBs improved during April_ September 2021_22 to reach 15.8 percent in March 2022. The CRAR of scheduled UCBs improved to 14.4 percent primarily because of the amalgamation of one UCB with an SFB, RBI said. After a sudden spike in September 2021 caused by the second wave of COVID_19, gross non-performing assets ratios of both scheduled UCBs and non-scheduled USBs improved significantly to 7.4 percent and 11.3 percent respectively, by March 2022. Moreover, restructuring of portfolios to the tune of Rs 46,186 crore constituting 2.5 percent of total advances under the May 2021 scheme has the potential to create stress in the sector, the banking regulator warned.

RESEARCH METHODOLOGY:

POPULATION:

The population selected for this particular study is employees from Town Co-operative bank in the Tiruvannamalai town.

RESEARCH DESIGN:

The study was of explorative as well as descriptive in nature. The sample size is 50. It was collected from the employees of District Co-operative Bank situated in Tiruvannamalai. Data was collected through self- structured questionnaire. Research publications, books, internet web sites, standard journal and periodicals etc were used as a source of secondary data. Percentage Analysis method was used to analyze and interpret results and achieves research objectives.

TOOL OF DATA COLLECTION:

The information was randomly collected from Tiruvannamalai town Co-operative Bank (MDCB) employees at all the levels. Online Interviews were conducted with the employees and Self- structured questionnaire (Google form) was used for gathering information about their organization and the problems.

SOURCES OF DATA:

Primary and secondary data will be used in the research. The primary data was collected by direct online interview and through Self- structured questionnaire. The secondary data was collected from research publications, books, internet web sites, standard journal and periodicals.

DATA ANALYSIS & INTERPRETATION:

The particulars of sample design,

1. TYPE OF UNIVERSE: Finite
2. SAMPLING UNIT : Tiruvannamalai town
3. SIZE OF SAMPLING : 50

TABLE NO: 1-PERCENTAGE OF RESPONDENTS WHO FELT THAT THEY WERE STRESSED

Category	% of respondents
Stressed	40
Not Stressed	10

TABLE NO: 2- CAUSES OF STRESS

Causes of stress	% of respondents
Work overload	16
Time management	9
Lack of support	5
Feeling of Inequality	5
Job Difficulty	8
Personal problems	7

TABLE NO: 3- INITIATIVES FOR HANDLING STRESS LEVELS OF THE BANK EMPLOYEES

Initiatives of stress	% of respondents
Continuous Training	7
Effective communication	9
Recognition	8
Work in group	8
Meditation, Yoga, & Relaxation therapy	12
Reducing responsibility	6

FINDING:

1. About 80% the respondents believed that they face high level of stress, which may be due to both professional and personal reasons.
2. In their workplace, the respondent was over burdened with tasks.
3. The research identified few initiatives for effectively handling stress. Meditation has been discovered to be an important aspect of life for reducing stress.

SUGGESTION:

Because the majority of employees report feeling stressed at work, banks should take proactive measures to ensure that their staff are stress-free so that they can perform with maximum efficiency and effectiveness. Banks should arrange physical exercise, YOGA camp, mindfulness meditation camp, relaxation techniques, entertaining programs etc. to relieve stress. Cleanliness and safety should be prioritized in the workplace. In all departments, proper work division is required. Organize a stress management program that focuses on different types of leave for employees at all levels of the organization. To deal with work-related stress, encourage an open line of communication. Bank should take adequate steps to redesign jobs, which are taxing to employees' abilities and capacities and adequate role clarification to be made whenever necessary to eliminate role ambiguity.

CONCLUSION:

The problem of stress is inevitable and unavoidable in the banking sector. Giving more importance to work and less importance to health and family is the main causes behind this workplace stress. Stress, within the present scenario has become a deep rooted evil which must be uprooted. Stress itself may be a problem which successively gives birth to variety of problems. There is a dire need of stress management programmers to relief stress and to scale back its harmful effects. This article is an attempt to review the necessity of stress management programmers thanks to increasing dangers of stress under which it becomes difficult for an employee to figure. Through various studies, it's been found that those firms which have adopted stress management strategies have gained a competitive edge over other firms as their employees work more efficiently. These days stress management programmers have proven to be an integral a part of any industry. This research article would definitely be beneficial for the organizations to know the share they have to spend on stress management programmers in order that they will maximize their profit would also aid in employee happiness and the creation of a stress-free environment.

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