

Causes Of Stress Among Bank Managers In Malappuram District

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ABSTRACT

Stress is defined as the non specific responses of body to any demand made upon it or the job stress as a condition arising from the interaction of people and their jobs and characterized by changes within people that force them to deviate from their normal functioning. Stress is an unavoidable consequence of modern living. During the past decade, the banking sector had under gone rapid and striking changes like policy changes due to globalization and liberalization increased competition due to the entrance of more private sector banks, downsizing, introduction of new technologies etc. Due to these changes, the employees in the banking sector are experiencing a high level of stress. The present study is conducted to analyze the causes of job stress among bank managers in Malappuram District.

Keywords: Stress, Causes, Strategies

1. INTRODUCTION

Stress is the “wear and tear” of our bodies experience as we adjust to our continually changing environment; it has physical and emotional effects on us and can create positive or negative feelings. As positive influences, stress can help and compel us to action; it can result in a new awareness and an exciting new perspective. As a negative influence, it can result in feelings of destruct, rejection, anger and depression, which in turn can lead to health problem such as headache, upset stomach, rashes, insomnia, ulcers, high blood pressure, heart diseases and stroke.

2. OBJECTIVES OF THE STUDY

The objectives of the study are:

1. To analyze the various causes of stress among bank managers
2. To identify the seriousness of various causes of stress
3. To find out the various strategies adopted by bank managers for reducing stress

3. Hypotheses of the Study

The following hypotheses are set for the study:

1. There is no significance difference between the mean ranks of the opinion of public sector and private sector bank managers with regard to causes of stress.
2. There is no significant difference between the mean rank of the opinion of single and married bank managers with regard to causes of stress.

3. There is no significance difference between the mean ranks of length of service of bank managers with regard to causes of stress
4. There is no significant difference between the mean ranks of the opinion of bank managers as regards causes of stress.

4. METHODOLOGY OF THE STUDY

The population of the study constitutes all the bank managers of public and private sector banks in Malappuram District. The sample size is fixed as 120, out of which 60 managers are selected from public sector banks and 60 from private sector banks. Purposive sampling method is used for selecting bank managers. Both primary and secondary data are used for the study. The primary data are collected from bank managers in Malappuram district and secondary data are collected from books, journals and internet. Questionnaire method is used for collecting primary data. The tools used for analysis include Percentage, Mean, Standard deviation, etc. Friedman's test, Mann Whitney U test and Kruskal Wallis test etc are used for testing hypotheses.

5. ANALYSIS OF DATA

CAUSES OF JOB STRESS

Causes	Mean
Work Overload	2.62
Technology Problems	2.33
Lack of Training	2.345
Grievances Redressal	2.25
Work –Home	2.435
Job Autonomy	2.46
Customer Relations	2.16
Employee Relations	2.215
Policies of Bank	2.495

Source: Compiled from Field Survey

TABLE NO – 1

Nine variables are used for analyzing the causes of stress experienced by bank managers. Work overload, Policies of bank, Lack of job autonomy, Work-home, Lack of training Technology problems etc are the main causes of stress. Work overload is found to be the most serious cause of job stress experienced by bank managers.

STRATEGIES USED FOR MANAGING STRESS

Strategies	Frequency
Adopting measures to improve organisational communication	64
Encouraging employee participation in decision making	55
Adopting job rotation to avoid monotony in job	30
Creating a safe working condition	30
Providing adequate and better training	33
Providing employee counselling	25
Conducting yoga and meditation programmes	15

Conducting stress management seminars and programmes in bank	19
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Source: Compiled from Field Survey

TABLE NO – 2

An attempt is made to know the various strategies used for managing stress. The main strategy used for managing stress is adopting measures to improve organizational communication strategy.

RESULTS OF HYPOTHESES TESTING

Null Hypotheses	Test Statistic	P Value	Inference
No significance difference between the mean ranks of the opinion of public sector and private sector bank managers with regard to causes of stress.	Mann - Whitney U test	0.028	Ho rejected at 5% level of significance. There is significance difference between the mean ranks of the opinion of public sector and private sector bank managers with regard to causes of stress.
No significant difference between the mean rank of the opinion of single and married bank managers with regard to causes of stress.	Mann - Whitney U test	0.463	Ho accepted at 5% level of significance. There is no significant difference between the mean rank of the opinion of single and married bank managers with regard to causes of stress
No significance difference between the mean ranks of length of service of bank managers with regard to causes of stress	Kruskal-Wallis test	0.139	Ho accepted at 5% level of significance. No significance difference between the mean ranks of length of service of bank managers with regard to causes of stress
No significant difference between the mean ranks of the opinion of bank managers as regards causes of stress	Friedman's test	<.000	Ho rejected at 1 % level of significance There is significant difference between the mean ranks of the opinion of bank managers as regards causes of stress

Source: Compiled from SPSS

TABLE NO - 3

From the results of hypotheses testing, it is found that there exists a significance difference between public sector and private sector bank managers with regard to causes of stress. There also exists a significant difference between the mean ranks of the opinion of bank managers as regards causes of stress

6. FINDINGS OF THE STUDY

The study revealed that Work overload, Policies of bank, Lack of job autonomy, Work-home, Lack of training Technology problems etc are the main causes of stress. Work overload is found to be the most serious cause and customer relations is the least serious cause of job stress. The

various strategies used for managing stress are adopting measures to improve organizational communication, encouraging employee participation in decision making, adopting job rotation to avoid monotony in job, create just a safe working condition, providing adequate and better training, providing employee counseling, conducting yoga and meditation programmes etc. The main strategies used for managing stress are Adopting measures to improve organizational communication strategy.

7. CONCLUSION

The banking sector is one of the busiest organizations in the world and the job in banks is very stressful. Since stress in banking sector is mostly due to excess of work pressure and work life imbalance, the organization should support and encourage taking up roles that help them to balance work and family. The productivity of the work force is the most decisive factor as far as the success of an organization is concerned. There is significance difference between public sector and private sector bank managers with regard to causes of stress. There is significant difference between the mean ranks of the opinion of bank managers as regards causes of stress. But there is no significant difference between the mean rank of the opinion of single and married bank managers with regard to causes of stress and there is also no significance difference between the mean ranks of length of service of bank managers with regard to causes of stress.

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