

“IMPACT OF STRESS MANAGEMENT AMONG THE EMPLOYEES OF BANKS”

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ABSTRACT

The productivity of the work force is the most decisive factor as far as the success of an organization is concerned. The productivity in turn is dependent on the psychosocial well being of the employees. The banking organization, have been facing greater challenges in terms of technological revolution, service diversification and global banking. Stress is unavoidable on the part of the employees as the systems, procedures; techniques are getting complicated with the use of advance technology. Every employee cannot cope with such rapid changes taking place in the jobs. This will lead to arising of stress among employees. Stress can affect one's health, work performance, social life and the relationship with family members. The stressors and its consequences are to be understood at individual and organizational level. An attempt has been made through this research paper to know the reasons of stress among the bank employees and the ways used by employees to cope with the stress generated at workplace The aim of this paper is to provide insight that will help the reader further improve his/her management competencies in managing stress in the workplace.

Stress is a fact in our daily life. When a person needs help, it means the person feels physically and emotionally disabled. Most people believe that their capacity and capabilities are so little to encounter high level of stress. Today, with progress in all respects, human is facing new challenges in many different fields as if progress in turn creates new problems. Over a century, the nature of working has been changed widely, and still these changes are in progress. Following these changes, number of illnesses has been increased, morality and human aspects are faded and new problems are occurred every day, so that we are facing job stress which called “illness of the century”

Keywords:

Stress Management, Employees, Yoga & Meditation. Stress, Good and Bad Stress, Exhaustion, Stress side effects.

INTRODUCTION

Stress is a natural human response to its environment. Stress has become significant due to dynamic social factor and changing needs of life styles. Stress is man's adaptive reaction to an outward situation which would lead to physical, mental and behavioral changes. In fact, moderate levels of stress are considered essential motivators. However, high levels of stress have the capacity to greatly impact physical and emotional health, not all stresses are destructive in nature. Appropriate amount of stress can actually trigger passion for work, tap latent abilities and even ignite inspirations. Stress can make a person productive and constructive, when Today, with progress in all respects, human is facing new challenges in many different fields as if progress in turn creates new problems. Over a century, the nature of working has been changed widely, and still these changes are in progress. Following these changes, number of illnesses has been increased, morality and human aspects are faded and new problems are

Stress Definitions Most people think that they know the stress. The reality is that, stress is complicated and it is not well perceived. it is identified and well managed.

Finally, stress can be an unknown body reaction to a demand that lead to pressure or stress in reaction or response conditions. In other word, as mentioned, different response of stress in different people and conditions are different (Giga, L.Cooper, & Faragher, 2003, P.281). Therefore, the question is if stress is an individual response or a social factor that lead to some psychological responses (Caplan and Jones, 1975, pg. 713).

OBJECTIVES

- To study the causes of stress among employees.
- To know the level of stress on employees.
- To study the effects of stress on the health of employees.
- To analyze the importance of interventional strategies to manage stress among bank employees.
- To study effectiveness of stress management programme organized by the banks.

RESEARCH METHODOLOGY

Both primary and secondary method is used to collect information. The sample size is 150. It was collected from the employees of various bank situated in Hissar. Data was collected through self-structured questionnaire. Books, internet web sites, journals etc were used as a source of secondary data.

Percentage Analysis method was used to analyze and interpret results and achieves research objectives.

Workplace Stress Workplace stress is the harmful physical and emotional response that occurs when there is a poor match between job demands and the capabilities, resources, or needs of the worker

FINDINGS

Most of the employees fear with the fact that they lack quality in their work. This puts stress on them. It is found that maximum number of employees in banks remains in stress.

50% employees feel that they are overloaded with work.

42% employees feel tensed due to their non-achievement of their target of work.

36% employees accepted that they will obey the order of their boss by sacrificing their important domestic function.

It indicates fear and stress among employees. 37% employees feel stress due to their family related problems. It means such employees feel greater level of stress as compared to other employees.

Half of the employees accepted that there is conflict among the employees. It is a concern for top management.

Only 44% employees feel that strategies used by banks to manage stress of employees are effective.

Majority of the employees try to find solution to relieve them from stress. 47% employees use YOGA or other ways to relieve them from stress.

SUGGESTIONS

In spite of stress, majority of the employees balance in their social life. Stress Management Stress management is the need of the hour. However hard we try to go beyond a stress situation, life seems to find new ways of stressing us. Stressors, if not escapable, are fairly manageable.

Effective management of job stress can only be achieved under two conditions. First, the individual worker must be able to recognize stressors and understand their consequences and second, organizations must develop stress prevention, as well as stress reduction techniques,

Stress Management is important for both individual and from the point of view of the organization. It is generally assumed that there are two basic approaches to cope with stress i.e. individual oriented approach and organizational oriented approach

Individual Oriented Strategies for Coping with Stress – Solo-Active - Reading, Writing, Photography, Art, Playing a musical instrument, Collection of different things, Running,

Hobbies, Vacations. → Group- Activities: - Sports, Games, Eating out, Vacations. → Solo-Passive/Group-Passive: - Television, Movies, Shows & Theatre, Listening to music, Concepts, opera, Sporting events, Vacations. → Yoga & Meditation: - it is helpful in overcoming the stress

The Organizational Oriented Strategies for Coping with Stress → Flex time. Allowing workers to start or end the workday earlier or later can reduce work/life stress, especially for working parents. Flex time can also reduce the stress of commuting in rush hour traffic. → Job sharing. This allows at least two people trained to perform each job, enabling each employee to have time off without losing productivity. → Work from home. Working from home results in higher morale and job satisfaction and lower employee stress and turnover, The prime reason is that working at home provides employees more control over how they do their work, Working at home also helps workers better manage work/family demands. → Longer lunch hours. Extending the lunch hour may help discourage snacking and fast food. Adequate time may also encourage time for calming or other stress-reduction activities such as walking. → Healthcare advocacy. Offering an expert who can personally address healthcare issues, such as helping to resolve medical bills and interacting with insurance and providers, can help employees reduce worry and stay focused on their job

EAPs (Employee Assistance Programs) EAPs are typically offered by the HR department as part of the employer's health insurance plan to assess and address personal issues that affect employee performance and productivity. Issues can range from substance abuse to family problems, and EAPs often include counseling benefits. EAPs for substance abuse can reduce workers' compensation claims, employer healthcare costs, and absenteeism

Stress management programs Conducting stress management programs at organizational level, with the objective of creating awareness about stress and making employees to learn stress management techniques. Physical activities planned in job design The body can release stress, better through physical exertion, as physicians were suggesting, indulging any kind of physical activity is recommended while job design.

CONCLUSION

Stress can make an individual productive and constructive when it is identified and well managed. In times of great stress or adversity, it's always best to keep busy, to plow anger and energy into something positive. Positive attitude and meditation will be helpful for coping the stress. Stress can be minimized if companies take the right steps. Stress-free employees perform better, work harder, feel happier and have a long term commitment to the organization as compared to their counterparts. Having broader perspective of life will definitely change the perception of stress. Let us hope that we will be successful in making distress into eustress for our healthy lifestyle as well as organizational well being.

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