



A STUDY ON STRESS RELATED PROBLEMS AMONG THE EMPLOYEES

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Abstract: *Man is a Social Animal Man being the member of society is generally defined in terms of his Social roles and obligations and the type of work activities he is involved in. This definition of Man in terms of his work or his work related activities is not something of recent origin. Both in the west and in the East, for hundreds of years the dominating theme of classification and stratification in Society has been work and Job One's status or station in life has been intimately linked with his calling. A role may be defined "As a totality of formal tasks, in formal tasks and acts as recognized by the Individual". The human being when he opts to associate himself with an organization enters into the relationship with certain needs of his own. To achieve the organizational goals, therefore, it becomes necessary to integrate the Individual with the organization. A respectable job is no protection against the stress life in the Business world today. Stress arises when an Employee is unable to meet with external Demands Expectations and or internal needs/aspirations. Big events do not Stress us as much as the constant petty annoyances of everyday life. Stress is "Perception" It is the demands that are imposed upon because there are too many alternatives, too many choices. Stress is caused by being conscientious hard working. It is "being willing to labor under the pressure of deadlines". It is being strong enough to face up to resolving difficult business problems and naturally. It is also rampant in the mere of complex interpersonal Business relationships.*

I. DEFINITION

Stress can be defined as "a dynamic condition in which an individual is confronted with an opportunity, constraint, or demand related to what he or she desires for which the outcome is perceived to both uncertain and important" ----- Prof. Robbins

Stress is not necessarily bad in and of itself. While stress is typically discussed in a negative context it has a positive value. It is an opportunity when it offers potential gain. More typically, stress is associated with CONSTRAINTS AND DEMANDS. Constraints prevent you from doing what you desire. Demands refers to the loss of something desired. Two conditions are necessary for potential stress to become actual stress. There must be un-certainty over the outcome and the outcome must be important. Regard less of the conditions. It is only when there is doubt or uncertainty regarding whether the opportunity will be sized. The constraint removed or the loss avoided that there is stress.

According to IVANCEVICH AND GIBSON stress can be defined in four different ways.

1. STIMULUS DEFINITION:

Stress is the force acting on the Individual that results in a response of strain where strain is pressure or deformation. However this definition fails to recognize that two people subjected to the same stress may show far different levels of strain.

2. RESPONSE DEFINITION:

Stress is the Physiological or Psychological response of an individual to an environmental stressor, where a stressor is an external event or situation that is potentially harmful. Here, stress is viewed as an internal response. This definition fails to enable any one to predict the nature of the stress response or even whether there will be stress response.

3. STIMULUS-RESPONSE DEFINITION:

Stress is the consequence of the interaction between an environmental stimulus and the response of the Individual. Stress as per this version, is the result of a unique interaction between stimulus conditions in the environment and the individuals predisposition to respond in a certain manner.

4. A WORKING DEFINITION:

Stress is an adaptive response mediated by individual differences and or psychological Processes that is a consequence of any external environmental action situation or Event that places excessive Psychological and or Physical Demands on a person.

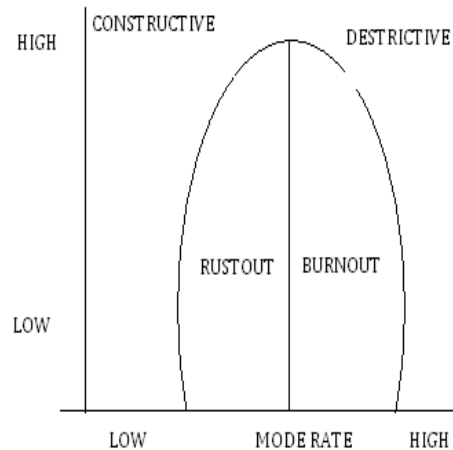
Stress is highest for those individuals who perceive that they are un-certain as to whether they will win or lose and lowest for those individuals who think that winning or losing is a certainty. But importance is also critical. If winning or losing is an unimportant outcome, there is no stress.

II. CLASSIFICATION OF STRESS

Actually stress can be classified into two ways.

- (1) CONSTRUCTIVE STRESS
- (2) DESTRUCTIVE STRESS.

Constructive stress (EUSTRESS as it is sometimes called) acts in a positive manner for the individual and the organization. Ex:- Winning a contest, falling in Love. Eustress can indicate a situation where the individual is in balance or within tolerable limits. This can be depicted through a figure as follows.



The figure shows that low to moderate stress can increase effort, stimulate creativity and encourage diligence in one's work. It can be equated with tension that causes you to work hard before exams, pay attention in class and complete projects and assignments on time. The same positive results of stress can be found in the work place.

DESTRUCTIVE STRESS (DISTRESS) is not healthy for the individual and / or organization. Distress would indicate effects that are out of balance or outside the tolerance limits. Excessive stress may lead to overload and break down a person's physical and mental systems. Performance can suffer as people experience illness brought on by very intense stress and or react to high stress through absenteeism, turnover, errors, accidents and dissatisfaction and reduced performance.

Managers seek the positive performance edge provided by constructive stress. At the same time. They must also pay attention to destructive stress and its likely impact on people and work performance in a negative way.

III. SOURCES AND SYMPTOMS OF STRESS

The stress reaction is a coordinated chemical mobilization of the entire human body to meet the requirements of Life and Death, struggle or of a rapid escape from the situation. The intensity of the stress reaction depends on the brain's perception of the Severity of the situation.

The term pressure refers to those features of a situation that may be problematic for the individual and that amount to demands for adoption of some kind. Stress on the other hand refers to specific set of Bio-chemical condition within the person's body conditions that reflect the body's attempt to make the adjustment. In short, PRESSURE IS IN THE SITUATION. STRESS IS IN THE PERSON.

Three sets of factors –

- (1) ENVIRONMENTAL
- (2) ORGANIZATIONAL
- (3) INDIVIDUAL

IV. NEED FOR THE STUDY

Transigent to the introduction of information technology the world has become so small and the intention of the Government as well as State Bank of India particularly is to bring banking facilities to the threshold of the common man. In view of the fact the state bank of India is intending to use information technology as the basic platform to provide as many. Facilities as possible such as debit cards, credit cards. Online banking, card to card transactions and value added services. The success of any organization depends on how best it reduces the cost this implies cost reduction needs to profit maximization, by using minimum personnel the bank is contemplating to earn maximum profit without compromising the quality service to the customer. Hence the need has arisen to study this stress levels.

V. SCOPE OF THE STUDY

In view of the fact the government of India is giving utmost importance for the development of banking sector on the platform of information technology India is biggest country and it is difficult task to provide banking facilities to each and every citizen on other hand the government is contemplating to reduce currency notes and develop plastic money hence the scope of banking sector is increasing day by day and at the same time many number of employees are going to retire shortly as such there is a shortage of man power in banking sector consequently the stress levels of existing employees is increasing. This causes a lot of concerns on the health of employees hence there is scope for to study how the stress levels are damaging the performance of existing bank employees and necessary steps are to be initiated to reduce stress levels

VI. OBJECTIVES OF THE STUDY

The main objective of study is

1. To examine the causes of stress
2. Study the factors causing stress among bank employees
3. To review the role of information technology in banks
4. To study the impact of policies of state bank of India
5. To examine the views and attitudes of bank employees about the work culture
6. To suggest measures for the reduction of stress among the bank employees

VII. METHODOLOGY OF THE STUDY

Information for the present study will be collected from both primary and secondary sources

PRIMARY DATA

First hand information will be collected by conducting personal interview with employees, middle level and top level management and union leaders. An effort will be made to elicit opinions of the bank employees about the work culture for this purpose a questionnaire will be circulated and all the branches of state bank of India in Guntur district will be collected.

SECONDARY DATA

Secondary data will be collected from the records, health schemes and by the state bank of India to its employees and other relevant documentary material general information will be collected from the various libraries.

SAMPLE SIZE

The sample size is 1000 employees

VIII. SAMPLE TECHNIQUE

MASLOCH JACKSON Technique will be used, basically this personalization emotional exertion (EE), reduced personal accomplishment (RPA) and depersonalization (DP)

DP reflects for measuring job induced tension which is viewed as “the existence of tension and pressures growing out of job requirements including possible outcomes in terms of feelings or physical symptoms like tiredness , stiffness, weakness, irritation problems the scale will be prepared on seven points. The house and rezzo scale comprising of seven items if it is true is equal to 2, false is equal to 1

EE reflects feelings of being depleted of energy and drained due to exertive physiological demands.

RPA in characterized by attributions of inefficiency reduced motivations and low esteem

TRUE = 2

FALSE = 1

IX. HYPOTHESIS

The hypothesis of the study is

1. The bank work culture is not having any relation to stress level
2. Information technology is causing stress level
3. The policies of bank are causing or increasing stress levels in terms of

A) PHYSIOLOGICAL

B) PHSYCHOLOGICAL

C) BEHAVIOURAL

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