CHAPTER- I

Introduction

Modern living has brought with it, only innumerable means of comfort, but also a plethora of demands that tax human body and mind. Now-a-days everyone talks about stress. It is cutting across all socio-economic group of population and becoming the great leveler. Not only just executives with high pressure are its key victims but it also includes labourers, slum-dwellers, working women, businessman, professionals and even children. Stress is an inevitable and unavoidable component of life due to increasing complexities and competitiveness in living standards. Thus in modern life, stress is general and job stress in particular has become a part of the life and has received considerable attention in recent years. Every individual is subject to stress either knowingly or unknowingly.

Stress has been defined in different ways over the years. Originally, it was conceived of as pressure from the environment then as strain within the person. Stress can undermine the attainment of goals both for individual and for organizations. The consequence of stress is in general dangerous to any organization. Stress leads to dysfunctional outcomes like job related tension, job dissatisfaction, lower performance etc.

During the last decade the banking sector had undergone rapid and striking changes like policy changes due to globalization, liberalization and increased competition due to the entry of more and more private and public sector banks, introduction of new technologies, downsizing etc. These changes lead to high level of stress among the bank managers.

Considering role stress as a debilitating syndrome, this study has been undertaken with an aim to systematically investigate the factors causing role stress among bank professionals. With
this aim the study makes an effort to identify the cause of role stress experienced by the managers of public and private banking sector.

**STATEMENT OF PROBLEM**

Globalization, privatization policies and technological revolution in all walks of life has drastically changed conventional pattern in all sectors. The banking sector is of no exemption. In India 1990s saw radical policy changes with regarding to fiscal deficit and structural changes to cope with the new order of world economy. These changes are more pronounced in the banking sector. These changes are the result of banking deregulation, new competitive pressure, technological innovation in communications and information process. Bank management must react to these changes if it wants to sustain in business and avoid the pains of distress or outright failure. Management responses to cope these changes are diverse. It ranges from re-engineering, rationalization of branches and business lines, increased working hours, staff education, sometimes retrenchment and complete re-organization. Bank workers who are victims of management’s measures are equally susceptible to stress. It is therefore important that both bank workers and management should be well acquainted with an important issue that affect not only the workers effectiveness at the workplace, but also their life in general. Hence there is a need for the study of the impact of stress and coping strategies for bank mangers.

**SCOPE OF THE STUDY**

Vellore District is situated 12°35′ North and 79°9′ East, having 10 taluks, has a very interesting history of its own. The history of the district assumes a great significance and relevance, as we unfold the glorious past. The District provides enough scope for the development and growth of industries engaged in Chemicals, Food processing, Sugar/Jaggery production, Synthetic Fiber, Fertilizer production, Textiles, Garments, Steel castings and Auto bearing production, mills and rice mills, leather and leather based products belong to the traditional category. Vellore visit is one of the recommended industrial tours. Leather and Leather based industries are dominant in Vellore district. Vellore District accounts for more than 37% of the
country’s total Export from Leather and Leather related products such as finished leathers, shoe uppers, garments, gloves and so on. Other industrial attraction in Vellore are the numerous medium range and large scale industries like, BHEL, EID parry, Tirumalai chemicals, SAME-DEUTZ, TVS-Brakes India, Mitsubishi, Greaves Cotton, MRF, Kramski stamping and Molding India Private Ltd., RSL Industries Ltd, Farida Shoes Ltd., etc.

There are 12,396 micro and small Enterprises in Vellore District. This sector occupies an important position in the industrial economy of the nation. Because of the advantage in terms of low investment and this sector provides large scale employment opportunity, these micro and small scale enterprises are dispersed in rural and semi urban areas preventing migration to big cities. Vellore District has 319 banks including private and public. The banking sector is the source to generate finance for the large scale and small scale industries in this district. The bank mangers play vital role to assist every kind of industries. The bank mangers and staff become the prey of stress for the following reasons; they are; overload, role ambiguity, role conflict, customer’s general responsibility, lack of feedback, organizational structure, introduction of technological changes, family imbalance and work pressure etc. the above affect the social, economical and psychological domains of the bank managers and their. Job stress lead to poor health and even injury. Stressed managers become unhealthy, poorly motivate, less productive and lesser safe at workplace. Employers cannot protect workers from stress arising out of work, but they can protect those providing strategies to reduce the stress. Stress is not only a cancer to the organisation but also for the staff. The following study throws light on the pathogenesis of various problems related to occupational stress among bank managers. This study is drawn up to assess the extent of stress experienced by the managers and the position managers in the private and public sector banks.
OBJECTIVES

1. To study the demographic, socio-economic conditions of the bank managers.
2. To analyse the impact of work stress on managers in highly complex job.
3. To examine the work stress impact towards the bank managers out of work pressure.
4. To investigate the impact of stress towards the family.
5. To identify the symptoms of stress and different techniques to reduce job-related stress.
6. To examine the strategies to manage the work stress among the bank managers.

HYPOTHESES

1. There is no significant relationship between public and private sector bank employee’s demographic and socio economic profiles.
2. There is no significant relationship between the work stress in a highly complex job of public and private bank managers.
3. There is no significant relationship between the work stress and the work pressure of public and private bank managers.
4. There is no significant relationship between the work stress and the family balance of public and private bank managers.
5. There is no significant correlation between the work stress and a particular type of symptom in public and private bank managers.

METHODOLOGY

The main aim of this study is to scan the factors influencing job stress. In banking sector the major changes in recent times have had a substantial impact on workers, leading to negative effects on their work performance and personal lives. In this regard this section deals with the exploratory and cross sectional study. A list of public and private banks in particular located in the northern part of Tamil Nadu in Vellore district was drawn out for this research. It includes 10 taluk. The sample population for this
research includes 310 employees of public and private bank from managerial to middle cadres level. The sample consisting of 111 from private sector banks and 199 from public sector banks. The sample population for the study has been chosen on the basis of convenient random sampling technique. Only male staff (managers) considered in this research. Here public banks mean government banks and private banks are those which are not under the control of government but they are owned by private parties.

**STUDY DESIGN;**

To establish the highest degree of reliability on the impact of stress experienced by public and private bank managers in vellore District of Tamil Nadu. A pilot study was conducted to ensure the content validity and reliability of research which included 45 statements having the five-point linkert scale ranging from strongly agree to strongly Disagree, distributed to the 50 bank managers in Vellore District. The correlation of random split-halves for interval consistency ranged from 0.80 to 0.90. This result suggest that the instruments are reliable to be used for this study.

**INSTRUMENT USED FOR DATA COLLECTION.**

Primary data were collected through administration of questionnaires following random sampling procedure. The questionnaire was consisting of five parts. Part A deals Work stress impact on highly complex job, Part B deals with impact of work stress due to varied responses of their work performance and work pressure, Part C deals with Work stress impact on family, part D deals with symptoms of stress and part E deals with stress solution strategies. By scanning the literature of Stress, a questionnaire consisting of 45 variables has been used for the data collection process.

**Statistical Methods**

Methodology is a way to systematically solve the research problem. It may be understood that research is a scientific study. For this study the various methodologies are generally considered to determine the research problems. In this study the analysis consists of descriptive,
inferential Percentage analysis, t-test, F-test, ANOVA, standard deviation and Mean Deviation, Chi-square and structural equation model confirmatory factor analysis. The above important parametric and Non parametric tests are used to analyse the data by the researcher.

**Limitation of the study**

Due to short period of time, only vellore District of Tamil Nadu has been taken for this research study and all the other districts have not been considered.

This study has examined the impact of stress on the basis of four dimensions and not considered dimensions like administrative and policy related stress among the bank managers.

This study considers only questionnaire method. It is suggested that case study method can also be used for substantial findings in the study.

**CHAPTER ARRANGEMENT**

Following this introductory chapter the second chapter brings out a review of earlier studies both by Indian and western authors have been presented.

The third chapter presents a comprehensive theoretical framework of factors influencing stress and coping strategies.

The fourth chapter describes the profile of banking industry.

The fifth chapter is designed to present technical analysis and interpretation of data relating to the employees working in banking Industry

The sixth chapter is concluding one, which summarizes the findings of the study and gives conclusion of the study.