CHAPTER I

INTRODUCTION

The effectiveness of any organisation depends upon its competitive and talented work force. Economic liberalisation has led to the emergence of knowledge based organisation. The successful outcome of any organisation depends on the performance of its employees. These factors can be related to work or family or both. In today’s competitive and changing organisations, stress has become an important and influential factor. The relationship between personal and professional life can better be accomplished through better management of stress which in turn will help to accomplish Work-Life Balance.

Work life balance is the prioritization between “work” (career and ambition) on the one hand and “life” (pleasure, leisure’ family and spiritual development) on the other. Work-life balance has important consequences on employee attitude towards the organisation, as well as on the lives of employees. A balance between work and life should exist.

STATEMENT OF THE PROBLEM

Human resource management is a process of bringing employees and organisation together so that the goals are met. It tries to secure the best from employees by winning their wholehearted co-operation. It is the art of procuring, developing and maintaining competent workforce to achieve the goal of an organisation in an effective and efficient manner.

Banks are the heart of the financial system. Banks are one of the important instrument for national development and also for removal of inter regional
disparities. Today more women are working in the public sector banks. They have to overcome stress and balance family and work. Hence the study was taken to highlight the impact of work life balance and stress management among women employees in public sector banks.

NEED AND IMPORTANCE OF THE STUDY

The present study intends to identify the major causes and remedies of work-life conflict that a working women face in the current scenario. Stress in the workplace is a commonality throughout the world and is prevalent in each and every business. Managing stress becomes vital in order to improve job performance as well as maintain good relationship with co-workers and employers. Changing the work environment relieves work stress. Making the environment less competitive decreases some amount of stress. However, each person is different and some people perform better in a competitive and stressful and challenging environment.

SCOPE OF THE STUDY

This study was aimed at understanding the causes of stress, stress outcomes and coping strategies of stress of women employees working in public sector banks. This study enables to find the impact of work life balance and stress management among women employees in public sector banks.

RESEARCH GAP

Review of literature pertaining to stress, causes of stress, stress outcomes, coping strategies of stress and work life balance revealed that many studies were conducted separately on stress and work life balance but not on work life balance and stress management together. Hence this research gap was identified
to study the impact of work life balance on stress management among women employees in public sector banks.

**OBJECTIVES OF THE STUDY**

1. To study personal and organisational details of employees in public sector banks.
2. To identify causes, outcomes and coping strategies of stress prevailing among the employees.
3. To study work life balance of women employees in the public sector banks.
4. To find the influence of stress on work life balance of women employees in the public sector banks.
5. To offer suggestions and remedies to reduce stress from work environment and balance to work life.

**HYPOTHESIS**

1. There is no significant difference among the factors of causes, outcomes and coping strategies of stress prevailing among women employees working in public sector banks.
2. There is no significant difference among the factors of work life balance among women employees working in public sector banks.
3. There is no association between personal and organisational details of employees and factors of causes, outcomes and coping strategies of stress and work life balance.
4. There is no influence of stress on work life balance of women employees in the public sector banks.
RESEARCH METHODOLOGY

This is a descriptive and analytical study based on primary data collected from various customer groups in Chennai through well structured questionnaire and stratified sampling was adopted to obtain the response from the respondents in the study area. This study was conducted in two stages i.e. with a preliminary pilot study followed by the main study. The secondary data were collected from journals, magazines, publications, reports, books, dailies, periodicals, articles, research papers, websites, company publications, manuals and booklets.

STUDY AREA

The study area taken up by the researcher was Chennai city. It consists of 15 Zones. The period of the study is confined to March 2012 to March 2018.

PILOT STUDY

A pilot study was conducted to ensure the validity of the questionnaire and to confirm the feasibility of the study. The pilot study was conducted with a sample of 100 respondents covering all the 15 public sector banks in Chennai City. The statements included in the questionnaire were subjected to the test of reliability using Cronbach’s Alpha Criterion. The reliability of the scale estimated by Cronbach’s Alpha was 0.611 which may be considered as adequate reliability. In the light of experience gained, the questionnaire was modified suitably for final study.

SAMPLING METHODOLOGY

The study area comprises 15 public sector banks in various zones of Chennai city and the following sampling procedure was adopted. Questionnaires were distributed to women employees working in public sector banks like State
Bank of India, Indian Overseas Bank, Indian Bank, Canara Bank, Punjab National Bank, Allahabad Bank, Bank of India, Bank of Baroda, Andhra Bank, Union Bank, Syndicate Bank, Vijaya Bank, Central Bank of India, UCO Bank and Dena Bank in various zones in Chennai as shown below

<table>
<thead>
<tr>
<th>Zones in Chennai city</th>
<th>No. of Questionnaire circulated</th>
<th>No. of Questionnaire collected</th>
<th>No. of Questionnaires used for study</th>
</tr>
</thead>
<tbody>
<tr>
<td>Thiruvotriyur</td>
<td>60</td>
<td>58</td>
<td>55</td>
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<tr>
<td>Manali</td>
<td>60</td>
<td>60</td>
<td>55</td>
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<tr>
<td>Madhavaram</td>
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<td>50</td>
<td>47</td>
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<tr>
<td>Tondiarpet</td>
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<tr>
<td>Royapuram</td>
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<td>35</td>
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<tr>
<td>Thiru.VK.Nagar</td>
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<td>27</td>
<td>26</td>
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<tr>
<td>Ambattur</td>
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<td>30</td>
<td>29</td>
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<tr>
<td>Anna nagar</td>
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<td>27</td>
<td>27</td>
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<tr>
<td>Teynampet</td>
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<td>18</td>
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<tr>
<td>Kodambakkam</td>
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<td>Valasaravakkam</td>
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<tr>
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<td>Adyar</td>
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<tr>
<td>Perungudi</td>
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<td>25</td>
<td>25</td>
</tr>
<tr>
<td>Sholinganallur</td>
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<td>28</td>
<td>28</td>
</tr>
<tr>
<td>Districts</td>
<td>580</td>
<td>542</td>
<td>523</td>
</tr>
</tbody>
</table>

**QUESTIONNAIRE DESIGN**

The questionnaire consists of 6 parts. Part I consists of personal details of the employees. Part II was designed to know the organisational details of women employees. Part III was designed to know the causes of stress of women employees.
Part IV deals with stress outcomes in the working place. Part V was designed to know the coping strategies of stress and Part VI deals with perception of women employees as regards work life balance.

The questionnaire contained both multiple choice questions as well as in Likert’s 5 point scale. The Likert’s scale ranged from 5 strongly agree to 1 strongly disagree. The respondents took a period of 15 days to 30 days to return the completed filled-in questionnaire.

STATISTICAL TOOLS

The primary data collected from employees was analysed using V-20 (Statistical package for Social Sciences) to obtain the results concerning the objectives of the study. Percentage analysis, Factor analysis, Cluster analysis, Chi square test, Multiple Regression and t-test Ranking analysis were applied for analysing the responses of employees.

FRAME WORK OF ANALYSIS

The Primary data collected was analysed statistically with help of statistical tools.

1. Simple percentage analysis was applied to find the demographic and organisational details of women employees working in public sector banks

2. Factor Analysis was used to identify the predominant factors responsible for causes, stress outcomes and coping strategies of stress and work life balance among women employees working in public sector banks.
3. K-means Cluster Analysis was used to group employees based on their perception as regards causes, stress outcomes and coping strategies of stress and work life balance among women employees working in public sector banks.

4. Chi square test was applied to find out the association between demographic and organisational details and causes of stress, stress outcomes and coping strategies of stress and work life balance among women employees working in public sector banks.

5. Linear multiple regression analysis was used to find the relationship between causes, stress outcomes and coping strategies of stress and work life balance among women employees working in public sector banks.

6. ‘t’ test ranking analysis was used identify the ranking of perceptions of women employees as regards causes, stress outcomes and coping strategies of stress and work life balance.

LIMITATIONS OF THE STUDY

The study is not free from limitations. Primary data had been collected through questionnaire and the results of the study suffer from the limitations of such instruments of data collection. Adequate representation had been given only to Chennai but not for all districts of Tamilnadu. The study covered only 15 public sector banks in Chennai City. There can be other factors that influence causes, stress outcomes and coping strategies of stress and work life balance among women employees working in public sector banks.
CHAPTERISATION

Chapter I

Introductory chapter deals with the statement of the problem, need and importance of the study, methodology, sample description, and limitations of the study.

Chapter II

The second chapter contains the review of literature relevant to the present study

Chapter III

Third chapter deals with conceptual framework

Chapter IV Analysis and interpretation of data I

Simple percentage analysis was used for analyzing the demographic and organizational details of bank employees. Factor analysis was used to identify the predominant factors responsible for causes of stress and stress outcomes among women employees working in public sector banks. t-test was used to rank the women employees as regards causes of stress and stress outcome factors. K-means Cluster analysis was used to group the employees according their perceptions as regards causes of stress and stress outcome factors. Association between the causes of stress, stress outcomes and demographic and organizational details of women employees in public sector banks was found using Chi square analysis.
Chapter V Analysis and interpretation of data II

Factor analysis was used to identify the predominant factors responsible for coping strategies of stress and work life balance among women employees working in public sector banks. t-test was used to rank the women employees as regards coping strategies of stress and work life balance factors. K-means Cluster analysis was used to group the employees according their perceptions as regards coping strategies of stress and work life balance factors. Association between the coping strategies of stress, work life balance factors and demographic and organizational details of women employees in public sector banks was found using Chi square analysis. Linear multiple regression analysis was used to find the relationship between causes, stress outcomes and coping strategies of stress and work life balance among women employees working in public sector banks.

Chapter VI

It deals with summary of all results obtained through statistical analysis to arrive at conclusions.

Chapter VII

It deals with conclusion scope for further study and suggestions.