

## A Study on Stress Management of Employment in ICICI Bank

**Aneesh S**

Full Time Research Scholar in Commerce (Reg No-17213161011045) Scott Christian College, Nagercoil, Tamil Nadu, India

### Abstract

The creation of the technological revolution in all walks of lifestyles coupled with globalization, privatization policies has substantially modified traditional styles in all sectors. The banking region is of no exemption. The radical policy changes with regarding monetary deficit and structural changes in India, to put together her to cope with the new financial international order. Globalization and privatization led guidelines forced the banking sector to reform and adjust to having an aggressive area to deal with multinationals led environment. The implications of the above-stated modifications have affected the social, economic and mental domains of the bank employees and their members of the family. Evidence from present literature states that extra than 60% of the financial institution personnel have one or other hassle without delay or indirectly related to these drastic adjustments. The psychosocial properly being of an employee is very crucial to have an effective paintings force. The productivity of the paintings force determines the fulfillment of an organization. In an age of rather dynamic and aggressive global, financial institution employees are uncovered to all styles of stressors that could have an effect on them on all components of lifestyles. In this context, the researcher has undertaken a take a look at to find out the reasons of stress the various financial institution employees of ICICI bank in Kerala. The researcher has used descriptive cum diagnostic design. Techniques such as Correlation, t take a look at, one manner ANOVA become used to analyze the information. Seventy-five respondents were chosen for the observe and it culminates that pressure from the company is greater than the organization and person stress for the personnel of ICICI banks in Kerala.

**KEYWORDS:** Banking region, Bank Employee, occupational strain, causes of stress, attributes, tasks Levels of pressure

### INTRODUCTION

There exist a drastic exchange in the banking region because of the war to acquire annual credit off take the goal, this has led our personnel to pressure which has become a totally not unusual phrase at the disposal of anyone. The word stress is derived from the Latin term "Stringers" because of this, "to draw tight". Stress is a complicated phenomenon. It could be very subjective enjoy. What can be a challenge for one might be a stressor for any other? It depends in large part on heritage stories, temperament, and environmental conditions. Stress is part of life and is generated by constantly converting conditions that a person should face. The term pressure refers to an inner state, which ends from frustrating or unsatisfying conditions. A sure level of strain is unavoidable. When the needs on the person exceed functionality and adjustment assets, strain happens. Stress isn't like anxiety, which is the nation uncertainty. It is likewise special from agitation, which is the bodily part of the tension. Stress additionally differs from frustration, which is blocks purpose attainment.

Stress is stress situation inflicting trouble. It is an internal phenomenon and mental mindset. If the pressure is the condiment pressure is the salt and if there is the

imbalance in condiment the end result is importable. Stress is normally believed to have deleterious results on health and overall performance. However, a minimum level of pressure is essential for powerful functioning and top overall performance. It is the character response to stress which makes all of the variations whether something is felt to be strain aren't depends on the individual point of view.

Occupational stress can be defined as the dangerous bodily and emotional responses that arise when the necessities of the activity do not suit the capabilities, assets, or wishes of the worker. Job stress can result in negative health and even harm. The idea of occupational strain is frequently careworn with a task, however, these ideas aren't the same. Challenge energizes us psychologically and physically, and it motivates us to research new talents and master our occupations. When an undertaking is met, we sense comfy and glad.

Challenge is a vital component for healthful and productive paintings. The importance of mission in our work lives is probably what people are relating to while they say, "a little bit of stress is ideal for you. Occupational stress is that which derives specifically from situations within the paintings region. These may both reason stress first of all or irritate the stress already present from different resources. In now a days's regular administrative center, stress is visible as becoming an increasing number of not unusual. People seem like running longer hours, taking up a better stage of responsibilities and exerting themselves even extra strenuously to satisfy growing expectations about Occupational performance. Competition is sharp. There is always a person else equipped to "step into one's shoes" need to one be found trying. The researcher has made a study of the occupational strain of the ICICI bank employees in Kerala.

### **Review of Literature**

Ayyappan, M.Sakthi Vadivel (2015) discuss stress management is getting increasingly more attention nowadays, in particular in the monetary sectors. There is not any such component like stress- unfastened activity. Every one of their work is exposed to tension and anxiety as they get through the obligations assigned to them. Banking industry that's the backbone of the U.S financial system isn't always an exceptional one. The job nature of banking employees is very tedious because it involves the direct patron interplay in all ranges. Therefore, this takes a look at targets to analyze the level of pressure confronted by financial institution employees who're underneath one of a kind categories from both public and personal sectors of decided on banks, which resides in Kerala.

Enekwe, Chinedu Innocent (2016) in there have a look at narrates that pressure is regularly termed as twentieth-century syndrome born out of guy's race closer to cutting-edge progress and it's making sure complexities. At one point or the other, absolutely everyone suffers from pressure. Stress has emerged as a part of the everyday living of each man or woman. On the one side, stress provides the means to explicit abilities and energies, and pursue happiness; while on the opposite it may also purpose exhaustion and infection, both physical or psychological. This paper has been designed to study the pressure management techniques of financial institution personnel in banking enterprise. A try has been made to find out the connection between the lady and male coping mechanisms at some point of strain. The researcher makes use of gender and sections in determining his decisions. The descriptive statistical, evaluation of variance (ANOVA) and ANOVA statistical method in checking out the relationship amongst variables. The end result shows that male and lady financial institution employees will not appreciably cope with strain management strategies in a banking enterprise. It additionally suggests that male and

woman bankers were observed now not to vary substantially on their stress management technique and that stress control is not gender sensitive or gender-centric. The researcher recommends that training, overall computerization and others to allow financial institution employees "cope-up with the pressure in the work locations. In addition, the pressure control strategies work fine whilst they're used regularly, not simply while the stress is on understanding a way to de-pressure and doing it whilst things are fairly, calm can help one get thru difficult situation that could arise.

Chitra and Mahalakshmi (2017) of their examine makes it clear that strain is a physical, intellectual, or emotional reaction to occasions that cause physical or mental anxiety. Simply, stress is any outside pressure or occasion that has an effect on our body or mind. Banking, like different services, has become one of the highly competitive sectors in India. The banking groups, on an account, that the beginning of this decade had been facing greater demanding situations in phrases of technological revolution, carrier diversification, and global banking. Stress is unavoidable at the part of the employees as the systems, methods; techniques are becoming complex with using improve technology. No employee can cope with such fast adjustments taking vicinity in the jobs. This will result in springing up of pressure among personnel. A try has been made thru this research paper to realize the motives of strain a few of the financial institution employees and the methods utilized by personnel to address the strain generated at the workplace. It is found that most range of employees in the financial institution's stays in pressure. Majority of employees try and find a solution to relieve them from stress.

### **Objectives of the Study**

1. To examine character stress, group pressure and organizational pressure inside the content of activity as experienced by way of the employees of ICICI financial institution in Kerala

### **Hypotheses**

1. There is an association with appreciate to age and organizational pressure.
2. There is the affiliation with recognizing to month-to-month earnings and organizational pressure.
3. There is enormous distinction with appreciate to marital repute and individual stress in addition to organizational stress
4. There is a great distinction with appreciate to education and group pressure as well as organizational stress

### **Research Design**

In the present study, the researcher has attempted to investigate the strain among workers in ICICI financial institution in Kerala. The investigator has also tried to investigate the affiliation among variables and to the cerements the frequency with which the extraordinary variables are associated. Hence, for this look at descriptive cum diagnostic layout became used.

### **Nature and Source of Data/Information**

The researcher made use of the questionnaire to acquire facts from the respondents. Respondents for this have a look at were seventy five personnel of ICICI banks in Kerala. This questionnaire become used to locate the demographic of the respondent and their stress degree for my part, in organizations and within the business enterprise

### **Sample and Sampling method**

A possibility sampling layout turned into used, based totally at the approach of Simple random sampling. Probability sampling designs contain factors of

randomization and assure every ability respondent has the same risk of collaborating in the studies. Some of the gains of utilizing probability sampling lay in the truth that high generalizability, producing impartial estimator of the population mean and appropriate for trying out of hypotheses. Job delight is a phenomenon, that's lived and skilled daily by means of financial institution employees, male or lady, skilled or much less experienced, when they interact with their colleagues, for that reason, the most proper sampling technique to get adequate pattern representative for this research is simple random sampling. The population of the exam is composed of ICICI banks in Kerala consisting of seventy-five employees.

**Discussion**

The facts have been analyzed with assist of SPSS, Karl Pearson Correlation, T take a look at and One way ANOVA take a look at were used to locate the affiliation among age, monthly earnings, gender, marital status and education with individual, organization and organizational stress.

**Table No. – 1 Association between age and organizational stress**

Variables	Correlation Coefficient	Statistical Significance
Age and Organizational Stress	0.300	P < 0.05 Significant

Source: Primary Data

It is inferred that there is association between respondent's age and the organizational stress. The Karl Pearson Correlation test reveals the result as 0.300, which is greater than the P Value of 0.05, and it is clear that there is positive association between the age and organizational stress

**Table No. – 2 Association between monthly income and organizational stress**

Variables	Correlation Coefficient	Statistical Significance
Monthly income and Organizational Stress	0.427	P < 0.05 Significant

Source: Primary Data

It is inferred that there is association between respondent's monthly income and the organizational stress. The Karl Pearson Correlation test reveals the result as 0.427 which is greater than the P Value of 0.05 and it is clear that there is positive association between the monthly income and organizational stress.

**Table No. – 3 Significant Difference With Respect To Marital Status And Individual Stress As Well As Organizational Stress**

S.No.	Marital Status	X	S.D.	Statistical Inference
-------	----------------	---	------	-----------------------

1.	Individual Stressor Married Unmarried	64.9821 58.0526	7.88898 6.46764	t = 3.451 P < 0.05 Significant
2.	Organizational Stressors Married Unmarried	38.4286 35.1579	6.85660 3.65549	t = 2.633 P < 0.05 Significant

Source: Primary Data

➤ An independent-sample t-test was conducted to compare individual stressor and marital status of the respondents. There was significant difference in the Married (M=64.9821, SD=7.88898) and Unmarried (M=58.5026, SD=6.46764) conditions; t (73) = 3.451 p = 0.001. These results suggest there are statistically significant difference between the marital status of the respondent and individual stressors.

➤ An independent-sample t-test was conducted to compare organizational stressors and marital status of the respondent. There was significant difference in the Married (M=38.4286, SD=6.8660) and Unmarried (M=35.1579, SD=3.65549) conditions; t (73) = 2.633, p = .011. These results suggest there are statistically significant differences between the marital status of the respondent and organizational stressors.

It is obvious that the marital status of the respondents do affect the stress level of the individual and organization

**Table No. – 4 significant difference with respect to education and group stress as well as organizational stress**

S.No.	Occupational Stress	Sum Of Squares	Df	Mean Square	Mean	Statistical Inference
1.	Group Stressor Between groups Within groups	98.680 1198.467	2 72	49.340 16.645	G1=25.000 G2=29.350 G3=29.766	F = 2.964 P < 0.05 Significant
2.	Organizational Stressors Between groups Within groups	334.058 2643.942	2 72	167.029 36.721	G1=36.800 G2=35.772 G3=40.166	F = 4.549 P < 0.05 Significant

Source: Primary Data

➤ Concerning the group stress there was significant effect of group stress at the p< 0.05 level for the three conditions [F(2, 72) = 2.96, p = 0.05]. Post

hoc comparisons using the Tukey HSD test indicated that the mean score for the up to plus two ( $M = 25.00$ ,  $SD = 5.95$ ) was not much significantly different than the under graduates ( $M = 29.35$ ,  $SD = 4.12$ ) and the postgraduates ( $M = 29.76$ ,  $SD = 3.68$ ) Taken together, these results suggest that educational qualification do have an effect on group stress.

- Pertaining to organizational stress there was significant effect of organizational stress at the  $p < .05$  level for the three conditions [ $F(2, 72) = 4.54$ ,  $p = 0.01$ ]. Post hoc comparisons using the Tukey HSD test indicated that the mean score for the up to plus two ( $M = 38.80$ ,  $SD = 1.78$ ) was not much significantly different than the under graduates ( $M = 35.77$ ,  $SD = 5.38$ ) whereas the post graduates ( $M = 29.76$ ,  $SD = 3.68$ ) significantly differ than under graduates and those who have done up to plus two. Taken together, these results suggest that educational qualification do have an effect on organizational stress.

### Suggestion

Educational qualifications do have a more effect on the different level of the group and organizational strain. From the above statistics, it's far vivid that age does have an affiliation with organizational strain because the youngster is capable of cope up with stress however the senior coming from extraordinary life fashion aren't capable of dealing with the strain given by the agency. The same is true with month-to-month profits right here the decrease level earner has less stress whilst in comparison to the better stage earner as the deadlines are many for them and accordingly, they undergo organizational strain.

One greater exciting function of the have a look at is the stress stage of marital repute is from each the organization and the employer since the married character has more duty than the unmarried does. The stress isn't most effective from the agency however also from the institution as they should make both ends meet. It also holds excellent for educational qualification both organization and organizational stress are significant as the qualified man or woman is able to manipulate the strain that arises from both organization and organization, however, the unqualified fails to manage up with the pressure.

### CONCLUSION

The productivity of the paintings force is the maximum decisive issue as ways because the achievement of a business enterprise is concerned. The productivity in flip is depending on the psychosocial properly being of the employees. In an age of noticeably dynamic and competitive international, man is uncovered to all styles of stressors that can have an effect on him on all realms of existence. The developing significance of interventional techniques is felt extra at the organizational level. Inter-non-public courting is a crucial HRD system, which creates a conducive HRD climate. The flaws in this courting cause stress a few of the personnel. Employees private health and circle of relatives occasions are critical factors for the first-class of work lifestyles and pressure. The maximum percent of personnel terrible performance is because of physiological and psychological issues. The organizational climate influencing stress in the bank is major. It was found that the demographic variables like schooling, age, salary and experience of the employees in ICICI banks were creating pressure most of the personnel and particularly the experience of employees pressure them to practice pressure management practices to keep away from useless impediments in developmental sports. The stress by way of the employees of their job frequently reflected in behavior and attitudes. The stresses were recognized as an ailment which spoils the fitness of the personnel and decreases their level of job

performance. In brief, a fixed of great human aid practices might result in strain-free paintings existence and excessive job pride.

### References

1. Akinboye, J.O., Akinboye, D.O. and Adeyemo, D.A., 2002, Coping with Stress in Life and at Work place. Stirlin- Hordon Publishers (Nig), Ltd.
2. Aminabhavi, V.A., 2000, A study on occupational stress and quality of work life among professionals and non- professionals. Ph.D. Thesis, Karnatak Univ., Dharwad
3. Anitha Devi, S., 2007, Occupational stress: A comparative study of women indifferent occupations. Prajnan, 35(1):61-74
4. Ayyappan, M.SakthiVadivel, The Impacts of Occupational Stress of Selected Banking Sector Employees in Tamilnadu, International Journal of Finance & Banking Studies IJFBS Vol.2 No.2, 2013 ISSN: 2147-4486
5. Bhatia, P. and Kumar, A. 2005, "Occupational Stress and Burn out in IndustrialEmployees", IndianPsy. Rev., Vol. 644): pp191-198.
6. Chand, P. and Monga, O.P., 2007, Correlates of job stress and burn out. J.Com. Gui. Res., 24(3): 243-252
7. Chitra.D, Mahalakshmi.V, A Study on Stress Management among the Employees of Banks, International Journal of Social Science & Interdisciplinary Research ISSN 2277-3630 IJSSIR, Vol. 4 (1), JANUARY (2015), pp. 95-101
8. Jamshed K. Khattak, Muhammad A. Khan, Ayaz Ul Haq, Muhammad Arif & Amjad A. Minhas.(2011).Occupational stress and burnout in Pakistan"s banking sector. African Journal of Business Management, 5(3), pp810-817
9. T.L. Narasimha Reddy and N. Kalyan Kumar "Stress Management: A study of occupational stress and burnout among bank employees of Hyderabad city of Andhra Pradesh I Manger Journal of Management. Vol :5 No.4 March – May2011
10. Virk, J., Chhabra, J. and Kumar, R., 2017, Occupational stress and work motivation in relation to age, job level and type-A behaviour. J. Indian Aca. App. Psy., 27 (1 & 2): 51-55